

Tower Hamlets Homes

Update on the Leasehold Improvement Plan

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- Provide up to date context on the LBTH leasehold portfolio.
- Update members on the development and progress of the leasehold service improvement plan and supporting communications strategy .

The Context of LBTH Leaseholders

- Currently there are just over 10,000 leaseholders/freeholders in a portfolio of 21,000 homes. We have around 30% of lessees formally registered as sublet.
- The proportion of original RTB purchasers is constantly reducing. Currently at 45% but only 33% are resident.
- The current level of leasehold overall satisfaction is at 77%, with caretaking at 79%, which compares favourably with other landlords.
- The amount of service charge we bill does vary but is around £16m per annum on day to day charges and around £4m for major works.

Our Overall Business Plan objectives

- Deliver organisational excellence
- Maintain homes and neighbourhoods to be proud of
- Provide excellent customers services

Key Messages

- We are committed to improving services to leaseholders
- We have carried out an independent review of our services to leaseholders, including talking to leaseholders and asking for their views.
- We have listened to what leaseholders have told us and are acting on Housing Quality Network's (HQN's) recommendations. HQN are a well-respected housing consultancy.

In 2019 Housing Quality Network (HQN) carried out an independent review of services to leaseholders.

The objective of the review was to identify service improvements to improve the Leasehold customer experience.

Review included:

- Leaseholder Focus Groups - 4 sessions with 16 leaseholders.
- Leaseholder Survey - 250+ responses.
- Interviews with 34 THH staff.
- Benchmarking - 4 Local authorities & 1 ALMO.
- Review of policies and procedures.

HQN concluded the review and provided their findings and recommendations, details of the review can be found [here](#)

The development of the Leasehold Improvement Plan was overseen by a Steering Group chaired by a leaseholder.

The plan consists of 5 main themes with a total of 39 actions

Improving Communication to Leaseholders (20)

Improving Transparency (9)

Improving Value for Money (5)

Governance (3)

RTB and Re-sales (2)

The delivery of the plan is overseen by our Customer Experience Task Force which is Chaired by Councillor Pierce, acting in his capacity as a THH Board member.

In addition to the plan, we have also developed a communications strategy which seeks to publicise the action plan to as many interested parties as possible.

This obviously includes our leaseholders but also our TRA's, Councillors and Cabinet Members and our 2 local MP's.

The actions are progressing well and of the 39 action points 20 have been completed. Some recent work includes

- Leasehold training for Neighbourhood Housing Officers
- Easy storage of all out guarantees and warranties
- Explaining our approach to major works
- Reviewing our letters with leaseholders to identify ways to make them clearer

There are supporting and additional digital projects which we are progressing including

- Our on-line offer
- Better use of our website, including explanation of our charges and other information
- Smarter and more efficient methods of payment
- Clearer online statements

THH continues to work to improve the services to our leaseholders and tenants.

- Improve the information available and transparency, primarily via our website
- Continue to strive for value for money for lessees and an efficient service –
- Ensure we complete the Leasehold Action Plan.