

Getting involved

Tower
Hamlets
Homes

**For Tenants
and Leaseholders**



Phone

020 7364 5015



Email

contactus@
towerhamletshomes.org.uk



Website

www.towerhamletshomes.org.uk



If you need help, here's how to get in touch

Contact us



Website

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

For rents

rents@towerhamletshomes.org.uk

For service charges

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 ০৮০০ ৩৭৬ ১৬৩৮ নম্বরে যা
ল্যান্ডলাইন থেকে ফ্রি বা ০২০ ৭৩৬৪ ৫১৫১
নম্বরে ফোন করুন।



Email

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



Shaping what we do

At Tower Hamlets Homes we want to put residents at the heart of everything we do. This means talking to you before decisions are made that affect you, your home and your neighbourhood. We want to make sure you are able to have a real say in what we do and how we do it. By getting involved, you can influence decisions, so together we can improve where you live and the way we do things for residents.

One of the best ways you can give us your views is by talking to your Neighbourhood Housing Officer and your local team. When you see them out and about stop and have a chat – they're keen to hear what you have to say. You can find photos for your Neighbourhood Team on our website, in your Neighbourhood Newsletter or on your local notice board. To arrange an appointment with your Neighbourhood Housing Officer, get in touch with our Customer Services Team.

If we make a mistake please let us know as soon as possible so that we can put it right – talk to a member of our staff, call us or visit our website. You can also check out our leaflet *Putting things right* for more information about what to do if things go wrong.

This leaflet explains how you can get involved and influence what we do and how we do it. It also tells you about how we keep you informed to help you get the best out of where you live.

How to get involved

You can get involved by joining the Getting Involved Register. The Getting Involved Register allows you to let us know you are interested in getting involved. Putting your name on the register will give you the option to exchange information or ideas with other residents, take part in the occasional survey, or do something on a more regular basis. There are lots of different ways to get involved and these are described in the rest of this leaflet.

When you join we'll call or write to you to let you know when there is an opportunity to take part.

To join the Getting Involved Register contact the Engagement Team.

We are committed to:

- Giving you a choice in how you can get involved.
- Listening to what you tell us so we can improve services.
- Talking to you about issues that affect your home and neighbourhood and coming up with a plan to deal with these issues – the 'Neighbourhood Action Plan'.
- Supporting you to get involved in the way that is best for you.

Although taking part in these activities is voluntary, we may be able to help with travel expenses.

Engagement Team

**Phone**

0800 783 6845
(freephone from a landline telephone)
or 020 7364 0718

**Email**

residentengagement@towerhamletshomes.org.uk

**Want
to get
involved?**

**Join our
Getting
Involved
Register**

Some of the ways you can get involved

Take part in a survey

These are usually quite short [5-10 minutes] and help us test new ideas.

Come to an event or drop-in session

These are informal sessions to answer your questions and get to know your local team.

Come to an inspection

We inspect your area every month to make sure it's up to scratch – and you can come along and tell us what you think. You can find out where and when we meet on your local noticeboard, on our website and in the regular Neighbourhood Newsletters. After the inspection, we publish the results so you and your neighbours can see how we are doing.

Join our Readers' Panel

Help us to make sure what we publish is clear and easy to read – it only takes a couple of hours a month.

Become a Mystery Shopper

Help test our services and make sure that we are providing what you want and need. As a mystery shopper, you'll look at every aspect of what we do and tell us what we are doing well and what we could do better. In return you'll learn some great skills, find out how we work, and help improve our services.

Join your local resident group

(also known as tenant and resident associations – TRAs)
Set up by residents who meet to talk about local issues. Local resident groups are a great way for residents to have a collective voice, arrange social events and build a closer community.

If there are no groups in your neighbourhood we can offer advice, support and training to help you and your neighbours set one up. To find your local resident group or ask about setting one up please contact us.

Engagement Team



Phone

0800 783 6845
(freephone from a landline telephone)
or 020 7364 0718



Email

residentengagement@towerhamletshomes.org.uk

Come to the Leaseholder Focus Group

Our Leaseholder Focus Group meets for a couple of hours every month to talk about issues important to leaseholders. Contact us to find out when and where the next group is being held.

Become one of our everyday experts

If you've got an idea about how we could improve the way we do things or have a particular area of our service you are interested in - our resident working groups and workshops might be for you.

Our resident working groups are:

- **Anti Social Behaviour**
- **Investment**
- **Diversity**
- **Service Improvement**
- **Estate services**

Join our Resident Panel

Our 15-strong Resident Panel meets 6-8 times a year and helps determine what we do and how we do it, making sure that all of our services meet residents' needs.

