



WINTER 2018 THH.ORG.UK

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TOWER HAMLETS HOMES
Winter 2018

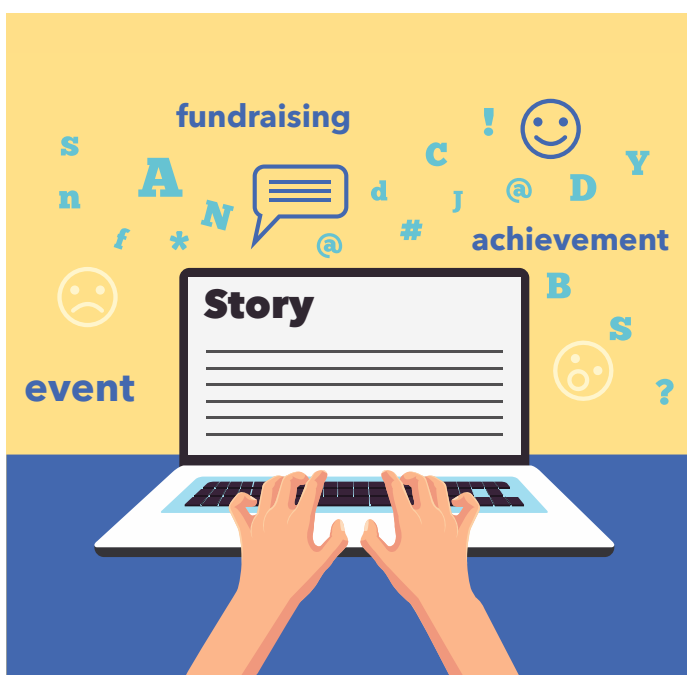
opendoor

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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.

Contact our editors
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THHinking about our customers

At THH, we're continuing to build on foundations for further improvement in our services and working with you, our customers, in designing them. To help this we took part in October's National Customer Service week.



During the week, residents were given a behind-the-scenes look at some of the work we do. They observed the work of staff from our graffiti team, the housing service centre and neighbourhood services.

Other improvements to our services

But great customer service isn't just for one week in October, so what exactly have we been up to in 2018?

- we have introduced new

online ASB reporting and quicker case assessments.

- we have reviewed all our tenancy management procedures and reorganised neighbourhood services
- we have improved our system for making appointments.
- we have streamlined the parking applications process. Applications are now dealt with in an average of four days
- we have introduced extra quality checks and faster communal repairs.

- we have promoted MyTHH. More than 3,000 residents have now registered for an online account. For details go to my.thh.org.uk

We've also been laying the foundations for further improvements and working with involved customers to:

- review services to leaseholders
- provide free digital skills training to residents
- introduce new arrangements for managing subletting of leasehold properties
- improve our digital services, including reviewing our website.

In the words of our customers



"It was really useful in understanding the systems and the relationship between different teams".

Resident who visited our housing service centre.

"Mark was an excellent teacher. He explained things in great detail and was very precise on health and safety. PS – if you need a new team member, I'm the one – loved it!"

Resident who went out with our graffiti team

"I really enjoyed the visit and it's made me want to get more involved".

Resident who shadowed Rugina, neighbourhood housing officer



THH chief executive Susmita Sen said: "I'm still frustrated and angry if I see that we've failed our customers, but I'm encouraged when we get it right, go the extra mile and are recognised by our customers for doing so."

Our Financial Health Centre is open

In October Tower Hamlets Homes opened a new Financial Health Centre to help Tower Hamlets residents get advice on debt management, welfare benefits (including Universal Credit), housing, employment and training.

The centre, based at Massingham St, Bethnal Green, is for all residents and brings together experts from across the borough and a range of services under one roof.

Partners in the centre include:

- The Citizens Advice Bureau
- Somali Integration Team
- GoTrain
- Toynbee Hall, who provide debt advice
- Tower Hamlets Homes financial inclusion service
- The Limehouse Project
- Account3
- Money A&E

- Asian Peoples Disability Alliance (APDA)
- Wise Age UK.

Together, partners give residents support to manage their finances, gain work experience and receive the training they need to build a better future. All the advice given is impartial and confidential.

THH chief executive Susmita Sen said:

“With this centre we want to make it easy for people to access the best money advice available. The centre will be a one stop shop to help people manage their finances or get back into work or training. The services offered are free and impartial from THH – we want our residents to be able to make the most of the opportunities that are available in the borough, which is why we’ve put all the experts together under one roof.”



Mayor of Tower Hamlets John Biggs meets partners at the Financial Health Centre.



Imamul, Ashleigh and Naheed are here to help

Meet the team who help with Universal Credit at our Financial Health Centre

We have a dedicated team of Financial Inclusion Officers who are trained to give confidential, impartial advice for THH residents who need help with any aspect of Universal Credit. Advisors, Imamul, Ashleigh and Naheed, tell us more.

What do you do?

"We support residents who are affected by welfare reform – particularly Universal Credit (UC). We engage with residents who have been affected by the changes and are the first point of call."

What kind of support do you offer?

"We offer support around money management – looking at someone's current financial

situation and seeing if there's a way that we can support them. We look at the best ways to help with things like UC, non-dependant deductions, bedroom tax and downsizing. We can also help tenants to get the housing benefit element of Universal Credit paid directly to THH."

How can I come to see you?

"We hold surgeries for tenants and leaseholders, four days a week at locations across the borough – including at the Financial Health Centre. To make an appointment, contact us for a brief telephone assessment; if we think we can help you, we will arrange a face to face visit at the surgery closest to your home. We can also schedule

appointments for home visits for those residents who might have additional needs."

Opening times and contact details

The Financial Health Centre is open from 9:30am – 4:30pm, Monday to Friday, with drop-in sessions and appointments available. The service is free and you can book an appointment by phone on 0207 364 2200 or by emailing fhc@thh.org.uk. For an up to date timetable of available services visit thh.org.uk/fhc

Financial Health Centre,
Raynham House,
Massingham Street,
E1 4EB

Preventing leaks and floods

Leaks and floods can be a nuisance and can damage your home and that of your neighbours. Did you know that it cost around £476,000 of your rent and service charges to unblock drains last year?



