

Residents' Panel Meeting

Tuesday 23rd May 2023

6pm – 8pm

Hybrid Meeting

Chair: Chris Weavers

Agenda

1. Welcome and introduction	Chris Weavers	5min
2. Minutes from previous meeting	Chris Weavers	10min
3. Update from THH Board	Ann Lucas	10min
4. Spotlight session: Repairs service	Hillary Howie	20min
5. Complaints update	Mohammed Baksh	10min
6. Performance update	Lesley Owen	10min
7. Recruitment	Nojmul Hussain	5min
8. AOB	All	10min

Date of next meeting: Tuesday 25th July, 6pm - 8pm

**Residents' Panel hybrid meeting
Tuesday 21st March 2023**

Minutes and Actions

Attendees

Members	Role
Chris Weavers (CW)	Leaseholder (Chair)
Amina Rahman (AR)	Tenant
Gibran Afzal (GA)	Tenant
Sahra Mire (SM)	Tenant
*Yasmin Begum (YB)	Tenant
*Corry Blades (CB)	Leaseholder
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
Staff	
Gulam Hussain (GH)	Head of Regulatory Assurance and Neighbourhoods
Lesley Owen (LO)	Business Development and Improvement Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Elizabeth Skillen (ES)	Housing Policy and Regulations Officer
Darren Cruice (DC)	Head of Asset Management and Compliance

Actions	Action Owner		Status/ Date
1. Organise a scrutiny review which undertakes a study of resident engagement, focusing on case studies from social housing that are managed by the Council and a former ALMO which has gone back in house.	NH		
2. Invite Hillary Kelly for May Panel meeting to present a spotlight session on repairs.	NH		
3. Speak to Hillary Kelly regarding Mears booking appointments without agreeing date with residents first.	GH		

Item No	Description	Action	Status/ Date
1.	Introduction and Welcome		
1.1	Apologies were received from Daniele Lamarche and Saida Begum		
1.2	*Due to a technical difficulty CB and YB were unable to log in, thus could not participate in the meeting.		

2.	Minutes from the previous meeting and matters arising		
2.1	NH highlighted the progress of actions; all were ranked green on the RAG performance update, except one. This action was to share the research methodology of tenders (customer satisfaction survey contract). NH explained that due to legal reasons THH is unable to share tender details at this stage.		
2.2	NH made a correction to the January minutes to include Yasmin Begum in the list of attendees.		

3.	THH Board update		
3.1	<p>AL provided the following updates:</p> <ul style="list-style-type: none"> • Latest Board meeting took place in February 2023. It was attended by Eamon McGoldrick, Managing Director of National Federation of Housing, who provided advice around merging back with the local authority. THH is expecting to go back in-house by end of the calendar year. • Recruitment and retention of staff, particularly around repairs and major work was discussed. • Members focused on the Business Plan to ensure it meets requirements of the Regulatory Framework, especially as THH merges with Tower Hamlets Council. • New Community Investment Strategy was extended, themes include creating safer neighbourhoods, supporting physical and mental well-being, increasing financial resilience and building cohesive communities. • Other areas discussed included an update on Bentworth Court, progress on tackling damp and mould, and Traffic Management Orders (TMOs). The Council has decided to pause the roll out of TMOs and reinstate individual bays; this will require further consultation. 		
3.2	The future of the Residents' Panel was raised, AL explained that under the Regulatory framework, resident involvement or a Panel is mandatory. However, the current set up may change. Discussion is also taking place around strengthening or expanding the role of the Council's Housing Scrutiny Committee.		

4.	Building safety update		
4.1	DC provided an update on building safety, including background on changes to national regulations following the Grenfell Tower tragedy in 2017. Under the Building Safety Act, landlords who own buildings over 18 metres are required to ensure a set of safety measures are undertaken. As per this requirement, THH is required to evidence the safety of its buildings over the next five years.		
4.2	THH is working on its building safety case and has been working with a consultant. DC highlighted the timetable for carrying out a safety case		

	for THH blocks. As part of gathering evidence, surveys of buildings are required as part of its risk assessment. DC also mentioned other measures taking place, as part of the risk assessment, such as digital scans of buildings.		
4.3	As part of the Building Safety Act, all buildings must be registered and provide key building information. The Council will start this process in April 2023.		
4.4	New fire safety regulations came into effect from January 2023, DC emphasised the challenges around meeting compliance, e.g. checking the entrance doors of each building above 11 metres on an annual basis.		
4.5	DC agreed that he would attend future Panel meetings to give building and fire safety updates.		

5.	Spotlight session - Compliance		
5.1	ES presented a spotlight session on THH's work around Regulatory Compliance. This included a brief background on why the Regulator of Housing introduced new compliance measures and the development of the Social Housing Regulation Bill. ES highlighted the aims of the legislation.		
5.2	Key areas of work were outlined, this included: <ul style="list-style-type: none"> • Undertaking a document library project; this aims to standardise and update the key documents across the organisation • A self- assessment against the regulatory compliance has been completed twice; this has informed a range of improvement actions and plans • Preparation for a new suite of tenant satisfaction measures • Setting up new measures to strengthen THH governance structure, e.g. formation of new committees to focus on areas of regulation • Work is being done in preparation for inspection and a self-assessment was completed against the Housing Ombudsman's Complaint Handling Code • Key work activities include the launch of a damp and mould focus project. 		
5.3	CW enquired how compliance measures will be maintained, particularly around governance given that THH will change management in due course. AL explained that discussion with the lead Members is taking place to ensure that there is an understanding of the Regulator's Consumer Standards and the Social Housing Regulation Bill.		

