



**Tower  
Hamlets  
Homes**

# The rules for your tenancy agreement

**For Tenants**  
Effective from 08.09.99

 **Phone**  
020 7364 5015

 **Email**  
[contactus@thh.org.uk](mailto:contactus@thh.org.uk)

 **Website**  
[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)



## If you need help, here's how to get in touch

### Contact us



#### Website

[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)

Find answers to your questions, learn about our services, find out what we can do for you and view all of our leaflets.



#### Email

##### For general enquiries

[contactus@thh.org.uk](mailto:contactus@thh.org.uk)

##### For rents

[rents@thh.org.uk](mailto:rents@thh.org.uk)



#### Phone

020 7364 5015

#### Text-phone

Call us with the help of BT Text Relay  
18001 020 7364 5015



#### Write to us

PO Box 66355  
London E14 1GU

### Repairs Helpline

For when you need to report a repair or ask us about the progress of a repair that has been already reported. Someone is available 24 hours, every day.



#### Phone

0800 376 1637  
(free from landlines)  
or 020 7364 5015



#### Email

[repairs@thh.org.uk](mailto:repairs@thh.org.uk)  
(not for emergency repairs)

### Anti-social behaviour

For when you need help or advice on anti-social behaviour



#### Phone

020 7364 5015

### Your local Housing Office

#### 1 Rushmead

Bethnal Green  
London, E2 6NE

#### Open

— 9am to 4.30pm Monday to Friday  
(except the last Wednesday  
of every month 10am to 4.30pm)  
— 9am to 12.30pm Saturday  
— Closed Bank Holidays

#### Access

Wheelchair access, hearing loop  
in reception area

#### Idea Store Watney Market

Watney Market  
Commercial Road  
London, E1 2BR

#### Open

— 9am to 4.30pm Monday to Friday  
(except the last Wednesday  
of every month 10am to 4.30pm)  
— 9am to 12.30pm Saturday  
— Closed Bank Holidays

#### Access

Wheelchair access, hearing loop  
in reception area

Every care has been taken to make sure that information contained in this leaflet is correct as at July 2015.

Tower Hamlets Homes manages homes and estates owned by Tower Hamlets Council.

Tower Hamlets Homes is a trading name of Tower Hamlets Homes Limited. Registered in England and Wales.

Registered Office:  
Jack Dash House  
2 Lawn House Close  
Marsh Wall  
London E14 9YQ

Company No. 06249790.  
VAT Registration No. 912 4819 30.

In partnership  
with:



TOWER HAMLETS

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**These are the rules for your tenancy agreement. They tell you about your responsibilities as a tenant and our responsibilities as a landlord.**

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**The rules for your tenancy agreement**

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The tenancy agreement that you have signed is a legal document and as a tenant you have agreed to follow the Rules in this booklet. It also includes Rules which we must follow as your landlord. We're serious about enforcing these Rules, so please take the time to read them, keep them safe and help us to make your neighbourhood a better place to live.

If you have any questions about these Rules or anything else about your home please contact us, we will be pleased to help you.

In accordance with the Landlord and Tenancy Act, 1987 you are notified that the address at which notices (including notices of proceedings) may be served by you on your landlord is:

**Tower Hamlets Homes**

Jack Dash House,  
2 Lawn House Close,  
Marsh Wall,  
London, E14 9YQ

## Your tenancy agreement

Unless otherwise stated the rules in this section apply to ALL tenants.

Understanding your tenancy agreement is very important because it is a legal document. If there is anything in this agreement which you do not understand, you should speak to us or get advice from the Citizen's Advice Bureau or a solicitor before you sign it.

### Rule 1 What your tenancy agreement means

- A. By signing your tenancy agreement you are agreeing to become the council's tenant and are entering a legal contract.
- B. Your neighbours, who are council tenants, have exactly the same rights and responsibilities as you. Your responsibilities apply to you, your friends and relatives and any other person living in or visiting your home, including children.
- C. There are three kinds of tenancies:
  - i. probationary tenancy;
  - ii. non-secure tenancy; and
  - iii. secure tenancy, which includes tenants in tenant management organisations.
- D. This agreement is for all three kinds of tenancy. It tells you which parts apply to each type of tenancy.
- E. This agreement gives you the right to live in the property.

