

# Newham Housing Services Improvement Programme Resident Challenge Board

Monday 15th September 2025  
6-8pm  
Canning Town Library

# Welcome

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# Agenda

Time	Item	Lead	Desired Action-Outcome
6.00pm	Welcome and Check-In (Board members)	Chair	
6.05pm	Record of meeting approval	Chair	Approve minutes
6.10pm	Terms of Reference and Code of Conduct	CR	Clarity on terms of reference
6.15pm	Presentation/Discussion on Communications Plan	CP/AY	Recommendations on prioritisation of messaging and communication methods
6.45pm	Presentation/Discussion on Resident Involvement Strategy	SW/UA	Recommendations on what success looks like
7.15pm	Presentation/Discussion on Tenant Satisfaction Measures	CT	For information
7.30pm	Responses to Recommendations: Vulnerability Screening for PCFRA	CBY/CR	For information
7.45pm	Forward Planning	Chair/SG	Identify next topic
7.50pm	Any other business	Chair	
7.55pm	Check-out (Board Members) – a word or phrase only	Chair	
8.00pm	Next meeting – Monday 20th October at Venue TBC	Chair	

# Check-In

# Record of Meeting Approval

# Terms of Reference and Code of Conduct

# Improving Your Homes

## Communications plan and approach to improving transparency

# Background



- In October 2024, the Regulator of Social Housing (RSH) issued Newham Council a C4 grade and regulatory notice for failing to meet the required outcomes under the Consumer Standards. In response, a new improvement plan: Improving Your Homes, was created to address concerns and improve homes for all tenants and leaseholders.
- **The regulator identified the following failings in relation to how we communicate with tenants:**
  - Limited evidence that Newham Council provides a range of relevant and accessible information for tenants about its landlord services
  - Limited evidence that Newham Council provides a range of relevant and accessible information for tenants about how it is performing
  - No evidence of it keeping tenants informed when things go wrong

Within the Transparency and Resident Access theme of the improvement plan we have set out a new plan and approach to improve our communication.

# Communications Plan



## Objectives

- Share important information that requires action from the resident
- Share information alerting residents to safety advice and information
- Share information that informs residents of new working practice
- Reassure tenants that we are taking action
- Reassure tenants that the council has a credible programme of improvement
- Increase tenant involvement in engagement activity
- Improve resident access to understandable performance data
- Develop tools to support regular and systematic communication to tenants
- Improve tenant satisfaction with Newham's Housing Service

# Communications Plan



## Measuring Success

- Regular positive communications materials are issued and acted upon (calls to action are monitored)
- Web information is reviewed, simplified and traffic increased
- Tenants sign up to new and dedicated methods of communication – open rate/engagement figures reach industry standards
- Regular tenants' bulletin is distributed, and open rate exceeds 40%
- Increase of 10% in tenant engagement data (completing surveys / attending events and activities) in first year

# Communications Plan



## Key communications assets:

- Housing resident e-newsletter every two months with hard copies available at housing hubs
- Infographics for social media and webpages to improve accessibility of information and provision of performance data
- New Webpages
- Coordinated approach to design and display of posters for housing blocks
- Letter Template and associated guidance

# Communications Plan



## Inclusivity:

All communications must give due consideration to accessibility and inclusivity. Lead officers should consider the following:

- Resident facing communications should be written for a reading age of 9-12 – this should be achieved by utilising AI tools
- Resident facing communications should give consideration to residents for whom English is an additional language and those who have visual or hearing impairments
- Communications should give consideration to residents who experience barriers to digital participation due to disabilities, lack of access to a suitable device or support required to navigate systems.

# Work so far

# New letter template



(Resident Address)

(Insert date of letter)

Dear

Re. *(insert title here in bold)*

*(Insert letter content here – include sub headings and bullet points to make large blocks of text easier to read and highlight any call to action. Review text to ensure a reading age of 9-12.)*

Yours sincerely,

[insert officers name]

[insert team name]

Tel: 020 8430 2000 ext.: [insert extension]

Email: [insert team email]

This letter has been sent to you from Newham Council's Housing Service. To request a large print or translated copy of this letter please contact us using the details shown below.

এই চিঠিটি নিউহাম কাউন্সিলের হাউজিং সার্ভিস-এর (আবাসন পরিষেবা) তরফ থেকে আপনাকে পাঠানো হয়েছে। অনুবাদ পাওয়ার অনুরোধ করার জন্য নিচে দেওয়া ইমেইল ঠিকানা বা ফোন নম্বরে আমাদের সাথে যোগাযোগ করুন।

Esta carta foi-lhe enviada pelo Serviço de Habitação do Município de Newham. Para solicitar uma tradução, contacte-nos utilizando o endereço de e-mail ou o número de telefone abaixo indicados.

Prezenta scrisoare vă este transmisă de către Housing Service (Serviciul Locuințe) al Newham Council (Consiliul Local Newham). Pentru a solicita o traducere, vă rugăm să ne contactați la adresele de e-mail sau la numărul de telefon de mai jos.

இந்தக் கடிதமானது நியூஹாம் கவுன்சிலின் வீட்டுவசதி சேவையிலிருந்து உங்களுக்கு அனுப்பப்பட்டுள்ளது. மொழிபெயர்ப்பைக் கோருவதற்கு, கீழே காட்டப்பட்டுள்ள மின்னஞ்சல் முகவரி அல்லது தொலைபேசி எண்ணைப் பயன்படுத்தி எங்களைத் தொடர்பு கொள்ளவும்.