As a tenant or leaseholder there are things you can do to prevent blocked or burst pipes, leaks or overflows:

- don't put fat, oil or coffee grounds down sinks, or nappies, tampons or wet wipes down toilets
- make sure washing machines and dishwashers are plumbed in properly
- make sure your bath doesn't overflow – It's a common cause of flooding
- don't wall-mount shower heads unless your walls are fully tiled
- make sure sealant around your bath and tile grouting is in good condition and not letting water through.

Taking care of your home in cold weather

If you are going away during winter months, avoid burst pipes or water leaks by:

- turning off the main stopcock and immersion heater
- leaving your heating on low for a few hours a day to avoid pipes freezing
- asking a friend or family member to check on your home regularly.

Leaseholders

Constantly running overflows are usually caused by the installation of new boilers, taps, showers or pipework. Done incorrectly, these works can cause the water to flow

the wrong way through the system.

If you or your contractors are doing works - stick to the water regulations and always use a suitably qualified plumber or gas engineer and use high quality materials.

Always install non-return valves so the water cannot flow back up the pipes to the tank and use isolating valves so if you do have a problem, you can turn the water supply off quickly.

For some works, you will need our permission whether you are a leaseholder or tenant and we can provide guidance and advice. We can also carry out a plumbing MOT (free for tenants and at a low cost for leaseholders).

What to do if you do have a leak

If you experience a leak from another property, let us know immediately. If the leak is from a tenant's flat, we will arrange for the repair to be carried out. If the leak is from a leaseholder's flat, we will contact the other leaseholder and ask them to carry out the repairs.

We aim to fix emergency repairs within 24 hours and non-emergency repairs within 20 working days.

Repairs - rights and responsibilities

Carrying out repairs is one of our most important responsibilities as a landlord.

Residents are responsible for some repairs and maintenance so it's worth checking that you're aware of what these are.

Inside your home, the things that you are responsible for include:

- repairs to any damage caused by accident, misuse or neglect
- repairs to any floor coverings, plumbing, electrical or other works not installed by THH
- decorating inside your property
- replacement of bathroom accessories, such as toilet seats and plugs
- replacement of general fixtures, such as cabinets, lightbulbs and keys
- taking action to prevent condensation
- bleeding radiators.

Outside your home, resident responsibilities include:

- repair/ replacement of external door furniture not fitted by THH
- repair/ replacement of garden fixtures, such as paths and sheds
- replacing clothes lines, unless you share these with other people

External repairs

THH will carry out the majority of repairs outside your home, such as drains and external doors. We are also responsible for heating, electrical wiring and



plumbing. You can find more details on our website at thh.org.uk

How to report repairs

Call our contact centre on 020 7364 5015 to report a repair.

Repairs appointments are made during three timeslots:

- 8.00 – 10.30am
- 10.30am – 14.30pm
- 14.30 – 17.00pm

You can also report repairs on **MyTHH**. Signing up is quick and easy at my.thh.org.uk

When you report a repair we will let you know when to expect it to be completed. We will always

try to complete the repair on the first visit. This isn't always possible, in which case we will give clear advice about what will happen if a second visit is needed.

Keeping our appointments

We will do everything we can to keep appointments that we make and keep residents informed during the repairs process. From 2017 to 2018 we kept 93.5% of our appointments.

In the event that we are not able to keep an appointment you may be entitled to compensation of a £10 Love2Shop voucher. If this happens please let us know and we will investigate.



Make sure you know the rules about using your home

More and more people are using short term rental sites like Airbnb and HomeAway, both to take holidays and to offer their homes to visitors in return for payment.

Whilst they can be a great alternative to hotels for travellers, as a resident of Tower Hamlets Homes, the terms and conditions of your lease or tenancy mean that you are not allowed to use your property as a holiday let.

If you do let your property as a holiday let, you will be in breach of your lease or tenancy agreement and subject to legal action; this also applies if your tenants are subletting the property as a holiday let.

If you're a leaseholder and you want to sublet the property via a tenancy agreement you must notify us in writing and also sign a Deed of Covenant. Your tenants also need to sign this Deed. More information is available at [thh.org.uk/leaseholders](https://www.thh.org.uk/leaseholders)

Help us to prevent housing fraud

Tenancy fraud deprives those who are in genuine need of a home. You can help stop it by reporting tenancy fraud in total confidence by emailing socialhousingfraud@towerhamlets.gov.uk or calling 0800 528 0294.

This year we have recovered and prevented the misuse of 28 properties and used them to house families in need from our waiting list.

Data matching

THH is taking part in the government's National Fraud Initiative data matching exercise. We are required to provide information of our residents and staff for it to be compared with information held by the Council, other councils and government to help detect and prevent fraud. For more info visit www.towerhamlets.gov.uk

Protect yourself and your family against flu



Winter is here and Tower Hamlets residents who are most vulnerable are being encouraged to get their free flu jab.

Who is eligible for a free flu jab?

You are eligible if you:

- have a child aged two to three years old, via their GP
- have a child in reception class and school years one to five via their primary school
- are aged 65 and over
- are pregnant
- are aged between 6 months to 64 years and have a long-term health condition
- are a carer
- are a front-line health and social care worker.

Why should I have the jab?

Flu is a highly contagious viral infection that anyone can catch and it can be very serious for some. It is most common over the winter period.

Getting the flu jab or nasal spray is one of the most effective ways to reduce potential harm from the seasonal flu virus. The flu jab or nasal spray has to be given every year due to the changes in the virus.

It is really important that people at higher risk of developing serious complications from flu take up the offer of the free vaccine. People with respiratory diseases such as COPD, emphysema or asthma are seven times more likely to die if they catch flu compared to those that don't, and people with cardiovascular problems such as chronic heart disease or angina, or those who have had a stroke, are 11 times more likely.