### Rule 2 Tenancy rules for probationary tenants only

- A. Unless you are transferring from a secure tenancy, you will start your tenancy as a "probationary tenant".
- B. Your probationary tenancy will last for one year. If you do not break any of the tenancy rules during this time, you will automatically become a "secure tenant".
- C. If, during your probationary tenancy, you break any of the rules, we will take action to end your tenancy.
- D. As a probationary tenant you must attend a six month review of your tenancy and any other reviews asked for by us.

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### Rule 3

#### Tenancy rules for non-secure tenants only

- E. By law, during your probationary tenancy, you do not have the same rights as a secure tenant. You cannot do the following:
- i. apply for the right to buy your home;
  - ii. apply to exchange your home.
- F. By law, during your probationary tenancy, Rules 4 (A–E) do not apply although, in certain circumstances, we may let you do the following:
- i. take in a lodger;
  - ii. sublet part of your home; but you must first get our written permission. We may refuse permission if you do not meet certain conditions. Please ask us for more information.
- A. Non-secure tenants include those:
- i. in temporary accommodation pending works to their home;
  - ii. whose accommodation is tied to their employment such as residential caretakers;
  - iii. in short life accommodation;
  - iv. whose accommodation is provided because they have been nominated as key workers;
  - v. in accommodation provided by Homeless Services.
- B. When your non-secure tenancy ends you will not automatically become a “secure tenant”.
- C. If, during your non-secure tenancy, you break any of the rules, we will take action to end your tenancy.
- D. By law, a non-secure tenant does not have the same rights as a secure tenant. You cannot do the following:
- i. apply for the right to buy your home;
  - ii. vote for a change to a new landlord;
  - iii. take in a lodger;
  - iv. sublet part of your home;
  - v. assign or exchange your home with another.

## Rules from this point on apply to all tenants

### Rule 4

#### Tenancy rules for secure tenants only

##### A. Security of Tenure

We will not end your right to be in your home unless you break any of these rules or where there are other legal reasons – these are called “grounds for possession”.

##### B. Succession

On the death of the tenant, the tenancy may be transferred, if there is a person who is entitled to succeed, in accordance with the law.

##### C. Assignment

You should not assign your tenancy, that is hand it over to someone else, unless there is a Court Order to do so or because of a legal provision – if in doubt ask us.

##### D. Lodgers

You must let us know in writing, as soon as possible or at least within one month of allowing any person to occupy your home as a lodger.

##### E. Sub-letting

- i. You must not give up possession or sublet part of your home without first getting the written permission from us (which will not be refused without a good reason).
- ii. You must never give up possession of, or sub-let the whole of, your home (or sublet part of your home and then the rest at a later date).

### Rule 5

#### Spending time away from your home

- A. Whenever you are going to be away from home for more than one month you must let us know in writing. You must tell us:
  - i. full details of the arrangements made by you for others to look after your home while you are away;
  - ii. the period of time you expect to be away and your expected date of return;
  - iii. a contact address and telephone number where you will be staying.
- B. You will remain responsible for making sure that all of the rules in this booklet are followed and you will have to continue to pay the rent while you are away.



If you are going to be away for more than three months you should first get our written permission to have someone look after your home. This is explained in more detail in the Tenant Handbook.

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**Rule 6**  
**Overcrowding**

You must not let your home be overcrowded as legally defined. If in doubt ask us.

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**Rule 7**  
**How we can end your tenancy**

- A. We will give you at least four weeks written notice (in the statutory form) if the council intend to ask for a court order for possession of your home.
- B. If we have to give you written notice we will do this by:
  - i. delivering it to you personally; or
  - ii. delivering it to your home; or
  - iii. sending it by first-class or recorded delivery post to your home; or
  - iv. any other method approved by law.
- C. This rule applies to any Notice of Seeking Possession, Notice to Quit, Notice to Terminate and other notices, whether or not under these rules.