یہ خط آپ کو نیویم کونسل کی ہاؤسنگ سروس کی طرف سے بھیجا گیا ہے۔ ترجمے کی درخواست کرنے کے لیے، براہ کرم درج ذیل ای میل پتے یا فون نمبر کا استعمال کرتے ہوئے ہم سے رابطہ کریں۔

Newham Housing XXXX Team: **INSERT PHONE NUMBER  
OR EMAIL HERE**

# Launch of Improving Your Homes

The Improving Your Homes improvement plan was launched in May 2025.

This included:

- Publication of the improvement plan: hardcopies and downloadable PDF
- Publication of new webpages that can be translated into multiple languages
- Publication of 6 videos to aid accessibility of information. These include subtitles that can be translated via Youtube functionality.
- Publication of the first edition of the Improving Your Homes newsletter

[newham.gov.uk](https://www.newham.gov.uk)



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# New Webpages

Web pages launched on 16 May 2025

Web Analytics info:

By 20 May:

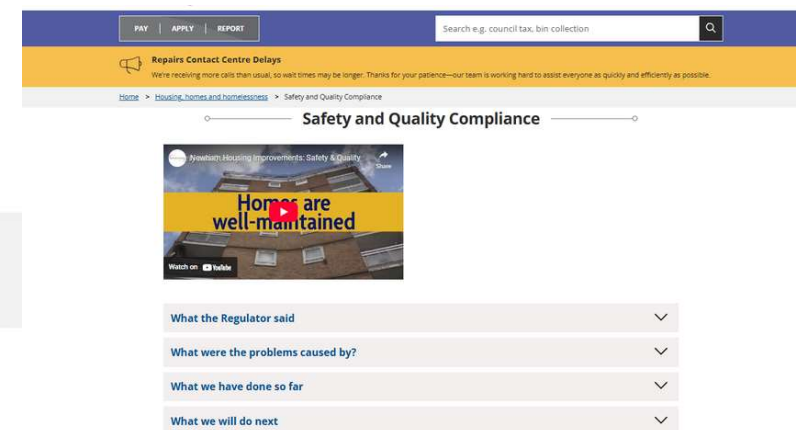
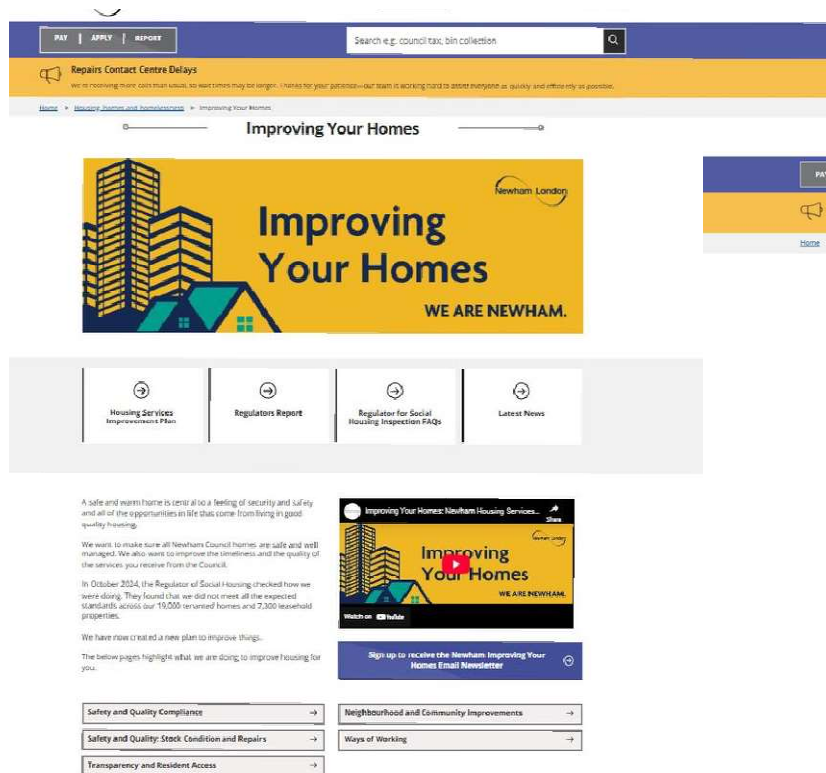
- Views - 300
- Page views - 393
- Unique visitors - 253

By 28 May (additional):

- Views - 198
- Page views - 286
- Unique visitors - 174

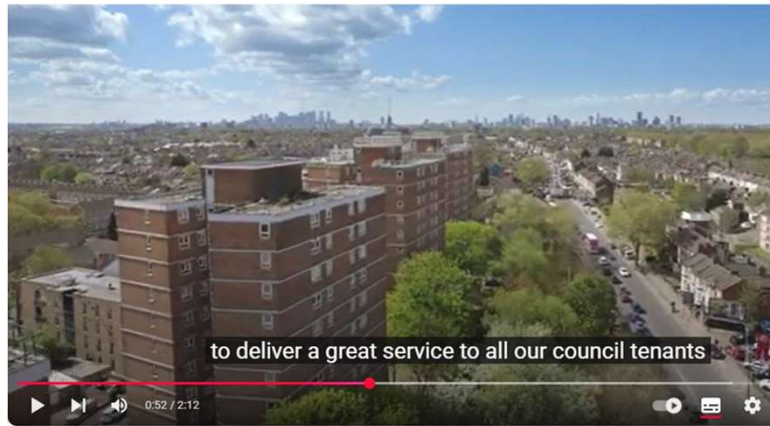
The HSIP webpage also linked to from supporting pages: Co-Create and Homelessness and Housing landing pages

