

SUMMER 2018 THH.ORG.UK

The Bigg interview

10 year old Jawad
interviews the Mayor,
John Biggs

PAGES 14 - 15

Don't feed fatbergs

How to unblock
your drain

PAGES 16 - 17

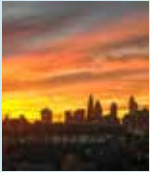
Crime doesn't pay

Update on
tackling ASB

PAGES 22 - 23



FREE
fridge
magnet
see page 5



In your neighbourhood

Page 4



Fire safety

Pages 12-13



Don't feed the fatberg

Page 17



Making Universal Credit go swimmingly

Pages 18-19



ASB update

Pages 22-23



TOWER HAMLETS HOMES
Summer 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
Jane Bailey or Natalie Hughes
Communications Account Managers

020 7364 5015
communications@thh.org.uk

Win £50



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

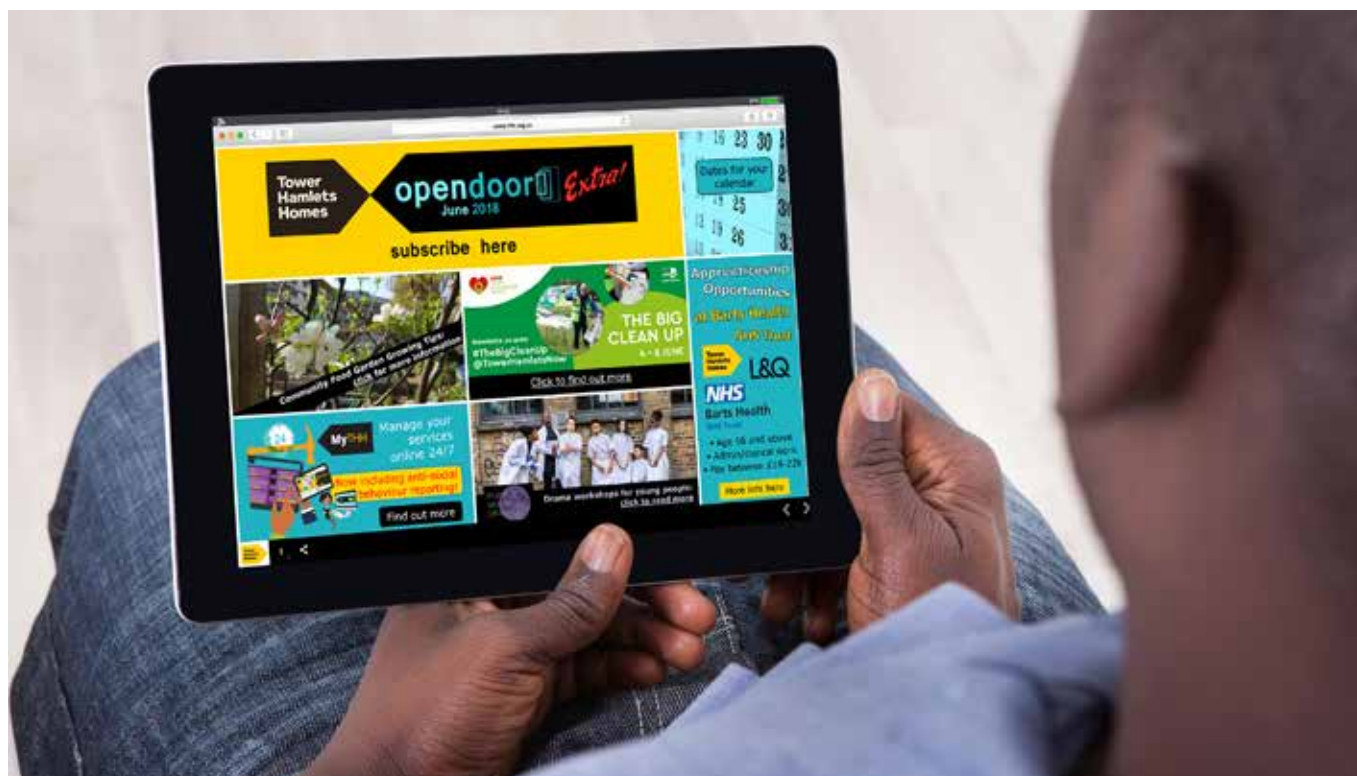
We've made a few changes to **opendoor** and want to know what you think – simply go to the link below and you could be in the money!

thh.org.uk/opendoorsurvey

Ely from Shoreditch was our lucky winner last time round.

