



Creating Opportunity

In 2016 we set out our vision to create opportunity for Housing, Community, Business and You, the individual.

We committed to discover, progress and achieve opportunities that help our community flourish.



What we set out to do

1. Build thousands of new homes
2. Support hundreds of new and existing businesses to grow and thrive
3. Invest £millions to restore Crisp Street Market to its former glory
4. Deliver a first class housing service to residents
5. Nurture our open and green spaces
6. Create jobs, apprenticeships and employment and training opportunities
7. Connect people through our network of community centres
8. Celebrate Poplar's heritage through our innovative arts and culture events
9. Make our investment go further

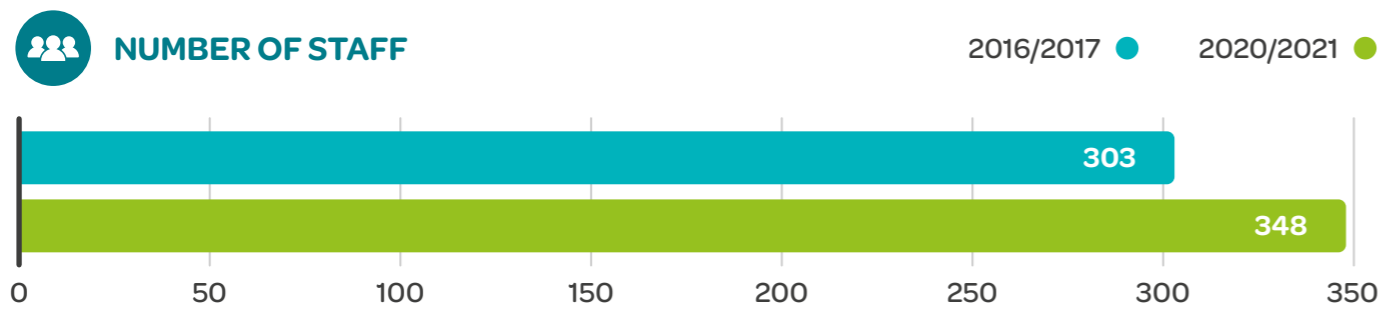
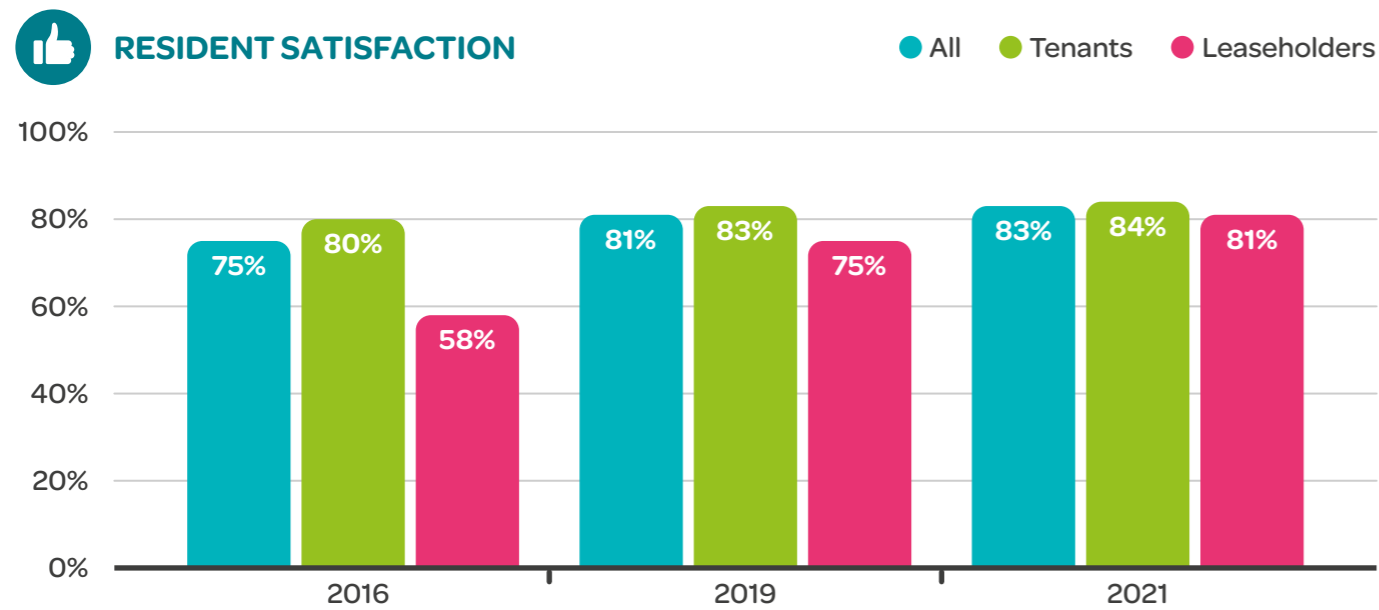
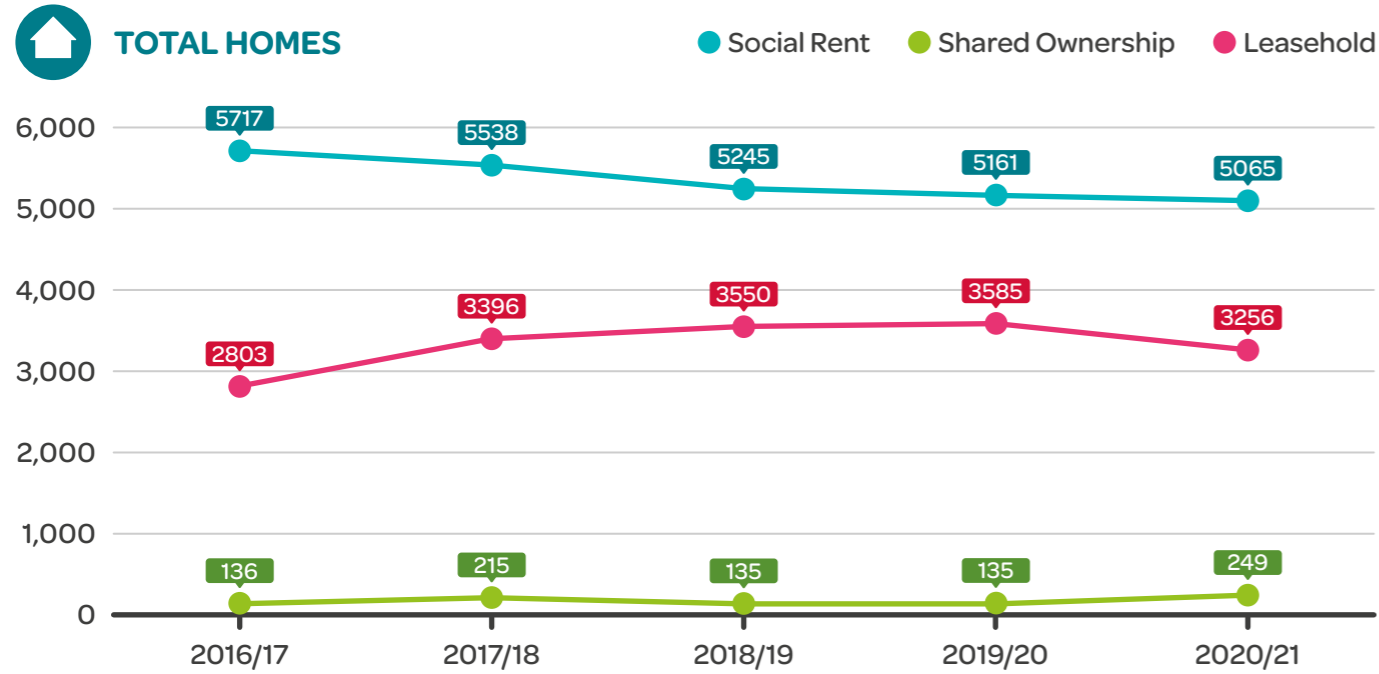
A Challenging Landscape



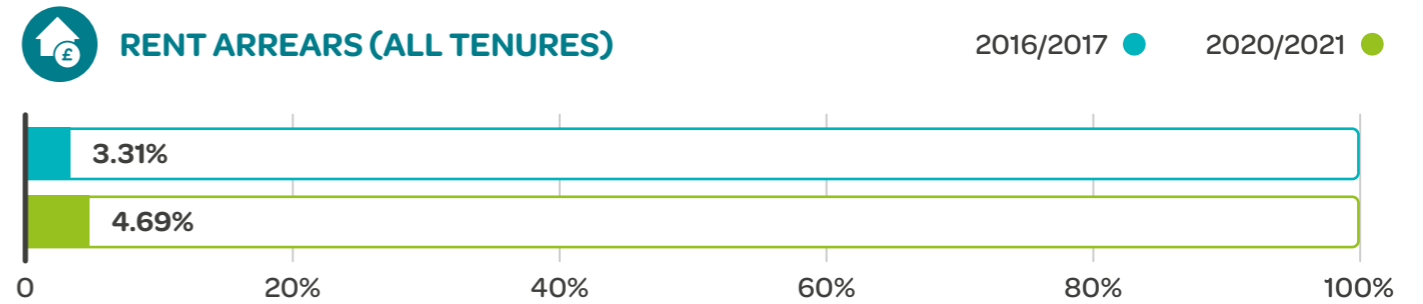
Challenges we have faced in the last five years...

