

Joint Estate Panel Summary – 23rd January 2025

Q2 (2024/25) Services Performance Feedback

Nazmul Ahmed (Deputy Director of Strategy) updated the group as follows in relation to Q2 Service Performance (2024/25) by providing the following feedback:-

On Target:

- 17 of 20 measures on target
- 9 of 10 annual CaN targets achieved

	target	performance
Repair average repair time	10 days	9 days
Satisfied with last repair consistently strong performance	90%	98%
Arrears slowly but consistently increasing	5%	4%
Satisfied with ASB handling small sample = high variation month-by-month	90%	93%

Service Areas That Need More Work:

Complaints:

Trend

- Increase continues
- Stage 1 to Stage 2 - 18% (target 10%)
- Down from last quarter's 19%

About

- Repairs
- Parking
- anti-social behaviour (ASB)

Themes

- poor follow-up
- delays
- Poor communication

Compliance:

Trend

- Static
- 99.9% overall compliance (target 100%)

About

- Passenger lifts
- Gas Safety checks

Themes

- 6 lifts waiting for inspections by our insurers
- 5 of 6 affected blocks have alternative working lift
- 7 access refused for gas safe inspection, each escalated to formal action

Services Committee Discussion Feedback:

Lift compliance

- 3 of 6 outstanding inspections completed by January 2025

Voids

- Explanation of void turnaround challenge given
- Older and decant block homes require more works

Window restrictors

- Housing Ombudsman advice
- property MOTs include window inspection
- Working group set up to review process

Complaints

- 2 Housing Ombudsman severe maladministration findings
- Lessons learned – high proportion of stage 2s being upheld, more robust stage 1 responses needed
- Housing Team embarking upon a ‘deep dive’ to identify trends and improve stage 1 responses
- Additional noise monitoring equipment purchased to assist with noise nuisance complaints
- Early advice for Teams through Complaints Surgeries and comprehensive Complaint Handling training for Staff on understanding and logging dissatisfaction to get a better insight on where we can improve

The JEP noted that since the Welcome Hub was launched, Poplar HARCA may receive less complaints as issues can be dealt with in person. A proactive approach is always best. A JEP Member recalled the various times Dave Tull would go above and beyond for residents and stated it’s refreshing and reassuring to know complaints are being handled with compassion and empathy.

2024 Tenant Satisfaction Measures (TSM) Survey Results

Andrea Baker (Director of Housing & Corporate Services) explained the importance of our annual Tenant Satisfaction Measurement Survey (TSM) and reiterated that Poplar HARCA are interested in what every resident has to say in relation to our services.

The 2024 TSM results revealed that, of the residents that completed the survey, **84%** of our **tenants** were satisfied with our services and an **overall 82% (tenants & leaseholders)** were satisfied with service provision.

The JEP were asked *where would you like Poplar HARCA to prioritise and focus resources to drive service improvement*. The following feedback to this question was given by the group:-

1. Find out more about silent groups – who are they? Any trends? Why no engagement?
2. Report made to front line staff, front line staff raise the matter internally but no response from departments or follow ups
3. Promote awareness of alternative reporting matters to Poplar HARCA
4. Increase representation on estate boards
5. Have more conversations on repairs, ASB and complaints
6. Existing stock refurbishment
7. Knowing what is happening at and with LBTH (local politics)

Influencing Poplar HARCA's Corporate Service Plan (2026-2031)

Ben Lloyd (Assistant Director of Financial Performance, Treasury & Planning) and Peter Marcus (Deputy Director, Data & Technology) provided an overview of our journey so far in creating opportunities together, and facilitated the following interactive discussion sessions:-

Discussion Session 1 - What does success look like in 2031?

JEP Feedback:-

- Safest place to live in London
- 100% resident satisfaction with housing in Poplar Harca
- Highest resident satisfaction for repairs
- Improvement made in dealing with ASB / prompt dealing with cases
- Poplar Harca – The model for social housing and community
- **H** – Happy tenants
- **A** – Articulate
- **R** – Relationships
- **C** – Caring
- **A** – Advice
- HARCA's Commitment, Resident's Future
- **H** – Happiness
- **A** – Appreciation
- **R** – Representation
- **C** – Commitment
- **A** – Achievement
- Poplar Harca is the A1 for housing standards
- Sir Steve Stride, Andrea Baker MBE 😊
- Transforming lives and opportunities for the past 30 years

- Poplar Harca – The best social landlord in London
- Helping navigate careers
- Poplar Harca - Strength to strength

Discussion Session 2 - What is it about Poplar HARCA that makes you feel proud?

JEP Feedback:-

- Going the extra mile
- Accountability
- Engaging
- Visible / present
- Social pillar
- Local
- Listening
- Loyalty
- Excellent youth services
- Forward thinking
- Residents are part of Poplar HARCA
- Engagement
- Care for vulnerable and disabled part of strategy
- Youth involvement
- Sustainability, eco-friendly, environment
- Staff retention
- Representation of group diversity
- Knowing Poplar HARCA staff
- Being part of the Poplar Harca journey to where it is today
- Personal service