6. Annual workplan 2023-24	
6.1	<p>NH proposed new areas of work for Panel to explore, topics included a scrutiny review of future resident involvement work under new management, i.e. LBTH. CW suggested the Panel undertakes a study of how resident involvement/scrutiny operates in social housing managed by the council and where an ALMO has been transferred back to the local authority.</p> <p>Panel members agreed the above proposal for the review.</p> <p>ACTION: Organise a scrutiny review which undertakes a study of resident engagement, focusing on case studies from social housing managed by the Council and a former ALMO which has gone back in house</p>
6.2	<p>GA proposed exploring repairs in more details, as raw data is not enough to help understand the context, especially why improvements are not being made. Discussion ensued on the reasons for the performance issues. It was agreed that the Panel should invite Hillary Kelly [Head of Repairs] for a spotlight session.</p> <p>ACTION: Invite Hillary Kelly to May Panel meeting to present a spotlight session on repairs.</p>
6.3	<p>There was concern around Mears booking appointments without contacting the resident first. GH explained this should not be the case and will feedback to Hillary Kelly.</p> <p>ACTION: GH to speak to Hillary Kelly regarding Mears booking appointments without agreeing date with residents first.</p>

7. Performance update											
7.1	<p>LO provided an update on performance for February 2023</p> <p>Table 1 below shows, for the monthly indicators, performance compared to target.</p> <p>Table 1: Status February 2023 – <i>monthly</i> indicators</p> <table border="1"> <thead> <tr> <th>Trend</th> <th>Red</th> <th>Amber</th> <th>Green</th> <th>All</th> </tr> </thead> <tbody> <tr> <td>No. of indicators: February 23</td> <td>6 60%</td> <td>3 30%</td> <td>1 10%</td> <td>10 100%</td> </tr> </tbody> </table> <p>Table 2 below shows, for the quarterly indicators, performance compared to target.</p> <p>Table 2: Status December 2022 – <i>quarterly</i> indicators</p>	Trend	Red	Amber	Green	All	No. of indicators: February 23	6 60%	3 30%	1 10%	10 100%
Trend	Red	Amber	Green	All							
No. of indicators: February 23	6 60%	3 30%	1 10%	10 100%							

Trend	Red	Amber	Green	All
No. of indicators: December 22	2 33%	2 33%	2 33%	6 100%

Table 3 below shows the direction of travel from the previous period

Table 3: Direction of Travel from the previous period – all indicators

Trend	Weakened	No change	Improved	N/a*	All
No. of indicators: Q3/February 23	9 56%	0	6 38%	1 6%	16 100%

**No major works satisfaction surveys carried out in Q3 2022*

Table 4 below shows, for all the indicators, the direction of travel compared to the previous year.

Table 4: Direction of Travel from Q3/February 2022 – all indicators

Trend	Weakened	No change	Improved	All
No. of indicators: Q3/February 23	11 69%	0	5 31%	16 100%

7.2 Discussion ensued around the performance data against anecdotal evidence which suggests lower satisfaction levels amongst residents. It was felt more understanding is needed around why repairs satisfaction is lower than expectations. GH outlined factors such as IT integration, due to moving to a new location, which affects services such as repairs. GA felt the Panel should focus more on repairs; GH agreed that Head of Repairs, Hillary Kelly, can be invited to provide more insight around performance issues and current improvement measures.

7.3 GH reported that in addition to the above data, there are additional measures to ensure scrutiny of repairs handling. This includes the Housing Ombudsman sharing information with the Regulator, the Regulator conducting inspections and new Tenant Satisfaction Measures social housing landlords must report against.

Any other business	
8.1	<ul style="list-style-type: none"> GA enquired about the replacement of the fire door on his block

	<ul style="list-style-type: none"> An enquiry was made with regard to the recent fire at Maddocks House. AL explained the measures THH took prior to the fire and reported THH does not have enforcement powers. 		
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9	Date of next meeting		
9.1	23 rd May 2023, 6pm – 8pm		

**Tower
Hamlets
Homes**

Q4 Complaints Performance & Trends

Mohammed Baksh, Interim Customer Relations
Manager

May 2023



Performance

Period	10 day Internal Target (THH)		
	Stage 1 (90%)		
21/22 YTD	1569/1631	96%	↑
22/23 Q1	362/375	97%	↑
22/23 Q2	355/398	89%	↓
22/23 Q3	350/363	96%	↑
22/23 Q4	491/511	96%	↑
22/23 YTD	1558/1647	94.60%	↑

- Performance for responding to Complaints were met within target and remained strong
- Performance at LBTH has dipped even further due to team restructure and staff shortages due to staff sickness
- Case management strategy workshop was held in March 2023 with emphasis on prioritising complex cases, quick resolutions and empathetic approach to tone of responses. Further strategy workshops to be planned in the new year as part of the 6 weekly service area catch ups
- Managers to robustly performance manage case handlers phoning complainants within 48 hours to improve compliance – 79% for Q4 ↑

Period	Query (90%)									Mayor & Members Enquiries (90%)		
				Stage 1 (95%)			Stage 2 (90%)					
YTD 20/21	411/496	83%	↓	1222/1251	97.7%	↑	29/106	27%	↓	974/1084	89.9%	↓
YTD 21/22	635/717	89%	↓	1612/1613	99.90%	↑	182/251	73%	↓	1458/1621	90%	↑
22/23 Q1	182/195	95%	↑	396/397	99.90%	↑	59/73	81%	↓	348/389	89%	↓
22/23 Q2	212/238	89%	↓	370/371	99.70%	↑	58/68	85%	↓	312/338	79%	↓
22/23 Q3	187/194	96%	↑	345/345	100.00%	↑	55/67	82%	↓	390/445	88%	↓
22/23 Q4	241/248	97%	↑	563/567	99.29%	↑	26/109	24%	↓	376/423	89%	↓
22/23 YTD	822/871	94%	↑	1674/1680	99.64%	↑	198/317	62%	↓	1361/1569	87%	↓