Have we got news for you

We produce the magazine you're reading four times a year. But did you know that there are lots of other ways to stay in touch with us and get the latest news?



Get social

If you want to be up to date with community events, competitions, news stories and more then take a look at our social media channels. They are also a useful way to report non urgent issues or request information on our services.



Facebook

Our facebook account is **Tower Hamlets Homes** and you'll find posts about everything in the borough from food gardens on our estates to productions from local theatre groups. Like us and you'll never have to miss out.



Twitter

We have two twitter accounts - **@THHomes** is our main twitter feed and the place to go for general news and updates or to give us your feedback or questions.

Our anti-social behaviour team (ASB) have their own twitter account - **@THH_ASBTEAM** where they post instant updates on action that they have taken. It's the account to follow if you want to find out what's happening in your area in terms of tackling and preventing ASB.

Website

Our website – **thh.org.uk** doesn't just contain all the information you would expect about our services and organisation; it also has news stories on the homepage.

opendoor extra

Finally, if you would like more of the features and news that you see in your regular opendoor magazine then sign up for our monthly digital newsletter – opendoor extra.

Signing up is easy, just go to our website and search for open door extra.

Picture this?



Waheeda's winning entry.

Tower Hamlets in summer

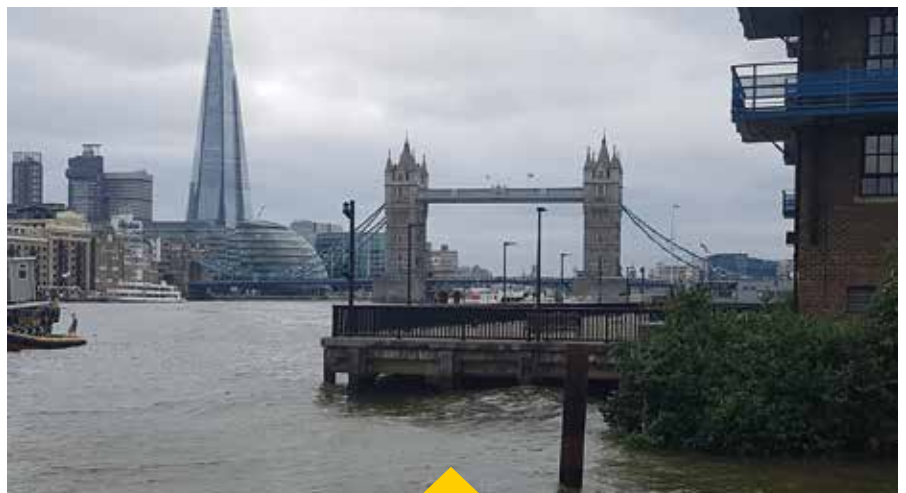
In June we asked our residents to send us photos of their local area in the summertime. The competition was open for four weeks and entries could be sent to us using our social media channels – twitter and facebook.

We had more than fifty images sent to us so making a decision on the winner of £50 shopping vouchers was tough.

And the winner is...

So congratulations to Waheeda Khanum who sent a fabulous picture of the sun setting over her estate, with the outline of city landmark buildings on the horizon.

We'll be running more competitions so keep an eye out for them; next time you could be the winner.



Some of the other great entries we received.



**Tower
Hamlets
Homes**

MyTHH

**Tower
Hamlets
Homes**

Manage your services online 24/7
with **MyTHH** | my.thh.org.uk
thh.org.uk | 020 7364 5015

Manage your account online 24/7

Signing up is quick and easy – just follow the steps below and you'll be able to check all the details of your rent, leasehold or garage account online – whenever it suits you.

Not registered yet? sign up at my.thh.org.uk

Visit my.thh.org.uk and click

- 'Sign up **HERE.**'

On the registration page you'll need to enter the following information:

- Surname
- Date of birth
- Payment reference number for tenants

(on your rent payment card or any rent letters from us)

- Leasehold account number (on your statement of account)

This information will be matched with what we already hold about you.

Need help registering?

If you're having trouble, try the following:

- **Surname** – check your statements and other letters we've sent you, have we got the correct spelling? You may find you can register if you match the spelling on the letter, or you may need to contact us on 020 7364 5015 to update your details before you can register.
- **Date of Birth** – If you're a leaseholder who purchased your property from an existing leaseholder it's likely you won't have given us your date of birth previously. To protect your account from unauthorised access we will have set your 'date of birth' on our system to the date you purchased your property. If you can't remember this date

or still have problems you may need to contact us on 020 7364 5015 to update your details before you can register.

