

**Tower
Hamlets
Homes**

Extra help when you need it

**For Tenants
and Leaseholders**

 **Phone**
020 7364 5015

 **Email**
contactus@
towerhamletshomes.org.uk

 **Website**
www.towerhamletshomes.org.uk





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

Contact us



Website

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.



Phone

020 7364 5015

Text-phone

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



Email

For general enquiries

contactus@towerhamletshomes.org.uk

For rents

rents@towerhamletshomes.org.uk

For service charges

leasehold@towerhamletshomes.org.uk



Write to us

PO Box 66355
London E14 1GU

Every care has been taken to make sure that information contained in this leaflet is correct as at March 2012.

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.

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 7070

Bengali/Sylheti

call between 9am and 5pm
on 0800 376 1638 free from
landlines or 020 7364 5151

আপনি যদি বাংলাভাষায় কোন মেরামতের কথা
রিপোর্ট করতে চান তবে সকাল ৯টা থেকে বিকাল
৫টার মধ্যে 0800 376 1638 নম্বরে যা
ল্যান্ডলাইন থেকে ফ্রি বা 020 7364 5151
নম্বরে ফোন করুন।



Email

repairs@towerhamletshomes.org.uk
(not for emergency repairs)

Anti-social behaviour

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



Phone

0800 917 5918
(free from landlines)

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

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

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

Cheviot House (until December 2012)

227-233 Commercial Road
London, E1 2BU

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

542 Roman Road

London, E3 5ES

Open

— 9am to 7pm Monday
— 9am to 5pm Tuesday to Friday
— 9am to 1pm Saturday
— Closed Bank Holidays

Access

Wheelchair access, hearing loop
in reception area

In partnership
with:



What is this booklet about?

This booklet tells you about some of the extra help you can receive. We want you to:

- feel **supported**;
- have access to good jobs, training and volunteering so that you reach your **potential**;
- be treated **fairly** and with **respect**.

And we want to make sure our help and support meets your **individual** and **personal** needs.

We offer support in three ways. We can:

- help you in your home and neighbourhood;
- help you and your family;
- help you improve your prospects.

Who is the support for?

The support is for tenants and resident leaseholders. Sometimes we have rules about who can receive help. We tell you more about these rules on the next pages.

I need support. What should I do?

If you or someone you know may need support now or in the future, get in touch. You can get help from other organisations, too. We can tell you about your options, and agree the right support for you.

You can read more about the support we offer on our website. Or talk to a member of staff.

Get in touch



Face to face

Ask any member of staff



Phone

020 7364 5015
(8:30am–5:30pm Mon–Fri)



Website

www.towerhamletshomes.org.uk



Email

contactus@towerhamletshomes.org.uk



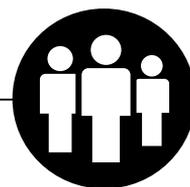


Your home and neighbourhood

Here are some of the ways we can support you in your home and your neighbourhood.

Tidy your garden	Decorate the whole of your home	If your home is too big or too small
<i>For tenants and resident leaseholders</i>	<i>For tenants who are older or who have a disability</i>	<i>For secure tenants</i>
<p>If you cannot look after your own garden, once a year we can:</p> <ul style="list-style-type: none"> —cut the grass and remove the weeds; —cut back the bushes and trees. <p>We use a set of rules to work out who can receive this help. The rules are:</p> <ul style="list-style-type: none"> —you are over 65; or —you have certain kinds of disabilities and you are under 65. <p>We may not have enough resources to help everyone who wants help.</p>	<p>We can paint your walls, or put up wallpaper, and make your home a nicer place to live. We use a set of rules to work out who can receive this help. The rules are:</p> <ul style="list-style-type: none"> —you must be a Council tenant; and —your home must be due for Decent Homes refurbishment work. (Decent Homes refurbishment work means things like a new kitchen, new bathroom and new electric cables); and —you are over 65; or —you have certain kinds of disabilities and you are under 65. 	<p>If your home is too big (under-occupied), or too small (over-crowded) we can help you:</p> <ul style="list-style-type: none"> —tell the Council’s Lettings team about your situation; —make applications to the Council for a different property – we call this ‘bidding’. <p>There are practical things that we can do to help, too. If you are over-crowded, we could arrange extra storage space for you or provide you with different types of furniture.</p> <p>If your home is too big, and you move to a property that is the right size you could receive a cash payment from the Council.</p>





You and your family

Here are some of the ways we can support you and your family.

Getting to know you	Safe and secure	If clutter or collecting too many items is affecting your life
<i>For tenants and resident leaseholders</i>	<i>For tenants and resident leaseholders</i>	<i>For tenants and resident leaseholders</i>
<p>We will talk to you about the support you get now and the support you would like in the future.</p> <p>We will introduce you to other organisations who can offer you the support you need.</p> <p>We will keep in touch to see how you are getting on.</p>	<p>We can check you are safe and secure by phoning or visiting you.</p> <p>You can ask us to phone or visit every 3, 6 or 12 weeks.</p> <p>If we cannot get in touch with you, we will contact your family or your support worker.</p>	<p>Some people collect too many items and possessions in their home - more than their home is designed for.</p> <p>If collecting too many items and possessions in your home is causing problems for you or your neighbours, we can talk to you about your situation and agree a simple plan.</p> <p>The plan will help you reduce the amount of clutter in your property, and help you decide what to do with your possessions.</p>





Improving your prospects

Here are some of the ways we can help you improve your employment skills, and manage your money better.