Causes for complaints & Escalations

- Leaks management – delays in identifying source, taking enforcement action where required, agreeing the scope of the repairs and around the level of compensation offered
- Complaint Handling -Poor communication and failing to keep residents updated when appointments were cancelled or updating on follow on works.
- Reduced standard of the cleaning provided by Environmental Services
- Failure to complete corrective actions and to do's within time scales/ agree further remediation with resident at the point of seeking an escalation in line with protocols
- Delays in resolving window repairs V replacement – ongoing issue
- Failure to address ASB issues, namely noise nuisance and CCTV infringing privacy
- Heating and hot water issues
- Delays in processing key fobs and resolving door entry problems
- Escalation of major repair costs and our failure to communicate this in a timely manner to residents

Lessons Learnt/service improvements identified

Repairs

Service failures	Service Improvements identified
Delays resolving both Communal heating (water tank issue) and domestic gas boilers, compounded by the mobilisation of all the new contracts and various service providers taking time to get up to speed.	Issues continue to be resolved via the new contract governance management which is in place
Delays in windows/glazing works due to backlogs in glazing	Mears and subcontractors to continue to work hard on communications, to update customers particularly when there are delays
Delays in resolving Leaks, due to delays in identifying source of leaks, addressing access issues, keeping residents updated	<ul style="list-style-type: none"> • Leaks Working Group- tracking cases via Northgate and iCase work with clear ownership of the cases • Mears to introduce leaks specialist team to deal with complex leak cases with new equipment • Repairs team also finalising a programme of internal visits to properties based on data of overdue damp remedial job tickets

Asset Mgmt

Service failures	Service Improvements identified
Delay in carrying out FED works, lift and unhappy with outcome of FRA	<p>Steps taken to improve communication, issues were raised with the Project Manager who has had meetings with the residents to explain delays and any other issues arising.</p> <p>Action to work with contractors to improve communication with residents regarding status updates of works, anticipated start date of works and providing reasons for outcome</p>

Lessons Learnt/service improvements identified

ASB

Service failures	Service Improvements identified
Case Management/handling	<p>Continue raising awareness about ASB services by leaflet dropping, organising estate actions days, door knocking in 'challenging blocks', active on Twitter.</p> <p>ASB cases can be complex and need more time and other agencies involved. Permanent staff recruitment completed and staff returned from sickness to help with the workload and updates.</p>

Environmental Services

Service failures	Service Improvements identified
Cleaning not to an acceptable standard	<ul style="list-style-type: none"> • TL's monitor performance and take formal action as required • Caretaking ECO team available to help with Out of Hours cleaning • Response Team to action improvement works - varnishing entry doors, painting internal/external areas and jet washing estates with the lowest satisfaction • Weed spraying, jet washing, small painting jobs planned • British Institute Cleaning Science (BICS) standard training to be delivered to caretakers to improve productivity and efficiency.
Blocked Hopper/Chutes	<ul style="list-style-type: none"> • Additional admin staff to help with allocating jobs and booking appointments. • Regular communication with Mears out of ours and HSC.
Bins/waste - refuse crews not returning bins	<p>Daily checking of bin areas. Regular meeting with LBTH. Available extra resources for rotating the bins/returning bins when collections are on Saturdays. Problem solving visits with LBTH taking place.</p>

Lessons Learnt/service improvements identified

Drainage

Service failures	Service Improvements identified
Delay in resolving internal blockage in leasehold properties/Thames Water issue	Leaving calling card when no one at home for resident to arrange another appointment. Added additional admin staff to help with allocating jobs to teams and booking appointments. Regular communication with Mears out of ours and HSC. Communication with Thames Water to progress works.

Leasehold

Service failures	Service Improvements identified
Major works invoices greatly exceeded the S20 amount	Leasehold services team are working closely with colleagues in Property Services to ensure far more accurate surveys are provided so that we can report more accurate estimates in a prompt manner
Need to handle alterations better	This is a pay as you go service and therefore it is difficult to predict the level of resources needed to provide this serviced. This service area has been under-resourced but we need to balance reasonable charges to what resources we can employ
Poor communication – failure to respond to emails	Performance issues – being monitored and addressed by Team Leader/Managers

Lessons Learnt/service improvements identified

HSC

Service failures	Service Improvements identified
Long wait times/getting disconnected on the phones	<p>Improve call answering –To get the platform stabilised, ensure all staff softphones work</p> <p>Update the IVR to position the damp/mould line better, add a new line for repairs chasers for the HSC, and review the setup of the ACD call distribution system to improve call handling</p>
Parking Enforcement	<p>Though we continue to manage NSLs (our enforcement management contractors) this situation will not improve until all our estates are under a TMO (Traffic Management Order). Some of estates are already under the Management Order and complaints have reduced on these estates.</p> <p>Implementation across all LBTH estates should be completed by the end of 2023/beginning of 2024.</p>
Online channels not providing for certain communal repairs (especially for leaseholders)	<p>Complete planned improvements to the online repairs ordering solution – ensuring communal repairs can be raised for all tenures.</p> <p>Dry-run the SMS outage alerts for communal outages ahead of a live rollout, aiming to reduce calls/demand for known issues</p>

Lessons Learnt/service improvements identified

Neighbourhood
s

Service failures	Service Improvements identified
Poor communication – failure to respond to complainant’s emails	Performance issues – being monitored and addressed by Team Leader
Lack of timely and effective communication by Neighbourhood staff	When Housing Officer patch is vacant all opened cases should be reviewed by NTL and allocated to another officer. If re-allocation not possible tenant must be contacted by the NTL and kept updated accordingly.