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# Accessible videos



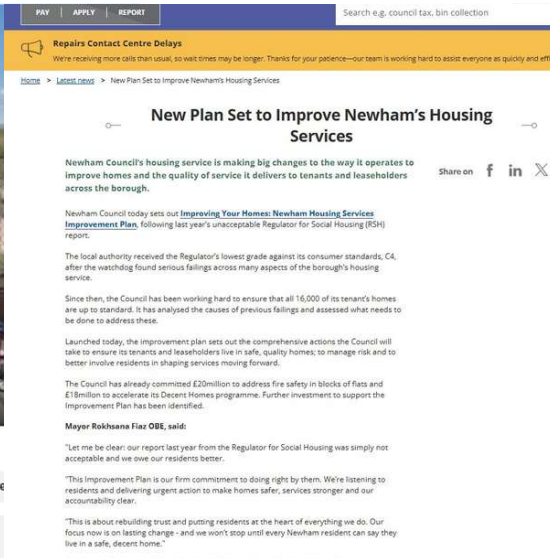
Improving Your Homes: Newham Housing Services Improvement Plan

Newham London  
2.63K subscribers

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266 views 2 weeks ago  
No description has been added to this video.  
...more



## Data from 28.5.25



Improving Your Homes: Newham Housing Services Improvement Plan

275 views • 2 weeks ago



Resident Challenge Board

6 views • 8 days ago



Newham Housing Improvements - Ways of Working

38 views • 8 days ago



Newham Housing Improvements - Neighbourhood & Community

32 views • 8 days ago

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# Housing Newsletter

22 May 2025 first edition of newsletter launched.

All past publications are available on the latest news section of the webpage

Open rate readership info:

- 40% - 24 hours post launch
- 50% - 5 days post launch (28.5.25)



Hello and welcome to our first edition of the 'Improving Your Homes' newsletter where we will be sharing the latest news on the improvements we're making to your homes and the services you receive.

Since the Regulator for Social Housing began their inspection in May 2024, we got straight to work creating a **Housing Services Improvement Plan** that will give you and all council tenants and leaseholders a better service.

Our absolute priority is the safety of your home. We're investing £20million towards fire safety in blocks of flats and £18million to speed up our Decent Homes Programme.

We've already made huge progress to reduce our fire risk actions and repairs backlog. Overdue repairs are down from 2,700 in May last year to under 600 in May 2025 across the 16,000 tenanted homes the Council manages. We have now completed 82% of our electrical condition tests, up from 40% completed in May last year. We're also working hard to better understand your needs as one of our tenants or leaseholders, particularly residents that are most vulnerable.

Over the next year, we will be putting a lot more focus on hearing from you, with opportunities for you to influence how we deliver safe and secure homes for every Council tenant and leaseholder.

Over 100 residents have given us their views on our Resident Involvement Strategy so far. This strategy will set out how you can influence the way we deliver housing services, how we interact and work with you and how we can support the changes you want to make in your neighbourhoods.

We've got a clear plan and are determined to make the improvements needed to deliver a great service and to make sure all Council tenants and leaseholders live in safe, well managed homes.



Our Housing Services Improvement Plan will give you a better service as a council tenant or leaseholder. The plan is broken down into four themes: Ways of Working, Safety and Quality, Transparency and Resident Access, and Neighbourhood and Community.



**Ways of Working**  
Ways of Working is about making sure the service is run well, and that tenants, leaseholders and staff get the support they need. We will focus on high performance and will put residents first. We will have good systems in place to support the plan and comply with laws and regulations.



**Safety and Quality**  
Through improvements to Safety and Quality, we will make sure all homes have up-to-date safety certificates. We will keep good records of all properties and make sure that they are in good condition and make sure that repairs are done well and follow new laws.



**Transparency and Resident Access**  
Through our work to improve Transparency and Resident Access, we will create opportunities to listen to residents and use your feedback to make decisions, shape services and help make sure we are on track to deliver a better service to all. We will make sure that our data and systems understand everyone's needs and treat people fairly. We will handle complaints effectively.



**Neighbourhood and Community**  
The Neighbourhood and Community theme will develop better ways to deal with anti-social behaviour and hate incidents, as well as neighbourhood issues, including shared and communal spaces.

You can read more about the Housing Services Improvement Plan and download a PDF copy on our webpage: [www.newham.gov.uk/improvingourhomes](https://www.newham.gov.uk/improvingourhomes) or watch a short video to hear about it all.

## Repairs and Fire Safety Improvements

Of our 16,000 tenanted homes, 82% of them have now had an electrical condition test within 10 years. This is an improvement from last May 2024 when the Regulator for Social Housing (RSH) found 40% of our homes had not had an electrical condition test for more than 11 years.



## Repairs and Fire Safety Improvements

Of our 16,000 tenanted homes, 82% of them have now had an electrical condition test within 10 years. This is an improvement from last May 2024 when the Regulator for Social Housing (RSH) found 40% of our homes had not had an electrical condition test for more than 11 years.



We also had over 9,000 overdue fire safety remedial actions during the RSH inspection last year. At the end of March 2025, we have reduced the number of overdue actions to 7,291. We have a comprehensive programme in place for dealing with the remaining actions and £20m to contribute to this.

We've already made huge progress in our repairs backlog. We have reduced the number of overdue open repairs from 2,700 in May last year to under 600 in May 2025.

We are conducting monthly high rise block inspections to ensure your safety and well-being, to check fire safety and so that we can identify and address any maintenance issues promptly.

If you would like to report a repair, please call: 0208 430 2000; or [report it online via our website](#)



## Understanding Your Needs

We are working hard to better understand your needs. We started a Tenancy Audit programme to meet our residents, understand more about who lives in our properties and understand any specific needs that each household may have.



We have completed nearly 3,000 visits so far and will complete the remaining 11,000 over the next two years.