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**Rule 8**  
**How you can end your tenancy**

- A. You must give four weeks written notice to us before giving up your home.
- B. You must make sure that any such notice ends on a Monday and is addressed to us and is sent or taken to the office which manages your home.
- C. Notice by one joint tenant ends the rights of all joint tenants.

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**Rule 9****Moving out of your home**

- A. When you move out of your home you must:
- i. hand in the keys of your home to the office which manages the property, on or before the date the notice expires;
  - ii. give us vacant possession, that is, make sure that no one else is left there;
  - iii. make sure that you do not leave behind any rubbish, furniture or other belongings;
  - iv. make sure that your home is left in a clean and sanitary condition;
  - v. make sure that any changes you have made to the council's fixtures, fittings and decoration have been made good unless you first got written agreement from us to make the changes;
- B. If you do not do any of the above (A: i–v) we will, as necessary:
- i. get new keys cut;
  - ii. get rid of anything left in the property or store it for up to six months if it is of some value;
  - iii. arrange for the property to be cleared;
  - iv. make good any changes made by you;
  - v. charge you the cost for doing any of these things (such as getting new keys cut, storage or clearance etc.); you will also be responsible for paying the rent while we make any of these arrangements.
- C. The new tenant will not be held responsible for any breach of Rule (A) above.



## Anti-social behaviour

All of the rules in this section apply to ALL tenants.

We want you to enjoy living in your home. We ask that all tenants, their families and their visitors are considerate towards their neighbours.

We will act quickly against tenants who ignore this tenancy agreement. A single incident may result in eviction and if you are evicted for anti-social behaviour you will have to make your own arrangements to find somewhere to stay as the council may not have an automatic duty to rehouse you.

Remember too that you have a part to play – make sure that you don't drop litter or dump rubbish; if you have children make sure they don't cause a nuisance; if you have a dog make sure it doesn't foul the estate. It is often these little things, the things over which all tenants have some control, which make a positive difference to where you live.

### Rule 10 Anti-social behaviour

- A. You are responsible for:
- i. your own behaviour;
  - ii. the behaviour of your children;
  - iii. the behaviour of anyone else living with you, permanently or temporarily;
  - iv. the behaviour of anyone visiting your home;
  - v. the behaviour of any pet which we allow you to keep – see Rule 28 (D: i).
- B. Behaviour includes conduct that takes place:
- i. in your home;
  - ii. in other people's homes;
  - iii. in communal areas such as landings, stairways, foyers, lifts, courtyards, gardens and parking areas;
  - iv. in the local area which includes play areas, streets, shopping areas, community buildings and facilities and our offices serving your area;

**Rule 10****Anti-social  
behaviour (cont.)**

- C. You, or any person living with you, permanently or temporarily, or any visitor to your home, must not do anything which harasses, causes a nuisance, annoyance or disturbance to anyone else or carry out or encourage to carry out any acts of anti-social behaviour.
- D. Anti-social behaviour includes but is not limited to:
- i. any act motivated by someone else's race, ethnicity, religion, gender, sexuality, or disability or where the person complaining of the act believes it to be so motivated;
  - ii. violence or threats of violence towards any person in the local area; this includes Domestic Violence, which may be physical, emotional, sexual or psychological, perpetrated by someone living at the same address or who has lived at the same address and who now lives in another council owned property and will be sufficient reason to seek possession of the perpetrator's home;
  - iii. abusive or insulting words or behaviour;
  - iv. damage or threats of damage to property belonging to another person including damage to any part of a person's home or to property owned by the council;
  - v. writing or spraying any graffiti including that which is threatening, abusive or insulting;
  - vi. noise nuisance including playing loud music, shouting or banging and slamming doors;
  - vii. dumping rubbish or throwing things out of windows or off balconies;
  - viii. carrying out criminal activity in your home including prostitution or supplying drugs;
  - ix. not keeping pets under appropriate control including allowing dogs to roam free on the estate – see also rule 28 (D);
  - x. breaking shared security, for example allowing strangers into the building through the door entry system;
  - xi. not looking after your children properly including allowing them to play ball games close to someone else's home or allowing young children to be out in the block or on the estate unsupervised late in the evening or in the early hours of the morning;
  - xii. any other act calculated to interfere with or cause inconvenience to another person.