Ombudsman Cases

Outcomes	21/22	22/23
Outside Services Jurisdiction	3	2
No maladministration	2	3
Reasonable offer of redress	4	5
Partial Maladministration	2	2
Service Failure	3	7
Maladministration	6	11
Withdrawn	1	0
Early Resolution – Resolved with intervention - Offer of redress	1	0
Total	22	30

THH Figure: Maladministration rate: **37%** (11/30)

HO Formula (calculated using the findings of service failure, maladministration or partial maladministration jointly): **67%** (20/30)

Themes for determinations made against THH

- Lack of explanation by THH on the actions that it took and poor record keeping
- Failure to respond to reports of ASB in a timely manner and follow through properly
- Failure to diagnose cause of leaks and remedy quickly
- Failure of addressing issues of damp and mould and remedy quickly
- Failure to provide updates with timescales for resolving issues with communal heating and hot water system
- Inadequate compensation offered for distress and inconvenience

Compensation

Stage	YTD 20/21	YTD 21/22	YTD 22/23
Stage One	£15,009.76	£4,645.00	£ 30,328.66
Stage Two	£3,875.70	£34,116.88	£ 7,899.50
Ombudsman	£5,391.05	£9,336.06	£ 10,931.50
Member Enquires	£ -	£ -	£ 3,208.50
Query	£ -	£ -	£ 191.00
Total	£24,276.51	£48,097.94	£ 52,559.16

- There continues to be a trend in the increase in the amount of compensation paid in the last couple of years.
- In light of recent housing ombudsman determinations, service areas have also been advised to also make reference to the Housing Ombudsman remedy guidance which has been provided as part of CRT complaint handling workshops

Key Challenges

- Continued increased communication from the Housing Ombudsman
- Managing expectations of residents. More direct approaches are being made to the Ombudsman by residents. THH undertaking a self assessment against the HO Damp spotlight report and waiting for the spotlight report on record keeping
- Improving the quality of responses to complaints with a particular emphasis on having an empathetic approach and follow through on commitments
- Capturing resident satisfaction with the complaints handling process in a meaningful way. Residents often reflect on the outcome rather than the process itself.
- Implications of the new Building Safety Bill
- Ensuring ongoing compliance of the revised Housing Ombudsman Complaints code and in particular the Housing Ombudsman remedy guidance.

Report to: Residents' Panel
 From: Lesley Owen
 For: Information/discussion

Topic: **Performance Report: April 2023**

1. Introduction

1.1 The Residents' Panel has a duty, outlined in its Terms of Reference, to monitor and review performance across Tower Hamlets Homes [THH], and to explore and challenge under-performance as appropriate. To enable this, the Panel selects a set of measures to be reported on regularly.

2. Performance: 2022 – 23 Outturn

2.1 The indicators from 2021-22 were carried forward into 2022-2023, with the exception of the MyTHH measure. There were thus ten monthly indicators and a further six quarterly ones. Targets were aligned where applicable with those agreed by the Council and/or Board.

2.2 THH outturn performance on the 2022-23 indicators is shown at summary level in the Table 1 below. Results are shown as 'green' if the target has been met or exceeded, 'amber' if the result is close to target (generally within 5%), or 'red' if the target has not been met.

2.3 Table 1: Status March 2023 – all indicators

Trend	Red	Amber	Green	All
No. of indicators: March 23	9 56%	4 25%	3 19%	16 100%

2.4 Performance on the individual indicators from April 2022 – March 2023 is set out in *Appendix 1*.

2.5 Table 2 below shows, for all the 2022-23 indicators, the direction of travel compared to the previous year.

Table 2: Direction of Travel from March 2022 – all indicators

Trend	Weakened	No change	Improved	All
No. of indicators: March 23	11 69%	0	5 31%	16 100%

3. Performance to April 2023

3.1 For the sake of continuity of reporting the 2022-23 indicators have been rolled forward into 2023-24. Again, targets are aligned where applicable with those agreed by the Council and/or Board. The re- procurement of the satisfaction contract has resulted in some measures not being available for April 2023. Further adjustments to the indicator suite may be to follow where measures are aligned with the Tenant Satisfaction Measure [TSM] methodology.

3.2 Table 3 below summarises, for the monthly indicators, performance compared to target.

Table 3: STATUS April 2023 – monthly indicators

Trend	Red	Amber	Green	N/a	All
No. of indicators: April 23	6 60%	2 20%	0 10%	2 20%	10 100%

3.3 Performance on the individual indicators in April 2023 is set out in *Appendix 2*.

3.4 Table 4 below summarises, for the monthly indicators, the direction of travel compared to the previous year.

Table 4: Direction of Travel from April 2022 – monthly indicators

Trend	Weakened	No change	Improved	N/a	All
No. of indicators: April 23	4 40%	0	3 30%	3 30%	10 100%

Performance analysis

From the 2022-23 outturn results it can be seen that areas of strength continue to include:

- Repairs satisfaction
- Satisfaction with the HSC
- Capital Works satisfaction

In addition, the communication measures are close to target at year end and satisfaction with ASB handling continues to improve.

The April 2023 results show the service areas that continue to be most significantly challenged are Repairs and the Housing Service Centre:

Repairs

Job backlogs from 2021-22 carried over into 2022-23 when seven new repairs contracts were procured. As previously reported elements of the service have been impacted by the mobilisation of the new contractors: there have been issues with IT integration as well as performance. This has impacted on the task of clearing the backlog.

Housing Service Centre [HSC]

Performance in the HSC is still impacted by the knock-on effects of the repair backlog both in terms of call answering and average call wait times. In addition, the explosion, fire and evacuation of Bentworth Court generated large volumes of calls resulting in the creation in the HSC of a separate emergency queue staffed by 3 Housing Advisors. This has had a knock-on impact on the general repair and non-repair call performance. The HSC also continues to be affected by staff retention and recruitment issues.

