

16 October 2024

Dear Tenant

Back in May this year, Newham Council was visited as part of a regular series of inspections that will eventually cover all local authorities who provide housing. The Regulator of Social Housing's judgement on us has been published today (October 16th).

Newham Council has been given a C4 grade, which means the inspector found very serious failings in our delivery of the outcomes for its consumer standards. This means we must make fundamental changes to improve outcomes for you, our tenants.

We take our responsibilities as a landlord very seriously, and we know we have let you down and for this we are very sorry.

We want to reassure you that we are doing everything we can to make sure you are safe in your home:

- 100% of our carbon monoxide alarms in your buildings are tested regularly, and replaced if not working as part of annual checks
- We have written to you to offer testing on any electrical installations which haven't been tested within the past ten years – and will bring in extra resource to deliver this quickly
- We have plans in place to complete all overdue remedial fire safety works such as replacing fire doors
- We have put in place extra safety measures in high risk buildings where actions are outstanding – such as night-time waking watches, and additional alarms
- We have significantly cut the number of overdue repairs over the last two years

The inspectors found that we had not moved fast enough on carrying out actions resulting from Fire Safety inspections, that some electrical appliances had not been tested within the right timescales, that too many repairs reported to us had not been completed on time and that we didn't involve you, our tenants, well enough in how we deliver services.

- You can read the full judgement here - <https://www.gov.uk/government/publications/london-borough-of-newham>
- You can read a full set of questions and answers about the inspection that we have published on our website here - <https://www.newham.gov.uk/housing-homes-homelessness/rsh-inspection>

We accept the recommendations in the report which has rightly focused on the areas of our service that we need to improve. We have a £64m investment programme for our housing stock which will be dedicated to making these improvements.

We also want to develop more ways to involve you in decision making and holding us to account when things go wrong. If you have concerns about the safety of your home, or any about any outstanding work which could make it unsafe – you can call us on 020 3373 1650.

As part of our commitment to improvements and investment programme, but with 16,000 properties to cover, we are programming the work to tackle the most important issues first. Where

we can't complete the work ourselves within reasonable timescales we are considering bringing in outside contractors to deliver it.

We want to hear from you. If you want to know more about the inspection, or have other concerns, we are setting up forums where you can do that face to face and you can see the details here <https://www.newham.gov.uk/housing-homes-homelessness/local-area-forums>.

Yours sincerely

A handwritten signature in black ink, appearing to be 'DP', with a long diagonal line extending from the bottom left towards the top right.

David Padfield

*Interim Director of Housing | Inclusive Economy and Housing
London Borough of Newham*