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**Rule 11**  
**Conduct and**  
**nuisance**

E. You must not harass or threaten to harass or use or threaten violence to our employees. This applies whether or not they are carrying out their duties for the council. You must not cause, allow or encourage anyone else to do so.

A. You must make sure that:

- i. reasonable care is taken of your home and that you do not cause any damage to property owned by the council;
- ii. you or your visitors do not do anything in your home, communal area or local area which interferes with or is likely to interfere with another person's occupation of their home, or their ability to visit the estate, free of such interference;
- iii. you or your visitors do not do anything which constitutes a noise nuisance to any person's occupation of their home;
- iv. you or your visitors do not do anything which interferes with, or is likely to interfere with, the business of any of our staff or contractors on or near your home.

B. If you have been convicted of an arrestable offence, committed in your home, communal area or local area we can obtain a Court Order to evict you. An arrestable offence is a legal term. It does not mean every crime for which someone is arrested.

## Repairs and improvements

All of the rules in this section apply to ALL tenants.

We carry out all of our legal responsibilities to repair your home. We will carry out repairs promptly. Our repairs service, together with our targets for carrying out repairs, is explained in more detail in your repairs guide.

### Rule 12 Reporting repairs

You must let us know as soon as possible of any repair which needs doing in your home.

### Rule 13 Structure and exterior of your home

We will make sure that the structure and exterior of your home (which includes things like drains, gutters and external pipes) is kept in repair.

### Rule 14 Installations in your home

We will keep in repair and working order installations in your home:

- A. for the supply of water, gas and electricity and for sanitation (including sinks, baths and toilets);
- B. for heating or hot water.



By law we have to inspect gas appliances every year to make sure that they're safe and you must allow us access to do this – see rule 22.

### Rule 15 Communal areas and facilities

We will keep in repair:

- A. the structure and exterior (which includes drains, gutters and external pipes) of the communal area (which includes entrances, halls, staircases and roofs) where disrepair (or failure to maintain in working order) affects the use of your home or communal area;
- B. communal facilities (which includes any lifts, lighting, rubbish chutes, television aerials and entry phones) where disrepair (or failure to maintain in working order) affects the use of your home or the communal area.

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**Rule 16**  
**Repairs for which we are not responsible**

We will not:

- A. rebuild or reinstate your home in the case of destruction or damage by fire or by storm, flood or other such accident;
- B. keep in repair and working order fixtures, fittings and appliances in your home that are not provided by the council;
- C. carry out repairs which are made necessary by you not using your home in a reasonable manner or if you have not followed these rules;
- D. Repair or maintain anything which belongs to you or which you are entitled to remove from your home;
- E. decorate your home unless it proves necessary after we have carried out repairs; we may, if we chose, give you an allowance towards making good any damage to the internal decorations.
- F. Please also see rules 13 – 15.

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**Rule 17**  
**Standard of repair**

We will make sure that when we or one of our contractors carry out repairs or improvements to your home they will be done to an adequate standard.

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**Rule 18**  
**Repairs you are responsible for**

- A. You must:
  - i. use your home in a “tenant-like manner”. This means you must look after your home by, for example, using any ventilation such as extractor fans provided, cleaning the windows, replacing fuses, unblocking sinks, turning off the water if you are going away for a long time in winter;
  - ii. keep your home and any fixtures and fittings provided by the council clean and in good condition or decorative order.



If you are elderly or disabled and live alone we will carry out most minor repairs for you – please check with us.

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**Rule 19**  
**Fixtures and fittings**

You must not remove any of the Council’s fixtures and fittings from your home without getting our written permission first and you must not damage or otherwise misuse any of them.

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**Rule 20**  
**Improvements**

- A. You must not carry out any improvement works to your home without getting our written permission first (which will not be refused without a good reason).
- B. You must not put up any television or radio aerial or satellite dishes without first getting our written permission and any other consents which are necessary, such as planning permission.
- C. You must not fix or display any notice or advertisement to the outside of your home without getting our written permission first.

