

# Keeping you safe

**Tower  
Hamlets  
Homes**

**For Tenants  
and Leaseholders**



**Phone**

020 7364 5015



**Email**

contactus@  
towerhamletshomes.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.



#### 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](mailto:contactus@towerhamletshomes.org.uk)

#### For rents

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

#### For service charges

[leasehold@towerhamletshomes.org.uk](mailto:leasehold@towerhamletshomes.org.uk)



#### 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 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](mailto: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)

### Your local Housing Office

#### 1 Rushmead

Bethnal Green  
London, E2 6NE

#### Open

— 9am to 5pm Monday 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

#### Cheviot House

227-233 Commercial Road  
London, E1 2BU

#### Open

— 9am to 5pm Monday 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

#### 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

Every care has been taken to make sure that information contained in this leaflet is correct as at May 2010.

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



# B

## Keeping you safe

We want to help make sure you are safe and secure in your home and neighbourhood. We work closely with our partners such as the Police, the Fire Brigade and the Council to tackle anti-social behaviour and promote fire and gas safety in the borough.

This leaflet gives you advice about security around your home and what you can do to keep you and your neighbours secure. It also has handy safety tips – from what to do in a fire, to information about our gas safety checks – so you know what to do to keep safe.

**This leaflet gives you advice about safety and security in and around your home.**



## Tackling anti-social behaviour

It is the right of every resident to feel safe and secure in their home. We work closely with our partners such as the Police and Tower Hamlets Council to eliminate antisocial behaviour and reduce the likelihood of it happening in the future.

We will support any resident who is suffering anti-social behaviour and take action against those who behave in an anti-social way.

Examples of anti-social behaviour include:

- noise nuisance
- graffiti
- drug use
- vandalism
- youth disorder
- setting off fireworks.

If you are experiencing antisocial behaviour or are worried about nuisance activity where you live, please let us know. We can investigate your report and work with our partners to help you sort it out. We will also keep in touch with you so that you know what is happening.

Tower Hamlets Homes is committed to tackling anti-social behaviour in the neighbourhoods and homes we manage.

While we cannot solve anti-social behaviour we do have a number of ways to deal with it and a range of powers that we can use against those who cause or create anti-social behaviour.

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

If you are concerned for your safety, contact the police immediately on 999.

### Anti-social behaviour



**Phone**  
0800 917 5918

## Security around your home



### Door entry systems

To help maintain security and prevent unwanted visitors in a block of flats:

- Make sure that the door locks behind you.
- Never leave the entrance door propped open.
- Try not to let strangers follow you in, even if they appear genuine.
- Don't release the door for everyone who buzzes. Only release it when you know who it is.

### Visitors to your home

To maintain your personal safety at home:

- If you have a door viewer (spy hole), check who's at the door, before opening it.
- If you have a chain, keep it on when you open the door.
- If you don't know the visitor, ask to see some form of identification, and check it carefully.
- If you are unsure, ask the visitor to wait outside and telephone the organisation they claim to represent.

All our staff and contractors carry identification – if someone can't produce an identity card, **DO NOT** let them into your home – contact us straight away or call the police using 999.

We can also give our repairs staff a password to give you for your peace of mind – let us know if you want this when you report a repair.

## Security tips around your home

### Top home security tips

#### Mark your valuables

#### Close your curtains

#### Fit a timer to a lamp

#### Ask your neighbour to keep an eye out

Take a few simple precautions by following our handy tips to help keep your home safe from burglary and theft:

- Mark valuable items with your postcode and house number, or keep a note of serial numbers.
- Close your curtains and leave a light on in a main room when you go out in the evening.
- Fit a timer device to a living-room lamp to make the house look as if someone is in when you go away. Let your Neighbourhood Housing Team know if you are going away for a long time.
- Arrange with a neighbour you trust to keep an eye on each other's houses or think about setting up a neighbourhood watch scheme.
- Check that all windows and doors are closed when you go out.
- Keep any store shed or garage locked if you have one.
- Don't leave your keys or any money where a stranger might find them, see them or reach them through the letter box.

If you are concerned for your safety contact the Police immediately on 999.