4. Tenant Satisfaction Measures [TSMs]

- 4.1 The Regulator for Social Housing, following formal consultation, has published its confirmed final version of the national indicators all social housing organisations must report on. These Tenant Satisfaction Measures [TSMs] are set out in *Appendix 3*. The TSMs are designed to allow tenants to see how their landlord is performing, and to provide the Regulator with intelligence about the housing provider.
- 4.2 Twelve of the TSMs are to be drawn from a perception-based satisfaction survey. The order and wording of the questions, possible responses, how to calculate the results, and survey sample size are all prescribed. The survey method[s] and timing are matters for the housing organisation to decide. Publication of the results must be accompanied by a description of the methodology used setting out how the tenants responding are reflective of the tenant population as a whole. THH plans to report on the surveys quarterly. We have recently evaluated bids for the re-procurement of the satisfaction survey contract and hope to award the contract very shortly.
- 4.3 The remaining ten measures are drawn from management information; half of them relate to aspects of building safety.
- 4.4 The TSM regime began in April 2023 and results will first be published in summer 2024.
- 4.5 The Resident Panel may wish to include some TSMs in their indicator suite for 2023-24. Panel members may also have a view about the survey method[s] to be used.

5. Recommendations

- 5.1 The Panel is recommended to:
 - (i) note THH outturn performance for 2022-23 and performance in April 2023; &
 - (ii) consider whether to explore in more detail any areas of service delivery
 - (iii) note the introduction of the TSMs from 2023-24; &
 - (iv) consider whether to add any TSMs to the performance suite or align any existing measures with the TSM methodology.

Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M Monthly Indicators: March 2023

Q Quarterly Indicators: March 2023

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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1	Overall Satisfaction: tenants	Q	85.0%	75.5%	79.5%
	No. of tenants rating THH as excellent, good, or fair			253	1021
	Total No. of tenants responding			335	1285

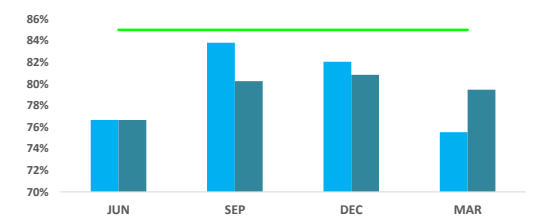
2	Overall Satisfaction: leaseholders	Q	75.0%	66.0%	65.8%
	No. of leaseholders rating THH as excellent, good, or fair			101	414
	Total No. of leaseholders responding			153	629

3	% non-repair calls answered	M	92.0%	50.1%	78.6%
	Total non-repair calls answered			2944	43781
	Total non-repair calls received			5880	55731

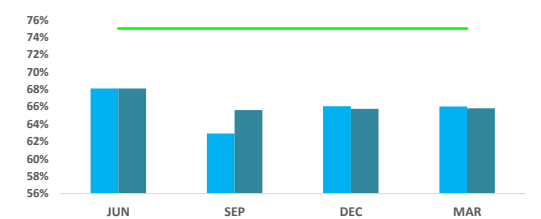
4	% repair calls answered	M	92.0%	45.6%	72.0%
	Total repair calls answered			5410	80521
	Total repair calls received			11874	111793



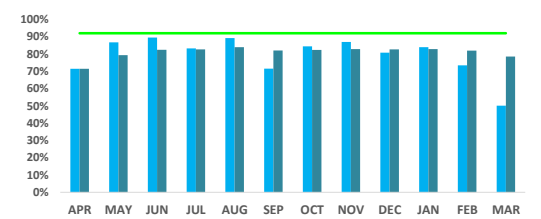
Trends	
Last Period	Year on Year



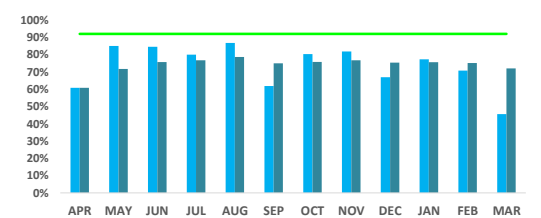
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: March 2023
Q	Quarterly Indicators: March 2023

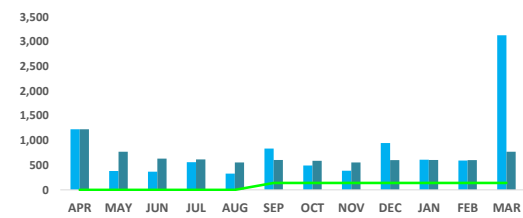
K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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5	Repair calls average wait (secs)	M	140	3130	773
	Total repair calls answered			5410	80521
	Total wait time for repair calls answered			16933300	62236564

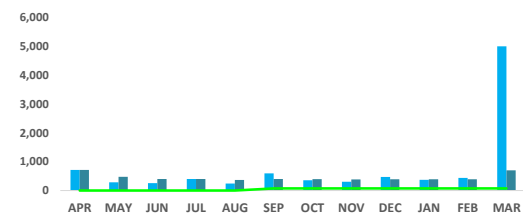
Latest Result	
YTD	
Target	

Trends	
Last Period	Year on Year



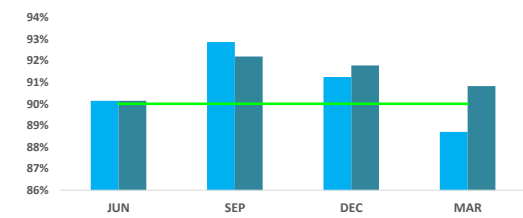
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6	Non-Repair calls average wait (secs)	M	73	5005	701
	Total non-repair calls answered			2944	43961
	Total wait time for non-repair calls answered			14734720	30831134



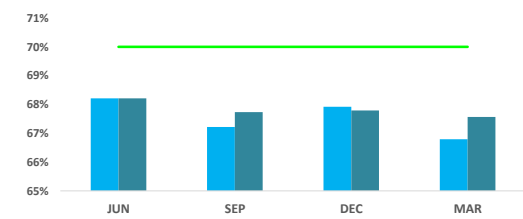
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7	Percentage of residents rating the HSC as excellent, good, or fair	Q	90.0%	88.7%	90.8%
	No. of residents rating HSC as excellent, good, or fair			816	2680
	Total No. responding			920	2951



