

Living in Hackney Scrutiny Commission 9th March 2021 Item 4 – Thames Water Update	Item No 4
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Outline

At the Living in Hackney (LiH) meeting in September 2020 the Commission agreed to receive a further update in relation to Thames Water to ensure all residents have returned to their homes. Particularly homeowners managing the process alone. Concern was raised at the LiH meeting in September about communication with residents from the customer support team and the rise in customer complaints to Thames Water.

The Commission asked for Thames Water to provide an update and information on the following:

1. Update on the resident return to their properties
2. Customer Complaints
3. Information about how Thames Water has improved the process and communication with residents not supported by a council or a housing association.

Invited Attendees:

Thames Water

- **Operators Director, Steve Spencer**

Action

Members are asked to consider the reports, presentations and ask questions.