- BREXIT VOTE**
- GRENFELL FIRE**
- CORONAVIRUS PANDEMIC**
- WELFARE REFORM**
- SOCIAL HOUSING WHITE PAPER**
- TWO GENERAL ELECTIONS**
- NET ZERO**
- HYBRID WORKING**
- BUILDING SAFETY BILL**
- ESTATE REGENERATION**
- BALLOTS**
- RENT REDUCTION**

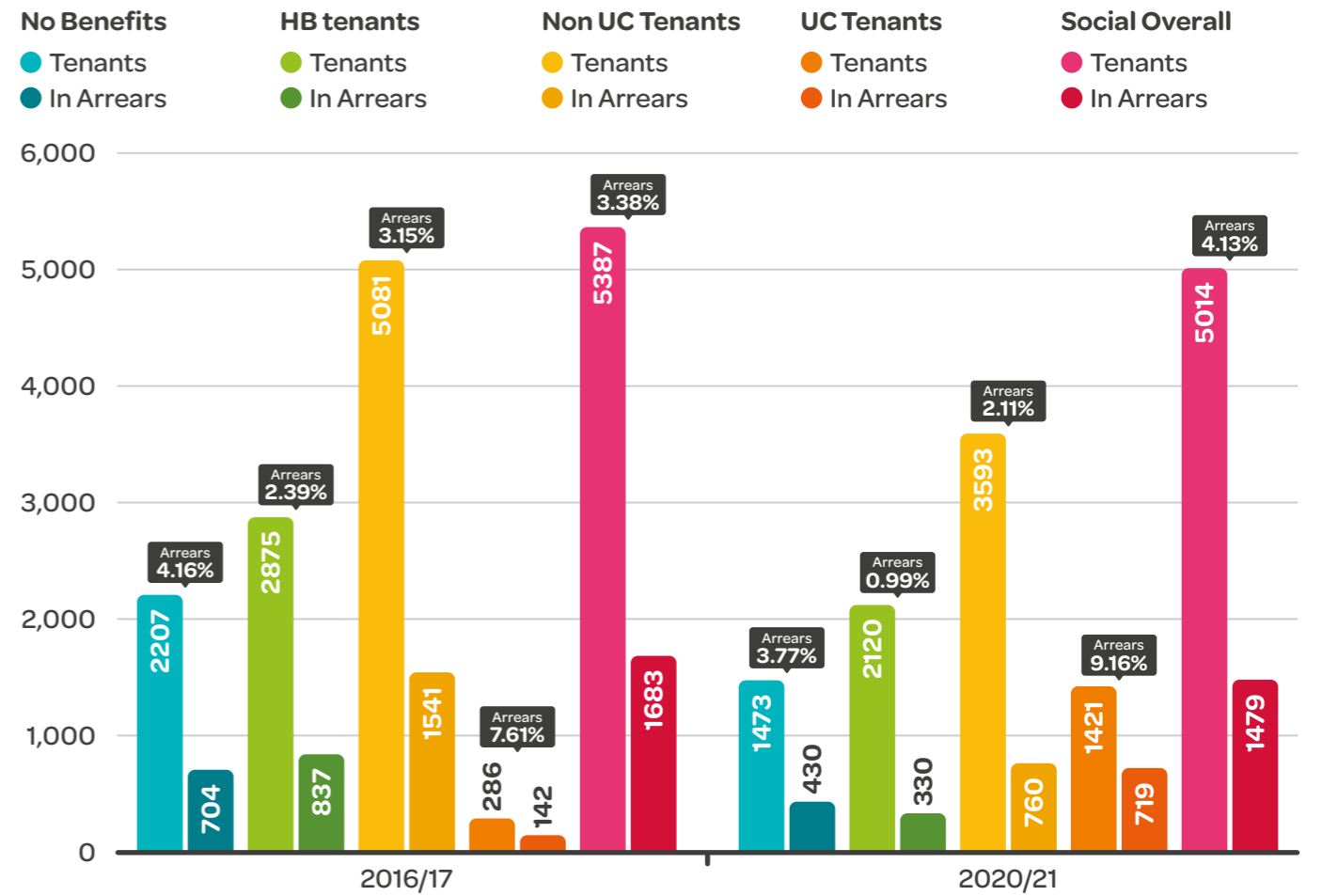
5 Year Snapshot



SOCIAL VALUE GENERATED BY CaN 2018-20



ARREARS BREAKDOWN FOR SOCIAL TENANTS





Housing Highlights

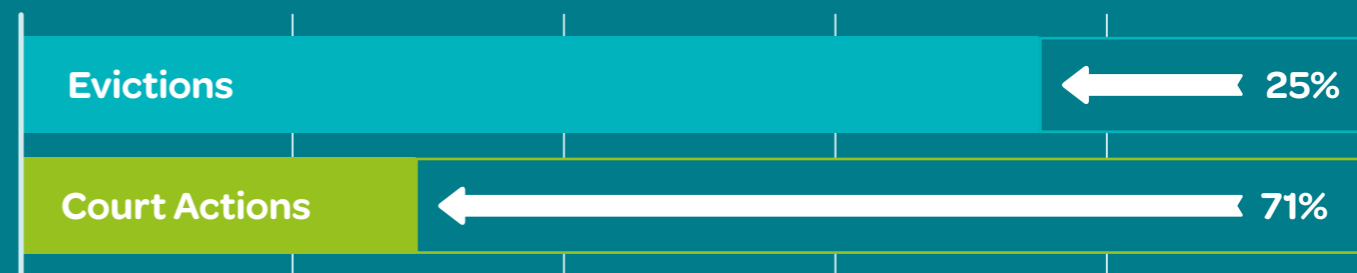


That will deliver **730** new affordable homes

- ▶ Re-housed **398** overcrowded households (our tenants, and others)
- ▶ **359** of our overcrowded tenants were re-housed (by us and other landlords)
- ▶ Total lettings/mutual exchanges: **708**

Safeguarding

Focused on early intervention and safeguarding with a 25% reduction in evictions and 71% reduction in Court actions



Support and Advice



Moved viewings and tenancy sign-ups online



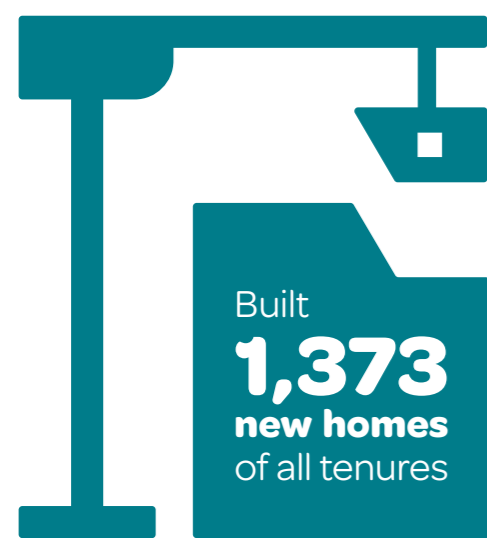
Launched Housing First pilot for rough sleepers



Continued to provide advice and support to tenants affected by Welfare Reform



Development Highlights



Over **600 homes** currently on site



Projects, Plans and Regeneration



- ▶ Completed the 10 year redevelopment of the Leopold Estate
- ▶ Two new pocket parks as part of Leopold phase 2 regeneration
- ▶ Secured planning permission for Crisp Street transformation – now starting on site
- ▶ Secured planning permission for Stroudley Walk
- ▶ Teviot and Aberfeldy residents voted YES to regeneration

Aberfeldy High Street Works



Colourful murals



Business support for new and existing traders



Rent-free periods



Total new build shared ownership homes: **188**



Total shared ownership sales: **90**



Total social homes built/purchased: **394**



Communities and Neighbourhoods Highlights



2,114 residents

helped to gain accredited training

1656 volunteers engaged in local projects and initiatives



1,345 residents supported into employment



£587,367 in energy savings for residents



31,537 residents accessed health and wellbeing sessions



Spotlight and Young People



- ▶ **15,979 young people** attended Spotlight sessions, and our service expanded to cover six wards
- ▶ **£768,000 grant** for Spotlight from the London Mayor's Young Londoners Fund
- ▶ **120 year 3, 4 and 5 pupils** attended SHINE sessions with two-thirds expected to progress in maths and English