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8	Percentage of residents agreeing 'THH does what it says it will do'	Q	70.0%	66.8%	67.6%
	No. of residents agreeing THH did what it said			177	800
	Total No. of residents responding			265	1184



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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: March 2023
Q	Quarterly Indicators: March 2023

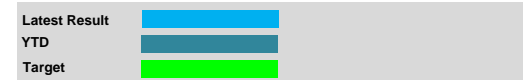
K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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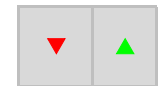
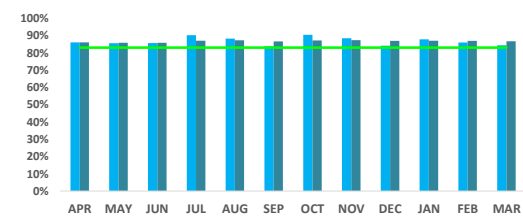
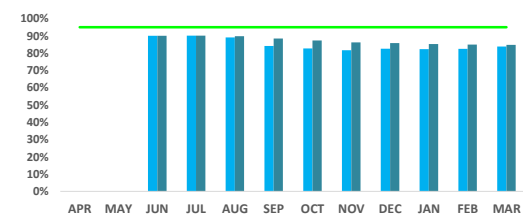
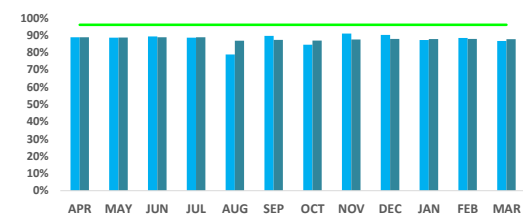
9	% of repairs completed in target	M	96.0%	86.6%	87.7%
	No. of repairs completed in target			7009	71045
	Total repairs completed			8092	80998

10	% of repair appointments kept	M	95.0%	83.8%	84.8%
	No. of appointments kept			4123	32332
	No. of appointments made			4919	38143

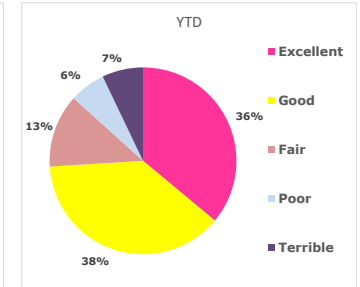
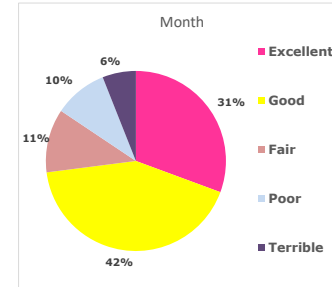
11	Percentage of tenants rating the repairs service as excellent, good, or fair	M	83.0%	84.4%	86.7%
	No. of residents rating excellent, good, or fair			281	3531
	Total No. of residents responding			333	4073



Trends	
Last Period	Year on Year



B R E A K D O W N	Category	MONTH	YTD
		Excellent	102
Good	141	1547	
Fair	38	516	
Poor	32	253	
Terrible	20	289	
N	TOTAL	333	4073



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: March 2023
Q	Quarterly Indicators: March 2023

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

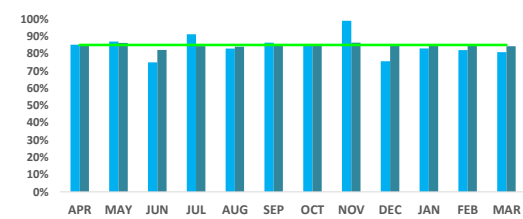
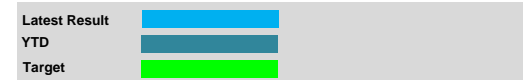
Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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12	% of Repairs completed right first time	M	85.0%	80.8%	84.3%
	No. of repairs completed right first time			3130	33615
	Total repairs completed			3873	39886

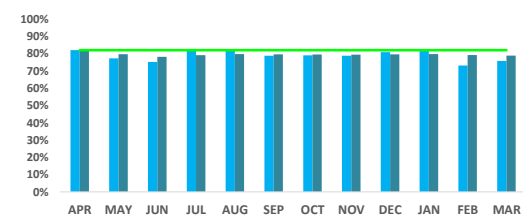
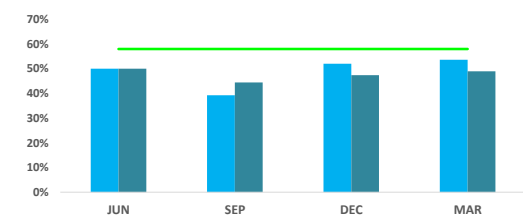
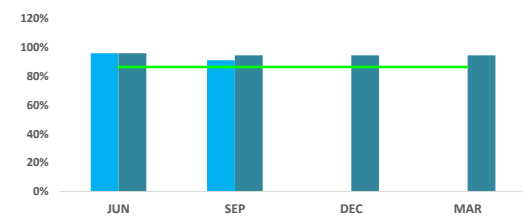
13	Percentage of residents rating capital works as excellent, good, or fair	Q	86.5%		94.5%
	No. of residents rating capital works as excellent, good, or fair			0	104
	Total No. of residents responding			0	110

14	ASB: % of residents satisfied with handling of ASB	Q	58.0%	53.7%	48.9%
	No. of residents satisfied			44	163
	Total No. of residents responding			82	333

15	% of residents rating THH as excellent, good, or fair at keeping informed	M	82.0%	75.8%	78.9%
	No. of residents rating excellent, good, or fair			122	1527
	Total No. of residents responding			161	1936



