

Putting things right

**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 0800 376 1638 নম্বরে যা
ল্যান্ডলাইন থেকে ফ্রি বা 020 7364 5151
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



B

Giving us your feedback

We always aim to offer great services but like any organisation we can make mistakes. We are always pleased to hear when we do a great job or if we get something wrong. That's why we welcome your feedback so we can learn from our mistakes and improve our services to you.

When we receive your feedback we will acknowledge this within two working days and pass it on to the relevant service manager.

This leaflet is for tenants and leaseholders and explains how to give us feedback – good or bad – and what we will do to put things right.

C

When we go the extra mile

If a member of our staff has offered great customer service, were particularly helpful or supportive, or did something that made things even better, let us know about it. We'll make sure the staff member is recognised.

D

When we get it wrong

Tell us and give us a chance to put it right.

We treat all complaints as an opportunity to improve what we do. If you feel the service you are receiving does not meet the level of service you expect, please tell a member of staff. We will aim to put things right for you and provide a better service next time.

If we get something wrong we will ask you what went wrong and how you would like us to put it right. We will apologise where we are at fault and tell you how we intend to put it right and stop it happening in the future.

If you are still unhappy we will treat this as a complaint and investigate the problem using our complaints procedure (page 4). Any member of staff can tell you about our complaints procedure and what to do next.



If you want to make a complaint

If you make a complaint get in touch with us – we will investigate it thoroughly, quickly and fairly, keeping you informed throughout.

We will acknowledge your complaint within two working days and tell you who will be investigating it.

The person investigating your complaint will give you a response within 10 working days. We aim to resolve all complaints at this stage.

If you are not satisfied with the outcome you can make a formal appeal.

Formal appeal

If you feel our response doesn't address your complaint, a manager will review the original decision and give you a response within 20 working days.

If you are not satisfied with the formal appeal you can make independent appeal.

Independent appeal


If you're still not happy with our response you can ask that your complaint is investigated independently by the Council's Chief Executive. You can request this by phone, email, or in writing. These complaints will be responded to within 20 working days.

If you are still unhappy after going through our complaints system, you can ask the Local Government Ombudsman, an independent watchdog, to investigate your complaint. You can contact the Local Government Ombudsman Advice Team by telephone, email, or in writing.

Feedback and complaints team


 **Phone**
020 7364 3877

 **Email**
complaints@towerhamletshomes.org.uk


 **Website**
www.towerhamletshomes.org.uk

 **Write to us**
Tower Hamlets Homes
PO Box 66355
LONDON E14 1GU

Local Government Ombudsman

 **Phone**
0300 061 0614 or
0845 602 1983

 **Email**
advice@lgo.org.uk

 **Write to us**
Local Government Ombudsman
Advice Team
PO Box 4771
Coventry CV4 0EH

F

Keeping track of your complaint

We keep things simple and try to sort things out on the spot. But in case things take longer we will always keep you informed of progress and any delays.

G

A fair system

We treat all complaints in a fair and equal way. The way we handle your complaint does not affect your legal rights or your right to take things up with our board, your local Councillor or Member of Parliament.

Their names and surgery times are available from your local Idea Store, library or by contacting Tower Hamlets Council.

Tower Hamlets Council Members' Services

 **Phone**
020 7364 3237

 **Website**
www.towerhamlets.gov.uk



Compensation when we get it wrong

You may be entitled to compensation or a refund when some things go wrong.

Heating and hot water

If you pay for your heating and hot water as part of your rent and service charges and they break down for more than three days, we will credit your rent account for the time you were without them.

You don't have to fill in an application form, but we do need a record of any breakdown in your heating and hot water. So, please let us know straight away. If a loss of service affects a whole block we will automatically arrange a refund for you.

Missed repair appointments

Around 95% of our repairs are completed when we say they will be, but delays sometimes happen. If you are a tenant you can claim £10 compensation if we make a repair appointment with you and our contractor doesn't turn up when we say they will. Just let our Repairs Helpline know within two working days. Please contact us for more information.

Home Improvements

If you are a tenant you may be entitled to compensation for carrying out certain types of home improvement when you move out, as long as you got permission first. We can give you a list of what kinds of improvements these are. The amount paid is based on the original cost of the improvement and when you carried it out. Please contact us for more information.

