

Open minutes of Tower Hamlets Homes Board Meeting
Thursday 27 July 2023 **6.05pm – 6.30pm**
Tower Hamlets Town Hall, 180 Whitechapel Road, E1 1BJ /Teams

Board Directors Present:

Ann Lucas (AL & Chair)	-	Chair, Independent Board Director
John Wu (Wu)	-	Independent Board Director
Nikesh Shah (NS)	-	Independent Board Director
Mahbub Anam (MA)	-	Resident Board Director
Abu Chowdhury (AC)	-	Cllr Board Director
Maium Talukdar (MT)	-	Cllr Board Director

Co – Optees Present:

Pam Haluwa (PH)	-	Co-Optee to Standards & Customer Experience Committee
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Officers Present:

Ann Otesanya (AO)	-	Acting Chief Executive
Neil Isaac (NI)	-	Director of Finance
Beverley Greenidge (BG)	-	Acting Director of Neighbourhoods
Paul Davey (PD)	-	Director of Business Transformation
Gulam Hussain (GH)	-	Head of Regulatory Assurance & Interim Head of NHDs
Darren Cruice (DC)	-	Head of Asset Management & Compliance
Lesley Owen (LO)	-	Business Development & Improvement Manager
Elizabeth Skillen (ES)	-	Housing Policy & Regulations Officer
Jean Philadelphia (JP)	-	Executive Support Team Leader

In Attendance:

Rupert Brandon (RB)	-	LBTH Head of Housing Supply
Chris Weavers (CW)	-	Residents' Panel Chair

Apologies:

Claire Tuffin (CT & Vice Chair)	-	Resident Board Director
Simon Hart (SH)	-	Resident Board Director
Safia Jama (SJam)	-	Independent Board Director

1.	Welcome	
1.1.	AL welcomed all to the meeting. Apologies for the above were noted.	
2.	Declaration of Interest	
2.1.	PH declared her interest as a leaseholder of Tower Hamlets Homes.	
3.	Questions from Members of the Public	
3.1.	None received.	
4.	Minutes of the Open Minutes of the Board Meeting Held on 4th May 2023	
4.1.	<i>The THH Board AGREED minutes of meeting held on 4th May 2023 were an accurate record.</i>	
5.	Report on year-end complaints performance including Housing Ombudsman findings	
5.1.	GH introduced an overview on year-end complaints performance including Housing Ombudsman findings.	

5.2	The report showed 94% of complaints which were responded to within their target date. 62% of Stage 2 complaints were responded to within their target date.	
5.3	Discussions taking place with Council colleagues as understand there are some challenges around recruitment.	
5.4	Housing Ombudsman had determined 30 cases, 25 of which related to repairs. Housing Ombudsman had recruited an additional 200 staff to work on complaints. Meeting to take place on 28 th July to look at areas Housing Ombudsman had highlighted – complaints handling, how complaints had gone from Stage 1 to Stage 2.	
5.5	Compensation was currently being reviewed as raised by Housing Ombudsman.	
5.6	NS said in terms of THH we are quite clear on what we do and don't do and thought it would be a good opportunity to work with other organisations to see what they are doing.	
5.7	<i>The THH Board APPROVED the report on year-end complaints performance including Housing Ombudsman findings.</i>	
6.	CE Report	
6.1.	AO presented the CE Report and commented on areas of interest to Board.	
6.2	Bentworth – making progress on moving residents back in. To date 61 of the households have returned to Bentworth with the remainder moving back in the coming weeks. 17 households will no longer return to the block due to residents having passed away or accepting permanent alternative accommodation elsewhere. Housing team are dealing with some more complex cases requiring careful handling, e.g resident may be in care homes.	
6.3	TMOs - The roll out programme is in progress, with responses to the borough-wide consultation to retain individual bays due at the end of July and the report for the Divisional Director, seeking approval to proceed, to be ready by the 2nd week of August.	
6.4	PH asked how certain are we that we will be able to roll TMOs out. AO said we should have full roll out by October 2024. Strengthening/recruiting staff around this to progress the works with Simon James.	
6.5	<i>The THH Board APPROVED the CEO report.</i>	
7.	Regulatory Assurance Update	
7.1	ES presented a paper updating Board on the progress with preparing for the new Regulator of Social Housing regime and Social Housing Regulation Bill, which will be passed before the end of July 2023.	
7.2	The report covered each Consumer Standard and our high-level compliance position, which is a measurement against both requirements that have legal standing and those which are best practice. The report also outlined some of the learning and engagement which has helped shape THH's response to the new regime and most recently, our preparation for inspections.	
7.3	<i>The THH Board NOTED the Regulatory Assurance Update.</i>	
8.	Resident Panel Annual Report	

8.1	CW presented his report and the foreword of the report which showed the involvement of residents in examining decisions, policies, and actions that affect their homes and communities bringing massive improvements, enhanced transparency and helping THH to deliver more effective services.	
8.2	This year, the Panel discussed a range of topics and continued to invite managers to provide updates on their business areas including understanding the Ombudsman's Complaints Handling Code to delivering its seventh spotlight session on Capital Delivery.	
8.3	The Chair thanked CW and the rest of the Resident Panel for all their help and hard work over the year.	
8.4	<i>The THH Board NOTED the Resident Annual report.</i>	
9.	RB left the meeting at 6.30pm.	

Chair

Date