Arts and Leisure Activities



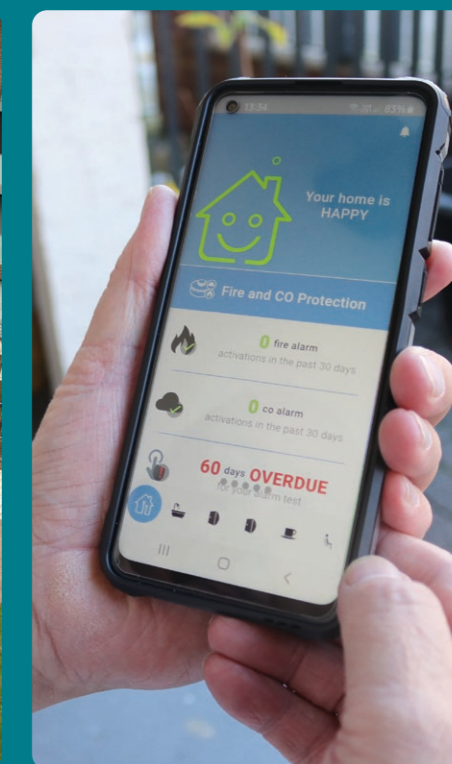
Launched Poplar Urban Gym



Brand new Poplar BMX track opened



Poplar Union established as arts and cultural venue



Technical Highlights



Carried out **114,600 repairs**

Resident satisfaction with repairs remains top quartile



94% cleaning **Rated A or B Standard**

High resident satisfaction annually for Estate Services



100% fire safety compliance

Taking Pride in Shared Spaces



Block Champions introduced



Enhanced sensory planting in communal areas



Digital mapping of green spaces to inform daily operations

Eco-Friendly Initiatives



First electric vehicles ordered



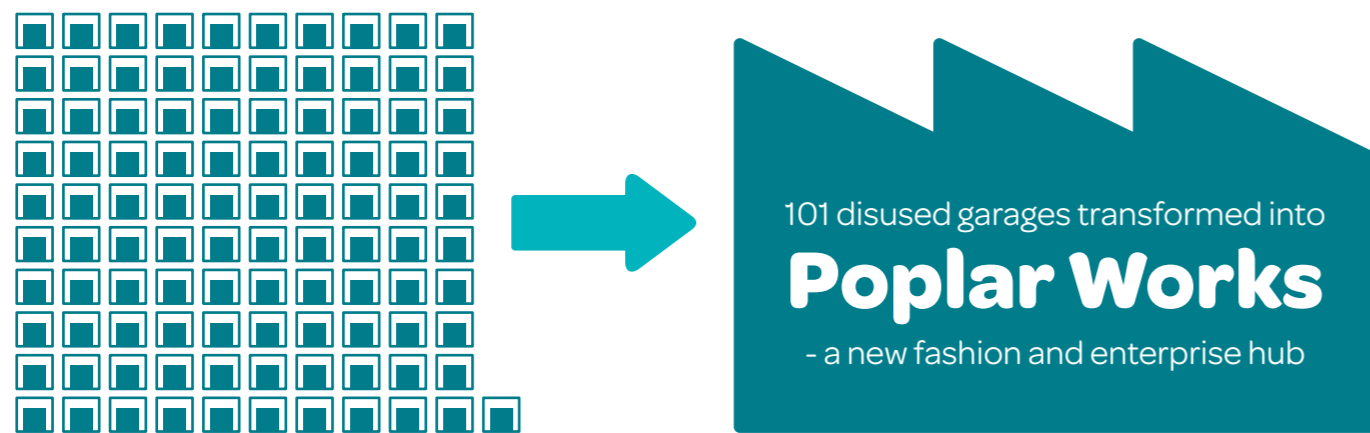
Piloting smart home devices



Carbon Management Strategy approved by Board



Finance and Accents Highlights



- ▶ Open Poplar – an initiative bringing underused spaces back to life, attracting £430,000 in partner investments and supporting 40 businesses and community groups
- ▶ Lansbury Micro Museum partnership with the V&A and National Trust
- ▶ 282 businesses and community networks launched or supported, creating 52 local jobs
- ▶ £407,701 generated in new lettings

Community Regeneration



Chrip Street Exchange



Tommy Flowers Community Pub



49 traders at Makers Exchange

Enriching the Local Area



74,428 event visitors



13 new public artworks across Poplar



142,791 polluting car miles removed from Poplar's roads



Corporate Services Highlights



95% of staff are proud to work for HARCA

- ▶ Developing staff talent to continue delivery of first class services
- ▶ New performance management framework and leadership development programme
- ▶ New centralised Head Office benefitting residents, staff and partners
- ▶ Launched staff forum

Supporting Residents and Staff



New online offer for residents - half of all households now have a MyHARCA account



Happy Healthy HARCA wellbeing programmes



Supporting Covid recovery and hybrid working

Milestones



Held first Managers Conference



Celebrated our 20th anniversary



New mobile-friendly website

Our Performance

The following tables detail how we performed each year against the objectives set in our Corporate Strategic Plan to create opportunities for Individuals, Housing, Communities and Businesses.

OUR PERFORMANCE - 2016/17

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Sustain resident satisfaction.		Increased Estate Board and other forum engagements by 10%. Complaints escalation remained within target. Only 6.94% of cases escalated to a stage 2. 95% satisfaction with last repair.
Developing staff talent to continue delivery of first-class services.	Recruit and train a representative staff forum. Briefings by senior people Staff Involved in recruitment process. Recruit Company Secretary.	Launched our very first staff forum with 11 representatives from across the organisation. Launched Steve's Quarterly Briefing Videos on a number of hot topics. Company Secretary recruited.
New centralised Head Office benefitting residents, staff and partners.	Reduce energy costs in offices .	Smart metering installed.
Creating 500 employment and training opportunities every year. Unemployment at London average.	250 into jobs, 250 into accredited training .	300 into work. 450 achieved accredited training.
Outstanding services for young people.	1,500 young people attend Spotlight each year, 65% of whom will report an increase in their confidence.	4,236 young people registered as Spotlight members. 779 young people attended 452 sessions Delivery of the London Borough of Tower Hamlets Youth Contract from St Paul's Way, The Workhouse and Ian Mikardo School.
Reducing health inequalities – 25% of Poplar residents engaged in healthier lifestyle activity.	25% of Poplar residents engaged in healthier lifestyle activity.	1,233 residents accessed health & wellbeing activities at community centres. Well One established to increase levels of physical activity, healthy eating and social capital. Online health directory. £25k secured from Morgan Stanley to support Well One.

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Delivering new homes including: social, affordable, private rented and for sale.		Aberfeldy Phase 2: 21 Social rented homes, 4 Shared Ownership homes and 194 Market Sale homes Leopold Estate Phase 2: 37 shared Ownership homes, 23 Affordable Rent homes and 131 Private Development homes
Rehousing offer to every overcrowded tenant.		68 homes let in the year.
New service offer to older resident to support active independent living.		Joined Eurhonet's Network Topic Group on Ageing Population.
Estate Ambassadors Phase 2 – improving customer service.	Block Champions scheme to enrich collaboration between resident representatives and Estate Services .	Launched Block Champions Scheme. Training provided to residents. Areas with low resident engagement or non-active estate boards have been targeted.
Enhanced waste management; measured by a needs driven approach and high standards.		All local initiatives introduced as planned but LBTH collection service remains a challenge.
Digital mapping of green spaces ensuring value for money and continuity.	Scope mapping exercise.	Planning scoped, mapping started.