Once you've registered we'll send you two emails – one containing your username and one containing your password. (Don't forget to check your junk/spam folder in your email account).

The first time you register you'll be able to change both of these to something more memorable. You'll also be asked to set a memorable question and answer, which you'll then be asked to enter every time you login.

If you're still having problems just follow our simple step-by-step guide, available on the website at thh.org.uk/mythh

Transforming your THH services

Giving you a customer service that is straight forward, effortless and convenient is a top priority for us.

You've told us that you would like your contact with us to improve – to be more effective in dealing with your enquiries and quicker to act on the improvements you suggest. As a result we've looked at our neighbourhood services, strengthened our contact centre and made changes to MyTHH so that it improves how your queries are managed.

CONTACTING US

MyTHH

MyTHH What happens?

MyTHH gives 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 our customer contact management system
- View current and previous repairs on your property and communal areas of your block and estate
- Take part in our surveys on a range of subjects to help improve our services and where you live
- Report anti-social behaviour

All you have to do is register at my.thh.org.uk. Once your details are validated you'll be automatically given a username and password. Then you are in control and can access your services at a time that suits you.



Phoning us What happens?



Meet Debo

Have a question about your home, your neighbourhood or our services? Not sure who can help? The answer is simple... Debo. Well not just Debo, there are lots of people in our team of housing advisors. They are there to help us make sure

you don't have to go through several people to get what you need and are your first point of contact for all customer queries.

Our advisors are on hand to answer your questions first time around, whenever possible. They'll also log your calls to a central system and make sure all queries are answered effectively.

Debo says

"We'll deal with anything and everything. We take queries about repairs, rent, home ownership, right to buy, maintenance, cleaning, caretaking - basically everything. We're the first point of contact for our customers."



Emailing us? What happens?

Emails will be logged and answered by our housing advisors. Please send all emails to contactus@thh.org.uk. Remember you can also go to MyTHH to:

- Report a repair
- Make an enquiry
- Report anti-social behaviour



Visiting us What happens?

A housing advisor will be available at our receptions at the Rushmead Office in Bethnal Green and at the Idea Store, Watney Market.



@THHomes What happens?

You can follow us on Twitter. Housing advisors are on hand to answer your enquires, although emergencies and repairs out of office hours and at weekends should be dealt with using MyTHH or phoning 020 7364 5015.

FRIENDLY NEIGHBOURHOOD HOUSING OFFICER

Now that we have increased the help the contact centre can provide to residents, this gives the neighbourhood housing officers the opportunity to manage more complex issues which will be of benefit to residents.

Meet Kobir



We will continue to provide a local service with a named housing officer for each neighbourhood. Kobir Choudhury is one of the housing officers responsible for homes in Bethnal Green.

Kobir explains what he can help with, saying: "I visit all new tenants to help them settle in to their new home, give advice about managing the tenancy and discuss any support they might need. We call these 'settling in' visits."

My role is managing tenancies and leases, for example if someone wants to inherit a

tenancy I can advise them. Tenants and leaseholders will need my permission for alterations to their homes I'll also take action on breaches of tenancies or leases and make sure that no one is living in our homes illegally.

Will you be able to answer all my questions?

Housing advisors in our contact centre will be able to deal with most enquiries. If you are referred to me I'll do my best to resolve the issue and make sure you're not passed on to someone else. I'm regularly in my neighbourhood so I can visit people at home. I will refer people to support services if they are needed.

Can you help with repairs?

I think the best way to report a repair is through MyTHH or by phoning the contact centre as they can log it quickly, instruct the contractor to attend and monitor progress. I keep an eye out for repairs to communal areas because I'm regularly on the estate.

Everyone can join me on neighbourhood inspections where we'll sort out problems together. But it's worth remembering that the easiest way to order a communal repair is using MyTHH.

What your neighbourhood housing officer does

- Tenancy and leasehold management, including enforcement
- Identifying housing fraud
- Identifying unauthorised occupancy
- Permissions
- Transfers
- Introductory tenancy management
- Getting to know you visits
- Low-level anti-social behaviour
- Arranging support for vulnerable residents
- Supporting tenants and residents' associations
- Helping arrange access to homes
- Estate inspections

"Being a housing officer is a job I really enjoy. There's a lot of helping people and I get a real buzz out of it."