**Rule 21****Paying for damage**

You must pay us the cost of:

- i. special cleaning if you've allowed your home to become dirty or infested by vermin such as cockroaches or mice or if you don't clear up the local area after your pet has fouled;
- ii. repairing any damage done to your home or its fixtures or fittings caused by your misuse or that of other people who live in or visit your home, for example, if you lock yourself out or break a window;
- iii. replacing any of the council's fixtures or fittings removed while you were living there unless you got our written permission first;
- iv. clearing any blocked toilets, drains or rubbish chutes caused by your misuse or carelessness.

**Rule 22****Access to your home**

- A. You must allow access to our officers or contractors on production of suitable identification.
- B. In cases of emergency we have the right to enter your home immediately and, if necessary, by force to carry out essential repairs whether or not you or anyone else is at home.



Remember to always ask for identification before letting anyone into your home.

## Your home and neighbourhood

All of the rules in this section apply to ALL tenants.

We know that having a pleasant place to live makes a difference to the quality of tenants' lives. We always do our best to keep your neighbourhood tidy but you and all tenants also have an important part to play by making sure that rubbish isn't just dumped outside the block or kept in gardens.

### Rule 23 Use of your home

- A. You must use your home only as a private dwelling house.
- B. We will not allow you to run a business from your home.

### Rule 24 Cleaning communal areas

We will always try and keep lifts, courtyards and other communal areas clean.

### Rule 25 Getting rid of your rubbish

You must:

- A. use a chute, bin chamber or dustbin to get rid of your rubbish which should be suitably bagged. Items which may cause an injury, such as broken glass, should be carefully wrapped or your caretaker contacted;
- B. not get rid of any goods or rubbish elsewhere in the block, communal area or on the estate unless it is by arrangement with us.

### Rule 26 Insect infestation

- A. You must not do anything which encourages insects, pests or vermin in either your home or communal areas – this includes bulk storage of foodstuffs, leaving scraps of food out or feeding pigeons.
- B. You must let us know as soon as you become aware of any infestation of your home or communal area by insects, pests or vermin such as ants, cockroaches, mice or pigeons and allow access for any professional treatment to get rid of them from your home or block – see Rule 22, access to your home.

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**Rule 27**  
**Obstructions**

- A. You must not obstruct any communal areas like access balconies, corridors, landings or staircases either serving your home or any other part of the estate.
- B. You will have to repay us the cost of clearing any rubbish, furniture or other belongings you have placed which have caused an obstruction.

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**Rule 28**  
**Keeping pets**

- A. We will not allow any animal to be kept at your home which is dangerous or which causes a nuisance to others (see rule C below).
- B. You must always get our written permission to keep a pet.
- C. You must make sure that any dog in your care is kept under appropriate control on the estate or muzzled if required by law and is not allowed to roam free on the estate;
- D. You must make sure that any pet kept at your home does not:
  - i. cause a nuisance or annoyance to others;
  - ii. damage the council's property;
  - iii. foul any communal area or other part of the estate.

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**Rule 29**  
**Gardens**

- A. We will always try to keep communal grass or planted areas tidy and litter free.
- B. If you have a garden you must:
  - i. keep it tidy and free from household rubbish and furniture;
  - ii. not lop or remove any tree without getting our written permission first;
  - iii. not put up a shed or other structure without getting our written permission first.



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**Rule 30**  
**Dangerous substances and appliances**

You must not use or store LPG cylinders or appliances, petrol, diesel, fuel, paraffin, dangerous chemicals or any other similar substance in your home or in any shed or garage you rent under licence.

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**Rule 31**  
**Chimneys**

If your home has a chimney you are responsible for getting the chimneys swept at least once a year.

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**Rule 32**  
**Parking**

- A. You are only allowed to park a vehicle in designated parking spaces. If the estate or area is covered by a controlled parking scheme you are only allowed to park in the designated parking space for which you have a valid licence or permit. All licences and permits must be clearly displayed on the vehicle.
- B. You must not park or allow other members of your household or your visitors to park on any estate road, communal area or access way.
- C. Any vehicle parked on the estate must be in a roadworthy condition and be both taxed and insured.
- D. Other than minor routine maintenance of your own vehicle you must not carry out or allow to be carried out any repairs to vehicles on the estate.
- E. We will clamp, remove and ultimately destroy any illegally parked, abandoned, dangerous or unroadworthy vehicle and charge you for all costs incurred. This provision also applies to any vehicle not displaying a valid licence or permit.