Trends	
Last Period	Year on Year



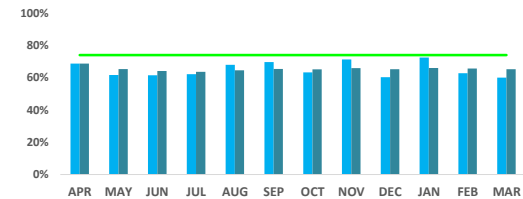
Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: March 2023
Q	Quarterly Indicators: March 2023

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
16	% of residents rating THH as excellent, good, or fair at taking views into account	M	74.0%	60.0%	65.2%
	No. of residents rating excellent, good, or fair			84	1124
	Total No. of residents responding			140	1723



Trends

Last Period	Year on Year
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

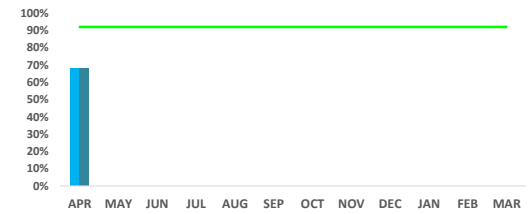
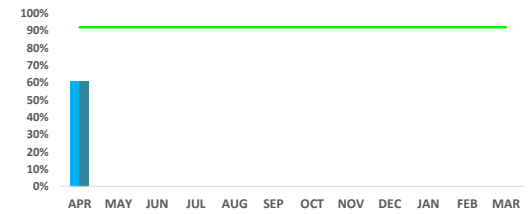
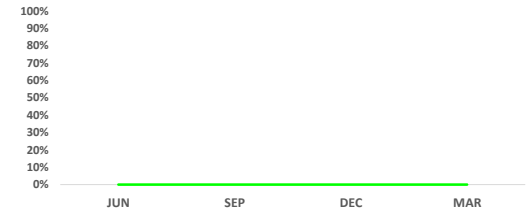
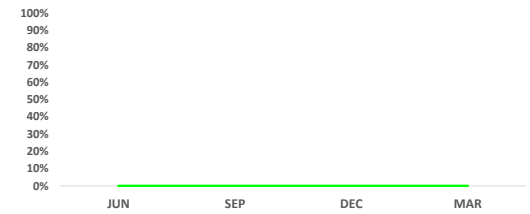
M	Monthly Indicators: April 2023
Q	Quarterly Indicators: June 2023

K	At or above target
E	Below target, above minimum
Y	Below target, below minimum

Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
1	Overall Satisfaction: tenants	Q			
	No. of tenants rating THH as excellent, good, or fair				
	Total No. of tenants responding				
2	Overall Satisfaction: leaseholders	Q			
	No. of leaseholders rating THH as excellent, good, or fair				
	Total No. of leaseholders responding				
3	% non-repair calls answered	M	92.0%	60.9%	60.9%
	Total non-repair calls answered			2837	2837
	Total non-repair calls received			4661	4661
4	% repair calls answered	M	92.0%	68.2%	68.2%
	Total repair calls answered			4885	4885
	Total repair calls received			7159	7159



Trends	
Last Period	Year on Year



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

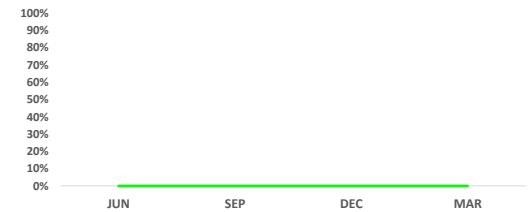
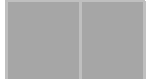
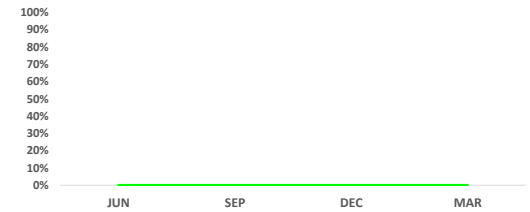
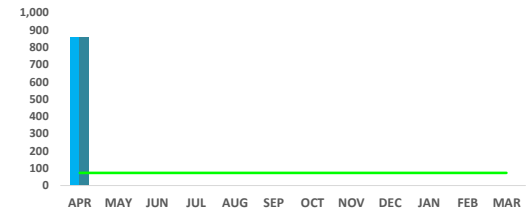
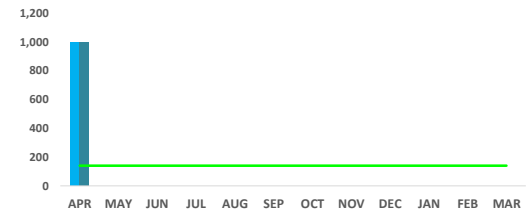
M	Monthly Indicators: April 2023
Q	Quarterly Indicators: June 2023

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
5	Repair calls average wait (secs)	M	140	993	993
	Total repair calls answered			4885	4885
	Total wait time for repair calls answered			4850805	4850805
6	Non-Repair calls average wait (secs)	M	73	858	858
	Total non-repair calls answered			2837	2837
	Total wait time for non-repair calls answered			2434146	2434146
7	Percentage of residents rating the HSC as excellent, good, or fair	Q			
	No. of residents rating HSC as excellent, good, or fair				
	Total No. responding				
8	Percentage of residents agreeing 'THH does what it says it will do'	Q			
	No. of residents agreeing THH did what it said				
	Total No. of residents responding				



Trends	
Last Period	Year on Year



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: April 2023
Q	Quarterly Indicators: June 2023