For our high rise blocks, we have created a new Care and Support Team to identify and offer support to tenants who may find it hard to evacuate the building if there was a fire. This could be due to a medical condition, a disability or impairment or perhaps a temporary condition such as pregnancy or injury. The team are making contact with all tenants in our high rise buildings over the coming months to make sure that support is in place for everyone who needs it.

# Housing Newsletter first edition: May 2025

## Resident Engagement



### Resident Challenge Board

In April, we set up an independent resident-chaired 'Resident Challenge Board' made up of 14 Council tenants and leaseholders. The Board are responsible for challenging us on our progress with the improvement plan. They will undertake reviews, give us feedback and scrutinise our progress to ensure that they are satisfied that we are on track to deliver the improvements we have promised.

The first meeting was chaired by the Director of Housing Services and Cllr Blossom Young. The Board received an introduction to the Improvement Plan and took part in discussions around the different themes.

The Resident Challenge Board is being supported by Tpas (Tenant Participation Advisory Service), a specialist tenant engagement organisation. Tpas is delivering training and helping the group establish themselves, ensuring they are well-equipped for their role.

You can keep up to date on the group's progress by visiting the [co-create page](#), where all information will be shared.

## Housing Local Area Forum

Are you a tenant or leaseholder of Newham Council, or do you live in a block or estate we manage?



We'd love to see you at your Local Area Forum this June! These forums are a great opportunity to:

- Hear important updates directly from senior housing managers
- Share your thoughts and concerns with our teams
- Connect with your local community

Join us from 6.30-8.30pm on:

- 4 June - Stratford Local Area Forum- Stratford Town Hall
- 11 June - Green Street Local Area Forum- Stratford Town Hall
- 18 June - Manor Park Local Area Forum- East Ham Town Hall
- 25 June - Canning Town Local Area Forum- Canning Town Library
- 2 July - Online

Your voice matters, and we're here to listen.

Find out more and to join us, register at our [Local Area Forums webpage](#); or simply scan the QR code.

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# Housing Newsletter 30 July 2025 edition

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Dear Resident,

Welcome to another edition of our 'Improving Your Homes' newsletter, keeping you informed about the latest changes from Newham's housing service as it continues along its improvement journey. Our latest Tenant Satisfaction Measures (TSM) results have been published; the results show a significant improvement on previous years, with your overall satisfaction with the service you receive increasing from 59% to 71%. This is great news.

These ratings are a good indicator of how we are progressing as a service. There is some way to go to reach the service standards that we are aiming for, but we are listening to you; taking action and making the necessary changes to deliver a better housing service for all tenants and leaseholders.

Satisfaction among those of you who have used the repairs service over the last year remains at 72%, but I am delighted that 84% of you felt that as your landlord, the Council treats you fairly and with respect.

All social landlords across the country complete this assessment, which looks at how well social housing landlords in England are doing at providing good quality homes and a good service. In Newham, the survey with residents was carried out from 20 January to 8 March 2025. You can view the full TSM results and find more details on the [website](#), or have a look at the short video in this newsletter.

[newham.gov.uk](http://newham.gov.uk)

## Stay Safe with these essential Fire Safety Tips



We are sharing these essential fire safety tips and resources to keep you and your loved ones safe:

### Reporting a fire:

- To report a fire, call 999 or 112.
- When it is safe to do so after a fire, please provide details about the incident to us: [buildingsafetyteam@newham.gov.uk](mailto:buildingsafetyteam@newham.gov.uk)

### Your evacuation plan:

- Know your escape plan. If you live in a block, your evacuation plan will be displayed in the communal area.
- If a fire breaks out in your home, leave immediately and call 999/112.

### Fire Doors (including your front door):

- Keep fire doors closed, self-closing devices should not be tampered with.
- Any faults or damage to fire doors should be reported online: [www.newham.gov.uk/housing-homes-homeslessness/repairs-1](http://www.newham.gov.uk/housing-homes-homeslessness/repairs-1); or by calling: 0800 952 5555
- If you wish to alter or change your front door, you will need to contact us for approval: [buildingsafetyteam@newham.gov.uk](mailto:buildingsafetyteam@newham.gov.uk)

### Fire Safety Advice:

- Check your home is safe using the London Fire Brigade's tool: [Fire safety at home](#) | [London Fire Brigade](#)

## Understanding Council visits to your home



Sometimes council officers or our contractors need to enter your home. This might be for a repair, to check electrical or fire safety, or to make sure the people you have told us live in your home are living there.

If you get a letter or phone call telling you we need to visit, don't ignore it - it may be important for your safety. If the appointment time doesn't work for you, call us on 020 8430 2000 and we will try to find a time that is suitable for you.

We will always try to work with you around access to your home. But we will use our legal powers if we need to, because the safety of your home is vital for you and for your neighbours.

We always carry identification. Never let anyone in your home unless they show you their Newham Council staff or contractor ID cards.

## Housing Community Fun Days



You are invited to join us at our Community Fun Days.

There will be food stalls, family activities and children's entertainment. You can also meet our Housing teams as well as other services from Newham.

Come along and join the fun:

- Wed 6 Aug, 12-5pm, Sandal Street Play Area, E15 3NN
- Wed 13 Aug, 12-5pm, Hermit Road Recreation Ground, E16 4JT
- Wed 20 Aug, 12-5pm, May Green, Watson Street, E13 0SA

For more information, email: [getinvolved.housing@newham.gov.uk](mailto:getinvolved.housing@newham.gov.uk); or visit [www.newham.gov.uk/housingfundays](http://www.newham.gov.uk/housingfundays)

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## Focus for this edition was the latest Tenant Satisfaction Measures (TSM) results

### Open rate readership info:

- 41.5% - 7 days post launch
- 50.06% - as of 28.8.25

The TSM good news story was also featured in the council's wider weekly resident newsletter

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# Additional newsletter 4 July - RIS



Dear Resident,

Listening to you is a key part of how we will improve the services we provide to Council tenants and leaseholders. That's why I would really like to hear your views on our draft Housing Resident Involvement Strategy. This strategy has been co-produced with residents like yourself, and now we need your final thoughts and comments to make sure it truly reflects our community's needs.

