

**Tower  
Hamlets  
Homes**

# About 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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## **Tower Hamlets Homes – Who we are**



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**This leaflet tells you about Tower Hamlets Homes – who we are and how we are run, and some of the services we provide.**

Tower Hamlets Homes is an ALMO (Arms Length Management Organisation) – a not-for-profit company whose sole purpose is to deliver high quality housing services for residents living in 22,000 Tower Hamlets Council homes. We aim to make your neighbourhood a pleasant, safe and attractive place to be.

The Council is owner of the homes we manage. Tenants are Council tenants and leaseholders are Council leaseholders. Tower Hamlets Homes manages tenancies and leases on behalf of the Council.

## How we operate


We're run by a board of 15 unpaid members: five residents, five council nominated and five independent members who bring specialist skills and expertise to the board. The Board has six public meetings each year, the agenda and minutes of these are available on our website. In addition, the board has sub-committees focusing on specific issues, such as the organisation's finances and performance. To find out more contact our Governance team.

We also report to the Council, Tenant Services Authority and Audit Commission.

Most importantly, we report to you. We want you to be happy with the services we provide, and we want you to get involved in shaping the services we offer and how we deliver them in your neighbourhoods.

Our Board sets our vision and values, and approves our strategies and how we work. Tower Hamlets Homes' Management Team and staff then deliver these.

### Governance team

 **Phone**  
020 7364 7058

 **Email**  
governance@  
towerhamletshomes.org.uk

Right  
**Chris Creegan**  
Chair of the Board



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## Our Management Team

Tower Hamlets Homes is headed by a Chief Executive, **Gavin Cansfield**. We also have four Directors to head each of our service areas:

**Barbara Brownlee**  
Director of Housing  
and Customer Services

**Sayed Kadir**  
Director of Asset  
Management

**Les Warren**  
Director of Finance  
and Resources

**Jamie Carswell**  
Director of Strategy  
and Performance.

Contact us to get in touch  
with a member of our  
management team.



**Gavin Cansfield**  
Chief Executive



**Barbara Brownlee**  
Director of Housing  
and Customer Services



**Sayeed Kadir**  
Director of Asset  
Management



**Jamie Carswell**  
Director of Strategy  
and Performance



**Les Warren**  
Director of Finance  
and Resources

## E

### What we do

We carry out a range of services for you that aim to make your neighbourhood a pleasant, safe and attractive place to live. Day to day we:

- Keep your block and neighbourhood clean and keep green spaces maintained to a high standard, as well as carrying out inspections with residents.
- Help tackle crime and anti-social behaviour.
- Keep your block and communal areas in good repair, and arrange major construction works to repair and improve your neighbourhoods.
- Provide extra support if you need it to help you live independently or to help you manage your tenancy or lease.
- Improve homes to bring them up to the Government's Decent Homes Standard.
- Involve you in making decisions about what we do and keeping you informed about matters that affect you.
- Work with you to address any problems, including taking action against residents where we cannot agree solutions.
- Collect your rent and service charges and take action if you are in arrears.
- Issue parking permits, and let out storage spaces, such as garages.
- Service and let out empty homes to new residents quickly.
- Provide a home ownership and resale service.

## F

### Our vision and how we achieve it

Our vision is to achieve 3 stars by 2012.

3 stars is an independent assessment by the Audit Commission that we provide excellent services.

To achieve this we have a number of plans in place to ensure we provide efficient and effective services which give the best possible value for money.

Our Service Standards outline the standards to which we aim to provide our services, so you know what to expect from us. You can read all of our Service Standards on our website.

**Getting  
the basics  
right**

**Going the  
extra mile**

**Putting  
residents at  
the heart of  
everything  
we do**

**Our vision  
Achieve 3 stars  
by 2012**

# G

## Accessible, Inclusive and Fair – recognising diversity

As the largest provider of housing services in Tower Hamlets we are committed to putting residents at the heart of everything we do. This means providing services that are accessible, inclusive and fairly delivered – especially for the most vulnerable residents.

Our work to improve what we do and make sure that all residents can access our services starts with gaining a more complete and sophisticated understanding of who our residents are, as well as better information about individuals' needs. This will allow us to personalise what we do so that we can offer better services to our residents. We want to find out who is and is not accessing our services and what we can do to help tackle inequality. It also gives us the evidence to test out how what we do matches the needs of residents, and make changes where we need to.





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## 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. All of our leaflets and publications are also available to read or print, 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 helayso macluumaadka mulkiilaha guryaha ee Tower Hamlets Homes iyo adeegyada aanu fidino qaarkood. 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.