Contact us my.thh.org.uk

Phone: 020 7364 5015

Email: contactus@thh.org.uk

Visit:

Idea Store
Watney Market,
260 Commercial Road E1 2FB

1 Rushmead
Bethnal Green E2 6NE

Monday to Friday:
9am to 4:30pm
(except the last Wednesday
of every month when we
open 10am to 4:30pm)
Saturday: 9am to 12:30pm

OTHER CHANGES

Fire safety team

We now have a fire safety team. They are the first THH team to use tablets when they visit so that issues can be resolved as they visit rather than waiting until they get back to the office. We'll soon be introducing digital services for all neighbourhoods staff.

Empty property team

The team deal with ensuring that our empty properties are re-let as quickly as possible.

Give us your views

We would like to hear your thoughts on improving our service to customers. Please get in touch by emailing:
chief.executiveTHH@thh.org.uk



Latest on our New Deal for Leaseholders

The New Deal is our commitment to improving things for THH leaseholders. We want to give leaseholders more flexibility, transparency and choice. Here are some of the things that we've done

Major works

We want leaseholders to know that we are giving them the best deal we can and giving as much notice as possible for major works. There should be no surprises when the bill comes. That's why we now offer:

- More notice of works;
- Tours and inspections with THH staff and contractors - from the start;
- More accurate estimates; and
- An up-to-date map of what's planned for the next five years at thh.org.uk

Consultation

A year ago we started what we call enhanced consultation, which goes beyond the consultation we have to do by law.

This includes joint inspections with residents and discussing

what work is needed. This helps everyone understand the work being planned, the likely costs and timescales.

We also hold leaseholder project groups that can meet before, during and after the works have been completed to ensure everything is going smoothly.

Coming soon

We will be increasing the information available online and the ability for leaseholders to manage their accounts at my.thh.org.uk.

Value for money

We've changed the way we award contracts for borough-wide day to day repairs and maintenance such as decorating and regular maintenance. There

is now a competitive process to become an approved contractor, followed by a further round of bidding before work is awarded.

We also test both value for money and quality by comparing our prices with other social landlords so that only good, cost-effective contractors get the work.

New payment terms

We want to make it as easy as possible for leaseholders to pay for works. While the lease requires leaseholders to pay their share of the costs in full when the works are complete, we do offer different payment options including:

- A five per cent early repayment discount;
- Two years' interest free payments; and
- Payment plans up to ten years.

Helping to spread the cost. Where works run across two financial years we will now charge a proportion of the cost in each year.

Repairs

We've met leaseholders to talk about communal repairs and as a result we are:



Did you know?

Our repair contractor Mears can now carry out gas servicing and you purchase and fit fire-resistant doors.

Servicing your boiler costs £60 plus VAT. If you ask us to turn off the water or heating for your block, the cost is £250 plus VAT.

To book, phone MEARS on 0330 123 9776 or visit their website - mearsgroup.co.uk

- Making sure we get more communal repairs right first time.
- Introducing more rigorous checks to make sure communal repairs are completed to a high standard.
- Introducing alerts to notify residents when jobs are done.
- Reviewing our long-term repairs contracts together with leaseholders.

Do it online at MyTHH

We have already made

leaseholders statements available online and they can also view live information on communal repairs order for their individual block. Over 2,500 leaseholders have registered for this service since it was launched last year. Sign up at my.thh.org.uk.

If you can help with reviewing our information for leaseholders contact communications@thh.org.uk





As well as our enhanced consultation, by law we must consult leaseholders on works that will cost you more than £250 and services that cost you more than £100. In this situation we normally use EITHER Long-term agreements OR Standard contracts and you can see the process for these below and on page 11.

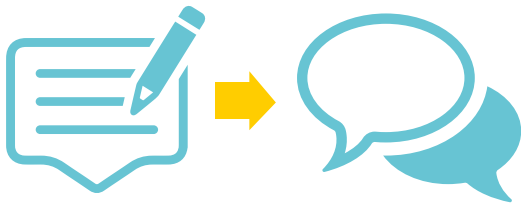
LONG-TERM AGREEMENTS

We use long-term agreements because they are generally a cheaper way to get work done. They are contracts that last for 12 months or longer - for example for external refurbishments.

