

For immediate release

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Hands-on event for Residents

Tower Hamlets Homes' event for Residents at York Hall in Bethnal Green on Saturday October 3rd was all about having an honest conversation about housing services.

Chief Executive Gavin Cansfield said: "Honest and open conversations, especially about housing, can often be really hard, but residents and staff got really stuck in at this event and I think we'll see some great things coming out of it".

Residents looked back on the past year Tower Hamlets Homes have been managing their homes and looking forward, gave their input on what they think should happen next.

Gavin said: "The event was hands-on, involving joint problem solving and ending with a clear 'to do' list".

The event involved a series of workshops for residents, ranging from tackling anti social behaviour to improvements to their homes. Some of the feedback and actions included:

- A list of issues residents want to get involved in and they would like to get involved. This information will help Tower Hamlets Homes with its resident engagement strategy.
- Tower Hamlets Homes leaseholders said they wanted their bills to be upfront and honest – in particular how repairs are invoiced. We are now looking into ways to do this for them.
- We are heading in the right direction with our Decent Homes programme and that renovations to kitchens and/or bathrooms were a real priority, as was making sure we continue to keep residents informed and involved.

Feedback forms completed by residents on the day showed that nearly everyone who attended the event found the staff friendly and the information on the day informative.

Gavin said: "Residents let us know about how we have been performing and their opinions on what they think we should be focussing on in the future.

"We think neighbourhoods are starting to look cleaner, we are stepping up our presence on estates and we are looking ahead to a more visible and better housing service."

ENDS

Notes to editor:

1. Tower Hamlets Homes (THH) is an arm's-length management organisation (ALMO) managing approximately 22,000 tenants and leasehold properties on behalf of the Tower Hamlets council.
www.towerhamletshomes.org.uk

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