Children

Vaccinating children prevents them from getting the virus and spreading it. For healthy children aged between two and nine, the flu vaccine will usually be given in the form of a nasal spray, administered by a health professional.

More information

To get your vaccine or find out if you are eligible, contact your GP or visit your local pharmacist for more information.

For advice on staying well this winter visit [nhs.uk/staywell](https://www.nhs.uk/staywell)



A better parking service

High on the list of concerns from residents is parking. Changes in how parking enforcement powers must be used by Local Authorities have had a detrimental effect on our ability to control unauthorised parking.

In agreement with Tower Hamlets Council we are now proposing changes so that we can improve parking control on our estates.

We are confident that these changes will improve parking on housing land and make the system much fairer for THH residents.

When is this happening?

Most changes will be phased in over the next 2-3 years, depending on wards, and some changes will depend on the results of consultation we will be carrying out with residents.

What are the changes we will be consulting on?

The main changes are:

- the introduction of controlled parking on housing land using

Traffic Management Orders (these are legal documents that allow us to enforce road, traffic or parking schemes).

- moving from individually allocated parking bays to 'courtyard' permits, which would allow permit holders to park in any bay within a courtyard area (except for designated disabled bays). This change is necessary to comply with legal advice.

What else will be different?

Other changes we will be introducing are:

- moving from weekly charges for parking spaces to a 6 or 12 month permit. The overall charge for these permits will be slightly less than the total weekly charges for the 6 or 12 month period

- withdrawing the 'any other vehicle' permit, as these have been open to misuse
- limiting the number of permits to two per household so that more residents can get a parking permit (this will not apply to households who are already renting more than two spaces)
- giving priority to THH residents who have a disability and other THH tenants, leaseholders, freeholders and their family members
- no longer allocating parking permits to people living outside the borough.

We will keep residents informed and there will be more information on our website **thh.org.uk**, social media and in future editions of *opendoor*.



Our Residents' Panel

What is the Residents' Panel?

The panel's role is to ensure that the resident voice is listened to, heard, and acted upon by THH. Members of the panel look at the performance of THH and make recommendations for service improvements and projects.

The panel is made up of 11 local residents who serve a maximum of three years and meet every two months. The panel is usually made up of five tenants, four leaseholders and two private tenants of leaseholders. Details of our current panel members can be found on our website at thh.org.uk/residentspanel

What does the panel do?

The functions of the panel are:

- reviews and monitors customer service performance

- challenges and explores underperformance, and identifies areas for improvement
- commissions in-depth scrutiny of services
- makes recommendations.

Helping us to improve energy efficiency

One of the biggest projects that the panel has undertaken this year is a review of energy efficiency in new properties built by THH. The report is on our website and will influence the way that we communicate with residents about energy efficiency and the steps we take to retrofit homes with energy efficient features.

Residents' Panel member Simon Hart, who chaired the review, stated: "With Tower Hamlets facing

high levels of poverty, including child poverty, it is essential to ensure that all new social homes are built to the highest levels of efficiency to protect the living standards of ordinary families."

The latest work of the Panel

The panel are currently working on a review into improving health and safety during major repair works. The report is due in December and you will be able to read more about the panel's recommendations in the New Year.

Get involved

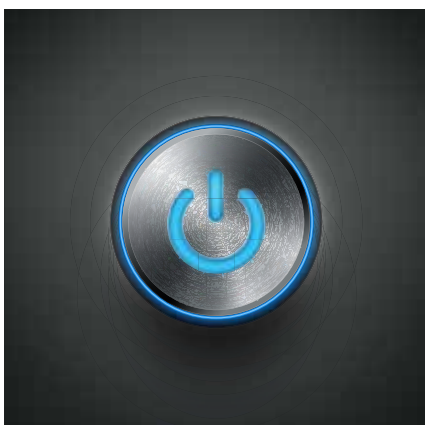
If you'd like to join the panel, you can contact our scrutiny team who will notify you when we have any vacancies. Keep up to date at thh.org.uk/news or contact the team at scrutiny@thh.org.uk

Energy efficiency tips

As winter draws in and the weather gets colder it can be harder and more expensive to heat your home. Follow these top tips to help you stay warm and save money.

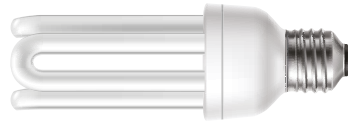
Five ways to keep your house warmer over winter:

- 1** Don't put items such as clothes or sofas in front of the radiator, as they absorb a lot of heat.
- 2** Put foil behind the radiator – it reflects the heat back into the room.
- 3** Close your curtains as soon as it gets dark to keep in the heat.
- 4** Use draught excluders underneath main doors so that cold air isn't let into the room.
- 5** Use a programmer or timer to control the heating rather than keeping your heating on all the time, it uses less energy than turning it on and off all the time.



Appliances on standby

Some appliances still use energy even when they're turned off. By turning appliances off at the plug, you could save up to 10% off your energy bill.



Have a lightbulb moment

Each energy-saving LED lightbulb can save up to £12 a year and last ten times longer than other lightbulbs. We have lots of bulbs in our homes, so this really adds up.



Fridges and freezers

Don't put hot food in your fridge or freezer straight away as it raises the internal temperature, wasting energy. Instead, let your food cool naturally.



Putting the kettle on?

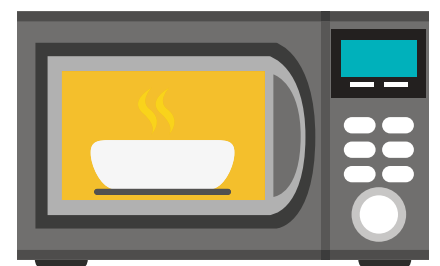
Estimates suggest that we each boil our kettle 1,500 times a year. We use kettles every day for hot drinks and cooking, but they are very energy intensive. Try to only fill your kettle with what you need.