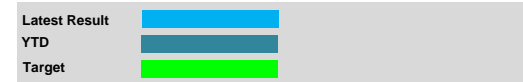
K E Y	At or above target
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Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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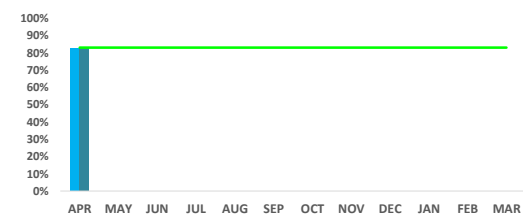
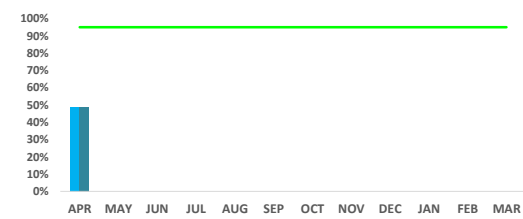
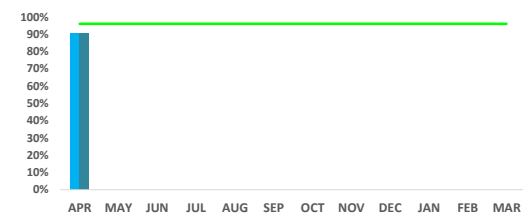
9	% of repairs completed in target	M	96.0%	90.7%	90.7%
	No. of repairs completed in target			6155	6155
	Total repairs completed			6788	6788

10	% of repair appointments kept	M	95.0%	48.6%	48.6%
	No. of appointments kept			1601	1601
	No. of appointments made			3295	3295

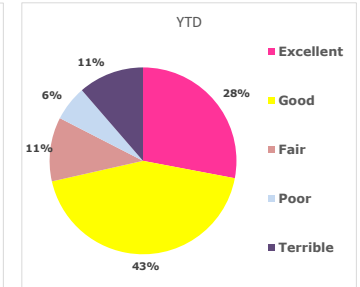
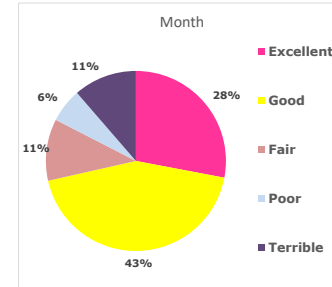
11	Percentage of tenants rating the repairs service as excellent, good, or fair	M	83.0%	82.5%	82.5%
	No. of residents rating excellent, good, or fair			298	298
	Total No. of residents responding			361	361



Trends	
Last Period	Year on Year



B R E A K D O W N	Category	MONTH	YTD
		Excellent	101
Good	157	157	
Fair	40	40	
Poor	22	22	
Terrible	41	41	
N	TOTAL	361	361



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: April 2023
Q	Quarterly Indicators: June 2023

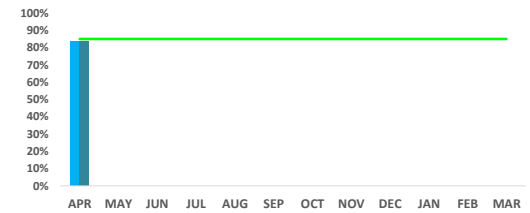
**K
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Y**

At or above target
Below target, above minimum
Below target, below minimum

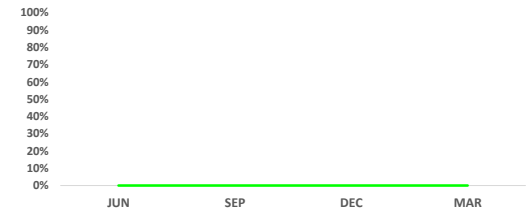
Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
12	% of Repairs completed right first time	M	85.0%	83.6%	83.6%
	No. of repairs completed right first time			2614	2614
	Total repairs completed			3127	3127
13	Percentage of residents rating capital works as excellent, good, or fair	Q			
	No. of residents rating capital works as excellent, good, or fair				
	Total No. of residents responding				
14	ASB: % of residents satisfied with handling of ASB	Q			
	No. of residents satisfied				
	Total No. of residents responding				
15	% of residents rating THH as excellent, good, or fair at keeping informed	M			
	No. of residents rating excellent, good, or fair				
	Total No. of residents responding				



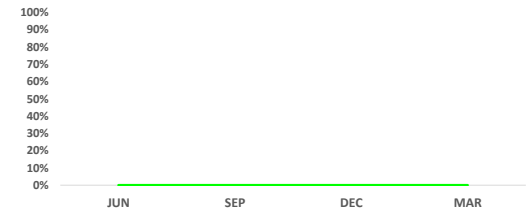
Trends	
Last Period	Year on Year



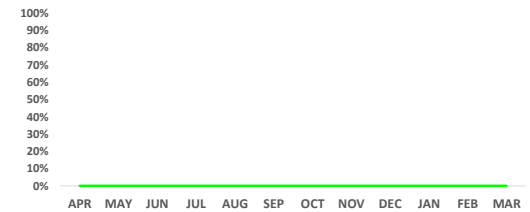
Last Period	Year on Year
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Last Period	Year on Year



Last Period	Year on Year



Last Period	Year on Year

Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

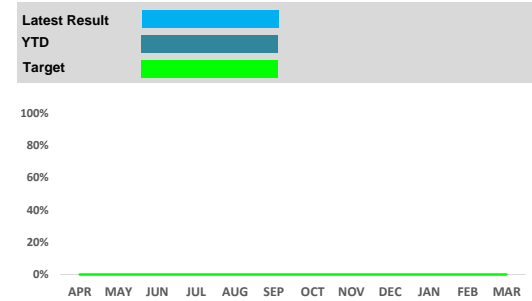
Year to date performance:

M	Monthly Indicators: April 2023
Q	Quarterly Indicators: June 2023

**K
E
Y**

At or above target
Below target, above minimum
Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
16 % of residents rating THH as excellent, good, or fair at taking views into account No. of residents rating excellent, good, or fair Total No. of residents responding	M			



Trends	
Last Period	Year on Year

Appendix 3: Summary of Tenant Satisfaction Measures

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks