

## **For immediate release**

**Date: 21/5/2009**

### **Residents Fair a Roaring Success – Thanks to Residents!**

Tower Hamlets Homes' employees were thrilled to meet over 250 residents at their first ever Resident Fair.

The feedback from residents on the day was that the event was a resounding success.

Stephen Morgan, a Tower Hamlets Homes resident said: "It was very good, I couldn't fault it. There was a good selection of staff who were keen to answer questions. The event was very professional. It reminded me of a very good trade fair."

The day also exceeded the expectations of Tower Hamlets Homes staff members', largely because of the residents.

Chief Executive Gavin Cansfield: "The event definitely had a great vibe. The residents who came were genuinely interested in what we could do for them and we were equally keen to tell them about us. I think everyone had something positive to say about improvements – not that we have got everything right yet but definitely a step forward. I thought our staff did an excellent job – everyone made a real effort and that's what makes the difference."

The day itself was an informative event in a casual environment with residents taking the opportunity to talk with Tower Hamlets Homes' staff about all aspects of the housing service they receive, from repairs and caretaking to rents and leaseholders.

Many residents found this particularly helpful. Resident Margaret Cox said: "There was lots of really good information and the atmosphere was welcoming, friendly and light-hearted. Officers and contractors were very professional from what I witnessed, they were all informative and helpful."

Najmin Akhtar, a member of the Technical Services team said: "I really enjoyed the day – most importantly I enjoyed meeting the

residents and being able to talk to them face to face. Having the chance to talk to them made me realise there are residents out there who are not aware of the many services we provide. The day has boosted my confidence and now I am positive we can actually make a difference for our residents."

The event also served as an informal launch for two new Tower Hamlets Homes' initiatives, *SeeMyData*, an online service for residents to view their rent and repairs, and the Community Development Programme *You Make a Difference Fund*.

While there was a serious element to the Fair, young and old alike were entertained on the day with face painting, balloon animals and badge making. With helium balloons and plenty of other great gifts on the day, no one left the fair empty handed.

Resident Delali Walter said: "I'd like to see more of these events happening."

And that's just what Tower Hamlets Homes' plans to do. We already have a Residents Event booked for 3rd October at York Hall, and there will be plenty of other neighbourhood based events over the summer.

We hope that many of you who came to the Residents Fair and those who didn't, will take part in the next Fair.

## **ENDS**

### **Notes to editor:**

1. Tower Hamlets Homes (THH) is an arm's-length management organisation (ALMO) managing approx. 22,000 tenants and leasehold properties on behalf of the Tower Hamlets council. Tower Hamlets Homes, which went live on 7 July 2008, is a not-for-profit and 100% owned by the TH Council.  
[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)

### **Press contacts:**

For more information please contact: Steve Maplesden, Tower Hamlets Homes, email: [steve.maplesden@towerhamletshomes.org.uk](mailto:steve.maplesden@towerhamletshomes.org.uk), tel. 020 7364 0824