We are happy for you to improve your home but please ask us first before you start any work. We will normally agree, but if we say no, we will give you the reason why in writing. You don't need our permission to decorate.

Repairs Helpline



Phone

020 7364 7070 or
0800 376 1637
(free from landlines)

Bengali/Sylheti

020 7364 5151 or
0800 376 1638
(free from landlines)

Textphone

Call us with the help
of BT Text Relay
18001 020 7364 7070



Email

repairs@
towerhamletshomes.org.uk



Website

www.towerhamletshomes.
org.uk

**If we make
a repairs
appointment
and can't
keep it**

**Claim
£10**



Problems with your service charge – mediation and arbitration

If you are a leaseholder and you are unhappy with the level of service or believe that you are being wrongly charged for a service, please contact the team responsible for delivering that service to give them the opportunity to put things right.

If you are not satisfied with their response or they do not remedy the problem, you can escalate your complaint to our Leaseholder Customer Service Team who will investigate and do their best to put things right.

If you are not happy with our response, you can escalate your complaint to a dispute and be referred for alternative dispute resolution provided by an independent company, either through mediation, adjudication or arbitration.

For more information about disputing your service charge, please contact us.

Leaseholder Customer Service Team



Phone
020 7364 5015

Leasehold Valuation Tribunal



If you are a leaseholder, you can ask the Leasehold Valuation Tribunal to decide disputes about insurance, changing long leases, or how reasonable your service charge is. The Leasehold Valuation Tribunal provides an accessible and informal way to resolve residential leasehold disputes.

The Leasehold Valuation Tribunal can also:

- decide whether or not a service charge is payable – this applies to charges already paid, as well as those proposed
- consider administration charges and decide how reasonable they are and the formula in the lease to arrive at them
- vary leases that don't make adequate provision for service and other charges
- award costs where proceedings have been brought unreasonably.

To find out more contact the Leasehold Valuation Tribunal.

Leasehold Valuation Tribunal



Phone
0845 600 3178



Website
www.rpts.gov.uk

K

Data Protection

The personal information you give us is used in accordance with data protection laws. We collect, process and store your personal information so that we can provide and improve our service to you, to contact you and to investigate housing fraud. We also use your information to ensure that our service is provided fairly to all sections of the community.

Your personal information is stored securely by us, but may be shared where appropriate with our contractors, with Tower Hamlets Council and with other organisations where we provide a service in partnership. Your information will never be sold by us or our partners for marketing purposes. You can ask to see a copy of the information we hold about you and make corrections to it by contacting the Council's Data Protection Team.

L

Freedom of information

We make most types of information publicly available and accessible on our website. You can also ask to see information, with certain exceptions. To make a freedom of information request please call or email using the details on the right.

If you have made a request and do not think you are getting the information you are entitled to, you can make a complaint under our complaints procedure. If you are still not happy after an independent appeal, the Information Commissioner may be able to help.

Data Protection

 **Phone**
020 7364 4354


 **Email**
data.protection@towerhamlets.gov.uk

Freedom of information


 **Phone**
020 7364 4354

 **Email**
foi@towerhamlets.gov.uk

Information Commissioner

 **Phone**
01625 545 700

 **Email**
mail@ico.gsi.gov.uk

 **Write to them**
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF



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 how to give us your feedback, how to make a complaint and what we will do to put things right. 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 আমাদের কিভাবে ফিডব্যাক দিতে হবে, অভিযোগ জানাতে হবে এবং আমরা সেগুলো ঠিক করতে কি করবো সে বিষয়ে জানাচ্ছে। আপনার যদি এটি বুঝতে কোন সাহায্য লাগে বা কোন প্রশ্ন থাকে তবে দয়া করে আমাদের টেলিফোন, ইমেল করণ 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 helaysaa macluumaadka sida loo soo gudbin karo faalo, cabasho iyo waxa aanu qaban doono si aanu u xalino. Hadii aad kaalmo u baahato si aad u fahanto, ama hadii aad hayso wax su'aalo ah, fadlan nagala soo xiriiir 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.