Money, help and advice	Updating your skills and looking for work	Apprenticeship scheme
<i>For tenants and resident leaseholders</i>	<i>For tenants and resident leaseholders aged 16 and above</i>	<i>For young people aged between 16-24</i>
<p>If you are having money problems and struggling to pay your rent, service charges or other bills, we can arrange for you to talk to a money adviser. You can also talk to an adviser if you want help with managing money better – if you are worried about bills, it is better to talk to someone as soon as you can.</p> <p>Advisers can give you free, independent, specialist advice. They can help you with:</p> <ul style="list-style-type: none"> —checking you are getting all the welfare benefits you are entitled to; —checking if your loans or credit cards can be transferred to loans with lower interest rates; —contacting your Energy suppliers, if you are in Fuel Poverty (Gas, Water and Electricity arrears), and making grant applications for financial assistance. 	<p>If you want to improve your income, skills or knowledge, we can:</p> <ul style="list-style-type: none"> —offer you a range of free training courses; —help you find somewhere to learn English or improve your English; —help if you are looking for work, or if you are in work but would like to earn more money; —help if you want to move from part-time to full-time work; —help you back into work. 	<p>We create apprenticeships for young people living in Tower Hamlets. This is so that they can get the opportunity to learn a skill or trade.</p> <p>The apprentices work within our offices and our neighbourhoods, or with partner organisations that carry out work for us (like repairs).</p> <p>Volunteering</p> <p><i>For tenants and resident leaseholders</i></p> <p>If you want to volunteer your time, skills or energy for good causes, we can help you find volunteering opportunities to suit you.</p>

How do I get this help?

If you would like this help, ask a member of staff. A family member or friend can ask on your behalf. If you have a support worker or social worker, tell them you would like this help.





Want to know more?

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



Talk to your housing advisers

They can answer most of your questions or put you in touch with people who can.



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 information about your Neighbourhood Housing Team, neighbourhood inspection timetables and useful information for where you live.



Translations

This booklet tells you about the help and support we can offer you. It includes help in your home and neighbourhood, help for you and your family and help to improve your prospects, and to find a job.

If you live in a home that we manage, you can ask us for the help you need. We will try to help you, or introduce you to another organisation that can help.

Please contact us so that we can explain more, or ask a member of staff.

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.

Bengali

টাওয়ার হ্যামলেটস হোমস তাদের অধিবাসীদের যেসব সাহায্য এবং সহায়তা প্রদান করতে পারে সে সম্পর্কে এই ডকুমেন্টে বলা হয়েছে। একে আমরা আমাদের 'ব্যক্তিগত সেবা-প্রস্তাব' বলে থাকি। এর মধ্যে আপনার বাসা এবং এলাকার জন্য, আপনার এবং আপনার পরিবারের সদস্যদের জন্য সাহায্য ছাড়াও আপনার নিজের জন্য সুযোগ তৈরি ও চাকুরী খুঁজে দেবার মতো সহায়তা অন্তর্ভুক্ত।

আপনি যদি এমন কোন বাসায় বাস করেন যেটি টাওয়ার হ্যামলেটস হোমস দেখাশুনা করে, তবে আপনার দরকার এমন যেকোন সাহায্য আমাদের কাছে চাইতে পারেন। আমরা আপনাকে সাহায্য করার চেষ্টা করবো, অথবা সাহায্য করতে পারে এমন

অন্যকোন সংস্থার সাথে আপনাকে পরিচয় করিয়ে দেবো।

দয়া করে আমাদের সাথে যোগাযোগ করবেন যেন আমরা বিষয়টি আরো ব্যাখ্যা করতে পারি, অথবা আমাদের কোন একজন কর্মীর কাছে জিজ্ঞাসা করবেন।

Somali

Dokumantigan waxa aad ka helaya macluumaad la xiriiira kaalmada iyo taakulada ay Tower Hamlets Homes u fidin karto dadka deegaanka guryaha. Waxana aanu kaalmadan ku magacawnaa 'kaalmo shaqsiyadeed/ gaara' (personal offer). Waxana ka mid ah kaalmo laguugu fidin karo

Translations



Phone
020 7364 5015



Email
contactus
@towerhamletshomes.org.uk

guriga dhexdiisa, agagaarka xaaafada, kaalmo adiga iyo qoyskaaga, iyo weliba kaalmo ku aadan horumarkaaga iyo helida shaqo.

Hadii aad degan tahay guri ay maamusho Tower Hamlets Homes, waad naga codsan kartaa kaalmada aad u baahan tahay. Waxana aan isku deyi doonaa in aanu ku caawiso, ama in aanu kuu gudbino urur kale oo ku kaalmayn kara.

Fadlan nala soo xiriir si aanu kuugu sii faahfaahino, ama waydii xubin ka mid ah shaqaalanaga.