As we take the next steps on our improvement journey, it is crucial that you are involved in shaping the service, in providing valuable feedback on the quality of services you receive and in feeling that your voice matters. The draft Resident Involvement Strategy sets out plans for how you can get involved in all parts of our housing service, from the day-to-day running of services to influencing improvements to your local area, to holding us to account on how well we are performing.

Please visit our [Co-Create page](#) to share your feedback and comments. Or, if you prefer, feel free to join one of our drop-in sessions set out below where you can speak face-to-face with a member of our housing services team. You can also email us at [getinvolvedhousing@newham.gov.uk](mailto:getinvolvedhousing@newham.gov.uk)

Your views are crucial in shaping a strategy that works for everyone. By working together, we can create a better housing service which better meets your needs, as we continue to build a fairer Newham.

Best wishes,

Cllr Blossom Young

Cabinet Member for Council Housing Improvements

## Give your feedback on our draft Housing Resident Involvement Strategy



Watch this [short video](#) and provide feedback on our Draft Housing Resident Involvement Strategy. You can find out more about this on our [Co-Create page](#) where you can also share your thoughts immediately via a survey. If you would prefer to speak to a member of the team, then please visit one of our drop-in sessions:

Library	Day and Date	Time
Canning Town	Wednesday 9 July	5-7pm
Green Street	Thursday 10 July	11am-1pm
Stratford	Thursday 17 July	5-7pm
East Ham	Tuesday 22 July	11am-1pm

You can also email us with any questions at [getinvolved.housing@newham.gov.uk](mailto:getinvolved.housing@newham.gov.uk)

Please keep an eye on Co-Create for further updates on the development of this strategy. We aim to publish the final strategy in the autumn once we have considered your feedback.

[Return to our website](#)

## 'Improving Your Homes' past newsletters



This is the second edition of our 'Improving Your Homes' newsletter.



You can find the [first edition](#) on our [Improving Your Homes](#) webpage, where you can also read the Housing Services Improvement Plan, stay informed about our progress and opportunities to get involved along the way.

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# Better and clearer use of statistics

Interactive web page created to highlight good TSM results.

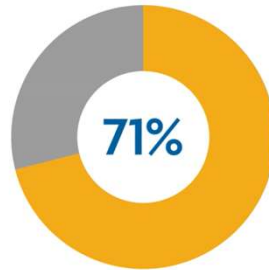
Web Analytics info as of:

31 July:

- Page views - 690
- Unique visitors - 508

28 August:

- Page views - 551
- Unique visitors - 452



of Newham Council tenants were satisfied with their overall landlord service.

We will be introducing a new of repairs dashboard and dedicated data and performance webpage later this month.

The screenshot shows a web page with a navigation bar containing 'PAY | APPLY | REPORT' and a search bar. The main heading is 'Your Voice Matters: Our latest Tenant Satisfaction Measures results are out!'. The text below explains that in 2022, the Regulator of Social Housing created 22 special checks called Tenant Satisfaction Measures (TSMs) to help all housing landlords show how well they're looking after their tenants. It mentions that a research company talked face-to-face with 1,051 Newham Council tenants between 20 January and 6 March 2025. The results help the Council understand what's working and what needs improving to make housing services better for everyone. A section titled 'Take a look to see how we performed:' states that they've made significant improvements on previous years and the majority of results are above the average scores across London. Below this, there are six infographic cards showing various TSM scores: 71% of Newham Council tenants were satisfied with their overall landlord service; 72% of tenants who had received a repair in the last 12 months were satisfied with their overall repairs service; 84% of non-emergency repairs completed on time, compared to 67% across London; 99% performance on emergency repairs also increased from last year, up from 93%; 84% of tenants feel that we treat them fairly and with respect; and 78% of tenants with communal areas also report that they are satisfied that their landlord keeps communal areas clean.

# Greater use of council social media

Content posted across digital platforms YouTube, X, Nextdoor & Facebook highlighting the good Tenant Satisfaction Measures results and newsletter.



# Multi-media and news release



Voice over video infographic and a press release launched to promote TSM results.



## Good results for Newham's housing service in latest Tenant Satisfaction Measures assessment

Newham Council has seen the satisfaction among council tenants shoot above the London average as it continues its focus on driving improvements in its housing service.

Share on [f](#) [in](#) [X](#)

- Satisfaction among council tenants shoot above the London average
- Overall satisfaction figure has jumped by 13 per cent in a single year

More than seven in ten people living in council homes have said they are satisfied with the service provided.

The latest figures come from the Tenant Satisfaction Measures (TSM), a snapshot of how residents are being treated by social housing landlords in England.

It looks at a range of issues such as the number of complete repairs, how safe homes are, and communication between landlords and tenants.

The TSM results show that:

- At 71 per cent overall satisfaction, Newham is now well above the London average of 62 per cent
- Across a range of 12 measures, including complaints handling and speed of repairs, Newham is now outperforming the London average
- Newham's overall satisfaction figure has jumped by 13 per cent in a single year from 59 per cent in 2023/24

Nearly two-thirds (63 per cent) of council tenants were satisfied that the council listened to their views and acted upon them, up from 54 per cent from the previous year's survey. While more than 84 per cent of respondents said that as a landlord the council treats them fairly and with respect.

Newham's Housing Service is on a significant improvement journey since it received a C4 grading from the Regulator of Social Housing against its consumer standards in October 2024.