Be greener and cleaner

Most of your washing machine's energy is used on heating water, so turning your washing machine setting down from 40°C to 30°C will save money.

Remember: the higher the power rating (W) of the appliance and the longer you need to use it for, the more expensive it will be to run.



Avoid switching on the oven

Did you know that microwaves are one of the most energy-efficient ways to cook? You can even make cakes in them, try searching the internet for recipes.

Find out more

towerhamlets.gov.uk/energy

Making it easier to pay your bills



Tenants - making it easier to pay your rent by direct debit

If you don't already pay your rent by direct debit why not set one up? THH tenants have always had the option to pay by direct debit but we have now introduced more flexibility. You can choose the day of the month you wish to pay and the frequency, e.g. monthly, weekly, fortnightly or 4 weekly.

Direct debits take away the worry of having to remember to pay your rent on time and can be helpful for budgeting if you're getting Universal Credit rather than housing benefit which was paid directly to THH.

How to set up a direct debit

If you want to set up a direct debit please call 020 7364 5015 and press option 3 and option 3 again.

November rent statements

The rent statement that tenants received in the post in November was the last one that you'll get and we included a leaflet explaining why we're doing this. Paper statements don't have the latest up to date position and are expensive to send out.

MyTHH

The easiest way to check your rent balance is to use MyTHH, and whilst you're logged-in you can access a full range of other services such as ordering repairs.

There are now more than 3000 THH residents (tenants and leaseholders) signed up to MyTHH so if you haven't already joined them why not give it a try now?

How to sign up to MyTHH

You can sign up to MyTHH at my.thh.org.uk where there is help and information on how to register. You can also ring us for help on 020 7364 5015.

Spot the difference

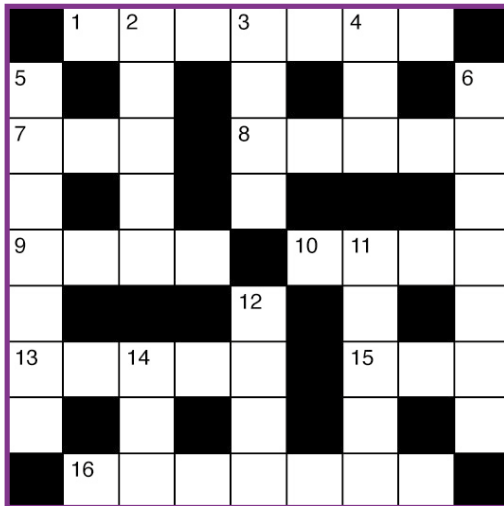
There are 6 differences between these two pictures – can you spot them?



Crossword

ACROSS

1. Gift (7)
7. Climbing plant (3)
8. December for example (5)
9. _ Lang Syne, New Year song (4)
10. Sound made by a cat (4)
13. Large church (5)
15. Round container (3)
16. Shimmer and shine (7)



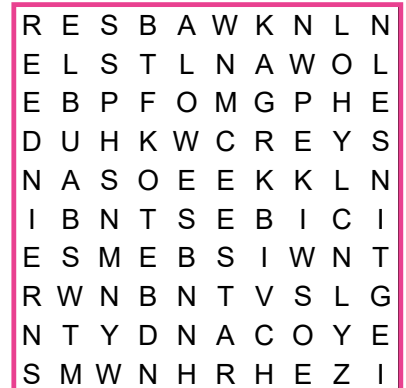
DOWN

- | | |
|-----------------------------|-------------------------------|
| 2. Of a king or queen (5) | 6. Angels (7) |
| 3. Exactly alike (4) | 11. Up to that moment (5) |
| 4. Grandma (3) | 12. Greenish-blue colour (4) |
| 5. Sweet-filled donkeys (7) | 14. Knot tied with ribbon (3) |

Wordsearch

Can you find all the festive words in the grid? One word on the list is missing, can you see what it is?

- ANGEL
- BAUBLE
- CANDY
- HOLLY
- PRESENTS
- REINDEER
- SNOWMAN
- STAR
- STOCKING
- TINSEL



Ho
Ho
Ho!

- 1 Where do snowmen go to dance?
- 2 What hides in the bakery at Christmas?
- 3 How did Santa open the front door?
- 4 Which athlete is warmest in winter?



TRUE OR FALSE

1 A Snow Ball; 2 Mince pies; 3 With a tur-key; 4 A confused snowflake.

CROSSWORD

Across: 1 Present; 7 Ivy; 8 Month; 9 Auld; 10 Purr; 13 Abbey; 15 Tab; 16 Twinkle.

Down: 2 Royal; 3 Same; 4 Nan; 5 Pinatas; 6 Cherubs; 11 Untill; 12 Cyan; 14 Bow.

Solutions

Better neighbourhoods



Major works investment is due to take place to 126 blocks, covering 3717 council homes across the borough, which will be renovated and repaired. The work is thanks to a £28 million funding boost from our better neighbourhoods programme.

What sort of work will be done?

From replacing roofs, doors, windows and boilers, to improving security with controlled entry systems, the funds will be used to help improve living conditions for our residents.

In addition, the works include £6.7million to improve fire safety in blocks.

Improvements will be underway next year following full consultation with tenants and leaseholders, who can find out about planned major works on an interactive map at thh.org.uk.

Leaseholders

We now provide additional information about major works that are being planned for the homes we manage. We promise to notify you in advance about the work that is likely to be needed and you can view an interactive map of the borough (thh.org.uk) that highlights where major works are being planned over the next five years.

We invite residents to a pre 'Notice of Intention' walkabout

where we present the condition survey report and the intended scope of works.

If major works are planned for your block, we appoint a contractor. We will hold a "Meet the Contractor" drop in event so that residents can view the programme and ask questions.

Paying for the work

To make payment easier, we've changed our terms, so that the options are more flexible and you have longer to pay. Options include:

- a 5% early repayment discount now available for all invoices over £1,000
- all leaseholders (resident and non-resident) are automatically entitled to up to two years interest-free repayment period.

