

# Living in your neighbourhood

**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**

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## 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 great value parking space or garage – so you know what we can do for you and how you can contact us.

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## Looking after your neighbourhood – your Neighbourhood Housing Team

To provide a local, highly visible and flexible service you have your own dedicated Neighbourhood Housing Team who are led by your Neighbourhood Housing Officer.

Together your Neighbourhood Housing Team look after the green spaces, shared door entry systems, lifts, stairs and hallways in blocks of flats. They clean, repair and maintain your neighbourhood, making sure it's up to scratch.

Your local notice board has cleaning schedules, as well as contact details and photos of your area Housing Officer. When you see them out and about in your neighbourhood have a chat or come along to your local inspection.



**Ashfaque Miah**  
Neighbourhood  
Housing Officer  
for Hollybush



**Maureen Malcolm**  
Neighbourhood  
Housing Officer for  
St Stephens

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**This leaflet is for tenants and leaseholders and is about the services we provide where you live so that you know what we do - it also tells you about estate parking.**

**D**

## 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 free from 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.
- 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.

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.

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## Your Neighbourhood Action Plan

We are developing local Neighbourhood Action Plans – talking to you about issues affecting your local area and agreeing with you on what needs to be improved locally

If you want to get involved in your local plan, please contact us or come along to your local resident group meeting and let us know your ideas. We will also keep you up to date with how we're getting on in your local neighbourhood newsletters.

If you would 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 *Getting involved* leaflet.





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## A-Z of Living in your neighbourhood

Page 6–7

- **Abandoned vehicles**
- **Anti-social behaviour**

Page 8–9

- **Cleaning and caretaking**
- **Dogs**
- **Inspections**

Page 10–11

- **Gardens**
- **Graffiti removal**
- **Grass, trees and shrubs**
- **Noticeboards**
- **Parking**
- **Play areas**

Page 12–13

- **Recycling**
- **Repairs to communal areas**

Page 14

- **Rubbish collection**
- **Safety in your neighbourhood**
- **Store sheds**



### Abandoned vehicles

We keep an eye out for abandoned vehicles. If you see an abandoned vehicle on your estate tell us and we'll investigate it within five working days.

### Anti-social behaviour

Tower Hamlets Homes is committed to tackling anti-social behaviour in the neighbourhoods and homes we manage. We will support any resident who is suffering from anti-social behaviour and take action against those who behave in an anti-social way. Remember – in an emergency call 999.

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
- youth disorder
- setting off fireworks.

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 anti-social behaviour happening in the future.

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

### **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 to move to another property.

### **Domestic Violence or Abuse hotline**



**Phone**  
0800 200 0247  
(free from landlines or telephone boxes)

### **Anti-social behaviour**



**Phone**  
0800 917 5918  
(free from landlines)



### **Cleaning and caretaking**

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

We 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 a more detailed list of what we do in your area and when we do it on your local noticeboard.

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 something out of hours, please contact the Repairs Helpline.

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

We train all our caretakers to the British Institute of Cleaning Science (BICSc) qualification, the gold standard in professional cleaning. If your caretaker is on holiday or is unwell, we will make sure a replacement looks after your block.

### **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 will 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**

You 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.

### **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.

### **Repairs Helpline**



**Phone**

0800 376 1637  
(free from a landline phone)  
020 7363 7070

### **Council's Animal Warden Service**



**Phone**

020 7364 5008



### **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 – perhaps growing fruit and vegetables – we are happy to support community gardens, 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 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 or snow from paths – at least five times between August and February.

You can find a full list of what we do and when we do it on your local notice board or you can visit our website for more information.

**Noticeboards**

Most blocks will have a noticeboard displaying:

- Cleaning schedules for your area.
- Contact details for your Neighbourhood Housing Officer, and their photo – so you know what they look like.
- The dates and times for your neighbourhood inspection.

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 an estate you must display a valid estate parking permit.

Remember, vehicles may be clamped or removed if a valid permit isn't displayed or if vehicles are illegally parked or abandoned.

Parking control is enforced on most estates in order to stop commuters and other 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 one 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.

**Renewing your permit**

You are able to renew your estate parking permit every year and we process your renewal notice quickly and efficiently.

**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

**Visitor parking**

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

### Play areas

Many neighbourhoods have a play or kick-around area for young people.

Having a safe place for children to play is important, which is why all our play areas are maintained to Royal Society for the Prevention of Accidents (RoSPA) 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 wheelie bin mini-recycling centres.

If you have any questions about recycling or if the mini-recycling centres 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.

