



Wyn Garrett Residents Resource Centre

for tenants and leaseholders

The Wyn Garrett Resident Resource Centre was opened in 2002. It is a place for Tower Hamlets Homes residents to learn, develop skills, grow in confidence, and help improve housing services in a relaxed and informal setting.

We provide free training and workshops to tenants and leaseholders of properties managed by Tower Hamlets Homes.

Resident Training Programme

We have a range of training sessions and workshops aimed at residents who want to improve their skills and knowledge of housing issues and take part in developing resident groups. We encourage and develop specific training for residents who wish to work with Tower Hamlets Homes to improve housing services.

Regular sessions include:

- Chairing skills
- Committee skills
- Being an effective group Treasurer
- Being an effective group Secretary
- Writing skills
- Understanding and tackling anti-social behaviour (ASB)
- Making your group more inclusive
- Fund raising
- Mediation skills
- Managing Community Buildings
- Health and Safety for Community Buildings
- First Aid
- Managing Your Money
- Understanding ALMOs
- Understanding Tower Hamlets Homes policies
- Understanding what we do with your rent
- Equality and Diversity

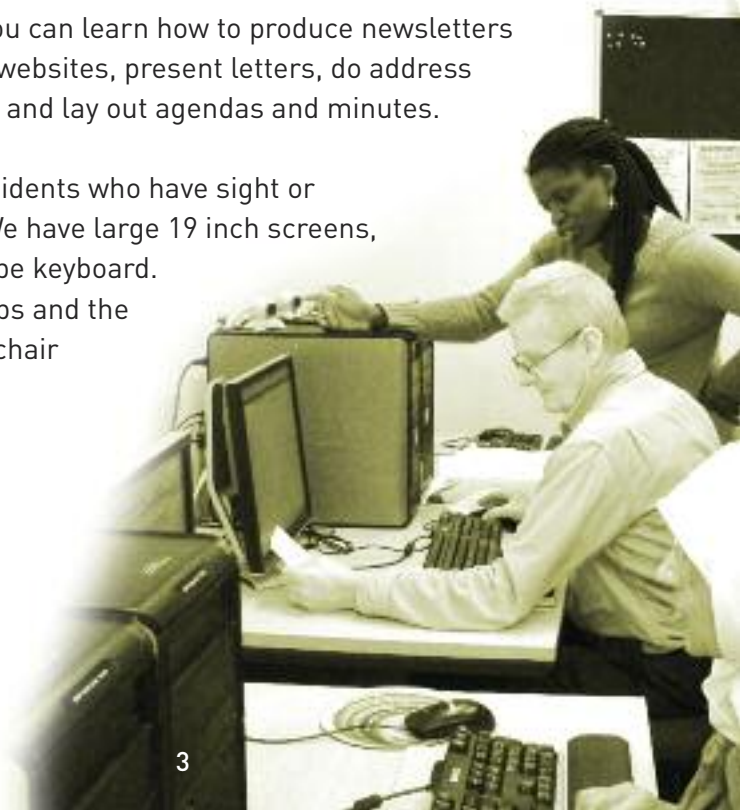
If you have any specific training needs or have an idea for a training session please get in touch.

Computer Training

The centre has an Information Technology suite equipped with the latest software. We can offer you training whether you are a beginner or an experienced computer user. Our dedicated trainer will bring you up to speed on current Microsoft Office applications. These include how to access the internet and email, word processing, spreadsheet and database packages. We have presentation and design packages. We also train residents to use the Tower Hamlets Homes website to access housing services from home.

The skills you gain at the centre can be used to improve the effectiveness of your Tenant and Resident Association or community group. You can learn how to produce newsletters and posters, design websites, present letters, do address labels, mail merges, and lay out agendas and minutes.

We can also help residents who have sight or hearing problems. We have large 19 inch screens, large font, a large type keyboard. We have hearing loops and the centre is fully wheelchair accessible.



Resource Library

Whether you want to catch up on the latest developments in housing or dip into the history of social housing, we can help. We have a library where we keep current copies of housing information, legislation and journals; including Inside Housing, Roof and Regeneration & Renewal.

We also have computers with internet access which you are welcome to come and use for the business of your resident group – type your agendas and minutes, design your newsletter, or do your online networking and research.

Please remember to call us first to book a session in the resource library.

Photocopying and printing facilities

We can help with free copying and printing needs for your tenant and resident association, panel or group.

Please remember to get in touch first if you want to use this service so we can make sure someone's there to help.



Getting in touch

Opening Times

The centre is open 10.00am to 3.30pm Monday to Thursday.

Staff are available to help with any queries, finding material in the library or photocopying. They can also give you advice on how to get involved and have your say.