## Rents and refunds

All of the rules in this section apply to ALL tenants.

Every pound of rent that isn't paid is a pound less to spend on other services like repairs. If you run into money problems contact us as soon as possible and we will try and help.

### **Rule 33** **Paying your rent**

You must pay the rent and other charges due at the times and in the way detailed in your rent book, swipe card or other document supplied by us.

### **Rule 35** **Rent/payment card**

You must provide identification as requested by us before the issue/re-issue of your rent swipe card.

### **Rule 34** **Rent increases**

We will give you at least four weeks written notice of any change in the rent, heating charges or charge for other services, apart from your water rates which we usually collect on behalf of the water authority and which may be increased without notice from us.

### **Rule 36** **Your financial responsibilities**

- A. As well as paying your rent and any other charges due you must repay to us the cost of any work done or action taken by us because you break any of the rules in this agreement.
- B. If you owe us any money, for example, for rent arrears, court costs, housing benefit overpayment, re-chargeable repairs or any other debt we can offset this against any money or discretionary payment we owe you.
- C. You are responsible for paying all amenity charges such as gas, electricity, telephone, water rates and council Tax.



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## Miscellaneous

All of the rules in this section apply to ALL tenants.

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### Rule 37 Refunding you money

- A. Where you pay for a service as part of your rent, like heating and hot water or a door entry system, and that service breaks down we may refund, at our sole discretion, any charges paid by you; subject to any minimum periods or minimum amounts that are in force at the time.
- B. We may make any refunds or any other payment owed to you either by direct payment or, if we chose, as a credit your rent account – see also Rule 36 (b).

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### Rule 38 Changes to these rules

- Apart from any changes to the rent, heating charges and charges for other services (dealt with in rule 34) we can only change these rules by:
- A. writing to you explaining the proposed changes to these rules and giving you at least 20 days to comment on them;
  - B. after considering all comments made by our tenants we will write to you again – serving you a Notice of Change – giving you 28 days notice of the new rules taking effect.

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### Rule 39 Consents

Any reference in these rules to getting our written permission means that you still have to get any other relevant permission, consents, certificates etc. that are necessary in the circumstances.

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### If things go wrong

We try to provide a good service to all customers but we know that things can sometimes go wrong. If you feel that things have gone wrong tell us and we will try to put it right!

**When we  
get it wrong**

**Tell us and  
we'll put it  
right**

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## Definitions

- A. "Rules" means the tenancy conditions contained in this booklet.
- B. "You/your" means the tenant and any joint tenant(s).
- C. "We/our/us" and "the council" means the London Borough of Tower Hamlets, or any authorised contractor or agent appointed by the council to carry out our Housing Management functions. Where we have appointed any contractor or agent, these rules automatically apply to them as if they were the council, as long as it's part of the agreement with them.
- D. "Your home" means the property let subject to these rules and includes any garden, path, shed or other outbuilding let with your home. Any garage, parking space, hard standing or shed let under separate licence agreement, is not included.
- E. "The block" means the building in which your home is situated.
- F. "The neighbourhood" and "the estate" means the place where your home/ block is. This is named on your tenancy agreement, signed by you when you began your tenancy.
- G. "Communal area" means the parts of the block or neighbourhood where you live which all tenants can use, for example, halls, stairways, entrances, foyers, landings, lifts, parking areas, shared gardens, lawns and landscaped areas.
- H. "Local area" means the whole of the locality including privately owned or housing association properties, play areas, streets, shopping areas, our offices, community buildings and facilities and all other council estates in the London Borough of Tower Hamlets.
- I. "Rent" means the total amount payable by you to the council for the right to live in your home.
- J. "Vehicle" means a car, van, motorbike, trailer, bike, caravan, boat, coach, minibus, lorry and so on.