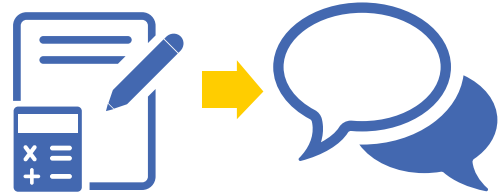
12 months+

How we consult you

- 1 We write to all leaseholders explaining the agreement and what it is for. We ask for comments. This is called a **notice of intent**.



- 2 When we have received prices we send the estimates and ask for comments. This is called a **notice of proposal**.



- 3 In some cases, if we don't choose the lowest price, we write to all leaseholders to explain why. We also send a summary of the comments we received. This is called an **award of contract notice**.



- 4 We write to all leaseholders affected by the work, explain why it is needed, the total cost and how much you will have to pay. We also ask for comments. This is called a **notice of intent**.



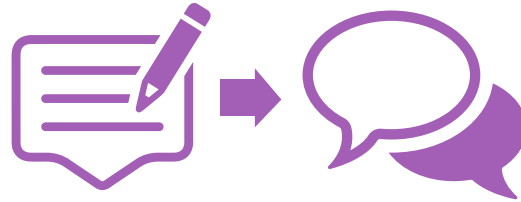
STANDARD CONTRACTS

With these contracts we only consult the leaseholders affected. These are for works that are not included in the long-term agreement and last for less than 12 months.



How we consult you

- 1 We write to leaseholders affected and explain what the contract is for and ask for comments. This is called a **notice of intent**.



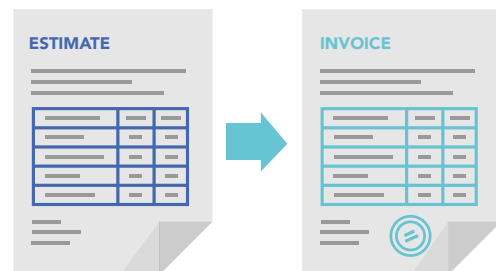
- 2 When we have received prices we send a copy and explain how much you will have to pay. We also ask for comments. This is called a **notice of estimates**.



- 3 In some cases, if we don't choose the lowest price, we write to all leaseholders to explain why. We also send a summary of the comments we received. This is called an **award of contract notice**.

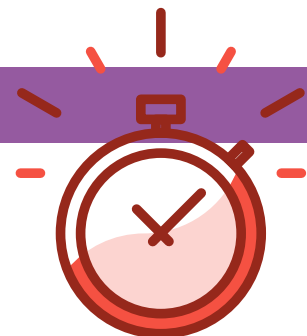


- 4 Then we send an estimated bill to leaseholders affected, followed by the actual bill.



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 if we have to do something urgently. Even in these situations we have to do all we can to consult or notify you.





Update on fire safety

What we're doing to keep you safe

Tower Hamlets Homes shares the understandable concerns of our residents around fire safety. Unfortunately we have now had three avoidable fires in our properties this summer; caused by an unattended candle and incorrectly disposed of cigarettes. We want to reassure our residents that your safety is our number one priority. We wrote to all residents in early July about fire safety and some of the advice contained in that letter is repeated here.

Our programme of fire safety work

We now have an extra programme of fire safety works for approximately 450 blocks.

We are making sure that sharing information with and listening to residents is at the heart of everything we do. Residents have made it clear that they want to have access to as much

information as possible and to be involved in key decisions. As a result of this we have:

- Published the fire risk assessments to all our blocks (more than 900) on our website
- Produced three short videos on fire safety, what to do if there's a fire in your home, and what to do if there's a fire in your block.

- Added fire safety work to the interactive and searchable map on our website which shows what major building work is happening in each block or estate
- Set up a special team of staff to visit homes to assess fire risks and put measures in place to reduce them.

Cranbrook estate

We have now finished work to the communal areas of all six blocks and as soon as work on front doors has been completed we will start re-modelling the lobby areas.

Malting and Brewster Houses

The existing external cladding to the blocks has been removed and we are preparing the exteriors for the new cladding. We have now finished work on the internal staircases and are replacing the front doors to individual flats.

Fire safety training sessions with resident representatives

In May, at the request of Tenant and Resident Associations (TRAs), we held a training session on fire safety. The training was held jointly with the London Fire Brigade and explained the risk assessment process for fire safety. Those attending said they found it useful and we will run more training sessions if TRAs request them.