Join our Youth Forum

Our recently set up Youth Forum are 15 young people aged 15 to 25 years who meet regularly to discuss the needs and issues of young people in our neighbourhoods.

Apply to become a Board member

Our Board has 15 unpaid members: five residents (currently three tenants and two leaseholders), five members nominated by the Council 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 focussing on specific issues such as the organisation's finances and performance. To find out more contact our Governance Team.

Tenant Management Organisations (TMOs)

In some neighbourhoods residents have taken over direct management of some services such as carrying out repairs, collecting rent or estate cleaning. Contact us to find out more.

Governance Team

 **Phone**
020 7364 7058

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



Chris Creegan,
Chair of the Board



Shahanara Begum,
Resident
Board member



Helping you have your say

Engagement Team

Our Engagement Team are part of your Neighbourhood Housing Team and work with you to make sure your voice is heard. They can give you advice about how you can get involved and influence what we do. The team also support resident working groups, panels, forums and local resident groups.

Resident Resource Centre

Based in the heart of Stepney Green, the Wyn Garrett Resident Resource Centre is a place where you can develop your skills and participate in improving our services in a relaxed and informal setting.

Training

We run free courses at the centre - everything from an introduction to computers and browsing the web, to managing your personal finances, as well as specialist training to become a mystery shopper or run an effective resident group. Contact the Engagement Team find out more.

You Make a Difference Today fund

We have set up the You Make a Difference Today Fund to help you improve where you live through social activities or small environmental projects. The grants, ranging from £500 to £5,000, can help fund projects such as day trips for local groups, neighbourhood fun days and community projects. Please contact the Engagement Team or visit our website to find out more.

Wyn Garrett Resident Resource Centre



Visit us

Raynham House
Massingham Street
London E1 4EB

Open

10am – 4pm
Monday to Friday

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Telling you about our performance

We know it's important to let you know how we are doing so we will:

- Tell you about our performance by publishing information about how we are doing online and in our newsletters.
- Let you know the reasons when we get something wrong or don't deliver and how we are going to put it right.

We measure how our services are performing against the standards we have agreed with residents, as well as against other top performing housing organisations.

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Keeping you informed

We will keep you informed about the things you need to know including:

- Board decisions that affect you or your local area.
- Changes to services or who to contact .
- Significant improvements to your neighbourhood or home that may mean disruption.
- Health and safety matters – so that you understand what you need to do to keep safe and what you can expect from us.
- What's going on in your neighbourhood and how you can get involved.
- How we've taken your views into account.

We provide lots of ways to keep you informed and we want the information we give you to be accurate, honest and realistic to help you get the best out of where you live.

Check out the opposite page for a list of the ways we keep you informed.

Information about Tower Hamlets Homes

We will publish information about our organisation.

- We will tell you how we are governed, how we are staffed, and provide useful contact numbers and advice.
- We will publish service standards so you can see what level of service you can expect from us.



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. Also available online are our leaflets and publications 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 how to get involved in what your landlord does and the services we provide to you. It also tells you about how we keep you informed to help you get the best out of where you live. If you need help to understand it or if you have any questions, please contact us by telephone, email 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 ভাড়াটেয়া এবং লিজহোল্ডারদের জন্য এবং আপনার ল্যান্ডলর্ড যা করে আর আপনাকে যে সার্ভিস দিচ্ছে, তাতে আপনি কিভাবে জড়িত হবেন, এটা সে সম্পর্কে আপনাকে জানাচ্ছে।

আপনি যেখানে থাকেন, সেটা থেকে সবচেয়ে ভাল সুবিধা আপনি কিভাবে পেতে পারেন, সে ব্যাপারে সাহায্য করার জন্য আমরা আপনাকে খবরাখবর জানিয়ে রাখি, এই প্রচারপত্র সে সম্পর্কেও আপনাকে বলছে।

আপনার যদি এটা বুঝতে কোন সাহায্য লাগে বা কোন কিছু জানার থাকে, তাহলে দয়া করে আমাদের

সাথে টেলিফোন, ইমেইলে যোগাযোগ করুন অথবা আমাদের কোন একটি অফিসে চলে আসুন। আমরা স্টাফদের সঙ্গে একজন ইন্টারপ্রিটারসহ আপনার দেখা করারও বন্দোবস্ত করতে পারি।

Somali

Warsidahan waxaa loogu talo galay ijaartayaasha iyo leaseholder-ada, waxana aad ka helaysaa sida aad uga qeybqaadan karto hawlaha mulkiilaha guriga iyo adeegyada ay fidiyaan. Waxa kale oo aad ka helaysaa sida aanu idiin soo wargalino

si aad sida uga wacan uga manaafacaadsataan meesha aad ku nooshihiin. 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.