Now with a new Housing Service Improvement Plan in place, essential changes are underway to improve its homes and neighbourhoods.


Data from:

5.8.25 - 221 views | 28.8.25 - 237 views

[newham.gov.uk](https://www.newham.gov.uk)



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# Onsite information



## Improving Your Homes

Join our mailing list to receive our newsletter and visit our webpage to find out about our Housing Services Improvement Plan

**Improving Your Homes**  
Scan the QR code to subscribe or visit a Housing Hub near you.



[newham.gov.uk/ImprovingYourHomes](http://newham.gov.uk/ImprovingYourHomes) **WE ARE NEWHAM.**



## Useful contacts

Housing Repairs Contact Centre 0208 430 2000 or report online on the council website
Damp and Mould <a href="mailto:dampandmouldtaskforce@newham.gov.uk">dampandmouldtaskforce@newham.gov.uk</a>
Housing Liaison Officers <a href="mailto:HLOteam@newham.gov.uk">HLOteam@newham.gov.uk</a>
Building Safety Team <a href="mailto:buildingsafetyteam@newham.gov.uk">buildingsafetyteam@newham.gov.uk</a>
Private Sector Housing Team (including disrepair) <a href="mailto:privatehousing@newham.gov.uk">privatehousing@newham.gov.uk</a>
Licensing Concerns <a href="mailto:propertylicensing@newham.gov.uk">propertylicensing@newham.gov.uk</a>
Homeless Prevention Team <a href="mailto:HPAS@newham.gov.uk">HPAS@newham.gov.uk</a>
Lettings/Housing Register Team <a href="mailto:housing.register@newham.gov.uk">housing.register@newham.gov.uk</a>
Resident Involvement Team (TRAs, Estate Improvement, Neighbourhood Champions) <a href="mailto:getinvolved.housing@newham.gov.uk">getinvolved.housing@newham.gov.uk</a>
Temporary Accommodation <a href="mailto:LLSupport@newham.gov.uk">LLSupport@newham.gov.uk</a>
Anti-Social Behaviour or Noise Nuisance 0208 430 2000 or report the issue on the council website <a href="http://newham.gov.uk/report">newham.gov.uk/report</a>
Crime and drug taking Call the local Police via 101 or report via the Met Police website when an incident is happening/or has happened (note - reporting via the neighbourhood team mobile won't be recorded). This will enable Police to gather information and increase patrol in the area. In an emergency call 999.

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## Calling Newham Council tenants and leaseholders

Your voice matters: How can we involve you better as we work to improve our housing services?



Visit our co-create page using the QR code to share your thoughts, or complete the survey in person on these dates:

- 1 April - Canning Town Library: 5pm - 7pm
- 3 April - Green Street Library: 10:30am - 12:30pm
- 4 April - Stratford Library: 5pm - 7pm
- 8 April - East Ham Library: 10:30am - 12:30pm

Keep an eye on co-create for further opportunities to be involved, visit the website: [www.newham.gov.uk/tenantsandleaseholders](http://www.newham.gov.uk/tenantsandleaseholders)

Email us with any questions: [getinvolved.housing@newham.gov.uk](mailto:getinvolved.housing@newham.gov.uk)



[newham.gov.uk](http://newham.gov.uk) **WE ARE NEWHAM.**

# Other Council media

e.g. TSM results highlighted in the Council's wider weekly resident newsletter.



Hello Everyone,

This has been a deeply difficult week for all of us at the Council as we come to terms with the heart-breaking news of the death of my **Cabinet Member for Health and Adults Social Care** and **Councillor for Plaistow South, Councillor Neil Wilson**.

He was a dear friend to so many, and a joyful colleague who was fondly known as the 'Father of the Council' – because of his length of service to the people of Newham. Spanning over 30 years of dedication to the borough and to residents he cared so deeply about, and public service was his passion.

His sudden passing has left us in shock. Neil's warmth, enthusiasm, laugh and unwavering commitment to public service will be remembered by all who had the privilege of working alongside him. His faith was central to who he was, and we are comforted in knowing that he is now with the Lord he loved. He remains in our thoughts and prayers, and we will honour his legacy in the weeks to come.

This week I was proud to represent the borough at the official launch of *A Field Guide for Action*, a new publication from Bloomberg Associates in collaboration with the GLA, the Knowledge Quarter, and the QEOP Innovation District – and all linked to our [Newham Data Economy](#) agenda!

## Tenants feedback results are on the up

The latest Tenant Satisfaction Measures (TSM) assessment shows that residents in Newham's social housing report being far happier with the service across all areas.

The Regulator of Social Housing's TSM assessment looks at how well landlords are delivering services to tenants, such as delivering safe, quality homes, repairs, and how residents feel treated.

The improved scores include:

- 71% of tenants satisfied with the overall landlord service
- 72% of tenants who had received a repair in the last 12 months satisfied with the overall repairs service
- 84% of respondents feel that we treat them fairly and with respect

[Read the full TSM scores on our website >](#)



# Draft Comms Plan September '25 – March '26 (1 of 2)

Date	Item	Comms planned
16 Sept	Cabinet Adoption of Resident Involvement Strategy	Press release Publication of the strategy on co-create
30 Sept	Improving Your Homes Newsletter: Primary focus on Repairs Response to Backlog.	Newsletter Social Media
30 Sept	Launch of Repairs Dashboard on dedicated 'performance and statistics' webpage	Improving Your Homes Webpage
30 Sept	Commencement of access to services project to review and improve service webpages. Fire Safety to be picked up as first key task.	Review and phased improvement of service webpages
07 Oct	12 month review members briefing and public issue. To include revision of public facing improvement plan to reflect progress	Briefing slides PDF Improving Your Homes PDF Accompanying narrative for press release (tbc)
27 Oct	Awaabs Law communications	Webpages Posters Video Stakeholder briefings