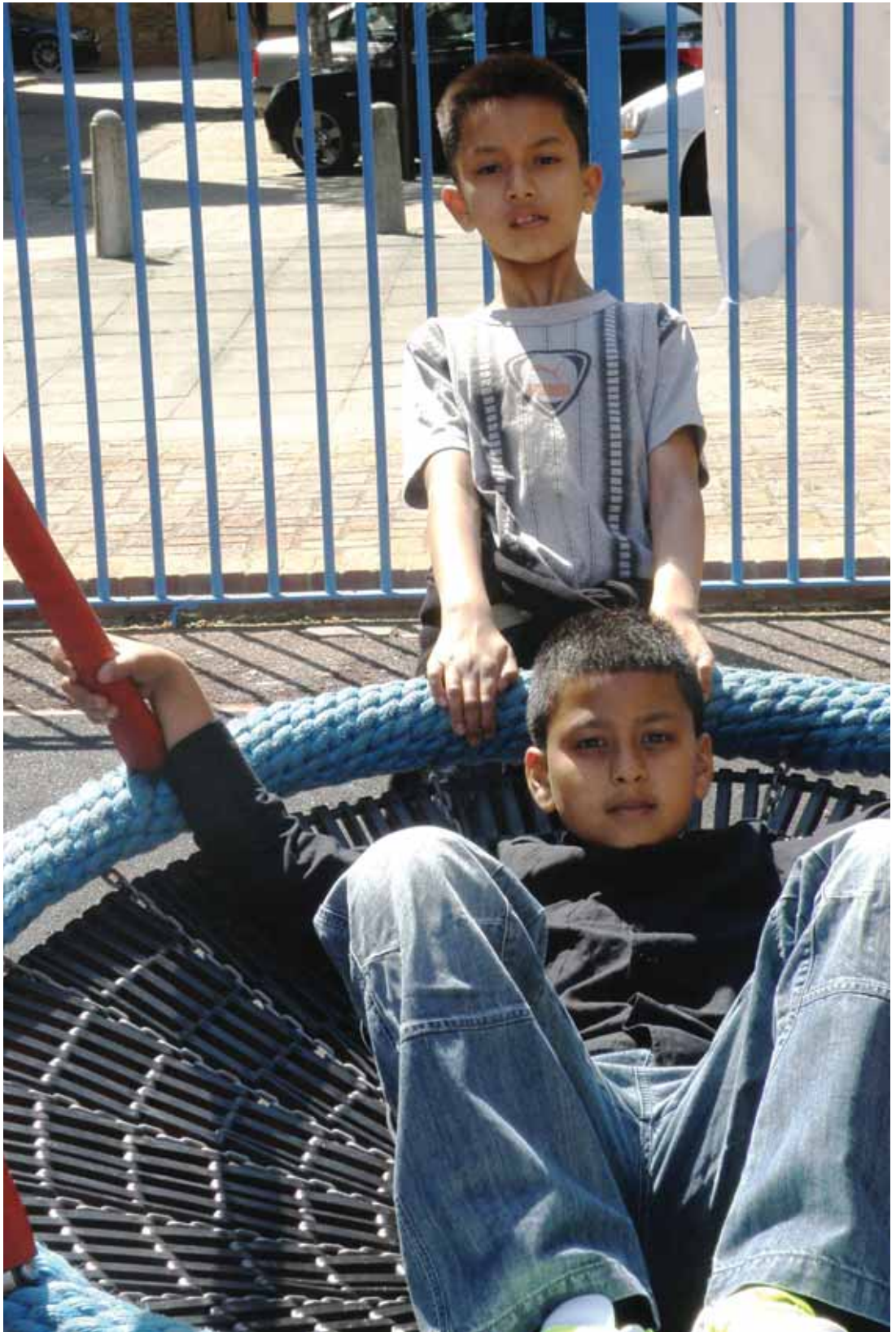
### Council's Recycling Team

 **Phone**  
020 7364 5004

 **Website**  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

### Repairs Helpline

 **Phone**  
0800 376 1637  
(free from a landline phone)  
or 020 7363 7070



### **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 items**

You can have large items like unwanted furniture or kitchen appliances removed FREE by contacting the Council's Street Line service. You can have two free collections a year with up to five items per collection. If you need more than two collections, there's a charge, unless you are an older or disabled person.

To help us keep your neighbourhood clean and tidy, please only put your items out on the day of collection. We supply residents with handy stickers to put on your bulk rubbish to make it clear that it's being collected. 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.

### **Safety in your neighbourhood**

For information about keeping you and your neighbours safe check out our *Keeping You Safe* leaflet. It covers building security tips and anti-social behaviour.

### **Storage sheds**

We have a limited number of storage sheds available to rent. Please ask us if you would like to rent one and 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



## 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 your landlord 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  
@towerhamletshomes.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 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.