

For immediate release

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Tower Hamlets Homes set to improve repairs service in 100 days

The residents of Sidney and Chicksands Estates will be the first to benefit from a Tower Hamlets Homes radical plan to significantly improve its repairs and maintenance services in the next 100 days.

Starting on Sidney Estate, Tower Hamlets Homes' contractors will be on hand in a stall this Friday between 9:30am and 5pm to carry out residents' requests for any external repairs work.

Tower Hamlets Homes Chief Executive Gavin Cansfield said: "The repairs open days – the first step of our massive improvement plan – are to fix all outstanding repairs across our estates.

"In partnership with our repair contractors EPS and Morrison we are making a promise to residents that they can expect a better repair and maintenance service than they currently receive and that they will see a difference in the next 100 days."

The improvement plan will involve working with our call centre to make sure that repair problems are diagnosed quickly and accurately and introducing regular walkabouts with contractors so that communal repairs on estates can be fixed more effectively.

Mr Cansfield added: "We need an honest conversation with residents about the service they are currently receiving.

"I know that the repair service is one of the issues that residents always feel strongly about. Is our current service good enough? No, I don't think it is. Can we fix it? Yes, we can.

"Let's see what we can do in the next 100 days. I am confident we can achieve real results."

Our 100 day repairs improvement plan will be monitored by the Repairs Steering Group, which includes two residents. They'll meet each month to check that the plan is on track and that everyone is sticking to it. They'll also make sure that residents have a strong voice in how repairs are delivered in the future.

**Communications Team, Tower Hamlets Homes, Jack Dash House,
2 Lawn House Close, Marsh Wall, London E14 9YQ**

The repairs open day on Chicksands Estate will be on 12 March, 9:30am to 5pm.

Other open days on estates are to be announced over the coming weeks.

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

Press contacts:

Melissa Lathouras, Tower Hamlets Homes, email:
melissa.lathouras@towerhamletshomes.org.uk, tel. 020 7364 7359