OUR PERFORMANCE - 2016/17

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Delivery of transformational development and business projects across Poplar attracting investment and improving lives.	Obtain Planning Consent for Chrisp Street. Start-on-site: Balfron Tower. Start-on-site: Stroudley Walk. Start-on-site: Aberfeldy Phase 3.	Funding arranged and Compulsory Purchase Order consultation underway. Subject to Planning Committee in Sep 2017, we should be on-site March 2018.
Greener Poplar - leading Poplar to announce 'off-grid' status becoming a successful green economy.	Reduce energy costs in offices Scope local power generation.	Smart metering installed on historic solar panel sites. Solar PV phase 2 (community interest company) to be explored.
Spotlight recognised as best practise model. Poplar Football Club established.	Engage 3,000 young people in Spotlight services . Investigate feasibility of a Poplar FC being established.	Engaged 6,600 young people in positive, enriching and empowering activities delivered by expert providers in world class facilities. Consultation reached 360 people. 92% of respondents thought football is a good way to bring the community together and highlighted the need for a more joined up approach to football across the area.
Improved relationship with schools -75% of schools rate Poplar HARCA as an excellent partner.	Our work with Marner and Stebon primary school delivers improved educational outcomes for 100 school children.	120 pupils registered with the Shine programme. 66% reached expected progress in Maths and English (Reading & Writing).
No enforcement ASB interventions.	Embed new interventions role.	New role working with perpetrators.
Launching Poplar Urban Gym.	Scoping exercise.	Project scoped. Decided not to pursue beyond feasibility stage due to cost v benefit balance not thought to give sufficient VFM or value for residents.
Opening Poplar Peddler's BMX Track.	Progress to procurement.	Procurement underway with LBTH.
Implementing A12: Green Mile improving air quality.	Secure pilot funding and start delivering project.	£75k secured from TfL and £30k from LBTH for pilot.
Achieving 100% fire risk assessment target.	Audit current residential fire safety status.	100% compliance every year.
On-going partnership with London Fire Brigade minimising fire risk across homes and communities.	Audit current residential fire safety status.	Full audit completed. Issues arising are being addressed via the Technical Compliance Strategy.
Ensuring green office environments with sustainability benefits for all.	Reduce energy costs in offices Sustainable Score introduction with annual targets.	Smart metering installed. Baseline completed.
Establish unique horticultural hallmarking measured by customer satisfaction.	Block Champions scheme to enrich collaboration between resident representatives and Estate Services. Design and deliver a sensory planting scheme.	11 Block Champions enrolled. Enhanced sensory planting achieved at Sleaford, Baxter and Shillingford Houses. Interactive Sunflower Maze on Teviot.
Opening Poplar Fashion Hub.	Planning submission for Fashioning Poplar.	Planning - Feb 2017, Steering Group underway.
Delivering a respected and popular arts and cultural programme.	80% satisfaction rating for Centres. Pursuing industrial / events-based / individual delivery vehicles. Identify partners to deliver.	89.60% satisfaction for our neighbourhood centres. A programme of events and initiatives launched including SwingEast, art events, V&A Micro Museum, Kafe 1788 and Welcome Trust.
Ensuring Poplar is regarded as an events destination for visitors.	Bartlett waterside centre attracts 1,000 visitors within 12 months of opening.	Poplar Union opened in 2016. 2 seasons of arts and cultural activities, 2 canal community clean-up days were attended by over 1,000 visitors.

OUR PERFORMANCE - 2016/17

Creating Opportunity: Business

CSP Objectives	Targets	Achievement or Updates
Selling our services to others to generate revenue for our community.	Implement means for home and shared owners to interrogate service charge information online.	Approved scope for new online resident portal and draft tender document for MyHARCA. Scope includes ability to resell product to other HAs through joint enterprise with developer.
Launching Chrisp Street Exchange Enterprise Hub.	Launch Chrisp Street Exchange and scope further enterprise support .	Chrisp Street Exchange completed.
Animating Limehouse Cut with residential moorings, water sports and events.	Structure Greater London Authority (GLA) bid.	Scoping for GLA bid tao Growth Fund - Work Wild writing bid - support secured from CRT.
Becoming a Business Improvement District (BID).	300 different volunteers engaged in meaningful activities Re-engage Poplar & Bow Enterprise Network .	230 new volunteers engaged. Network events, website launched, meetings with potential BID support partners.
Creating a thriving Chrisp Street economy.	Launch Chrisp Street Exchange and scope further enterprise support .	Chrisp Street Exchange completed. Bid for enterprise support with LBTH and Roman Road.
Improving Moody's credit rating to BAA stable.	Maintain governance & viability rating of G1, V2.	January 2018 G1 V2 assigned.
Robust Business Plan delivering long-term 30% operating margins & 130% interest cover.	Roll out collaborative planning Full implementation of FRS102 Strong system that support staff to work efficiently and effectively.	FRS transition completed. Suppliers started consolidated billing.
Stress testing.	Implement Board Community Model.	Implemented.

OUR PERFORMANCE - 2017/18

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Sustain resident satisfaction .		Launched emotional intelligence training for all staff. Piloted Tenancy Sustainment Role. Training staff on pre tenancy and support. 75% Satisfaction reported through transactional postal survey. 94% cleaning rated A or B standard. Only 2.94% cases escalated to Ombudsman. 94% satisfied with last repair.
Developing staff talent to continue delivery of first-class services.	Emotional Intelligence training for all staff. Launch internal comms strategy. Performance management programme for all managers. Explore ways to enable staff to have a healthy work/life balance.	Emotional intelligence course delivered. Communications Strategy launched and management trained on delivery. Phase 2 of our Performance Management Framework launched focussing on coaching, developing and stretching staff. Behavioural insights training for all staff.
New centralised Head Office benefitting residents, staff and partners.	Move to George Green.	Completed: project brief, utilisation study, team consultation, existing furniture assessment, vision setting session, second round of design concept. Continuous: Engagement, celebration, informing, tours, articles.
Creating 500 employment and training opportunities every year. Unemployment at London average.	250 local people into jobs and 250 into training.	252 people into jobs and 325 into accredited training.
Outstanding services for young people.	Deliver youth engagement programme: Get inspired, Get Active, Get Creative. Deliver 6 Youth Contracts.	Engaged 7,150 young people who attended 8000 sessions.
Reducing health inequalities – 25% of Poplar residents engaged in healthier lifestyle activity.	Engage 1,000 local residents in health-related activities at Community Centres.	1,586 local people engaged in health and wellbeing activities at our centres.
Mental Health awareness and support interventions	Setup CaN /Safeguarding forum	Regular meetings taking place with CaN and Spotlight to support residents.

OUR PERFORMANCE - 2017/18

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Delivering new homes including: social, affordable, private rented and for sale.	Launch shared ownership offer to existing tenants.	Leopold Estate Phase 2: 48 Affordable Rent homes and 125 Private Development Homes
Rehousing offer to every overcrowded tenant.		137 homes let in the year.
New service offer to older resident to support active independent living.	Pilot tenancy sustainment role.	Front line officers trained to provide pre-tenancy advice and support. Showcased Ageing Simulation Suit across the organisation and donated it out to community events.
Targeted pre-tenancy advice and support.	Pilot tenancy sustainment role.	Front line officers trained to provide pre-tenancy advice and support.
Digital mapping of green spaces ensuring value for money and continuity.	Progress the placemaking agenda on A12, Limehouse Cut, Lea access.	A12 sound barrier tendering. AQ group set up and funding bids submitted. Feasibility with GLA on Cut. Work with St.William developer on Leven Rd Lea access.

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Delivery of transformational development and business projects across Poplar attracting investment and improving lives.	Obtain Planning Consent for Chrisp Street Start-on-site: Balfron Tower Start-on-site: Stroudley Walk Start-on-site: Aberfeldy Phase 3.	Funding arranged and Compulsory Purchase Order consultation underway. Subject to Planning Committee in Sep 2017, we should be on-site March 2018.
Greener Poplar - leading Poplar to announce 'off-grid' status becoming a successful green economy.		Over 100 community members utilising Poplar's e-car scheme, with over 18,000 miles of journeys undertaken by electric vehicle. Solar PV Phase 2 delivered - 750kW Peak of solar generated capacity on 20 roofs. Geocapita community energy company established, generating an estimated £130k in value to invest in community activity in Poplar. VCEE Energy Wise programme helping residents to use energy more efficiently, realising savings of £10,700 to residents on their bills. R-Urban project established at Teviot, delivering environmental community workshops and generating £97k value to Poplar.
Spotlight recognised as best practise model.	3,000 young people engaged per year.	7,150 young people engaged in high quality services this year.
Poplar Football Club (PFC) established.	Pursue discussions around PFC.	A working group was established to discuss football development in Poplar. Outstanding actions: • A football development plan is required to oversee the development of football within the borough & Poplar • A formal meeting with the Football Association is required to document our intention to secure funding for a football facility • A design concept proposal will be required to draft plans for the new venue
Improved relationship with schools -75% of schools rate Poplar HARCA as an excellent partner.	Work with Tutors United to pilot free tutoring service for children from low-income families.	Tutors United successfully piloted 1st tutoring service in Lincoln estate. 12 children from low-income families benefited. TU worked with Clara Grant Primary School.
Opening Poplar Peddler's BMX Track.		Construction work commenced.
Implementing A12: Green Mile improving air quality.		Coordinating partner to an Air Quality group, securing £120k DEFRA funding for LBTH for projects raising awareness about air pollution. 40 residents engaged in regular programmes, delivering 200 volunteer hours.
Achieving 100% fire risk assessment target.		100% compliance every year.
Introducing green fleet and equipment for Estate Services team bringing environmental benefits for all.	Procure and launch the asbestos survey process for dwellings.	Contract documents collated and notices published.
Using the latest technology to improve our Bulk Waste reduction collection.	Introduction of standards based performance delivery on estates.	New bulk truck with more capacity and lower emissions in use. Mobile app for work scheduling being researched and trialled.
Delivering a respected and popular arts and cultural programme.	Secure 10,000 visitors to Accents events.	Visitors to events have exceeded annual target.
Opening Poplar Fashion Hub.	Deliver Phase 1. Secure income in line with or ahead of annual budget projection.	Planning & additional funding secured - start on site: Feb 18. Secured income through PVs, garage rental, filming, grant funding, Open Poplar rentals.

