

SUMMER 2017 THH.ORG.UK

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Tower Hamlets Homes

SUMMER 2017

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## Have your story featured in opendoor

If you've got a story you'd like to share – whether it's a personal achievement, a successful event or a fun-filled fundraiser – we'd like to hear from you. We want to see inspiring residents' stories in **opendoor**, so get in touch.

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## Win £50

Kolshuma from Limehouse was our lucky winner last time round.

Answer a few simple questions online about this issue of **opendoor** and you could win a £50 Love2shop voucher.

We've made a few changes to **opendoor** and want to know what you think – simply go to the link below and you could be in the money!

[thh.org.uk/opendoorsurvey](http://thh.org.uk/opendoorsurvey)



# Fabulous Food Gardens

**C**lichy Estate resident Saleha Jafrin and her neighbours worked with our resident engagement team to transform a disused playground into a much loved green space and garden.

Saleha said: "Our food garden was originally a park – we used to play there when we were kids. As we grew up people started to misuse it and so it closed for a long time. We contacted our engagement officer to find out how to make use of the space. Now we have 10 raised beds for people on the estate to be able to grow vegetables and herbs. We've been growing tomatoes, pumpkins and herbs like coriander. We also grow Bangladeshi vegetables."

Besides giving people the chance to learn new skills and make friends, food gardens are a great way to bring unloved spaces to life. Everyone in the community can benefit from having a blooming garden on their estate – as well as having access to organic, home grown food.

Saleha added: "People enjoy watching the plants growing – it's a friendly competition – whose is growing higher. Residents also cook with the food that they grow, using the herbs in curries and things. Everyone loves it – when people pass by, we'll cut them some coriander or something."

Want to set up your own food garden? Email [residentengagement@thh.org.uk](mailto:residentengagement@thh.org.uk)

Try this recipe for a Bombay salad mix (Chana chur) made with easy to grow veg and herbs:

### Ingredients

- 1 or 2 scoops of Bombay Mix (available in any supermarket)
- 1 onion
- Coriander leaves, chopped
- Lemon or lemon juice
- Pinch of salt (optional)
- ¼ celery diced (optional)
- Mustard oil (optional)
- Fresh chilli (optional for extra spice)
- Chilli powder (optional)

### Method

Dice the onion, celery, chilli and coriander leaves together in a bowl.

Add 1-2 tablespoons of lemon juice.

Mix well with a pinch of salt and chilli powder and a little mustard oil (optional).

Add Bombay Mix into the bowl and cover it with a lid or plate and shake the mixture saying "chana chur, chana chur" or simply mix the ingredients together with a spoon.

Serve in small bowls or homemade paper cones.

**“We live in a digital world.  
We want to make sure residents aren’t left behind.”  
– Susmita Sen, THH chief executive**



Left to right: Cllr Sirajul Islam (deputy Mayor and lead member for housing), Ann Lucas (chair of the board, THH), Mayor John Biggs, Susmita Sen (chief executive, THH), Richard Hards (head of leasehold services, THH).

# A new deal for leaseholders

**T**HH is eager to be at the forefront of the digital age – particularly when it comes to helping our residents embrace new technology. The lead councillor for housing matters in Tower Hamlets, Sirajul Islam, tells **opendoor** about Tower Hamlets Homes' exciting new offer for leaseholders.

He said: "These days everyone is online – we expect to be able to order our shopping and manage our bank accounts at the click of a button. Why should housing be any exception? I'm thrilled that THH has introduced a new online service for residents – MyTHH.

"MyTHH will change the way that leaseholders can manage their services – they'll be able to view their service charge accounts online and view communal repairs ordered on the blocks they live in.

"The New Deal is designed to meet increased demand for information as well as give leaseholders the peace of mind that services are transparent. We also want to operate as efficiently as we can and deliver value for money in everything we do. MyTHH will help us achieve that."

Signing up is quick and easy – scan the QR code or visit **my.thh.org.uk**. Sign up before the end of September 2017 and you could win an iPad!\*

\*T&Cs apply – visit the website for more details **thh.org.uk**

## With MyTHH, leaseholders can:

- View service charges and invoices
- View planned major works and improvements up to five years ahead
- View parking bay, garage and shed accounts
- View communal repairs for blocks and estates
- Make service requests
- Update their own account details



Fokrul Hoque, THH engagement manager, joins the group to promote the MyTHH QR code. Scan it from here and get taken to the website.

