

Living in your neighbourhood

**Tower
Hamlets
Homes**

**For Tenants
and Leaseholders**

 **Phone**
020 7364 5015

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

 **Website**
www.thh.org.uk





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

Contact us



Website

www.thh.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

For rents

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

Every care has been taken to make sure that information contained in this leaflet is correct as at August 2013.

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 5015



Email

repairs@thh.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

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

542 Roman Road

London, E3 5ES

Open

— 9am to 7pm Monday
— 9am to 5pm Tuesday to Friday
(except the last Wednesday of every month 10am to 5pm)
— 9am to 1pm Saturday
— Closed Bank Holidays

Access

Wheelchair access, hearing loop in reception area

In partnership with:



TOWER HAMLETS



B

Living in your neighbourhood

We want to make sure your neighbourhood is a well-maintained, clean and safe place to live. This leaflet has a handy A-Z of all your neighbourhood services – from cleaning and caretaking to renting a parking space or garage – so you know what we can do for you and how you can contact us.

C

We look after your neighbourhood



This leaflet is for tenants and leaseholders and is about the services we provide where you live so that you know what we do.

We're here to help

If you have any questions about your neighbourhood such as caretaking or car parking – contact us, we're here to help. We're also here if you want advice about anti-social behaviour, getting involved in your area or reporting repairs.

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



Our team of Housing Advisors can help with:



Rents and Service Charges



Tenancy or Lease queries



Caretaking



Green spaces on your Estate



Parking on your Estate



Repairs



Anti-social behaviour



Getting involved

E

How you can help

Keeping your neighbourhood well-maintained, clean and safe is everyone's responsibility.

We need you to:

- Get rid of your rubbish properly and not dump things that make the place look untidy for your neighbours.
- Not let strangers into the block and not wedge or prop fire doors or security doors open.
- Keep the landings, stairwells and common areas free from obstructions, such as cycles and pushchairs.
- Not throw anything over your balcony, as even small items can be dangerous and food attracts vermin.
- Not smoke in communal areas – it's a fire risk and it is against the law.
- Not park in emergency areas or disabled spaces.
- Always be considerate to your neighbours – don't slam doors or have your TV or music too loud.
- If you have a pet, please act responsibly and respect your neighbours.

Acting in an anti-social way is a breach of the terms of your tenancy or lease. If you persistently act in an anti-social way we will take action that could lead to you losing your home.

F

Your Neighbourhood Plan

We develop Neighbourhood Plans – focusing on issues affecting your area and highlighting what needs to be improved. You can view your Neighbourhood Plan on our website.

If you want to get involved in planning what we do in your area please contact us or come along to your local resident group meeting.

If you'd like to know more about how you can get involved and influence what we do and how we do it, contact us or check our website.

If you'd like to know more about how you can get involved and influence what we do and how we do it, contact us or check out our website.



A-Z of Living in your neighbourhood



Abandoned vehicles

We keep an eye out for abandoned vehicles in your neighbourhood. If you see an abandoned vehicle on your estate please tell us.

A vehicle will be removed if it is causing a public nuisance, is untaxed or if it has not been removed by the owner for a specified length of time.

Anti-social behaviour

Tower Hamlets Homes is committed to tackling anti-social behaviour in the neighbourhoods and homes we manage. We'll support any resident who is suffering from anti-social behaviour and take action against those who behave in an anti-social way.

Anti-social behaviour is distressing and has a negative effect on people's lives and wellbeing. Examples of anti-social behaviour include:

- noise nuisance
- graffiti
- drug dealing and taking
- vandalism
- disorder

If you are experiencing anti-social behaviour or are worried about nuisance activity where you live, please contact us and let us know. We can investigate your report and help tackle it.

We have a number of ways to deal with anti-social behaviour and a range of powers that we can use against those who act in an anti-social way. We work closely with our partners such as the Police and the council to eliminate anti-social behaviour and reduce the likelihood of it happening in the future.

If you are experiencing anti-social behaviour and report it to us we'll make sure that you are supported and we'll keep in touch with you so that you know what is happening.

If you are concerned for your safety contact the police immediately on 999. The police non-emergency number is 101.

Hate incidents

Hate incidents are directed at someone because of any actual or perceived aspect of their identity. For example, hate incidents would include attacks against people who are disabled, or threatening behaviour towards people because of their faith or sexual orientation.

We do not tolerate any form of discrimination or victimisation. If you experience a hate incident we can offer specific support, including making a referral to specialist organisations who can help.

Domestic violence

We can offer support to those experiencing domestic violence or abuse that is happening in the home from a partner, a family member or someone else who has access to your home. Please contact us for a confidential discussion about how we can help. We can offer advice, make referrals to other organisations and support victims to stay in their home or move to another property.

Domestic Violence or Abuse hotline



Phone
0808 200 0247
Freephone 24 hour National Domestic Violence Helpline.