OUR PERFORMANCE - 2017/18

Creating Opportunity: Business

CSP Objectives	Targets	Achievement or Updates
Ensuring Poplar is regarded as an events destination for visitors.	10,000 local people attend Poplar HARCA events.	Visitors to events have exceeded annual target.
Launching Chrisp Street Exchange Enterprise Hub.		Chrisp Street Exchange home to small businesses.
Creating a thriving Chrisp Street economy.		Review of Poplar enterprise programme.
Assess funding to secure long term debt on favourable terms.	Complete loan refinance of revolving credit facilities.	AIB new facility and Santander revised agreement agreed with FRS102 covenants, capitalised interest allowed, on-lending increased to £25m. Funding secured for 5 years.

OUR PERFORMANCE - 2018/19

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Sustain resident satisfaction.		Carried out 95% of Ambassador visits within 4 weeks of new tenancy. 85% satisfaction with transactional postal surveys. 2273 homes door knocked, 89% of priority homes inspected. Launched MyHARCA portal. 93% cleaning rated A or B standard. Only 6.41% complaint cases escalated to stage 2. Only 2.50% complaint cases escalated to the Ombudsman. 92% satisfied with last repair.
Developing staff talent to continue delivery of first-class services.	Having worked with and consulted staff, launch framework to replace NJC.	Market assessment salary as an alternative to NJC proposal developed. Continued engagement with staff on move to GG through competitions and staff tours. New staff bonus scheme based on directorate, staff targets, including personal development. New L&D role recruited to.
New centralised Head Office benefitting residents, staff and partners.	Complete the occupation of George Green (GG) office.	Completed move to new Head Office, George Green Building. Staff engagement and satisfaction increasing.
Outstanding services for young people.	Retain 6 youth contracts and progress negotiations to take on borough-wide service. Engage 2,000 young people.	Contracts retained and delivery targets met. 3,780 young people engaged.
Creating 500 employment and training opportunities every year. Unemployment at London average.	250 local people into jobs and 250 into training.	320 into jobs and 493 into accredited training.
Reducing health inequalities – 25% of Poplar residents engaged in healthier lifestyle activity.	Complete designs and progress build for integrated health and community centre for Aberfeldy. Secure additional s106 funding for integrated community health model at Aberfeldy. Roll out social prescribing model.	Stage 1 design completed. Funding for additional community space committed by LBTH. Gill St feasibility underway. Roll out Summer 2019. 4,070 people accessed health related services, ranging from mild to medium physical exercises, indoor and outdoor sports, healthy eating and cooking sessions, gardening and meditative sessions such as Yoga.
Mental Health awareness and support interventions.	Roll out social prescribing model.	Roll out Summer 2019.

OUR PERFORMANCE - 2018/19

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Rehousing offer to every overcrowded tenant.	Review effectiveness of overcrowding reduction strategy.	BUSI progress reported to Services Committee.
New service offer to older resident to support active independent living.		Set up CaN/Safeguarding Forum. Ongoing support from Safeguarding Team.
Delivering new homes including: social, affordable, private rented and for sale.	Progress the homes on roofs and hidden homes pilot. Drive forward the St Paul's Way old health centre site regeneration scheme. Progress the Teviot regeneration scheme to JV partnership stage.	St Pauls Way: 14 Shared Ownership homes Aberfeldy Phase 3a: 26 Social Rent Homes, 8 Shared Ownership Homes, 82 Private Development Homes
Targeted pre-tenancy advice and support.	Reduce non-UC rent arrears. Review effectiveness of pre-tenancy work. Carry out 95% Ambassador visits within first 4 weeks for new residents.	3% at year end. Review reported to Services Committee. 95% Ambassador visits within first 4 weeks for new residents. 2273 homes door knocked, 89% of priority homes inspected.

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Delivery of transformational development and business projects across Poplar attracting investment and improving lives.	Progress the Homes on Roofs and Hidden Homes pilot. Drive forward the St Paul's Way old health centre site regeneration scheme. Designs for new Aberfeldy health and community facility completed. Secure additional s106 funding for integrated community health model at Aberfeldy. Progress the Teviot regeneration scheme to Joint Venture (JV) partnership stage. Ensure the progression of the South Poplar regeneration process including establishing Poplar HARCA as a key.	Flats on Roofs not viable. Site purchased. Stage 1 designs completed. Funding for additional community space committed by LBTH. Gill St feasibility underway. Successful ballot. Draft OAPF published.
Greener Poplar - leading Poplar to announce 'off-grid' status becoming a successful green economy.		Roll out of E-car scheme to Leopold estate, with 604 member bookings and CO2 reduction of 17.15 tonnes. R-Urban engaged over 100 community members, 40 volunteers giving 300 volunteer hours. Gardens biodiversity project delivered in conjunction with the Tower Hill Trust.
Spotlight recognised as best practise model.	Deliver LBTH Youth Service Contract. Engage 3,500 young people.	3,700 Young people in 6 newly-opened wards engaged, creating a total social value of £3.7 M. Received funding from GLA for £767k for 3 years.
Poplar Football Club established.	Continue exploring possibilities for PFC.	Developed a Tower Hamlets Football Strategy Group which meets monthly to discuss football provision within Tower Hamlets and includes representatives from Tower Hamlets Sports Development Team, West Ham United FC, the London FA and Poplar HARCA.
Improved relationship with schools -75% of schools rate Poplar HARCA as an excellent partner.	Continue successful pilot started at Lincoln estate and expand to nearby estate.	Tutors United started work with primary school children living in the Burdett and Lincoln estates. 24 children benefited from TU's excellent programme. The parents of the children also benefited as they gained knowledge and skills in supporting their children with homework and giving extra encouragement. Local schools were linked up with water sports provider Moo Canoes who introduced primary school children to safe canoeing in the Limehouse Cut - part of its water sports offer from Poplar Union.
Opening Poplar Peddler's BMX Track.		BMX track launched in partnership with Access Sport and LBTH.
Implementing A12: Green Mile improving air quality.		A12 noise barrier designs finalised. Air quality-themed St Paul's Way Festival, including a full street closure, engaged 1000 residents.
Achieving 100% fire risk assessment target.		100% compliance every year.

OUR PERFORMANCE - 2018/19

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
On-going partnership with London Fire Brigade minimising fire risk across homes and communities.	Inspect all properties in higher-risk blocks.	89% of high-risk properties inspected.
Establish unique horticultural hallmarking measured by customer satisfaction.	Carry out 95% Ambassador visits within first 4 weeks for new residents. Achieve upper quartile performance in Housemark benchmarking club for estate service activity.	95% Ambassador visits within first 4 weeks for new residents. Housemark benchmarking club not able to provide comparators.
Opening Poplar Fashion Hub.	Enabling works started on site Feb 18 and construction works commenced May 2018. Income generated to PH through Open Poplar rentals, PVs, garage rental, filming and grant funding.	Enabling works started on site Feb 18 and construction works commenced May 2018. Income generated to PH through Open Poplar rentals, PVs, garage rental, filming and grant funding.
Delivering a respected and popular arts and cultural programme.		312 events delivered with partners, with 10,069 participants. 2 new arts based offers established on Aberfeldy Street in advance of meanwhile high street programme.
Ensuring Poplar is regarded as an events destination for visitors.	10,000 local people attend Poplar HARCA events.	10,151 event attendees, including Teviot Planning For Real event, a Women's International Day event, a young people's Question Time at Spotlight, and arts and culture events at Poplar Union.

