

New resident service offer

We're introducing a new resident service offer aimed at improving your contact with us.

The new service offer will focus our efforts on:

- doing what we say we will do
- improving the way we do things, and
- communicating better with residents.

This year's offer includes new service targets that are in line with our improvement plan for improving resident satisfaction. Our approach also fits with the National Housing Federation's new Together with Tenants Charter, as well as the Government's Social Housing White Paper.

Consulting you

To get resident views on the new service offer, we:

- put the documents on the website – together with information about the Together with Tenants Charter and the Government white paper



- ran a short survey
- held two focus groups in February on the draft service offer, and
- held a third focus group in March to look at how we should measure our service offer performance.

The valuable feedback we received

helped us to strengthen our service offer. We will now be reporting our performance to the Resident Forum and our Operations Committee every three months. We will share this information in this newsletter, on the website and in our annual report.

There are more details about the new service offer on page 2.



And we have a winner...

Congratulations to Mrs Jahan from Bethnal Green, who won £25 in Love2Shop vouchers in March's Word Search competition.

Inside

New resident service offer	2
Scrutiny Panel's latest review	3
About your service charges	3
April Resident Forum	4
Stay safe as Tower Hamlets opens up again	4

New resident service offer



We want you to feel safe, secure and happy in your home from the day you move in. We will work with you to provide efficient, resident-focused services and spend every penny wisely.

We will improve our performance

What we will improve	How we will measure this
We will be understanding, helpful and efficient no matter how you contact us – online, by phone or face to face	% of customers happy with how we dealt with their last query/request % of customers who think our service has improved, stayed the same or declined
We will make sure everyone is treated with respect and has equal access to our services and is treated fairly	We monitor complaints and satisfaction to check we are treating different groups of residents fairly We consider equality, diversity and inclusion in everything we do – all reports to our Board must cover it
We will tell you how well we are performing and see what you think	% customers who say we listen
We will let you give your views and get involved	Number of ways to get involved
We will make it easy for you to get in touch with us and respond quickly	Average time to answer the phone (target within 110 seconds) Average time to respond to online contact (target three working days) Average time to respond to written contact (target 10 working days) Average time to call back (target two working days)
We will let you know who to contact if you don't get a quick response when you contact us	
We will apologise when we've got things wrong, be clear about what we will do to put things right and let you know when we will do so	Average time to resolve a complaint (target 10 days)
We will fix things properly and on time, and make sure the appointment works for us both	Average time to come out to an emergency (target four hours)
We will make sure your home is of good quality, safe and well managed	
We will maintain all shared hallways, grounds, so that you can be proud of your neighbourhood	% of blocks meeting the required estate standards (target 95%)

We will communicate with you better

We will:

- make sure you can check your balance and make payments online whenever you choose
- let you contact us via MyCorner, by email or by phone – and get things 'right first time' if we can
- make sure you can always phone if your issue is too urgent or complex to deal with online
- provide the answers you need to common questions on our website
- show you ID when we visit, giving advance notice wherever possible – we'll bring with us what we need to resolve your issues on the spot
- provide easy-to-access information about where you live, including about building safety and block matters
- make sure you know who your Neighbourhood Officer is and that they are visible on your estate, and
- keep our technology up to date and use it to improve services.

What we expect from you

- Pay your rent/service charge on time. Let us know quickly if there's a problem.
- Look after your home/garden and any shared areas.
- Give us access to carry out repairs, gas safety or other health and safety inspections.
- Get rid of household rubbish and waste properly. Don't misuse communal areas.
- Sign up to My Corner (our resident portal) and make sure we have your most recent contact details.
- Always keep us up to date with who's living with you.
- Treat other residents, your neighbours, staff and contractors with respect.
- Let us know what you think of our services by visiting our website, attending a resident event, or completing a survey.

Scrutiny Panel's latest review

Despite having to meet online, the Resident Scrutiny Panel completed its latest review between September 2020 and March 2021.

The panel reviewed our Key Performance Indicators (or KPIs) – the targets we aim to meet in key areas of our work.