📞 **by calling us on our Freephone: 0800 783 6845**

✉️ **or by email: residentengagement@towerhamletshomes.org.uk**

in person Wyn Garrett Residents Resource Centre
Raynham House, Massingham Street
London E1 4EB



Frequently Asked Questions

Who can use the centre?

All tenants and homeowners of properties managed by Tower Hamlets Homes who are aged 16 and over.

I'm in a wheelchair. Will I be able to use the centre?

Yes, the centre is fully accessible to wheelchair users.

Can I get help to pay my travel expenses to attend training?

On production of a valid receipt, yes. We'll reimburse your travel costs, on public transport, between your home and the Centre, and back again.

What have residents said about training at the centre?

"This course was brilliant!"

"The course covered all (and more!!) of what I wanted to know. Very good."

"Relaxed, friendly and helpful atmosphere"

"Well structured and presented – excellent"

"Informative, interesting and creative information"

"It doesn't matter how quickly or slowly people pick things up, the trainer responds to your own pace"

"Yes – I've found it enjoyable. I learnt a lot and was quite relaxed in the lessons and have already put my learning to good use."

For up-to-date details of our training programme visit our getting involved pages on our web site www.towerhamletshomes.org.uk or call the resident engagement team on our Freephone number:

☎ 0800 783 6845.

Who was Wyn Garrett?

Wyn Garrett was a local resident who worked tirelessly to improve housing services for her fellow residents. She was the chair of the Longnor, Norfolk and Osier estate Tenant and Resident Association for many years. Wyn also chaired her Estate Based Committee to secure improvements to the estate. Among many other things Wyn helped raise funds for humanitarian relief and devoted a lot of her time to visiting and offering support to local victims of racial harassment. Sadly, she passed away in 1993 and the centre was named in her honour as a tribute to her many contributions to our community.



Your communication needs

This leaflet explains the services available at the tenant resource centre. (English)

توضح هذه النشرة الخدمات المتاحة في مركز موارد المستأجر (Arabic)

এই লিফলেটে টেন্যান্ট রিসোর্স সেন্টারে যেসব সেবা পাওয়া যায় সেগুলি ব্যাখ্যা করা হয়েছে। (Bengali)

這本小冊子是有關租戶資源中心提供的服務。 (Cantonese)

Buug-yarahn wuxuu sharaxayaa addeegyada laga helo xarunta akhbaarta ijaar-guri bixiyeyaasha. (Somali)

Tờ rơi này giải thích những dịch vụ có sẵn tại trung tâm tài nguyên của người thuê nhà. (Vietnamese)

If you need this translated or in an another format, circle the format you want, fill in your contact details and send this page to the address below:

Large print Braille Talking CD Talking tape

ضع علامة دائرة على الصيغة المترجمة التي ترغب بالحصول على محتويات هذه المعلومات بها. ثم اكتب عنوانك بالتفصيل. وارسل هذه الصفحة إلى العنوان المدون أدناه:

ترجمة حروف كبيرة طريقة برايل للعميان التحدث من خلال سي دي التحدث من خلال شريط

আপনি যদি এর অনুবাদ বা অন্য কোন ফরম্যাটে (রূপান্তর) চান তাহলে যে ফরম্যাটে এটি চান তার চারপাশে গোলা দাগ দিন, আপনার ঠিকানা ও ফোন নাম্বার লিখুন এবং পৃষ্ঠাটি নিচের ঠিকানায় পাঠিয়ে দিন:

অনুবাদ বড় অক্ষর ব্রেইল কথা বলে এমন সিডি কথা বলে এমন টেপ

假如你需要索取其他格式版本，在需要的格式上畫圈，並填好個人聯絡辦法，將該頁寄到以下地址：

中文版 大字體 盲文版 CD 錄音磁帶

Haddaad warqaddan u baahan tahay in lagu turjumo ama lagu qoraal kale, calaamadee sida aad dooneyso, ku buuxi faahfaahinta laguula soo xiriiri karo kuna soo dir beejkan cinwaanka ku qoran meesha u dambaysa:

Turjumid Qoraal Waawayn Qoraal Indhoole CD hadal ah Cajal Maqal

Nếu quý vị muốn dịch sang Việt ngữ hoặc chuyển ngữ sang một dạng thức khác, hãy khoanh tròn dạng thức quý vị muốn, điền chi tiết liên lạc và gửi mẫu này đến địa chỉ dưới đây:

Dịch Chữ in to Ký hiệu Braille dành cho người mù Thu âm trên đĩa CD Thu âm trên băng nhựa

Return to: Name _____

Resident Engagement Team Address _____

Jack Dash House _____

2 Lawn House Close _____

Marsh Wall _____

London Telephone _____

E14 9YQ Email _____