Creating Opportunity: Business

CSP Objectives	Targets	Achievement or Updates
Selling our services to others to generate revenue for our community.	Facilitate Board decision on housing management subsidiary company. Begin discussions with interested housing associations on shared IT support.	Recommendation to defer, feasible but not a priority. Local housing association politics barrier to progressing.
Launching Chrisp Street Exchange Enterprise Hub.		CSE supported 33 businesses, delivered 243 hours of business support training and generated 13 new jobs, and generated £15,000 in rental income.
Animating Limehouse Cut with residential moorings, water sports and events.	Key Leaway crossings on site. 10 new moorings in use, generating income for local community activities. Complete Bartlett Park and canal works. Support for footbridge over Limehouse Cut connecting Bartlett Park and Burdett Estate secured.	Steady progress with LBTH & Newham. Project officer appointed. Moorings let. Estimated £50k secured for community activities via moorings scheme. Works on-site. Works on-site.
Self-funded Accents Team.		Accents funding in line with business plan, delivering savings to Poplar HARCA year on year.
Becoming a Business Improvement District.		BID potential reviewed and not currently feasible. CSE continues to support wider Poplar activity and closer links developed with LBTH business support programming. 31 community groups supported, 51 new businesses supported and 20 new jobs created across Accents programmes.
Creating a thriving Chrisp Street economy.		Particular focus on evening economy, including Box of Toys and Poplar Film programmes at Kafe 1788 and other locations.
Robust Business Plan delivering long-term 30% operating margins & 130% interest cover.	300 MITs let and 300 RACO sold by 2020.	Achieved 304 MITs and 282 RACO by 31 March 2020.

OUR PERFORMANCE - 2019/20

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Sustain resident satisfaction.	Increase effectiveness of Estate Boards to capture resident 'voice'. Maintain resident satisfaction. Launch new website. Be shortlisted for at least one award.	Increased to 81%, (83% tenant and 75% leaseholder satisfaction). 93% agree forums give residents a voice, 69% agree forums shape services. New website launched. 3,350 residents signed up to online portal. Ability to complete forms online. Complaints escalation remain low. Won UKHA Innovative Landlord of the Year. Shortlisted for 3 Housing Heroes awards. Shortlisted for 24 Housing Chief Executive of the Year. Won 24Housing Young Achiever. St Paul's Way development multi-award winning. Safeguarding win Support & Care Team of the Year at Housing Heroes Awards.
Developing staff talent to continue delivery of first-class services.	Brand recruitment process, and launch recruitment micro-site. Host a Managers Conference. Sustain staff engagement. Initiatives to increase the proportion of job applications from local people.	Deep dive survey to identify staff engagement and satisfaction. Inaugural Managers Conference delivered. Launched HARCA Heroes. Roll out of Facebook Workplace. Staff tours, social events on the GG roof space on Friday evenings, Teach and Treat sessions, staff and community book club. Mental health first aid training rolled out to champions and front line managers. Initial Happy Health HARCA wellbeing and mindfulness campaign launched – designed to support staff to improve their physical and mental health. New recruitment videos promoting our people, our journey and what it's like working for PH posted on the website and social media. Discussions held with local universities to increase local applications at graduate level – resulting in subsequent appointments in Development and Technical Resources. Recruitment microsite is launched – making the job application process simpler (to help attract candidates) and widen the talent pool. New leadership development programme launched including theoretical learning and collaborative project – Shadow CMT leads design of new 5 year CSP. Bespoke management development programme launched for Estate Services people managers – in soft and hard skills.
New centralised Head Office benefitting residents, staff and partners.		Following move to new Head Office, we launched a number of new initiatives and programmes to utilise space, hold events, room naming competitions and surveys to measure satisfaction.
Creating 500 employment and training opportunities every year. Unemployment at London average.	Extend the delivery of skills training in community facilities. Increase regen employment opportunities. Increase employment support reach to local residents.	Delivered ESOL Plus training with childcare provision for 50 learners at St Paul's Way and Aberfeldy Centres. 20 volunteer Digital Champions provided Basic Digital Skills Training to 300 jobseekers across different centres. The hive, our Employment & Training hub, launched from our former, newly transformed office at Chrisp Street, co-located with Chrisp Street developer Telford Homes.
Outstanding services for young people.	Deliver youth engagement programme: Get inspired, Get Active, Get Creative. Engage 3,000 young people in youth provision.	Cited by HACT as Centre for Excellence in Community Investment. Delivered activities across 6 youth hubs. 4,403 young people engaged around Spotlight themes.
Reducing health inequalities – 25% of Poplar residents engaged in healthier lifestyle activity.	Increase evening offer of personal development opportunities.	Poplar Union: water sports, health & well-being sessions. Aberfeldy: Fit for What exercises sessions. SPW: Mind coffee safe space, karate, boxing. Bow Community Hub: small-group fitness tuition. Poplar Union: continues to deliver evening and weekend activities around arts, music, culture, water sports, monthly bingo nights, and various health & wellbeing sessions like Yoga (baby and adult), Pilates and other physical exercises. Aberfeldy partnered with a local provider Fit for What to deliver evening exercise sessions.
Mental Health awareness and support interventions.	Increase evening offer of personal development opportunities.	Poplar Union: health & well-being sessions. SPW: Mind coffee safe space. Bow Community Hub: creative writing and art classes, music performances.

OUR PERFORMANCE - 2019/20

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Delivering new homes including: social, affordable, private rented and for sale.		Carmen St: 33 Affordable Rent Homes, 23 Shared Ownership Homes, 150 Private Development Homes Hidden Homes Phase 2: 12 Affordable Rent Homes, 3 Shared Ownership Homes, 19 Private Development Homes Island Point: 143 Affordable Rent Homes, 31 Shared Ownership Homes
Targeted pre-tenancy advice and support.	Non-UC rent arrears below 2.6%. Increase effectiveness of Estate Boards to capture resident 'voice'.	Non-UC rent arrears at 2.23%. Survey of EB members: 93% agree forums give residents a voice, 69% agree forums shape services.
Estate Ambassadors Phase 2 – improving customer service.	Launch 'When things go wrong' and embed outcomes. Pilot decorating and drainage DLO. 'Smart Homes' feasibility study.	All 3 initiatives were launched and reviewed.

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Delivery of transformational development and business projects across Poplar attracting investment and improving lives.	Commence Aberfeldy Phase 3B. Commence Bromley High Street. Successful Teviot ballot. Commence Chrisp St demolition. Commence Devons infills.	Commenced. Commenced. Positive ballot. Viability review. Achieved.
Greener Poplar - leading Poplar to announce 'off-grid' status becoming a successful green economy.		Further promotion and roll out of E-car scheme across Tower Hamlets. Continued R-Urban delivery. Secured £20k funding for new electric bikes, electric cargo bikes, indoor green wall at George Green and walking and cycling initiatives for local Poplar schools.
Spotlight recognised as best practise model.	Deliver LBTH Youth Service Contract. Engage 3,500 young people.	Spotlight led a highly-praised workshop on youth engagement at HACT's 2020 conference on Centre for Excellence in Community Investment.
Poplar Football Club established.	Continue exploring possibilities for PFC.	Put on hold due to more urgent priorities taking precedence during the pandemic.
Improved relationship with schools -75% of schools rate Poplar HARCA as an excellent partner.	Continue linking up with local schools to provide services to our residents.	In 2019-20, TU attracted more demand and began delivering to Marnier Primary School in Bow Bridge, working with a total of 48 children and their parents. Moo Canoes still offering water sports to schools, as well as participation in canal clean-up with adult volunteers.
Opening Poplar Peddler's BMX Track.		Continued sessions at Langdon Park BMX track delivered by Access Sport.
Implementing A12: Green Mile improving air quality.		A12 noise barrier installed. Successful second St Paul's Way Festival 'play street' event engaging over 1000 residents.
Achieving 100% fire risk assessment target.		100% compliance every year.
Opening Poplar Fashion Hub.		Practical completion November 2019. First cohort of Making for Change participants complete Level 1 in Fashion and Textiles Production. First businesses move into the scheme. Poplar Fashion Week in August 2019 engaged over 160 people in range of fashion business and making programmes. Income generated to PH through Open Poplar rentals, PVs, garage rental, filming and grant funding.
Delivering a respected and popular arts and cultural programme.	Increase evening offer of personal development opportunities.	Introduction of additional arts programmes in Aberfeldy. Street art programme in Chrisp Street hosting a range of local and international artists. Lansbury Micromuseum delivered final programmes. Women East programme including artist residencies on Stroudley Walk, drawing on the area's heritage.

OUR PERFORMANCE - 2019/20

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Ensuring Poplar is regarded as an events destination for visitors.	Increase evening offer of personal development opportunities.	Poplar Union: arts, music, culture, water sports, health & well-being sessions continue to attract over 1,000 visitors per year. Aberfeldy: Fit for What exercises sessions have been very-well attended. SPW: Mind coffee safe space, Tutoring, Karate, Boxing, Friday supper clubs, Violin class, Girls Group, Drumming group, Film screenings. Bow Community Hub: small-group fitness tuition, creative writing and art classes, music performances, training courses, and homework support for children. Employment & Training: English, Maths or ICT.