The review looked at what we measure and report back on. We asked the panel what might be missing. We also explained that we might need to add KPIs when the Social Housing Bill becomes law.

The panel interviewed staff, carried out research with neighbouring landlords and reviewed a range of performance stats and data. They then presented a report to our Operations Committee in March, making seven recommendations.

We welcomed the Panel selecting this topic as it linked into the themes of 'communication' (on performance) and 'accountability to residents', which are part of the Together with Tenants Charter we have adopted.

In line with the recommendations, we will increase the level of data reported to the Resident Forum. This will also be shared more widely in future – in an easy-to-understand version in resident newsletters and on our website.

To view a copy of the final report, including the recommendations, please visit www.thch.org.uk



The Scrutiny Panel is an independent group of residents who have volunteered their time.

If you like to find out more, or get involved in our work, contact our Resident Engagement Officer at halima.islam@thch.org.uk

About your service charges

Your updated service charge estimate for 2021-22 sets out what we expect to spend over the coming year.

We issued new estimates following consultation with residents and we have been meeting with residents from various blocks to talk about their service charges and how we might be able to reduce them in future.

We provide different services at different schemes, so service charges can vary significantly depending on the facilities provided to each block and estate.

If you rent your home, your service charge is fixed. Leaseholders pay a variable charge.

Last year, we consulted residents before making some service changes. In some cases, charges have risen to reflect improvements we plan to make, upgraded services and the rising cost of things like electricity. Where, in the past, we had been undercharging, we are now also phasing in increases to make up the

difference. We don't profit from these charges, and we work hard to keep costs down.

We will be issuing service charge 'actuals' to our leaseholders in September. This is a statement of what your

services actually cost to deliver in the previous year. We use this to make adjustments if our estimates were too high or too low.

Last year was very tough for lots of people. We take very seriously our responsibility to deliver value for money and we are keen to offer support where needed. Our Tenancy Support Officers will work with any residents facing financial difficulty, especially if you are struggling to pay your rent or service charge.

To discuss your service charges with someone, contact your Neighbourhood Officer via customerservices@thch.org.uk – they will be happy to help.

Look out for our service charge special in the next resident newsletter, together with a new guide to how your service charges are calculated.



April Resident Forum

The Resident Forum met on 28 April to discuss our performance across a range of service areas.

Chris Wait, our Head of Property, came to the meeting to talk through the planned and capital works investment programme. The programme includes fire safety work.

The forum also discussed how we manage and let estate parking spaces. Members thought we should rent out empty spaces so that we don't lose income.

The forum said:

- to boost resident confidence, they would like us to have a think about how we use our noticeboards to pass on block-specific fire safety information
- they were pleased to hear we are applying for Government grants for fire safety cladding works, and
- they want to bring more information to the next meeting about the fire risk in lower level blocks.



Ways to contact us

My Corner: report a repair or send a message through your account

Web: www.thch.org.uk

Email: customerservices@thch.org.uk
(for general enquiries)

Phone: 020 7780 3070

- from 8.30am to 5pm (for all enquiries, or to report a repair)
- from 5pm to 8.30am (out-of-hours emergencies only)

 Facebook: TowerHamlets Community Housing

 Twitter: @THCHousing

 Instagram: @THCHousing

For training and monitoring purposes, and to improve service quality, we record calls to the Customer Service Team.

Stay safe as Tower Hamlets opens up again

From Monday 17 May, many Covid-19 restrictions were lifted.

- Businesses including pubs and restaurants are now serving people indoors.
- People can meet in groups of up to 30 outside.
- Six people or two households can meet indoors, and stay overnight.
- Up to 30 people can attend weddings and wakes.

Infection rates are currently low and more than 100,000 Tower

Hamlets residents have had at least one jab.

However, Covid-19 has not gone away, so please stick to the rules, stay safe and play your part by taking up the offer of a vaccination when it's your turn.

Here at THCH, we are continuing to follow Government guidance as we decide how to continue delivering services.