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- K. "Fixtures and fittings" means all appliances and furnishings in the property provided by the council including installations for supplying or using gas, electric and water, kitchen units, bathroom suites, floor coverings, light switches, door furniture, any adaptation or equipment provided by the council's Occupational Therapy Service, furniture provided by Homeless Services etc.
- L. "Improvement" means any alteration or addition to your home.
- M. "Probationary tenancy" is also known as an Introductory tenancy and lasts for 12 months only. It is a provision of the 1996 Housing Act s.124. If you break one of the rules in this agreement we can end the tenancy by serving a notice on you and obtaining a court order before you become a secure tenant.
- N. "Non-Secure tenancy" means those tenancies provided for under schedule 1 and sections 63 (1), 65 (3) and 68 (1) of the Housing Act, 1985 and sections 188, 193 and 200 of the Housing Act, 1996 and any other such legal provision.
- O. "Lodger" means a person who you allow to live in your home with you.
- P. "Sublet" means giving another person the right to live in part or all of the property.
- Q. "Written permission" means a letter from us agreeing to your request to do certain things.

## Want to know more?

Here's how to find out more about the services we provide and what we can offer you.



### Talk to us

The Housing Service Centre is who you will talk to if you call us. Our Housing Advisors will be able to assist you with almost every enquiry, or point you in the right direction.



### Pick up our range of leaflets and publications

They give you more information on all of our services. You can find these in our reception areas, on our website or by contacting a housing adviser.



### Read our service standards

They set out what we do so you know what to expect. We have a service standard for each of the services we provide. These are available on our website and in our offices, or you can ask a member of staff for more information.



### Visit our website

You can find lots of information about what we do, how we are performing, and our latest news and information. All of our leaflets and publications are also available to read or print, as well as local information such as neighbourhood inspection timetables.



### Check out your newsletters

They contain news and information about our service and are delivered straight to your door.



### Look at your local noticeboard

It has details on how to contact us, the latest neighbourhood inspection results, and information on how we're doing.



### Like us on Facebook

Our Facebook page has lots of up-to-date information on what we're doing and what events are going. Find us at [facebook.com/towerhamletshomes](https://facebook.com/towerhamletshomes)



### Follow us on twitter

Our twitter link is [@THHomes](https://twitter.com/THHomes)



## Translations

This leaflet tells you about the rules of your tenancy. We're serious about enforcing these rules, so please take the time to read them and keep them safe. If you need help to understand it or if you have any questions, please contact us by telephone, email or visit one of our offices. We can arrange alternative formats including large print, and provide written information in your own language. We can also offer a meeting with a member of staff and an interpreter.

### Translations



**Phone**  
020 7364 5015



**Email**  
contactus@thh.org.uk

### Bengali

এই লিফলেটে আপনার টেন্যান্সির নিয়মকানুন সম্বন্ধে বলা হয়েছে। আমরা এসব আইন প্রয়োগের ব্যাপারে দৃঢ়প্রতিজ্ঞ, সুতরাং হাতে সময় নিয়ে এগুলি পড়ুন এবং নিরাপদে রাখুন। যদি এটি বুঝতে আপনার সাহায্য দরকার পড়ে অথবা যদি কোন প্রশ্ন থাকে তাহলে আমাদের সাথে যোগাযোগ করুন অথবা আমাদের যেকোন একটি অফিসে চলে আসুন।

আপনার নিজের ভাষাতে তথ্য লিখে পাঠাতে এবং এছাড়াও আমাদের একজন সদস্য কর্মী ও দোভাষীর সাথে মিটিংয়ের প্রস্তাব দিতে পারি।

### Somali

Buugyarahan wuxuu kuu sheegayaa arrimo ku saabsan shuruucda guri ijaarashadaada. Waa naga dhab inaan fulinno shuruucdan, sidaas darteed fadlan waqti sii aad ku aqriso isla markaana meel wanaagsan ku xafido. Haddaad u baahan tahay caawino inaad fahanto buugyarahan ama haddaad qabtid wax su'aalo ah, fadlan nagula soo xiriir telefoon, email ama nagu soo booqo mid kamida xafiisyadeenna

Waxaan ku siin karnaa akhbaar qoraala oo ku qoran luqaddaada aad ku hadasho iyo sidoo kale inaad la kulanto mid kamida shaqaalaheena iyo turjumaan.