Left to right: Cllr Sirajul Islam (deputy Mayor and lead member for housing); Ann Lucas (chair of the THH board), Mayor John Biggs, Susmita Sen (THH chief executive), and Richard Hards (THH head of leasehold services).

# Leaseholder Guide to Major Works

## Long-Term Agreements

### How we consult you

1

We write to all leaseholders and explain what the long-term agreement is for and invite you to comment.

**This step is called Notice of Intent.**

2

After we have received prices from contractors, we send a copy of the estimates to all leaseholders and invite you to comment.

**This step is called Notice of Proposal.**

3

In some cases, if we don't choose the lowest price contractor we write to all leaseholders and explain why we have chosen the successful contractor. We also send a summary of the comments we received at steps 1 and 2.

**This step is called Award of Contract Notice.**

## Standard Contracts

### How we consult you

1

We write to leaseholders affected by the work and explain what the standard contract is for and invite you to comment.

**This step is called the Notice of Intent.**

2

After we have received prices from contractors, we send a copy of the estimates to the leaseholders affected. We explain how much you'll have to pay and invite you to comment.

**This step is called the Notice of Estimates.**

3

If we don't choose the lowest price contractor, we write to leaseholders affected by work and explain why. We also send a summary of the comments we received at steps 1 and 2.

**This step is called Award of Contract Notice.**

We consult leaseholders before we do any works, such as repairs, improvements or major works, that will cost you more than £250 or provide services that will cost you more than £100. Here's a simple guide to how the consultation works. For more detailed information, please visit our website [thh.org.uk/publications](http://thh.org.uk/publications) or call us on 020 7364 5015.

We use long-term agreements because they are generally a cheaper way to get work done. Long-term agreements are contracts that last for 12 months or longer – for example external refurbishment work. They give contractors a longer period of work than a standard contract, which helps keep costs down. For long-term agreements, we consult all leaseholders in steps 1, 2 and 3 and we only consult the leaseholders affected in step 4.

## How we bill you

4

We write to leaseholders affected by the work. We explain why the work is needed, the total cost, how much you will have to pay and invite you to comment.

**This step is called Notice of Intent.**

We send an **estimated bill** to leaseholders affected by the work.

We send an **actual bill** to leaseholders affected by the work.

Sometimes we need to carry out work that is not included in any long-term agreement. We do this using a standard contract. Standard contracts are contracts that last less than 12 months. With these contracts, we only consult the leaseholders affected.

## How we bill you

We send an **estimated bill** to leaseholders affected by the work.

We send an **actual bill** to leaseholders affected by the work.

### When we have to do something urgently...

Sometimes we can charge you the full amount even though we haven't carried out all the consultations. For example, when we have to do something urgently. This is called a dispensation. Even in these situations, we still have to do all we can to consult or notify you.

## Tower Hamlets had some farms E•I•E•I•O

You don't have to travel outside the borough to get a taste of old MacDonald's farm. There are three excellent city farms right here where you'll be no further than a pig's snout from donkeys, lambs and llamas. And all are free.

### Mudchute Park and Farm

This 32 acre park and farm is a rural paradise in the heart of the Isle of Dogs. Where else could you enjoy sheep grazing against the backdrop of Canary Wharf's urban skyline?

Oink at Vietnamese pigs and sing with the canaries. You can even take riding lessons at the popular equestrian centre.

Pier Street

Isle of Dogs

London E14 3HP

**Mudchute.org.uk**

Tel: 020 7515 5901

Open daily between 9am and 7pm including Bank Holidays.

### Spitalfields City Farm

Spitalfields may be known for its hipsters but we think the farm's hissing geese and friendly ferrets are just as cool.

This is home to many other well-loved animals plus a café specialising in locally, ethically sourced food and produce.

Buxton Street

London E1 5AR

**spitalfieldscityfarm.org**

Tel: 0207 247 8762

Open Tuesday to Sunday 10am to 4pm.

### Stepney City Farm

The farm doesn't just give east enders a taste of the countryside, it also helps locals learn how to grow food and try out arts and crafts. Meet sheep, goats and ferrets and visit the resident potter, blacksmith and woodworkers in their studios. There's a selection of scooters and mini tractors in the farm-yard for kids to play on too.

Stepney Way

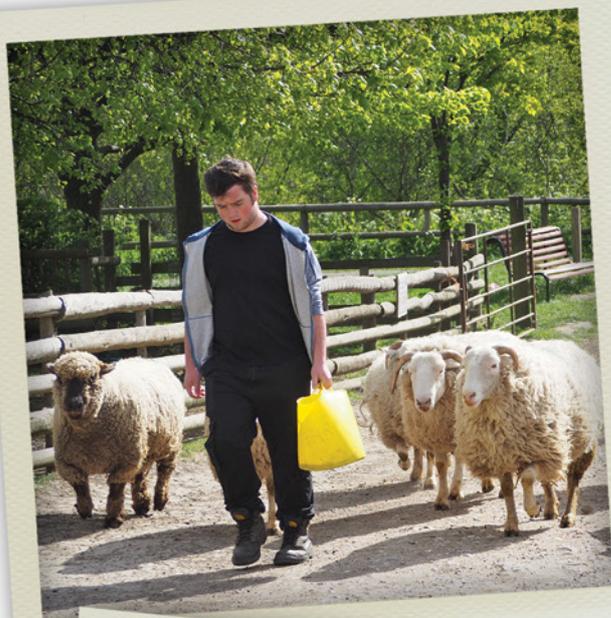
London

E1 3DG

**Stepneycityfarm.org**

Tel: 020 7790 8204

Open Tuesday to Sunday 10am to 4pm.





## Stairway to heaven

Lizzy Mace, resident of the famous Cranbrook Estate in Bethnal Green, posed for this picture for a national photography competition.

'Our House, Our Street: The Place We Call Home' was organised by The National Federation of ALMOS and celebrates the lives of tenants and residents living in social housing. Lizzy, along with our cover star Saleha, was a finalist in the prestigious competition (You can also see Saleha's entry on our website at [thh.org.uk](http://thh.org.uk) in Latest News).

Lizzy said: "Last year I registered us to take part in Open House London and put together a photo exhibition of the estate and gave people guided tours of my flat. The whole of Bethnal Green and Shoreditch was weavers houses –

where the weavers lived – the looms were on the top floor and they lived on the bottom floor.

"I didn't know about the architecture before I moved here; I knew there were Victorian terraces but I didn't know what they were there for or the general history. In the 1940s and 50s, lots of areas became factories and there were some houses that were in ruins – probably from the bombing in the war.

"I only had a vague idea about its history before and it's nice to understand the history of where I am. I'm a fan of the style – I love the 'Modernist' stuff – just simple and not trying to be anything it's not – just functional.

"I love living on this estate, I've found it really easy to meet people and get involved with the community."

If you've got a great story or picture, drop us a line at [communications@thh.org.uk](mailto:communications@thh.org.uk)



**J**anet Burns is the proud winner of a Resident of the Year award from tenant participation organisation TPAS. She has been a resident of the Cranbrook Estate for eight years, and devotes her time to running the community centre and food garden.

"I came to live on the estate in 2009 and they wanted someone to run the centre. I didn't want to see it sitting empty, so I took it over.

"Lots of groups use the space. I do it because I don't want to see the building go to waste; I want to see people getting something out of it. Everyone says hello to me. A lot of people have said: 'I've never seen the community centre so busy – you've done a good job.' It's nice to hear that."



**M**argaret Wilson has lived on the Avebury Estate for 17 years and is currently chair of the committee for the community food garden. Her work was recognised with a Stars in the Community award.

"We have 40 beds for people to grow in, but we also have people who mow the grass and help to build the beds – we couldn't do it without the help of other volunteers. Across the road is a dementia centre and last year they came to use the garden but struggled because the beds are low. That spurred us on to apply for a lottery grant – which we won – to help us build the beds higher.

"One neighbour said: 'I'd lived here for 14 years before I joined this garden and I only ever knew my next door neighbour – now I know everyone.'

"I love this garden with all my heart – not just for the growing but for everything that it's done."

# Benefit update

Last year the government reduced the total amount of benefits you can get if you are of working age. Here's a reminder of how it could affect you.

## What's the deduction?

Claimant type	Previous benefit cap	New benefit cap
Single person in London	£18,200 a year or £350 a week	£15,410 a year or £296 a week
Couples, families and single parents in London	£26,000 a year or £500 a week	£23,000 a year or £442 a week

## Which benefits are included?

If you are of working age, all your benefits are added together including:

- Housing Benefit
- Jobseekers Allowance
- Employment Support Allowance
- Child Benefit
- Child Tax Credits

If the total comes to more than the maximum amount allowed, your Housing Benefit will be reduced.

## Those excluded from benefit cap

This doesn't apply to you if:

- You get Pension Credit, Working Tax Credit, Guardian's Allowance, Carer's Allowance and Universal Credit claimants who receive payment towards carer's cost
- A member of your household is claiming Disability Living Allowance, Attendance Allowance or the support element of Employment Support Allowance
- You or someone in your household works at least 18 hours per week.

## Are you in financial difficulty?

If you're having problems paying your rent or other bills, you can contact our dedicated welfare reform advisers for help.

Email: [Welfare.reform@thh.org.uk](mailto:Welfare.reform@thh.org.uk) or phone 020 7364 5015 (option 3, option 3).



# What kind of saver are you?

## When I was a child, I...

- A. Saved every penny in my piggy bank – and refused to spend any of it ever
- B. Saved up for the things I really wanted
- C. Tried to save – but always ended up spending the lot
- D. Bought sweets or toys I didn't need whenever I ever had any cash

## It's my best friend's birthday, I...

- A. Always say 'happy birthday' – that costs nothing
- B. Buy a little present I can easily afford, it's the thought that counts
- C. Mean to buy something little, but always go over my budget
- D. Use it as an excuse for a huge night out, and put it on the credit card

## My wardrobe is full of...

- A. It's not full. I only buy the clothes I definitely need, in the sales
- B. Clothes I've saved for and like wearing – I never buy on impulse
- C. Too many things that clash or don't quite fit me. I need to get organised
- D. Clothes that cost me too much but I really, really wanted at the time



### When it comes to summer holidays, I...

- A. Never go away in the summer, there are no good deals then
- B. Work out the year before where I'll go and what it'll cost, then start saving
- C. Try to find cheaper hotels, but know I'll end up blowing the budget
- D. Go where I fancy and spend wildly when I'm there – you only live once

### Haggling is...

- A. The only way to buy anything, it's amazing what you can save
- B. A bit embarrassing, I'd rather buy what I can afford
- C. Tricky. I try to get bargains but can never hide how much I want something
- D. Only for other people. I wouldn't know where to start

### On Pay Day, I...

- A. Make sure I tuck my regular amount away in an ISA
- B. Check my bills, pay them all off, then work out what to do with the rest
- C. Feel happier about my bank balance, and wonder where it's all gone two weeks later
- D. Celebrate, go out and party, then worry about the cost after

### My credit card bill is...

- A. Non-existent – I don't have a credit card
- B. Under very tight control
- C. Variable. I use it occasionally when I can't resist spending
- D. Fairly scary sometimes, I know it's running too high

## How Did You Score?

### Mostly As: Too Mean Miser!

You have a tight grip on your finances – even down to the last penny. But while it's great to be strict over money matters, you might also want to consider treating yourself and others and splash the cash once in a while. Sometimes, spending a little money can be a wise move in the longer run, for example small problems around the house could turn into bigger, expensive ones if they aren't fixed early on.

### Mostly Bs: Sensible Saver

You have a sensible attitude towards money and stick within the limits of what you can and can't afford. You're also managing to build up a nice savings pot. But could the money you're putting away be working harder for you? The seven-day current account switch service has made it easier to move to a bank or building society that may better suit your needs. Info about it is available here: [currentaccountswitch.co.uk](http://currentaccountswitch.co.uk)

### Mostly Cs: Wannabe Saver

When you spot something you want to buy, you just can't resist – whether you can afford it or not. This means that despite the best of intentions, you often end up blowing the budget. But could you afford an unexpected expense if something went wrong? Building up a rainy day savings buffer is a great way to protect against this. Set aside a little money on a regular basis – it will soon add up.

### Mostly Ds: Overspender

It's time to take control of your finances. Go back to basics and make a budget, writing down everything you've got coming in and going out. Look at areas where you're spending more than you want to and think about how you can cut back. If you've got debts, prioritise which need to be paid off first and consider getting free help.

**Money worries? Tower Hamlets Homes provides FREE, confidential help and advice with your rent or service charges, welfare benefits, debt advice or budgeting – get in touch for an informal chat. Phone 020 7364 5015 Email [Welfare.Reform@thh.org.uk](mailto:Welfare.Reform@thh.org.uk)**

## opendoor speaks to Tower Hamlets board member and councillor for Weavers ward John Pierce about our homes and communities.

**J**ohn Pierce is a man with a deadline: in just two years' time he wants to see that Tower Hamlets Homes (THH) reflects the community's priorities and gives first-class customer service. Opendoor met the THH board member to find out exactly how he plans to do it.

"We all want to make Tower Hamlets Homes an excellent organisation," says Pierce. "And that means the best possible customer satisfaction, concentrating on areas that matter to residents and having the best staff."

Pierce and the board have wasted no time in starting to deliver, and as a result satisfaction levels are improving.

"One of the key issues for me was that when something went wrong we weren't sorting it out. Complaints were taking weeks to answer and things were not resolved. Commitments were made but then not delivered. We weren't learning from complaints and we weren't keeping our promises.

"That's why we set up a task force to look at the time it takes for complaints and why the system wasn't working."

The board-level review, driven by "high expectations", has seen complaints fall and satisfaction rise.

Involving residents in reaching his goals is critical says Pierce. Residents are now helping plan and refine services all the way up to board level.

He says: "It was clear that leaseholders were very concerned about issues with major works, things like the amount of time that scaffolding was left up. Tenants were dissatisfied, problems with Decent Homes work were taking months and endless rounds of meetings to get things done.

"We're working on the relationship we have with residents' groups – we want tenants and leaseholders to commit to the major works process. At the same time we want contractors who understand the needs of the local community, work together with residents and do a good job.

"There's no quick fix, but what residents and leaseholders will see is a much better understanding of what we do and how we are working with them to improve their communities.

There'll be clarity and a programme of improvements to benefit local people with far less frustration about how we do things."

### THH Performance

Tenant satisfaction  
**88%**

THH does what it says  
**78%**

Satisfaction with repairs  
**91%**

Repairs right first time  
**91%**

Complaints gone down  
**-30%**

Performance data is gathered independently by Kwest Research Ltd.

**Cllr.john.pierce@towerhamlets.gov.uk**

**Mobile:** 07772 710 080

**Facebook:** facebook.com/cllrjohnpierce

**Blog:** cllrjohnpierce.wordpress.com



**“We’re working  
on the  
relationship  
we have with  
residents’  
groups.”**

**Being out of work and education is a problem for a lot of young people and without intervention their lives risk being blighted by unemployment, crime and antisocial behaviour (ASB).**

**t**hat's why THH have asked youth charity Streets of Growth to head a pilot programme on Sidney, Chicksand and Shadwell estates working with 17-24 year olds. The aim is to divert main offenders away from ASB through education, training and employment, and access opportunities created by regeneration in the borough. The organisation has over 16 years experience working with young people in Tower Hamlets.

### **Relentless contact**

Chief executive Diane Peters says their work is part of a bigger picture that involves partnership with other agencies such as the police, council and other local agencies. In her experience there's no magic bullet to solve problems but building up a relationship with young people is key.

"In groups of young people there will always be those who are in deep and those who are on the periphery. Those on the edge are torn;



**ASB  
street.  
talking**

they want to make changes but feel safe being with their peers. They're more open to listening when they're not with their friends. We have to build up trust. For us to succeed in changing their lives, it's relentless contact."

## Making changes

Finding out an individual's strengths and interests and what's going on at home helps the team guide young people into suitable education, training or work. THH will also open up work placements and apprenticeships for those who are ready for it.

**Sometimes though simple changes are just as positive. Staying out less, spending more time at home, and avoiding negative situations like drug-taking with friends.**

Diane appreciates that residents living with ASB may be unhappy with the idea of helping those who are causing trouble, but a successful outcome can make a difference to their lives too.

"Part of our work is getting individuals to think about the impact of their behaviour on the community and their families. Eventually we start to tap into their own morals and values."

## Case study:

■ Mina spent time in care, was excluded from school and left with low qualifications. She got caught up with a gang, who exploited her, and tried to involve her in serious criminal activity, such as holding drugs for them.

■ A Streets of Growth youth coach has supported Mina over many months but also challenged her when her behaviours have been harmful to her and other people. She has made difficult changes like not being involved with certain peers and changing patterns in terms of going out. She's taken part in employment workshops, got her first job and finished a college course. Although it's possible Mina could relapse into old patterns there is a positive future ahead.



**12** residents attended our paediatric (children's) first aid course – one of dozens on offer through our free residents training programme. One of the participants, Shazna, told us: "I'm going to be a teacher and we need to be first aid qualified. I've loved the course – and the trainer. I'd definitely recommend it."

The course was led by Najma, a local first aid trainer, who added: "First aid can save lives. Instead of panicking you can do something to help."

Remember the five key points:

- D** = Check for Danger
- R** = Check for Response
- A** = Check if the Airway is open
- B** = Check if the Casualty is breathing
- C** = Check for Circulation

You can find courses through the Idea Stores or through Tower Hamlets Homes' residents' training programme. You can also get first aid tips and watch videos by visiting the NHS website at [nhs.uk](https://www.nhs.uk)



## What you need to do: Recovery position



# Kids First Aid

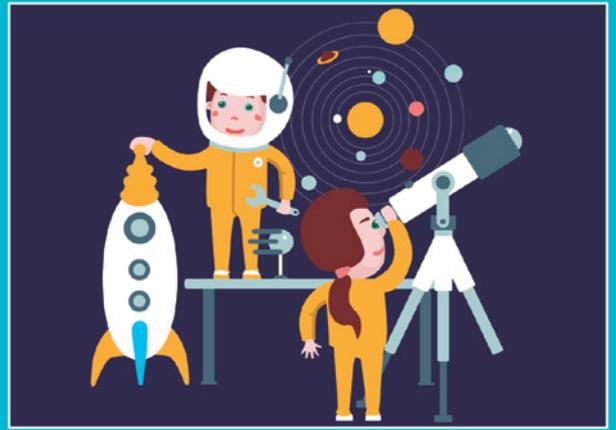
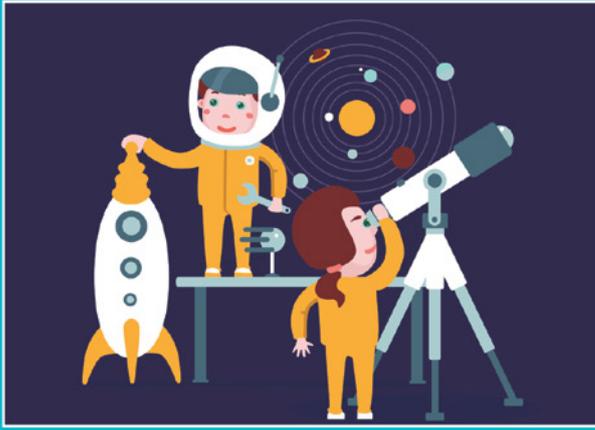
If someone is unconscious but breathing (and they have no other life-threatening conditions), they should be placed in the recovery position; this will keep their airway clear and prevent them from choking.

- With the person lying on their back, kneel on the floor at their side.
- Place the arm nearest you at a right angle to their body with their hand upwards, towards the head.
- Tuck their other hand under the side of their head, so that the back of their hand is touching their cheek.
- Bend the knee farthest from you to a right angle.
- Carefully roll the person onto their side by pulling on the bent knee.
- The top arm should be supporting the head and the bottom arm will stop you rolling them too far.
- Open their airway by gently tilting their head back and lifting their chin, and check that nothing is blocking their airway.
- Stay with the person and monitor their condition until help arrives.
- Make sure their airway is open by tilting their head back with their chin forward. Call 999.

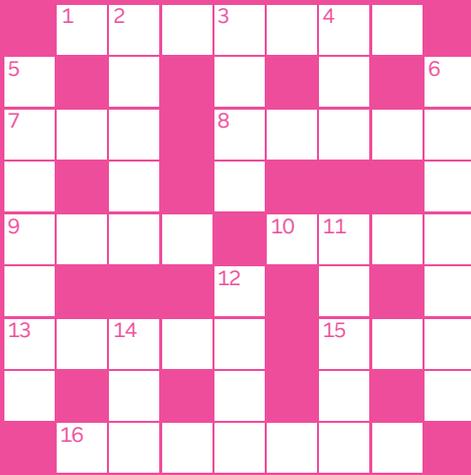


# Spot the difference

There are 6 differences between these two pictures – can you spot them?



## Crossword



- Across**
- 1 Spain, for example (7)
  - 7 Aged (3)
  - 8 She may ride on a broomstick (5)
  - 9 Ripped (4)
  - 10 Piece of leather worn round waist (4)
  - 13 Midday meal (5)
  - 15 Chopping tool (3)
  - 16 What surgeons do (7)

- Down**
- 2 Command (5)
  - 3 It's in the papers (4)
  - 4 Decay (3)
  - 5 Aggressive (7)
  - 6 Break into pieces (7)
  - 11 Precise (5)
  - 12 Blacken with fire (4)
  - 14 Short sleep (3)

## True or false?

- 1 Peanuts grow underground
- 2 Tomatoes are 75% water
- 3 Falling coconuts kill more people each year than sharks



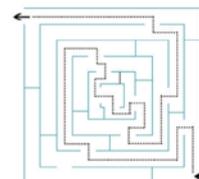
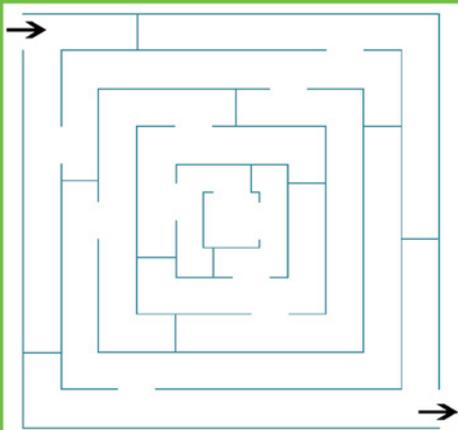
## Wordsearch

Hidden in the grid are twelve forms of transport. Can you find them all?

- BARGE
- CAR
- FERRY
- HELICOPTER
- HOVERCRAFT
- LORRY
- MOTORBIKE
- PLANE
- ROCKET
- TRACTOR
- TRAIN
- VAN



Mo and Maya are going to buy an ice cream, can you help them find their way through the park?



**TRUE OR FALSE**  
1 True; 2 False, a tomato is 95% water; 3 True.

**CROSSWORD**  
Across: 1 Country; 7 Old; 8 Witch; 9 Torn; 10 Belt; 13 Lunch; 15 Axe; 16 Operate.  
Down: 2 Order; 3 News; 4 Rot; 5 Hostile; 6 Shatter; 11 Exact; 12 Char; 14 Nap.



## Solutions



## Bethnal Green drug den **closed**

**T**enants living in a drug den in Bethnal Green were given their marching orders after legal action was taken against them by Tower Hamlets Homes (THH). The property was shut down after a closure order was granted.

Neighbours on the Avebury estate were terrorised for months by anti-social behaviour, including the consumption of Class A drugs in broad daylight.

By working in partnership with the police, Tower Hamlets Council and affected residents, THH was able to compile enough evidence to get the drug den closed. The help of local residents and their first-hand accounts of drug related ASB, noise and volatile behaviour was crucial in THH being able to take further action.

One tenant said: "We felt unsafe in our own home and intimidated by the stream of drug addicts coming and going from the flat – we ended up reaching a point of desperation with noise at all hours and people openly taking drugs and using the stairwell as a toilet. We got to the point where we'd just had enough."

**T**HH chief executive Susmita Sen commented: "Our residents told us that their lives were being made a misery. This behaviour poisons communities, and we will work with partners to ensure that we do everything in our power to take action against people who commit such appalling anti-social behaviour. With 20,000 households on the waiting list, THH will seek to have this property re-possessed, so that a family in genuine need can benefit."

Tower Hamlets Council's deputy Mayor and lead member for housing, Councillor Sirajul Islam, deputy Mayor and lead member for housing, added: "This is a great example of the results we can achieve through partnership working. We're committed to making the borough a safer place and we'll continue to bring similar enforcement action with the help of our partners, the police and local residents. This case shows we will be tough when taking action and sends a clear message to perpetrators that we will not tolerate anti-social behaviour."

**T**HH is committed to tackling ASB. Our residents can report anti-social behaviour, in confidence, by phoning 020 7364 5015.



**Are your walls looking a bit tired in the spring sunshine? You can cheer up a dreary room with a new lick of paint – but don't dodge on the preparation. Ryan Whittington, our DIY expert, tells us how to do it.**

**Size it up.** For an average size room allow two hours for preparation and the same time for painting. Add extra time to let any filler dry out, and for the first coat of paint to dry before applying a second.

**How much?** A litre of paint should cover 10 square metres and most walls need two coats. There are websites that will calculate how much you need for your job – search the internet for 'wall painting calculator'.

**Testers.** Tester pots are a good way to check if the colours you like will suit the room. Paint blocks of colour on non-absorbent paper and stick them to the wall. That way you can test the effect in different lights.

**Cleaning is a must.** You only need a small amount of detergent in a bucket of water to clean your paintwork. Rinse with plain water and leave to dry.

**Black spots.** Remove mould with a bleach solution. Wear gloves and apply with a sponge. Leave for 15 minutes, rinse and leave to dry. Think about repainting with a mould resistant paint.

**Gently sand.** Gently sand any peeling paint and fill holes with pre-mixed filler.

**Masking borders.** You need a steady hand painting areas like skirting boards and window frames. Use masking tape on edges to stop paint going where it shouldn't.

Now you're ready to go!



## Make life easier with MyTHH

MyTHH is a new system giving you control of your housing services. You can now manage many transactions online whether you're a tenant or a leaseholder. MyTHH gives you a live view of rent, service charge accounts and repairs on your property or estate. Some of the things you can do:

- View your rent statements and balance
- View your leasehold account and invoices
- Log requests directly into THH's customer contact management system
- View current and previous repairs on your property and communal areas of your block and estate
- Take part in THH surveys on a range of subjects to help improve our services and where you live

All you have to do is register at [my.thh.org.uk](https://my.thh.org.uk) Once your details are validated you'll be automatically given a username and password. Then the rest is up to you. Sign up and make life easier with MyTHH.

**Tower  
Hamlets  
Homes**

**MyTHH**

**Manage your services online** **24/7**

**MyTHH gives secure 24/7 access to your housing account. It's quick and easy to sign up.**

### **For tenants**

You can view your rent account, make payments, report repairs and message us.

### **For leaseholders**

You can view your account and invoices, make payments, log communal repairs and message us.



**WIN AN  
iPad**

Sign up for an account and automatically be entered in to our prize draw.\*

\*T&Cs apply.  
Visit [thh.org.uk](http://thh.org.uk) for more details.



Visit **[my.thh.org.uk](http://my.thh.org.uk)**  
or scan the QR code



# Looking for work?

Are you a Tower Hamlets Homes resident?  
Need some advice, help and support?

We have teamed up with Go Train to help you move into work through training, personal guidance and supported job search. We can offer:

Free training

Careers advice

Work experience

Job search advice

Mentoring and coaching

Personalised 1-2-1 support

CV and interview workshops

Support to find and keep a job

Welfare, money and debt advice



## Drop in sessions:

Every Monday, Wednesday & Friday, 10am - 12noon

## Tower Hamlets Homes

Wyn Garrett Residents' Resource Centre  
Raynam House, Massingham Street, London E1 4EB

## Contact: Deborah Kiely

☎ 020 8854 1935 ✉ [deborah.kiely@go-train.co.uk](mailto:deborah.kiely@go-train.co.uk)



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