

Appendix 1

Resident Priority Themes

<u>Common Resident Priority Themes</u>	<u>Multiple Resident Priority Themes</u>	
Session 1-3 from 3 rd -5 th October: Leaseholders & tenants	Session 1-3 from 3 rd -5 th October: Leaseholders	Session 1-3 from 3 rd -5 th October: Tenants
Effective Communication with THH on service delivery	Admission on the part of THH that the DH programme delivered went wrong	Improved signage of estates with THH clearly documented
Effective resident engagement process	Dispute resolution to include arbitration	All residents to receive detailed repair costs for their blocks including repetitive repairs. Resident want a more stable workforce at THH rather than relying on consultants
More LBTH Scrutiny of THH service delivery	Policy details required on communal heating systems & call centre staff to be trained in handling communal heating system repairs	Transparency behind satisfaction figures
THH to be held accountable on failures & to rectify	Continue to improve the leaseholder extended payment options	Notice bulletin boards must be available on each estate and be updated regularly
Overall dissatisfaction with the DH programme – wanting better contract/contractor management & longer warranties of major works	To be able to appoint a professional to validate and inspect works and clarify who will foot the bill	Notice bulletin boards must be available on each estate and be updated regularly
LBTH & THH to have better management of sub-letting and absentee landlords	External DH works remains outstanding in some estates despite THH promises	THH to arrange regular annual resident conferences – last conference was 4 years ago
Transparency of grant and funding expenditure and services available for residents	Detailed information on how and where the £200m DH funds were invested	Council to be held accountable on how they manage THH

Improved dealings & processes of ASB complaints by THH	Caretaking failures are not reflected in the service charge bills	Quality of horticulture to be consistent throughout every estate managed by THH
Repairs services by THH & Mears to be more robust and efficient with clear responsibilities and roles	Admission on the part of THH that the DH programme delivered went wrong	Details of all contracts which have lapsed to be provided by THH for residents to access
Complaints management system to be more effective and efficient	Dispute resolution to include arbitration	THH to provide creative solutions where they are unable to process a query
Simplify customer access options keeping the elderly in mind	Policy details required on communal heating systems & call centre staff to be trained in handling communal heating system repairs	THH to ensure all estates to receive the same agreed quality service
THH change/transformation agenda must have clear objectives & measurable outcomes	Continue to improve the leaseholder extended payment options	Ethical contractor issues – Council needs to understand and be aware of sub-contractor & long term contract appointments and their effects
THH must be a learning organisation	To be able to appoint a professional to validate and inspect works and clarify who will foot the bill	All planned maintenance details to be communicated regularly to residents; and LBTH to carry out regular estate walkabouts with residents