Where possible we will send you an estimate for the works on 1 April each year and will advise about payment options and timings.

Since THH was created in 2008, over 9,000 homes have benefited from internal works such as new kitchens, bathrooms, boilers.

In the same period we carried out external major works to 377 blocks, covering 9,432 homes. We have improved resident satisfaction (the proportion of residents who felt the overall experience of the works was excellent, good or fair) with major works from 77% (during the decent homes programme) to 96% (at the end of the 2017/18 financial year). THH has managed and delivered capital investment programmes in excess of £200m.

Inspiring Communities Fund

Our Inspiring Communities Fund has been running for three years and so far we've been able to give cash to around 60 local schemes.

Our residents have delivered everything from healthy eating projects to coding for kids. Our latest round of funding was awarded in October and will help to deliver projects including English for Speakers of Other Languages courses, community festivals and community football.

The latest projects to benefit

This round also sees funding for Bancroft Estate's Elderly Club (Brain games and activities for older people), cash to fund day trips for service users of the Canaan Project, Community led ESOL at Flourishing Futures and funding for events at Teesdale and Hollybush TRA and Sidney TRA.

Find out more

To find out more about the Inspiring Communities Fund visit thh.org.uk/residentengagement or email our community partnership team direct at communitypartnership@thh.org.uk

For further information on kids football and Columbia TRA please visit columbiatra.org.uk

Penny Creed of Columbia Tenants and Residents Association (TRA), footballing project said:

"I'm Vice Chair of Columbia TRA. Our project is to provide football training for 6-13 year olds, who tend to be under-provided for. The cash will enable us to buy the equipment we need and to send our staff on training

courses. It also means that in wet weather we might be able to hire an indoor court and we can buy all the footballs and goalposts we need.

"Where we live, the youth centre is mainly used by teenagers. We also know that there's a big obesity crisis – we want to help tackle that by helping to get kids active. I'm a big football fan myself

and I can see how football is good for community cohesion. Funding like this means that we can make sure we have safeguarding in place and the right kind of equipment. We already had 25 kids turn up at the first weekend and it's not just training for boys – the football is mixed with both boys and girls playing. It's a great project"



Muhammed Suruj Ali and Isabel Young receive their cheques for their community projects.



Xmas and New Year opening arrangements



From **3pm on Monday 24 December (Christmas Eve)** to **8.00am Thursday 27 December** we will provide an emergency only phone service. If you have an emergency during this period please call our repairs helpline 020 7364 5015 or 0800 376 1637. For all other enquiries please contact us

when we re-open on Thursday 27 December.

Over the Christmas and New Year break our Rushmead and Watney Market counters will be open as shown below.

<p>Mon 24 Dec (Christmas Eve) Rushmead: 9am to 4:30pm Watney Market One Stop Shop: 9am to 3:30pm</p>	<p>Tues 25 Dec (Christmas Day) Rushmead: closed Watney Market One Stop Shop: Closed</p>	<p>Wed 26 Dec (Boxing Day) Rushmead: closed Watney Market One Stop Shop: closed</p>	
<p>Thurs 27 Dec Rushmead: 9am to 4:30pm Watney Market One Stop Shop: Closed</p>	<p>Fri 28 Dec Rushmead: 9am to 4:30pm Watney Market One Stop Shop: Closed</p>	<p>Sat 29 Dec Rushmead: Closed Watney Market One Stop Shop: Closed</p>	
<p>Sun 30 Dec Rushmead: Closed Watney Market One Stop Shop: Closed</p>	<p>Mon 31 Dec (New Years Eve) Rushmead: Closed Watney Market One Stop Shop: Closed</p>	<p>Tues 1 Jan (New Years Day) Rushmead: Closed Watney Market One Stop Shop: Closed</p>	<p>Wed 2 Jan Rushmead: 9am to 4:30pm Watney Market One Stop Shop: 9am to 4:30pm</p>



Stay safe in your home this Christmas

Everyone is aware of the importance of fire safety at home. During the excitement of the Christmas period it's worth remembering some top tips that can help you and your family stay safe:

- never leave lit candles unattended. This has caused fires in the past at THH properties
- tinsel may not be as fashionable as it once was but check that all your decorations are flame retardant

- if you're going on holiday make sure you've switched off electrical items
- if your presents include large items such as bicycles don't leave them on balconies or in communal areas where they could cause an obstruction or block fire exits.

For more tips on fire safety in your home visit the London Fire Brigade's website at www.london-fire.gov.uk





In the market for Christmas gifts?

Christmas can be an expensive time and many people are used to comparing online prices with shops. It's worth remembering though that the best bargains can often be found at markets, as traders often have lower overheads which means savings can be passed on to the customer.

Markets are particularly good for fruit and veg; useful all year round as well as for Christmas dinner essentials. Many markets will feature special stalls for Christmas decorations, festive entertaining or offer a glass of mulled wine to warm you up whilst shopping.

In Tower Hamlets we're lucky to have a whopping ten council-run markets in the borough; Bethnal Green, Brick Lane, Chrisp St, Columbia Rd, Petticoat Lane, Roman Rd, Roman Rd Square, Stroudley Walk, Watney Street and Whitechapel.

There are also lots more privately run specialist markets if you're in the mood for vintage fashion for example.

Christmas flower power

Columbia Road Flower Market is one of the most famous markets in the UK, attracting locals and tourists alike on Sundays. Could there be a better place to look for your Christmas tree than amongst plant specialists?

In December the independent shops and traders come together for Christmas shopping evenings every Wednesday from 5pm to 9pm. Carol singers from St Peters in Bethnal Green provide a musical backdrop to your shopping, there's everything from bookshops to boutiques selling perfume and fashion.

Get more information at columbiaroad.info

Roman Road

'The Roman' as it's affectionately known by locals, is situated on the oldest known trade route in Britain and is in the heart of the East End. The market is busy from 8am to 6pm on Tuesdays and Thursdays, but Saturday finds over 200 stalls lining the street. With household items, toys, make-up and jewellery amongst the offering, if you can't find Christmas gifts at Roman Road then you can't be trying hard enough!

Find out more or have a go yourself?

Fancy trying out being a stallholder for yourself? Many markets have vacancies for permanent and temporary traders. Find out more about all the markets in the borough or how to apply for a street trading licence.

towerhamlets.gov.uk/markets or streetmarkets@towerhamlets.gov.uk

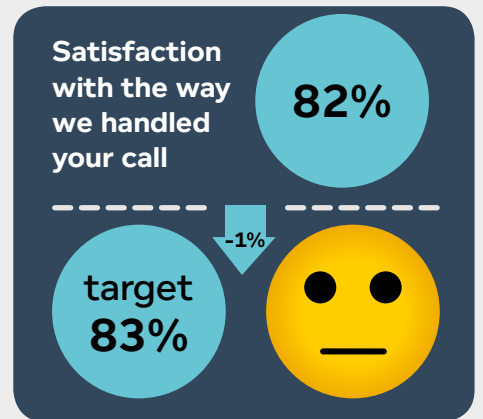
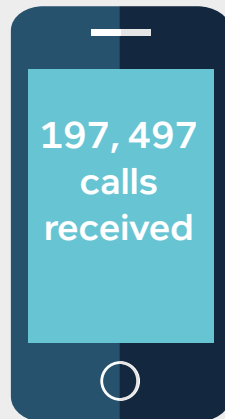
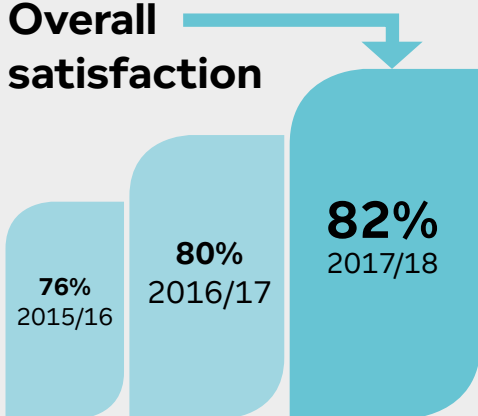
Find out how we did in our last financial year. We set ourselves targets in some areas to make sure we give you the best service possible.

If we have met a target, these symbols show if we have:

😊 met it 😐 almost met it 😞 didn't meet it

Resident involvement

Overall satisfaction



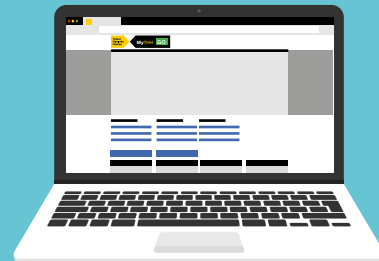
Complaints



Surveys completed: 10,800



Unique website visits: 111,157



Online service requests received 16,010

Money



Money from the Council:
£91.6m

Expenditure:	£91.6m
Major works:	£26.2m
Planned & cyclical maintenance:	£3.3m
Estate services:	£9.4m
Housing management:	£8.8m
Other direct costs:	£11.6m
Leasehold services:	£2.4m
Repairs & maintenance:	£16.7m
Fire safety:	£2m

Repairs



Repairs completed on time:

96.3%

Target: 98.5%



% repairs completed right first time:

86%

Target: 83%



Satisfaction with the way repairs were dealt with:

92%

Target: 93%



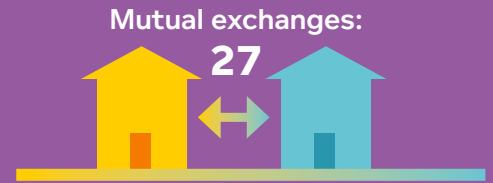
Tenancy



Total number of lettings:
520



Tenancies accepted on first offer:
73%



Successful fraud prevention cases
60



Average number of days to let homes:
23

Target: 24
 

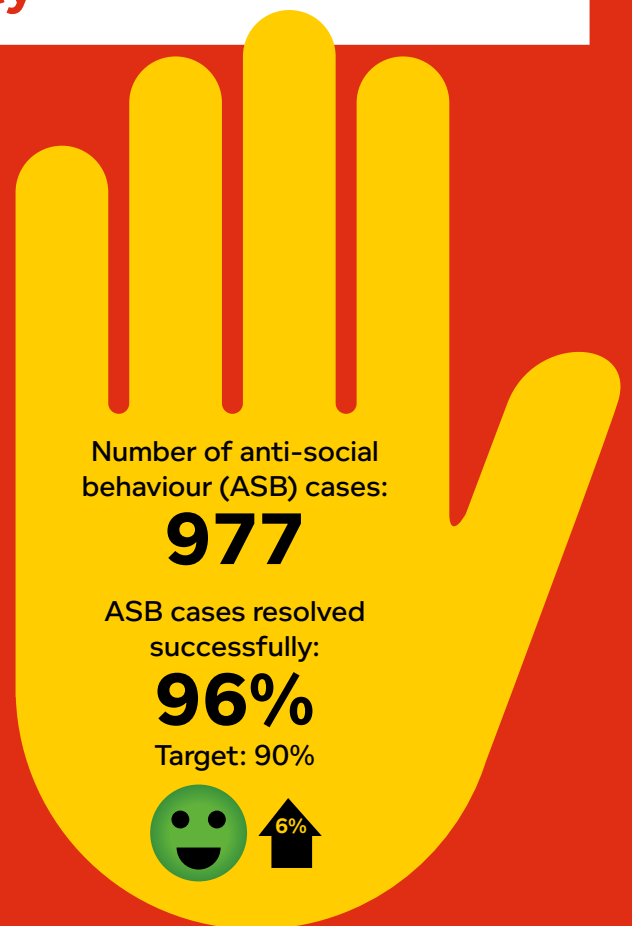
Neighbourhood & community



Satisfaction with caretaking:
85%
Target: 85%



Satisfaction with gardening:
89%

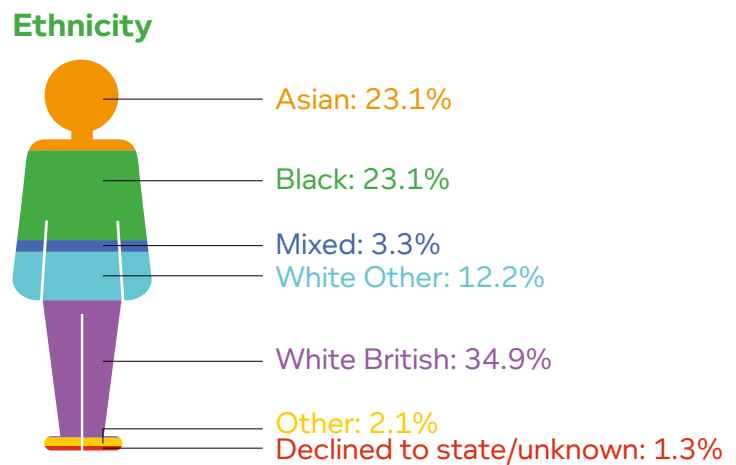
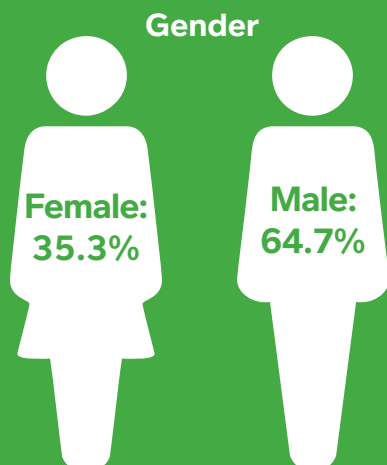


Number of anti-social behaviour (ASB) cases:
977

ASB cases resolved successfully:
96%
Target: 90%

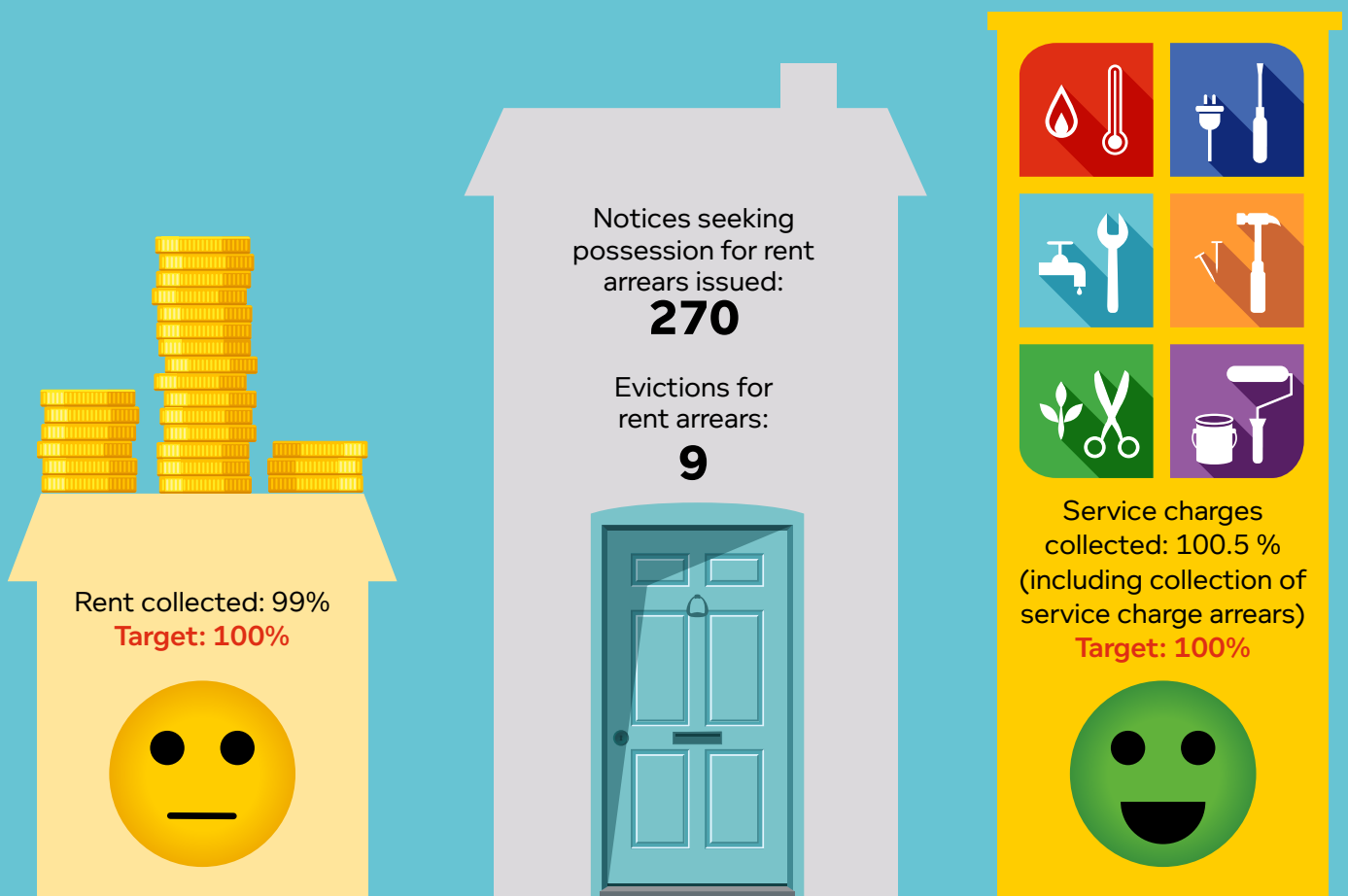


THH staff diversity



There is more information about this on our website

Rents & service charges



For more information email: contactus@thh.org.uk

Don't be rubbish at recycling

Did you know that over 70% of waste is not currently recycled? Almost half of all UK households throw away items that could be recycled and just over two thirds of households put things in the recycling which can't be recycled.

Most THH estates and blocks have large purple bins in the bin store area or within the grounds. Clear sacks are not needed if you have access to a purple recycling bin; items can be placed into the bin loose. A small number of estates and blocks of flats have a collection from the doorstep or kerbside and recycling is collected in clear sacks. If you have forgotten your collection day then you can

check it at towerhamlets.gov.uk/recycling

What can I recycle?

Some estimates suggest that around half of the waste we produce can be easily recycled, so think about what you put into your recycling sack or bin. Food waste, nappies, clothes and shoes cannot be recycled in the purple bins.

All of these items can be recycled:

- plastic bottles
- food and drink cartons
- glass bottles and jars
- food and drink cans
- paper
- plastic pots, tubs and trays
- mixed card
- aerosols.

RECYCLE





Tips for better recycling

Putting the wrong things in your recycling can make it unrecyclable or harder to recycle, follow these helpful tips:

- never put your recycling into black bags as the contents won't be visible so it has to be treated as rubbish and won't be recycled
- you can get free clear sacks for recycling from your nearest Idea Store or Library (except the local history library) – take along proof of address
- if you have a purple bin you can put your recycling in untied plastic or paper carrier bags but it's better to empty it in loose
- wash all bottles, containers and food trays etc because food remains make them harder to recycle
- squash plastic bottles and drink cans and flatten cardboard boxes to save space
- remove polystyrene packaging from cardboard boxes before recycling as it is not recyclable.

What about plastics?

There has been a lot of news recently about plastics and recycling so if you're confused about plastics, then remember that if it's a bottle, pot, tub or tray then Tower Hamlets can recycle it.

Find out more
towerhamlets.gov.uk/recycling

DON'T RECYCLE

 <p>Food waste</p>	 <p>Nappies</p>	 <p>Wet paper, tissues & sanitary</p>	 <p>Cling film, plastic wrapping & crisp packets</p>
 <p>Polystyrene packaging</p>	 <p>Bubble wrap</p>	 <p>Cardboard with food on it, ie cake/ pizza boxes</p>	 <p>Glass such as pyrex, & broken glassware</p>

Resident Training Programme 2018-19

Learn to do more

Want to learn new skills? Build your confidence? Find out more about living in your home? Then you may be interested in attending one of our training courses.



"I feel very inspired, confident and motivated to implement what I've learnt in this training in my personal and professional life."
Miss L, Resident

COURSE	DATE	TIME
● Building and Managing Team	Wednesday 9 January 2019	10am-4pm
● Afternoon Bake Off	Saturday 12 January 2019	10am-4pm
● DIY Repairs in Your Home (Mixed group)	Wednesday 23 January 2019	10am-4pm
● Project Management - Day 1 of 2	Saturday 26 January 2019	10am-4pm
● Level 2 Food Safety & Hygiene (Accredited)	Wednesday 30 January 2019	10am-4pm
● Project Management - Day 2 of 2	Saturday 2 February 2019	10am-4pm
● Developing Local Community Actions	Wednesday 6 February 2019	10am-4pm
● Paediatric First Aid Training - Day 1 (Accredited)	Saturday 16 February 2019	10am-5pm
● Paediatric First Aid Training - Day 2 (Accredited)	Saturday 23 February 2019	10am-5pm
● Public Speaking & Presentation Skills	Saturday 2 March 2019	10am-4pm
● Digital Awareness (New)	Wednesday 6 March 2019	10am-4pm
● Organising and Running an Event	Saturday 16 March 2019	10am-4pm
● Community Organising	Wednesday 20 March 2019	10am-4pm
● Emergency First Aid Training (Accredited)	Saturday 30 March 2019	10am-5pm
● Food Growing and Managing a Food Garden	Wednesday 3 April 2019	10am-4pm
● Charing Meetings (TRA)	Saturday 6 April 2019	10am-4pm
● Paediatric First Aid Training - Day 1 (Accredited)	Saturday 27 April 2019	10am-5pm
● Paediatric First Aid Training - Day 2 (Accredited)	Saturday 4 May 2019	10am-5pm
● Health and Wellbeing (New)	Wednesday 8 May 2019	10am-4pm

COURSE CATEGORIES:

● Personal Development ● Living in Your Home ● Health & Safety ● Improving Your Community

Lunch and refreshments will be provided. To support you in attending a training course we can arrange transport for residents with mobility issues. Please contact us in advance to confirm.

Need help

and advice?

The Financial Health Centre offers a range of free, confidential and independent services to residents of Tower Hamlets, including support on the following:

- **Debt**
- **Welfare Benefits**
- **Universal Credit**
- **Employment**
- **Housing**
- **Money Management**
- **Training & Job Search**
- **Disability Matters**

Financial Health Centre
Raynham House
Massingham Street, London E1 4EB

Open 9.30-4.30pm Monday – Friday

 www.thh.org.uk/fhc



Contact us to find out more  0207 364 2200  fhc@thh.org.uk



Tower Hamlets





AGE UK East London

Improving the quality of life for older people
in Tower Hamlets for 30 years

Lunch Club and Activities

We provide a full range of activities for people 50+ to maximise social opportunities for building links and social interaction.

Friend At Home

We can match you with a “friend at home” who will come along and visit you at an agreed time every week. You may just want to sit and have a chat, go for a walk or have somebody attend a community or social activity with you.

Information and Advice

Free advice on a range of issues including social care, benefits and pension advice and information on staying warm at home, home adaptations and how to prevent falls.

Advocacy

Older people have the right to be in charge of their own lives. We provide trained advocates to support you to express choices about matters affecting your everyday life.

Handyperson

Promoting independence through home security checks, accident prevention checks, garden tidying and general handyperson tasks.

Older People's Reference Group

Helping you tell local health and other services what you want. Regular meetings and information about what's on.

Call 020 8981 7124 or go to our website at www.ageuk.org.uk/eastlondon
for more information about our services and activities.