# F

## Fire safety

### Preventing fires in your home

Fires are dangerous and can cause fatalities. Be aware of fire safety in your home and help avoid danger.

Here are some handy tips to keep you safe:

- Fit smoke alarms on each level of your home and test them once a week. The London Fire Brigade provides FREE home fire safety checks and smoke detectors. Contact us to book an appointment or to find out more.
- Make a fire action plan so people know how and where to escape.
- Take care in the kitchen – most fires start in here, so never leave your cooking unattended and take extra care when cooking with hot oil.
- Never leave lit candles unattended.
- Make sure cigarettes are stubbed out and disposed of carefully and never smoke in bed.
- Don't overload electrical sockets.
- Keep matches away from children.

### Fires INSIDE your home

If there is smoke – keep low, keep calm, and get everyone out as quickly as possible.

Call 999 and ask for the Fire Service.

### Fires OUTSIDE your home

If you can't escape or the fire is outside your home:

- Get everyone into one room, it's best if it has a window that opens and a phone.
- Close all the doors and wait to be rescued.
- Put bedding or towels along the bottom of the door to prevent smoke and fumes from getting into the room.
- Open a window and stay near it for fresh air, and alert firefighters when they arrive.
- If you have a phone, call the fire brigade. If you don't have a phone, shout for help so someone can phone for you.

### London Fire Brigade

 **Phone**  
0800 028 44 28

 **Email**  
smokealarms@london-fire.gov.uk

### Repairs Helpline

 **Phone**  
0800 376 1637 or  
020 7364 7070

### Streetline

 **Phone**  
020 7364 5004

### Crime-stoppers

 **Phone**  
0800 555 111

# F

## Preventing fires outside your home

Please remember your home can be at risk of fire if items are stored or left outside your front door, in communal areas or corridors. These act as easy fuel for fires and are one of the biggest fire hazards. If it is set on fire, rubbish near windows, doors or in communal areas can trap you in your home.

- Don't leave items in corridors or stairwells including bikes, buggies, or prams. Anything blocking corridors or stairwells could be a fire hazard.
- Do report any damage to fire extinguishers or fire blankets to our Repairs Helpline.
- Do have unwanted furniture or kitchen appliances removed FREE by calling Streetline. You can have two free collections a year.
- Do put recycling out on collection day only.
- Do put general rubbish safely into the chutes provided.

Keeping your block tidy reduces the fire risk and also makes your neighbourhood a nicer place to live.

If you see someone deliberately setting a fire phone 999 or Crime-stoppers.

### Repairs Helpline

 **Phone**  
0800 376 1637 or  
020 7364 7070

### Streetline

 **Phone**  
020 7364 5004

### Crime-stoppers

 **Phone**  
0800 555 111



**Do not store or leave items outside your front door, in communal areas or corridors.**



**Remove unwanted furniture or kitchen appliances FREE by calling 020 7364 5004.**

**General rubbish – put it safely into the chutes provided.**

**Recycling – only put it out on collection day or in the bins provided.**

# G

## Gas safety checks

If maintained properly, gas appliances are normally safe. If they are not looked after they can become deadly for you, your family and your neighbours.

### **If you are a tenant**

We will carry out an annual gas service and safety check of your gas boiler free of charge. We must do this every year by law. Our fully-qualified Gas Safe staff also check that your radiators and hot water are working properly.

Before your annual safety check is due, we will write to you with an appointment. Please make sure someone's at home to let our Gas Safety staff in. If you can't make the appointment, please ring the number we give you to arrange a time that's convenient for you. If our staff can't get in to carry out the safety check we may have to take legal action to gain access to your home – every year we have to force entry into several homes.

After the annual safety check, we will give you a copy of the gas safety certificate within 28 days for your peace of mind. If the service reveals a problem, we will tell you what work needs to be done, and when someone will come to fix it.

### **If you are a leaseholder**

You should get your gas appliances checked regularly – at least once a year if you sublet your home – to make sure they are working properly and safely. By law, anyone doing gas work must be trained to do it safely. The easiest way to be sure of this is to only use a 'Gas Safe' registered engineer.

To find out about paying Tower Hamlets Homes to carry out your annual gas safety check please contact our Repairs Helpline, or you can find your own Gas Safe engineer by contacting the Gas Safe Register.



### Your gas safety

Leaking gas can cause an explosion, and gas appliances that are not working correctly can produce poisonous and deadly fumes. We recommend that you never block up any air vents in your home and that you fit a carbon monoxide alarm to warn you of a carbon monoxide build-up in your home.

If there is a strong smell of gas, or you think there might be a leak, contact the National Grid Emergency Line immediately and:

- Turn off the gas supply at the main gas meter if this is in your property.
- Open the doors and windows.
- Don't switch anything electrical on or off, including the lights, as this could cause an explosion.
- Don't smoke, strike matches or light candles.

### Liquid petroleum gas and paraffin heaters

Under the terms of your tenancy agreement or lease you **must not** store or use any form of bottled gas or paraffin heaters. It can be extremely dangerous and any breach of this rule will be treated very seriously.

#### Repairs Helpline

 **Phone**  
0800 376 1637  
020 7364 7070

#### Gas Safe Register

 **Phone**  
0800 408 5500

 **Website**  
[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

#### National Grid Emergency Line

 **Phone**  
0800 111 999

## Electrical safety

Electricity can be dangerous, but by taking some simple steps you can reduce the risk to you and your neighbours.

### Plugs and sockets

For plugs and sockets, keep an eye out for the following:

- Hot plugs or sockets, scorch marks, fuses that often blow, or flickering lights – they are all signs of loose wiring or other electrical problems.
- Badly wired plugs – any coloured wires sticking out could come loose and debris could also get into the plug.
- Overloaded sockets – plugging too many electrical appliances into one socket can lead to overheating.
- Use sockets safely – it's better to use a bar adaptor (multi board) on a lead than a block adaptor.

### Heaters

When using a plug-in heater you should:

- Keep it clear of curtains and furniture.
- Only sit at least three feet (one metre) away from it.
- Buy it from a reputable shop.
- Never dry washing on or near it.

### Cables and leads

The risks with cables and leads include:

- Getting frayed and damaged – make sure the outer covering of all power leads is in good condition and replace if necessary.
- Being badly positioned – they shouldn't be anywhere that they could be tripped over, or near water, cookers or other sources of heat.
- Running them under rugs or carpets where they can wear through without anyone noticing – position them elsewhere.

### Appliances

All electrical equipment you buy should have the CE, BEAB and BS safety marks. When using electrical appliances, you should never:

- Get them wet – this includes plugs and sockets, so don't put a vase of flowers on top of the TV, for example.
- Leave them on at night – unless they are designed to be left on, like freezers.
- Put anything in the microwave that is made of metal, or has a metallic finish or parts.

### Second hand goods

Beware when buying second hand goods. They may be old and worn out. If you do buy a second hand appliance you should get it safety tested by a qualified expert before you use it.

### Maintenance

Electrical appliances, especially ones that run at high speeds and contain motors, like washing machines, should be serviced once a year by a qualified electrician.

### Fuses

When you're fitting or replacing a fuse, it's important to use the right fuse for the appliance. Check the manual or look for a sticker on the appliance to find out its wattage and then use the correct fuse.

### Electrical Safety Council



**Website**  
www.esc.org.uk



## Asbestos safety

Many homes contain asbestos, which is usually safe if it is undisturbed. If we have to deal with asbestos when carrying out a repair, we will make sure that your home is safe and that our contractors are fully trained and equipped to complete the work.

When you move into your new home, we will tell you if asbestos can be found in your home. When we carry out major improvements to homes, we will remove any asbestos or seal it in safely.

If you're carrying out DIY you should not remove or disturb asbestos. If you are unsure, please contact your Neighbourhood Housing Officer who will be happy to advise you.

For more information on asbestos pick up a copy of our asbestos leaflet from your local Housing Office or read it on our website.



## Emergencies

In an emergency, such as a fire, threat to life or damage to your home, phone 999 straight away.

If you have a housing or repair emergency in the evening or at the weekend please call our Repairs Helpline where we can offer you help and advice.

When a specialist response is needed out of hours, our Repairs Helpline will refer residents to service experts such as homelessness or environmental health, or to the emergency services – Police, Ambulance or Fire Service.

Please remember that our out of hours repairs service is a 'make safe' service only where there is genuine danger to residents or property. Follow-up repairs to tenant properties are usually completed the next day. Check your *Repairs guide* for more details.

Leaseholders are responsible for carrying out their own follow-up repairs and should contact their contractor to do this.

Special arrangements are also in place to help vulnerable residents outside of working hours. If in doubt, please call our Repairs Helpline.

### Repairs Helpline



**Phone**  
0800 376 1637 or  
020 7364 7070

**K**

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## Water safety

To help avoid accidents and prevent damage caused by flooding, here are some handy tips:

- Make sure washing machines or dishwashers are plumbed in properly.
- Make sure your bath doesn't overflow – this is a common cause of flooding which can damage your home and your neighbours homes and belongings.
- Be careful with hot water – check the heat of the water before getting into a bath or shower.
- Take extra care when stepping out of a bath or shower onto a wet floor.

If you are going away during the winter months, avoid burst pipes or water leaks by remembering to:

- Turn off the main stopcock.
- Turn off any immersion heater.
- Turn down your central heating controls and leave your heating on low for a few hours a day to avoid pipes freezing.
- Ask a friend or family member to check on your home regularly.

**L**

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## Safety tips around your home

Many things around your home can cause accidents but there are some simple things you can do to help prevent them.

Here are some handy tips to help keep you safe:

- Keep items you use daily in places that are easy to reach.
- Store heavy items on low shelves.
- Keep cleaning products and other dangerous materials in a secure, child-proof place.
- Tidy away toys and other items when not in use to prevent accidents and throw away damaged toys and any other objects.
- Keep medicines and vitamins in their original containers in a secure, child-proof place and return leftover medicines to the chemist.
- Think about fitting corner guards to any sharp edges around your home.



## 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. Also available online are our leaflets and publications 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 leaflet is for tenants and leaseholders and tells you more about what we can do to help if you are experiencing anti social behaviour (ASB), violence in your own home from a partner of someone who you live with or are suffering harassment that is motivated by racism or discrimination. It also gives you information to keep you and your neighbours safe and secure. If you need help to understand it or if you have any questions, please contact us by phone, 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.

### Bengali

এই প্রচারপত্রটি ভাড়াটে এবং লিজহোল্ডারদের জন্য এবং আপনি যদি কোন সমাজ বিরোধী আচরণ বা এ্যান্টি সোস্যাল বিহেভিয়রের (এএসবি), বাড়ীতে আপনার পার্টনার বা যার সাথে থাকেন তার কাছ থেকে সহিংসতার, কিংবা জাতিবিদ্বেষ বা বৈষম্যজনিত হয়রানীর শিকার হন তবে আপনাকে সাহায্য করতে আমরা যা করবো সে সম্পর্কে জানাচ্ছে। এটি আপনাকে এবং আপনার প্রতিবেশীদের নিরাপদ রাখতে তথ্যও জানাবে। 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 দোভাষার ব্যবস্থা করতে পারবো বা আপনার নিজের ভাষায় লিখিতভাবে তথ্য দিতে পারবো।

### Somali

Warsidahan waxaa loogu talo galay ijaartayaasha iyo leaseholder-ada, waxana aad ka helaya sida aanu kuu kaalmayn karno hadii ay kula soo gudboonaadaan akhlaaqda bulsho xumada (ASB), dirirta guriga ee lamaanahaaga ama qof kula degan guriga, ama lagugu hayo hatigaad hadafkeedu tahay cunsuriyad ama soocid.

### Translations



**Phone**  
020 7364 5015



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

Waxa kale oo aad ka helaya macluumaadka sida aad u xafidi karto badqabkaaga iyo kani jaarkaaga. Hadii aad kaalmo u baahato si aad u fahanto, ama hadii aad hayso wax su'aalo ah, fadlan nagala soo xiriir 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.