# Draft Comms Plan September '25 – March '26 (2 of 2)

Date	Item	Comms planned
28 Nov	Improving Your Homes Newsletter: Primary focus on Awaabs Law (Including Damp and Mould, Stock Conditions Surveys and HHSRS)	Newsletter Social Media
January	Diverse Needs Strategy Consultation	Survey / engagement Poster Press release
January	Improving Your Homes Newsletter: Primary focus on Diverse Needs Strategy Consultation	Newsletter Social Media
March	Improving Your Homes Newsletter: Primary focus on Resident Involvement Strategy achievements so far to include Resident Challenge Board	Newsletter Social Media
TBC	TOM communications to include internal comms plan and resident engagement	To be determined
Ongoing	Resident Challenge Board progress documented	Updates to Co-Create page as challenge cycles progress
Ongoing	Periodic sharing of safety information	Newsletter Webpages

# Next steps: Access to service information

Development of phased project to improve access to service information via the council's website.

1. Content review of information on landlord services
2. Develop a prioritised schedule for review
3. Production of draft content
4. Sequenced launch of improved webpages

We are keen to receive recommendations on prioritisation of messaging.

**Any questions?**

# **Housing Resident Involvement Strategy 2025 – 2030**

## **Presentation to Resident Challenge Board**

### **15<sup>th</sup> September 2025**

# Timeline



# Survey overview



- In April 2025 we published a survey on our Newham Co-Create website, which was open for just over two weeks
- It asked residents to provide feedback on ten proposed principles which could form the basis for a new Housing Resident Involvement Strategy
- The survey also asked residents for their views on how the Council should best communicate with residents, and what information they thought it was most important that the Council shared.
- Because not all residents are comfortable using online surveys, we also held drop-in sessions at libraries and visited residents in their homes around the Borough
- We received over 100 responses with feedback on proposed principles, activities and communication preferences

# Key ideas from the survey

- Residents said that the most important principles are transparency, accountability and responsiveness
- We need to work to rebuild trust
- Residents are most keen to get involved in improving their blocks, estates and local neighbourhoods
- Residents want to be kept up-to-date with information on repairs and changes to their blocks, estates and local neighbourhoods

# Workshops overview

- Two sessions:
  - On 12<sup>th</sup> May 2025 online
  - On 15<sup>th</sup> May 2025 at Stratford Town Hall
- Residents were split into tables (in-person) or breakout groups (online) for each of two activities
- The workshops were designed to take into account feedback from the survey, in particular focussing on what local resident groups, activities and events residents would like to see.
- Participants were asked to consider the feedback from the survey

# In-person workshop



# Key ideas from the workshops

Resident ideas included:

- Bringing together a core group of engaged residents who can represent their local area
- The Council coming out to meet residents on their estates to see what needs to be improved and doing repairs then and there
- Making better use of the many community organisations and hubs that already exist in Newham
- Making accessing housing advice and contacting the Council easier
- Empowering local people to improve their estates and communal spaces
- Having informal opportunities to speak to housing staff and build community on estates

# The final principles in the strategy

In response to resident feedback during the initial survey and as part of the workshops, the initial ten principles were reduced to five. The final set of principles underpinning the strategy are:

Transparency  
and  
accountability

Listening and  
responding

A voice for  
local  
communities

Supporting  
collaboration

Being  
inclusive of all  
residents

# Consultation overview



- The draft Resident Involvement Strategy was published on the Newham Co-Create site from 2<sup>nd</sup> July - 23<sup>rd</sup> July, and invited to take part in a survey via the Co-Create site.
- In order to ensure that residents who do not feel confident completing online surveys could still take part, drop-ins were hosted at libraries around the borough where residents could access support completing the survey:
  - Canning Town Library on 9<sup>th</sup> July
  - Green Street Library on 10<sup>th</sup> July
  - Stratford Library on 17<sup>th</sup> July
  - East Ham Library on 22<sup>nd</sup> July
- 48 residents responded to the survey
- The Council also conducted internal consultation with targeted meetings with the Resident Involvement Team, Housing Liaison Team and Youth Empowerment. Drop-in sessions were arranged at Dockside and Bridge Road Depot for Members and colleagues.

# Summary of other comments from the survey and emails

The council needs to take action and follow through on promises

Surveys are good but need to be specific to an area or problem

Build engagement around each individual tenant

We need more Council homes available for those on the Housing Register

The Repairs Contact Centre is hard to reach – phones are not answered and calls cut off

The Council needs to demonstrate the impact of getting involved

There needs to be something specific for leaseholders

Tenants report issues to the Council but aren't seeing results

Removing or merging existing groups risks disempowering residents

# Including young people's views



- The Equalities Impact Assessment indicated that resident involvement in housing-related groups and activities is often low among younger people
- The Council therefore held a workshop for young people living in the Borough to discuss the principles and different engagement activities proposed.
- The workshop had 20 attendees: 9 young women, 1 non-binary person, and 10 young men.
- The feedback provided comments on each of the five principles, and three proposed levels of engagement activities: local, area-based and strategic or borough-wide.
- The most positively received aspects were estate inspections and estate action days, and some participants commented that local housing champions could work if there were clear incentives and proper recognition.
- Their feedback also reflected some of the same concerns raised through the survey: a lack of trust that their feedback will be acted upon, a lack of time or conflicting responsibilities meaning residents are unable to take part in formal groups, and a need for incentives

# Key comments from young people

## Transparency

They want regular updates and proof that their voices are heard and acted upon.