Creating Opportunity: Business

CSP Objectives	Targets	Achievement or Updates
Selling our services to others to generate revenue for our community.	Revamp and refresh external website.	Launched and branded with MyHARCA.
Launching Chrisp Street Exchange Enterprise Hub.		Chrisp Street Exchange continued to host local businesses and deliver business support programming under a new provider, Launch 22.
Creating a thriving Chrisp Street economy.		Review of Accents programming in Chrisp Street with the transfer of assets to Telford Homes.
Robust Business Plan delivering long-term 30% operating margins & 130% interest cover.	Operate within internal controls of financial control.	Within all internal controls except interest cover. We missed the 135% target (achieved 127%) after the Board agreed to £0.5m additional void maintenance spend.
Stress testing.		Covid-19 recovery plan targets set in March 2020.

OUR PERFORMANCE - 2020/21

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Sustain resident satisfaction.	Increase online functionality for staff and residents. Maintain resident engagement.	Review Govt's White Paper proposals. Developing live reporting. Complaint escalation cases below 10%. 4339 resident signed up to online portal with increased daily transaction. Work continuing on new Chatbot, easier payment function on portal, payment forms. All policies and forms on portal and website. Immense effort to support residents through Covid pandemic.
Developing staff talent to continue delivery of first-class services.	Maintain staff engagement.	Roll out of Listening Campaign – including surveys and directorate specific focus groups – to identify how people are feeling post lockdown and to capture engagement and satisfaction feedback. Regular Newsround events. Launched live virtual CEO update with Q&A. Launched Poplar in the Pandemic webpage and #ThankyouThursday campaign to recognise staff contributions. Covid Recovery Plan and Hybrid Working Plans launched. Launch of GROW initiative to replace bureaucratic annual appraisal process – promoting continuous conversations about wellbeing, performance and development – essential in a remote / hybrid environment. Management development programme – including coaching programme and partnership with Mind Gym to embed further individual and team management skills. Launch of second Happy Healthy HARCA wellbeing and mindfulness programme – designed to support staff to manage anxieties attached to, and perform better, in a remote and hybrid environment. Relaunch of the Staff Executive with focus on Equality, Diversity & Inclusion (EDI), staff engagement and wellbeing. EDI Strategy launched. Work begins on pilot initiatives with the Staff Executive.
New centralised Head Office benefitting residents, staff and partners.	Covid Recovery Plan.	Successful recovery plan, opening office partially for critical services. Gradual opening of office. Rolling out new hybrid work plans.

OUR PERFORMANCE - 2020/21

Creating Opportunity: Individuals

CSP Objectives	Targets	Achievement or Updates
Creating 500 employment and training opportunities every year. Unemployment at London average.	Support 50 people furthest away from the labour market into work.	Livelihood and Life Choices programme delivered for 8 vulnerable women. Through Care programme delivered for 24 care leavers. Employment support provided to 50 ESOL learners. Digital inclusion Skills Training delivered to 12 vulnerable adults with a learning disability. Provided one to one support to 104 people from local migrant communities - 70 completed accredited and non-accredited training and 21 were supported into jobs. E & T successfully delivered Power Up, our Digital Inclusion programme, in the midst of the pandemic. We supported 150 people into jobs despite a record number of people losing their jobs due to Covid. 388 people received Digital Skills training, 96 of whom achieved accredited qualifications in Digital Skills. Overall, we trained 448 people who achieved at least 1 qualification.
Outstanding services for young people.	Work with 50 young people involved in youth violence.	71 young people at risk of serious youth violence were engaged through a targeted programme of detached and centre-based youth work on the Isle of Dogs. 10 young people at risk of serious youth violence in the Mile End area were supported through a tailored programme of guidance and detached street work, resulting in all 10 gaining employment through a partnership with the Canary Wharf group. 61 young people supported through the Leopold detached project, which engages young adults at risk of criminal involvement/exploitation. 33 young people at risk of serious youth violence provided with early intervention through out family support programme.
Reducing health inequalities – 25% of Poplar residents engaged in healthier lifestyle activity.	Establish four new health improvement programmes.	Repurposed centres and cafés successfully supported and expanded our healthy food offer at Bow Brew and Spotlight cafes. Healthy Food programme with emphasis on healthy eating, lifestyles and Net Zero carbon footprint thru partnership with JUST Food and Climate Transition Programme of Wen. Community Cycling Hub developed and launched at Chrisp St - successfully engaged over 100 local people in cycling training and group rides. Health sessions at Centres and outside focused on encouraging more women and children to get involved, get active and get fit. Worked with Burdett Mutual Aid groups led by the Burdett Football Club to run a summer programme by providing 1,200 nutritious lunch to local people. Successfully piloted The Food Store - a departure from traditional food bank offer where beneficiaries are members and receive progression support. Poplar Cycles BMX lessons and beginners' cycle training have also run regularly. Befriending Programme established, supporting local residents suffering from mental health problems. Online portal HARCA CENTRES UNLOCKED kept our residents in touch with health services at our Centres during the height of the pandemic and beyond. Launched social prescribing tool POPLAR LINKS as part of Well One.
Mental Health awareness and support interventions.	Establish four new health improvement programmes.	Befriending Programme supporting local residents suffering from mental health problems. Social prescribing tool POPLAR LINKS launched, Community Cycling Hub launched to encourage more women and children to take up cycling for improved mental and physical health. Community gardening programme expanded to provide spaces for people to relax and engage in food-growing and other food-related events/activities.

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Delivering new homes including: social, affordable, private rented and for sale.		Jolles House: 13 Affordable Rent Homes, 57 Shared Ownership Homes Mollis House Hidden Homes Phase 3: 4 Affordable Rent Homes Stone Studios: 6 Affordable Rent Homes, 4 Shared Ownership Homes, 110 Private Development Homes Landmark Pinnacle: 70 Shared Ownership Homes, 930 Private Development Homes
Rehousing offer to every overcrowded tenant.		60% reduction in overcrowded tenants since introduction of Overcrowding Reduction strategy in 2014 (from 714 to 288). 93 homes let in the year.
Targeted pre-tenancy advice and support.	Non-UC rent arrears below 3%.	2% at year-end.
Estate Ambassadors Phase 2 – improving customer service.		Embedded in our working practices.

OUR PERFORMANCE - 2020/21

Creating Opportunity: Housing

CSP Objectives	Targets	Achievement or Updates
Enhanced waste management; measured by a needs driven approach and high standards.		All local initiatives introduced as planned but LBTH collection service still consistently failing.
Digital mapping of green spaces ensuring value for money and continuity.		Digital mapping exercise complete and the information used in daily operations.

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
Delivery of transformational development and business projects across Poplar attracting investment and improving lives.	'Deliver a positive Aberfeldy West regeneration ballot. Commence Chrisp St development. Procure JV Partner for Teviot. Submit planning for Aberfeldy West.	Positive ballot. Achieved. Achieved. Achieved.
Greener Poplar - leading Poplar to announce 'off-grid' status becoming a successful green economy.		Helped secure £350k GLA funding for LBTH Business Low Emission Neighbourhood, including £100k for 'Chrisp Street Delivers' an electric cargo bike delivery hub (launched in January 2022). Lansbury ward shortlisted for 'Future Neighbourhood' status (GLA initiative). Secured £40k from GLA and partners for Low Carbon Neighbourhood strategy and action plan, starting early 2022. Developed internal and external partnerships which will link with PH's Carbon Action Plan and LBTH's Net Zero Strategy.
Spotlight recognised as best practise model.	Deliver LBTH Youth Service Contract, engage 3,500 young people.	1,963 young people supported remotely by Spotlight during the pandemic. 70 young people received tablets with mobile data to help with home learning. 1,600 meals given to 250 young people over the 6-week summer holiday. 5 young people benefited from a mentoring programme to tackle vaping, substance misuse and grooming. 54 young people engaged in the Music Revival and Music Survival online schemes, in partnership with Today at Apple. HealthSpot, a dedicated GP service for young people, launched at Spotlight. 59 young people seen, with common concerns relating to anxiety, low mood, sexual health and issues related to Covid-19. HealthSpot was Highly Commended in the HSI Awards for Primary Care Innovation of the Year. Spotlight was also a finalist in the 2021 Inside Housing Awards.
Poplar Football Club established.	Continue exploring possibilities for PFC.	A programme of football participation is to be delivered from early 2022 at Langdon Park School. Following inclusion in the Football Foundation's Local Area Football Facilities Plan for Tower Hamlets, we're submitting a bid in March 2022 to redevelop the Multi-Use Games Area at Chiltern Green, with the aim of reducing inequalities and supporting under-represented groups. Aiming to start works in Summer 2022, the facility will be a springboard for our football development work.
Improved relationship with schools - 75% of schools rate Poplar HARCA as an excellent partner.	Maximise our links with schools to reach the most vulnerable families who need support during the pandemic.	As well as ongoing links with TU and Moo Canoes, we continued to increase our work with local primary schools in Poplar. During the pandemic we collaborated with LETTA Trust to set up the Connecting Communities project, distributing over 200 laptops to home schooling children on free school meals. LBTH, the East End Foundation and Community Fibre later joined the partnership, enabling it to offer free devices, free broadband connections for a year, and Digital Skills training provided by our E & T team. The scheme aims to distribute 10,000 laptops to pupils across the borough.
On-going partnership with London Fire Brigade minimising fire risk across homes and communities.		On-going excellent relationship with Fire Brigade.
Achieving 100% fire risk assessment target.		100% compliance achieved every year.
Ensuring green office environments with sustainability benefits for all.	Develop a Carbon Management and Sustainability strategy.	Strategy approved by Board.
Introducing green fleet and equipment for estate services team bringing environmental benefits for all.		First electric vehicles ordered awaiting delivery.