Anti-social behaviour



Phone
0800 917 5918
24 hour freephone number to report any kind of anti-social behaviour.



Cleaning and caretaking

Your caretakers work hard to keep your neighbourhood clean, tidy and safe. Every day they clean all lifts, lobbies and block entrances, as well as estate areas, paths, roads and parking areas. Every week they clean all stairs, rubbish chutes and chambers.

They also regularly check estate lighting, change light bulbs, clean light shades and adjust clocks when needed, and aim to unblock refuse chutes within 48 hours.

You can find more about what they do in your area and when they do it, on the neighbourhoods section of our website.

Caretakers also report communal repairs and emergencies such as lift breakdowns. They also keep an eye out for other problems such as crime and anti-social behaviour, and work with your Neighbourhood Housing Team to put things right.

Tough cleaning jobs such as clearing up paint spills or unblocking chutes are dealt with by our caretaking support teams – leaving your caretakers to get on with their regular cleaning programme. Your caretaking support teams work from 8am to 8pm. To report any health and safety issue out of hours, please contact us.

If you see something you think we've missed please talk to your caretaker, Neighbourhood Housing Officer or join us on our next inspection or contact the Housing Service Centre.

We train all our caretakers to the British Institute of Cleaning Science (BICSc) qualification, the gold standard in professional cleaning.

Inspections

Our standards of cleaning and maintenance are agreed with residents, and we inspect your local area at least once a month to make sure it's up to scratch. Come along and join us and tell us what you think. You can find out where and when we meet on your local noticeboard. You can also find the results of inspections on your noticeboard and on our website, so you can see how we are doing.

Dogs

If you have a dog please act responsibly – keep your dog on a lead when exercising, and use the dog hygiene bins to dispose of dog mess. We'll empty all dog hygiene bins at least once a week.

Please report stray dogs, nuisance dogs or dog mess to the Council's Animal Warden Service.

Estate Agent Signs

Residents have told us that estate agent signs make your neighbourhood look ugly and unattractive. This is why your lease or tenancy agreement states that the placement of any type of advertisement board is not allowed. This means that no leaseholder or tenant is allowed to advertise their property for rent or sale using an advertisement board supplied by the estate agent or letting company. The placement of such boards will be treated as fly tipping and you could be fined or charged for the cost of removal.

Repairs Helpline

 **Phone**
020 7364 5015

Council's Animal Warden Service

 **Phone**
020 7364 5008

Tower Hamlets Homes

 **Website**
www.thh.org.uk

Gardens

If you have your own garden please keep it clean and tidy. If you are a disabled or older resident please contact us to see if we can help.

If you would like to work with your neighbours and create a community garden or orchard, we are happy to support you, but please remember to check with us first. Green spaces are shared by all residents and we need to consider everyone's views.

Graffiti removal

Our dedicated teams are on hand to remove offensive graffiti, including racist or homophobic graffiti, within 24 hours. Other graffiti is normally removed within five working days. Contact us to remove any graffiti you see.

Grass, trees and shrubs

Looking after the grass, trees and shrubs on your estate all year round helps make your neighbourhood a nicer place to live.

Our specialist contractors:

- Cut your grass when required but at least 15 times a year.
- Prune shrubs and trees, re-stock flowerbeds and planters, and control weeds at least four times a year.
- Carry out seasonal work such as clearing away fallen leaves from green areas at least five times between August and February.

You can find a full list of what they do and when we do it on our website.

Noticeboards

A number of blocks have a noticeboard displaying:

- Contact details for the Housing Service Centre.
- The dates and times for your neighbourhood inspection and inspection results.
- Information about how we are doing.

Larger notice boards also display additional information about your neighbourhood. Contact us if your noticeboard is damaged or if there is something missing.



Parking

We offer garages and parking spaces with permits so you can park in your neighbourhood when you need to and to help keep your vehicle safe.

All our parking spaces are clearly marked so you know where you can and cannot park. When you park on a Tower Hamlets Homes estate you must always display a valid estate parking permit.

Remember, vehicles will be ticketed and/or removed if a valid permit isn't displayed or if vehicles are causing obstruction.

Parking control is enforced on most estates in order to stop vehicles from parking illegally.

Applying for a garage or parking space

Please ask us if you would like to rent a garage or parking space. We will deal with your application within 10 working days. If a garage or parking space isn't available when you ask for one, you join a waiting list and we let you know as soon as a garage or parking space becomes available. We will give priority to residents who have a Tower Hamlets Council blue badge for people with disabilities.

Charges for garages and parking spaces vary depending on which priority group you are eligible for. Please ask us for a list of current charges.

You can check the availability of parking spaces in your neighbourhood using an interactive map on our website.

Renewing your permit

Your estate parking permit is renewed automatically as long as your rent or leasehold charges are in credit and up to date.