## Accountability

They want the council to act on its own observations and responsibilities, not just expect residents to report problems.

## Incentives

People should be paid or compensated for meaningful involvement.

## Proactive outreach

The council should be coming to residents, not waiting for residents to come to them.

## Inclusive engagement

Make activities more accessible to those with time, money, language, and digital barriers

# Changes made as a result of consultation feedback



In addition to a number of small changes to improve the readability and quality of the final strategy, the final strategy includes the following changes:

- Making clear the role of complaints in transparency and accountability
- Setting out the ways in which we intend to get in touch with residents
- Setting out our intention to improve residents' experience with the Repairs Contact Centre
- Including surveys in the list of ways in which we will seek resident opinions and feedback
- Simplifying the proposed structure and making the strategy more achievable by focussing on local resident groups and strategic groups rather than creating area-based groups.
- Introducing a leaseholder group
- Explaining which activities the Council intends to lead and where the Council will take a facilitating role

# Theme for discussion – what does success for the Resident Involvement Strategy look like?

# Tenant satisfaction measures – lessons learnt

Colin Thomas, Head of Housing Governance

What will be covered today:



- Recap on the Tenant Satisfaction Measures (TSMs)
- The Council's performance compared to others in the sector
- The collation process – what we have learnt

# TSMs – recap



- In September 2022 the Regulator of Social Housing (RSH) introduced 22 TSMs, that all providers of social housing are required to use to report on the performance of their housing service.
- The RSH has set rules for the collation of each of the 22 TSMs so that they are all collated in a standard way, and to allow for the performance of different social landlords to be compared.
- 12 TSMs are gathered from a perception survey
- 10 are calculated from management systems and processes
- The performance year runs from 1 April to the 31 March
- There have been two years of reporting under the TSM framework: 2023-24 and 2024-25
- The survey fieldwork for the 2023-24 survey finished late (in April 2024); this is why the 2024-25 TSM survey was included in the Improvement Programme

# How are we performing?



- The Council's TSM scores are available on our website: <https://www.newham.gov.uk/housing-homes-homelessness/housing-performance>
- Tenant survey: overall satisfaction increased from 59% in 2023-24 to 71% in 2024-25. The average for London councils was 60% in 2023-24 to 62% in 2024-25
- But the Council used an in-person survey method (as opposed to a telephone or online survey), which tends to give better results than other survey methods
- But for the management TSMs:
  - Achieved better performance than the London council average in the completion of emergency repairs, and all the landlord compliance areas (safety checks for gas safety, lifts, asbestos, fire risk and legionella)
  - But performing worse than the London council average in the areas of routine repair completions, Decent Homes compliance, and the relative number of anti-social behaviour cases and complaints
- Key for following slides: Green, better than London council average; Red worse than the London council average; White equals the London council average

# Our performance

TSM no.	Tenant satisfaction measure	Newham Council	London councils average (median)
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	71%	62%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	72%	65%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	65%	62%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	67%	63%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	77%	69%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	63%	53%

# Our Performance

TSM no.	Tenant satisfaction measure	Newham Council	London councils average (median)
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	77%	73%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	84%	72%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	45%	27%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	78%	63%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70%	67%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	68%	59%

# Our Performance

TSM no.	Newham Council	London councils average (median)
CH01 - Complaints relative to the size of the landlord (Stage 1) – complaints per 1000 homes	174	76
CH01 - Complaints relative to the size of the landlord (Stage 2) – complaints per 1000 homes	8	18
CH02 - Complaints responded to within Complaint Handling Code timescales (Stage 1)	68%	70%
CH02 - Complaints responded to within Complaint Handling Code timescales (Stage 2)	33%	71%
NM01- Anti-social behaviour cases relative to the size of the landlord (cases per 1000 homes)	560	24
NM01- Anti-social behaviour cases relative -hate crimes only (cases per 1000 homes)	0	0
RP01 - Homes that do not meet the Decent Homes Standard*	26%	7%
RP02** - Repairs completed within target timescale - non-emergency repairs	84%	84%
RP02** - Repairs completed within target timescale – emergency repairs	99%	94%

# Our Performance

TSM no.	Newham Council	London councils average (median)
BS01- Gas safety checks (completed)	100%	100%
BS02 - Fire safety checks (completed)	100%	99%
BS03 - Asbestos safety checks (completed)	99%	99%
BS04 - Water safety checks (completed)	100%	99%
BS05 - Lift safety checks (completed)	99%	96%

# Nationally – tenant satisfaction

## Overall satisfaction (sourced from Housemark, a benchmarking club for social landlords)

The national average TSM score for overall satisfaction was 73%, and higher than last year's score of 71%. In addition:

- o Local authorities scored lower in overall satisfaction than housing associations by an average of 8.6 percentage points
- o London based organisations had overall satisfaction scores that were 10 percentage points lower than housing providers based elsewhere
- o Housemark say they have observed a correlation between satisfaction scores and inspection scores from the RSH; i.e. higher scores for overall satisfaction correlate with better inspection ratings. And so, the Council's satisfaction scores will stand out given our 2024 inspection judgement

# The collation process – lessons learned



TSM definitions – they are open to interpretation

The Ombudsman's Complaint Handling Code states:

*A complaint must be defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*

Are Members Enquiries, and service requests, complaints?

Data accuracy matters

- The Council does a number of statistical returns (or reports) to the RSH and the Government
- Where the returns cover similar areas the interpretation of the rules needs to be consistent

**Any questions?**

# Responses to Recommendations: Vulnerability Screening for Person-Centred Fire Risk Assessment

# Next Steps and Forward Plan

**Any other business**

**Check out (word or phrase)**

**Next meeting – Monday 20th October 6-8pm at  
Venue TBC**