

Title	JEP Meeting Summary Report – 8/4/26		
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Report to	Services Committee		
Status	Information		
Date	8/5/26		
Presented to	☐ A&R Com ☐ F&I Com ☐ Poplar Board ☐ RemCom ☒ Services Com	☐ CaN Trust Board ☐ PHDev Board ☐ PHP Board	☐ Estate Boards ☒ JEP ☐ YEB ☒ CMT ☐ H&S Com ☐ SLT
Risk Appetite			
Risk Ref			
Strategic Plan	☒ Service Satisfaction ☐ Committed Workforce	☐ Successful Places ☒ Strong Foundations	
ToR			
Value for Money			

1. Introduction

- 1.1 This report provides a summary of the JEP meeting held on 12/2/26. The Joint Estate Panel met to review and provide feedback on key organisational priorities, including the new Anti-Social Behaviour (ASB) Policy, Building Safety Resident Engagement Strategy, Communal Storage Guidance, and the 2025 Tenant Satisfaction Measures

(TSM) results. The meeting also reviewed actions from previous meetings and considered emerging estate-level issues.

2. Recommendation

- 2.1 Members are recommended to note the contents of the report for information purposes.

3. Key Discussions and Outcomes

4.0 Anti-Social Behaviour (ASB) Policy

- 4.1 The Head of Community Safeguarding presented the new ASB Policy, developed with support from a resident-led ASB Panel.
- 4.2 The policy was shaped over nine weeks, informed by external partners including the Local Authority ASB Team, Metropolitan Police and mediation services.
- 4.3 Eight core priorities were identified, focusing on clarity, accessibility, legal robustness, empathy, partnership working, and effective communication.
- 4.4 Key feedback highlighted concerns about cases being closed prematurely and the need for greater consistency in ASB case handling.
- 4.5 A new noise recording app will be introduced, with alternative equipment available for residents without smartphones. Guidance on ASB reporting will be published on the website, and the policy will be promoted through the e-HARCA Life newsletter.
- 4.6 **Outcome:** The JEP formally endorsed the ASB Policy for submission to the Services Committee for ratification.

5.0 Building Safety Resident Engagement Strategy & Communal Storage

- 5.1 The Director of Assets presented the new Building Safety Resident Engagement Strategy, developed in line with the Building Safety Act 2022.
- 5.2 The strategy aims to empower residents, clarify responsibilities, improve communication, and create clear routes for resident feedback and influence.
- 5.3 Next steps include co-producing a resident-led engagement video with the Youth Empowerment Board and implementing a multi-channel communications plan.

- 5.4 Communal Storage Guidance was presented, emphasising the importance of keeping communal areas clear to reduce fire risk and enable safe evacuation.
- 5.5 A zero-tolerance approach will apply to high-risk buildings over 18m, with a managed approach in lower-rise buildings.
- 5.6 Members raised concerns about clothes drying in communal areas and balconies, identifying a need for more proactive enforcement.
- 5.7 **Outcome:** JEP welcomed the strategy and guidance and supported the development of resident-facing communications and leaflets.

6.0 2025 Tenant Satisfaction Measures (TSM) Results

- 6.1 Officers presented the third year of TSM survey results, based on 920 responses (approximately 18% of tenant stock).
- 6.2 Overall tenant satisfaction was 80.4%, a 3.7% decrease from the previous year but above the national average.
- 6.3 Key takeaways from the 2025 TSM survey included:

- Well-maintained homes (64%), linked to investment, repairs quality and communal upkeep.
- ASB satisfaction, which saw the sharpest decline (down 8.5%), with concerns around safety, drug use and response times.
- “Listening and acting” scores, with residents citing lack of updates and follow-up.
- Positive results were noted in complaints handling, which continues to perform strongly.
- Planned next steps include a patch-based “One Team Neighbourhood” model, refreshed building safety engagement, proactive tenancy audits, and resident-led service redesign.

7.0 JEP feedback

- 7.1 Suggested supplementary, face-to-face satisfaction exercises at Neighbourhood Centres (noting survey fatigue).
- 7.2 Strong commendation of Estate Services and Grounds Maintenance teams.
- 7.3 Positive feedback on contractors’ improved communication and the Welcome Hub service.

7.4 Request for analysis of three-year TSM trends to identify priority improvement areas.

8.0 Matters Arising and Other Business

8.1 A maintenance programme was requested for areas improved under the Great Green Estates Project on the Lincoln Estate.

8.2 Concerns were raised regarding:

- Storage of gas bottles in garages (fire safety risk).
- Ongoing floor access lift fob system failure at Avocet House.
- Urgent need for guttering clearance, particularly at Carmen Street (Lansbury North Estate)

8.3 Officers agreed to progress the relevant follow-up actions.