Lost or damaged permits

Please contact us if you have lost or damaged your permit. We will send you a replacement within five working days on payment of the replacement charge.

Change of vehicle

Please remember to let us know if you change your vehicle. We will process your new details and give you a new permit within five working days. There is an administration charge for this service.

Visitor parking

Visitors must park their vehicle in bays marked with a 'V', 'Vis' or 'Visitor' and display a valid visitor's scratch card. Visitor scratch cards are available from Tower Hamlets Council's One Stop Shops.

Interactive parking map



Website
www.thh.org.uk

Play areas

Many neighbourhoods have a play or ball games area for young people.

Having a safe place for children to play is important, which is why all our play areas are maintained to European Standards. We check play areas are up to scratch every week and on our regular inspections. If we find damaged play equipment we take it out of use until it's repaired.

When we renew our play areas we involve young people in their design so they're great places to play.

Be aware of where your children are at all times, and remember some play areas are for under 5's, so please make sure your older children don't use these.



Recycling

In most neighbourhoods, Tower Hamlets Council provides conveniently located highly visible purple recycling bins.

If you have any questions about recycling or if the recycling bins are not available where you live, then get in touch with the Council's recycling team or visit their website for more information.

Repairs to communal areas

We regularly service and check all installations including fire equipment, lifts, lighting and communal boilers, and we also check them on our regular inspections. We also remove unauthorised boards placed by estate agents or other advertisers. But if you see something that needs fixing please report it to our Repairs Helpline.

Council's Recycling Team

 **Phone**
020 7364 5004

 **Website**
www.towerhamlets.gov.uk

Repairs Helpline

 **Phone**
020 7364 5015



Rubbish collection

Every block and estate has their own household waste collection times – please ask your Caretaker or Neighbourhood Housing Officer for more information.

If you live somewhere with a bin chute, please put your general household rubbish safely into the chutes provided. Please make sure glass is properly wrapped and don't put cardboard boxes or overfilled bags into chutes, as these can cause blockages.

Street Line – Getting rid of large household items



You can have large items like unwanted furniture or kitchen appliances removed by contacting the Council's Street Line service. Each collection will cost £15, and will cover a collection for up to five items. All households can call on this service as frequently as they wish, but will only be able to book two collections in any one day. Residents in receipt of housing benefit are entitled to two free collections per calendar year.

To help us keep your neighbourhood clean and tidy, please only put your items out on the day of collection. Please remember if you dump any items in a communal area you will be committing an offence (this is called 'fly-tipping') and you could be fined and charged for removing the items you have dumped.

If you have information about fly-tipping, please contact us. We treat all calls confidentially.

Storage sheds

We have a limited number of storage sheds available to rent. Please ask us if you would like to rent one. We will deal with your application within 10 working days. If a storage shed isn't available when you ask for one, you can join a waiting list and we will let you know as soon as one becomes available. Please ask us for a list of the current charges.

Street Line



Phone
020 7364 5004

For dumped rubbish, graffiti, litter, pavements, potholes, recycling, rubbish collection, street cleaning & street lighting.

Tower Hamlets Council



Website
www.towerhamlets.gov.uk



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



Follow us on twitter

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



Translations

This leaflet is for tenants and leaseholders and tells you more about Tower Hamlets Homes and some of the services we provide to you. If you need help to understand it or if you have any questions, please contact us 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 প্রচারপত্রটি ভাড়াটে এবং লিজহোল্ডারদের জন্য এবং এটি আপনার বাড়ীওয়ালা টাওয়ার হ্যামলেটস হোমস ও আমরা দিয়ে থাকি এমন কিছু সেবা সম্পর্কে জানাচ্ছে। আপনার যদি এটি বুঝতে কোন সাহায্য লাগে বা কোন প্রশ্ন থাকে তবে দয়া করে আমাদের টেলিফোন, ইমেল করুন বা আমাদের কোন একটি অফিসে আসুন। আমরা আলোচনার জন্য কর্মীদের কোন সদস্য এবং একজন দোভাষীর ব্যবস্থা করতে পারবো বা আপনার নিজের ভাষায় লিখিতভাবে তথ্য দিতে পারবো।

Somali

Warsidahan waxaa loogu talo galay ijaartayaasha iyo leaseholder-ada, waxana aad ka helaysaa macluumaadka sida loo soo gudbin karo faalo, cabasho iyo waxa aanu qaban doono si aanu u xalino. Hadii aad kaalmo u baahato si aad u fahanto, ama hadii aad hayso wax su'aalo ah, fadlan nagala soo xiriiir telefoonka, Email-ka ama soo booqo mid ka mida xafiiskanaga. Waxana aad la kulmi kartaa mid ka mida xubnaha shaqaalaha iyo weliba turjubaan, ama waxa aanu ku siin karnaa macluumaad qoraala oo ku qoran luqadaada.