OUR PERFORMANCE - 2020/21

Creating Opportunity: Community

CSP Objectives	Targets	Achievement or Updates
No enforcement ASB interventions.	Work with 50 young people involved in youth violence.	Lockdown Outreach and detached programme successfully engaged 17 young people. Partnership with Tower Hamlets Early Help Team, Youth Justice Service and Osmani Trust - referral pathway from Early Help & Youth Justice. Launched Supporting Families initiative 'Breaking the Cycle' - engaged 14 young people at risk. 39 young people seen by HealthSpot. 30 referrals for Breaking the Cycle Online.
Opening Poplar Peddler's BMX Track.		Highly successful Chrisp Street Community Cycles hub trial, developed in partnership with Sustrans and Hubbub. Funding secured to continue programming until June 2022. Planning with LBTH for the introduction of a zero-emission cargo bike delivery service in Chrisp Street Market and Business Low Emission Network at Chrisp Street Market, implemented from January 2022.
Implementing A12: Green Mile improving air quality.		A12 noise barrier in place and impact being monitored. £100k capital funding secured for green infrastructure and air pollution projects, and engagement on Aberfeldy estate - delivery in 2022.
Using the latest technology to improve our Bulk Waste reduction collection.		New trucks purchased and in operation.
Establish unique horticultural hallmarking measured by customer satisfaction.		High resident satisfaction achieved annually.
Opening Poplar Fashion Hub.		Following a period of closure due to Covid-19 restrictions, Poplar Works is now fully occupied and housing 47 small businesses. Making for Change volunteers made and delivered hundreds of masks and scrubs sets to local hospitals and childrens centres in partnership with the Emergency Designers Network. While community programmes curtailed, we supported local resident Asma to run Make and Mend sessions with the local community. Making for Change participants completed level 2 training remotely.
Delivering a respected and popular arts and cultural programme.		Most physical programming could not take place due to covid restrictions. Online personal development programme for businesses delivered by Poplar Works partners The Trampery and offered more widely.
Ensuring Poplar is regarded as an events destination for visitors.	Increase evening offer of personal development opportunities.	Poplar Union events have attracted a high volume of online participation during the pandemic. They've worked with over 30 partners to deliver around 20 activities per month, generating 30 hours of video content with a monthly viewership of 2,500+ people.

Creating Opportunity: Business

CSP Objectives	Targets	Achievement or Updates
Creating a thriving Chrisp Street economy.		Secured £100k Business Low Emission Network funding for Chrisp Street via LBTH, to be delivered in 2022. Secured £25k funding for business support initiatives in Chrisp Street Market, to be delivered in 2022. Ongoing support and development of other neighbourhood centres, notably Aberfeldy High Street, in support of an independent, sustainable local economy for Poplar.
Robust Business Plan delivering long-term 30% operating margins & 130% interest cover.	Operate within financial control framework.	Within all internal controls except interest cover. We missed the 135% target (achieved 123%) due to External Wall System surveys, write down of £0.3m investment, bad debts up and some other cost increases at year end.
Stress testing.		Holding back external decorations budget in 2021/22 to manage sales risk on shared ownership pipeline at Jolles and Landmark.



Awards

Our projects, people and partners are consistently recognised for their achievements.

We are proud to have won the following awards over this 5 year period.

2016/17



WOMEN IN HOUSING AWARDS:
MOST EFFECTIVE PROJECT IN IMPROVING THE LIVES OF WOMEN OR COMMUNITIES
Awarded to Chrisp Street Exchange Programme



GUARDIAN PUBLIC SERVICE AWARD:
TRANSFORMATION WINNER FOR ACCENTS PROJECTS



24HOUSING AWARDS:
INNOVATION OF THE YEAR

OUR AWARDS - 2017/18



SHIFT AWARDS:
BEST SUSTAINABILITY SCHEME

Recognised for our multi-departmental approach to sustainability.



HOUSING EXCELLENCE AWARDS:
SOCIAL LANDLORD OF THE YEAR (UNDER 10,000 HOMES)



NATIONAL HOUSING FEDERATION:
COMMUNITY IMPACT AWARDS

Employment and Training team won the Investing in People category for their 'Future Moves' project for young people.



UK HOUSING AWARDS:
OUTSTANDING INNOVATION OF THE YEAR

Our Estate Services teams were awarded for their innovative use of our Underground Refuse System (URs), transforming the look and feel of our estates.



ALAN CHERRY:
PLACEMAKING AWARD

Accents Director of Placemaking won the One to Watch category.



HOUSING DESIGN AWARDS:
SPECIAL SCHOOL MENTION

For St. Paul's Way Trust School Expansion and Burdett Estate Regeneration project.



EURHONET CSR AWARDS:
LOCAL SOCIAL SUSTAINABILITY

Recognised our 'You're a Champ' project addressing fuel poverty and carbon emissions in our communities.



OUR AWARDS - 2018/19



HANA AWARDS:
HIGHLY COMMENDED FOR BEST FINANCIAL CHANGE/TURNAROUND PROGRAMME

For our Home Ownership team's ethos around supporting leaseholders.



NATIONAL HOUSING AWARDS:
HIGHLY COMMENDED FOR HOME OWNERSHIP TEAM OF THE YEAR



UK HOUSING AWARDS:
OUTSTANDING APPROACH TO INCOME MANAGEMENT

Awarded to Home Ownership Team



LANDSCAPE INSTITUTE AWARDS:
DESIGN FOR A MEDIUM-SCALE DEVELOPMENT

Awarded to the Aberfeldy Phases 1 and 2 development project with Levitt Bernstein

OUR AWARDS - 2019/20



UK HOUSING AWARDS:

INNOVATIVE LANDLORD OF THE YEAR

Awarded for our Open Poplar project which has revolutionised the way we think about and manage space.



WOMEN IN HOUSING:

INCLUSION CHAMPION

Tanzeem Ahmed Awarded for her work as the Assistant Director Of Employment and Training.



WOMEN IN HOUSING:

YOUNG ACHIEVER

Marium Begum Awarded for her outstanding achievements as a leasehold collections officer.



HOUSING HEROES AWARDS:

HIGHLY COMMENDED FOR FRONTLINE TEAM OF THE YEAR (UNDER 10,000 HOMES)

Our Community Safeguarding team was recognised for their approach to helping residents with hoarding disorder.



OUR AWARDS - 2019/20

The Bow Garden Square development of over 100 new homes, green spaces, a Mosque and a primary school won a number of awards this year:



HOUSEBUILDER AWARDS:
BEST REGENERATION INITIATIVE



RESI AWARDS:
DEVELOPMENT OF THE YEAR



SUNDAY TIMES BRITISH HOMES AWARDS:
HOMEBUILDER OF THE YEAR



SUNDAY TIMES BRITISH HOMES AWARDS:
REGENERATION SCHEME OF THE YEAR




EVENING STANDARD NEW HOMES AWARDS:
BEST REGENERATION PROJECT

OUR AWARDS - 2020/21




**WINMARK C-SUITE
MOVIE AWARDS:
BEST FUN MOVIE**



FIRST TIME BUYER READERS' AWARDS:
HIGHLY COMMENDED FOR BEST URBAN
REGENERATION PROJECT
With Telfords for Bow Garden Square.




HOUSING HEROES AWARDS:
SUPPORT & CARE TEAM
OF THE YEAR (OVER 7,000
HOMES)




BRITISH HOMES AWARDS:
BEST HOUSING
PARTNERSHIP WITH
ECOWORLD FOR
ABERFELDY VILLAGE



**THE PINEAPPLE
AWARDS FOR PLACE:
CONTRIBUTION TO PLACE
AWARDED TO POPLAR
WORKS**



**CIVIC TRUST AWARDS:
HIGHLY COMMENDED**
Awarded to architects Adams
& Sutherland for Poplar Works.

**NEW LONDON ARCHITECTURE AWARDS:
WORKING CATEGORY**
Awarded to architects Adams & Sutherland
for Poplar Works.




**THE PINEAPPLE
AWARDS FOR PLACE:
CONTRIBUTION TO PLACE**
Awarded to Poplar Works.