What you can do to keep yourself and your neighbours safe

We are doing all that we can to keep our residents safe from the devastating consequences of a fire, but residents can help by following this advice:

- Make sure you have at least one heat detector alarm in your kitchen and at least one smoke detector in the circulation area of each floor
- Keep balconies free from clutter
- Please don't leave rubbish or bikes in communal areas or obstruct escape routes
- Make sure you are familiar with your building and know your nearest exit

- If you are a smoker please do not smoke in common areas of the block
- Always fully extinguish cigarettes smoked in your home and dispose of them carefully and safely.

Find out more

Detailed fire safety advice is available at thh.org.uk.
london-fire.gov.uk/safety



THH tenants

If you do not have a smoke alarm please order one at MyTHH.org.uk or call our contact centre on 020 7364 5015.

We carry out annual gas safety checks on all our tenanted flats with individual gas boilers.

Leaseholders

We strongly encourage you to fit smoke alarms. If you rent your property out, you must follow safety regulations which include gas and electrical tests, fitting smoke alarms and following all fire safety regulations. More information can be found at gov.uk/privaterenting.

Tenants of leaseholders

Your landlord must by law provide smoke alarms for you and carry out an annual gas safety check if you have a gas boiler in your flat.

Mayor of Tower Hamlets



Jawad asks the questions

As Mayor of Tower Hamlets, John Biggs is well used to being interviewed. But here's how he got on when he faced a grilling from ten year old THH resident, Jawad Hamid Daniyal.

It's impossible for young people to get housing they can afford. What can you do about it?

We have a big issue in that lots of people want to live here which means the housing is getting more and more expensive. People are squeezed out by house prices whether it's to rent or to buy. This is causing a massive problem so we need to build homes that people can afford to rent.

How many are you going to build?

When I was first elected I said we'll build a thousand council homes and we're well on the way to achieving that. When I was re-elected in May I pledged to build another thousand. On top of that we're looking to build another 4,000 rented homes with housing associations. And we're going to keep challenging the government to help us meet the needs of local people.

We also need to help people to earn more so they can afford

to live in the borough. One thing I've done is look at our rent levels and for new council properties reduced rents, so they are genuinely affordable. We've had some success with that. I'll also be looking at how we can help council leaseholders with their bills. What we really need is for the government to give us more support and let us borrow the money to build the homes that people need.

Drugs are a problem for young people. What are you doing about it?

We need to make sure that our parents and children are aware of the risks. If we find that there are young people who are tempted by drugs then we need to find ways of stopping that. All our young people should feel safe and understand the consequences. Everyone is allowed to make mistakes and learn from them so we make sure there's help. People can change and be given a second chance. But at the same time we're making it harder

so people know that if they do use drugs they are going to be punished. And if they involve children, they should be punished even more severely.

What about on our estates?

One of the concerns that comes up again and again is drugs. We now have police and an anti social behaviour team on our estates. They've made over a hundred arrests and are closing down premises and cracking down on dealers and users. I want to make sure that on every street people feel safer than they do at the moment. We need more police for that and strong housing management. We need to clean up our estates and make sure that people who deal in drugs are taken off the streets.

Do you have a question for the mayor?

Drop us a line at communications@thh.org.uk



“ Drugs are a problem for young people. What are you doing about it? ”



Mayor of Tower Hamlets



Don't feed fatbergs.



Big fat problem

Lurking in our sewer system there are large congealed lumps of gunk that block pipes. **We call them fatbergs.** They're made up of fat and all the other things, like wet wipes, that just shouldn't go down the drain.

These fatbergs are rock solid and grow to such a size that they block pipes and raw sewage may be forced back up into your home, causing complete misery.

Habits that help.



1 Use an old container to collect cooled cooking fat and oil. Please put the fat in your bin or your oil recycling bin if your local council offer one.



2 Scrape leftover food into the bin, not the sink or dishwasher.



3 Only flush pee, poo and toilet paper down the loo. Use a bathroom bin for everything else.

What causes blockages

The only way to avoid blocked pipes is to make sure all of these things go in the bin and not down the drain.

Cooking fat or oil	Wet wipes
Food	Tampons
Nappies	Sanitary towels
Kitchen roll	Incontinence pads
Chewing gum	Tights
Dental floss	Condoms
Cotton buds	Chewing gum

Don't feed the fatberg and clog your pipes.

Bin it - don't block it.

For more information visit [thameswater.co.uk/binit](https://www.thameswater.co.uk/binit)

Don't feed the fatberg



THH are proud to have our own in-house drainage team who deal with all blocked drains on communal parts of estates. They also resolve any emergency blockages which are in communal drains or main stack pipes and could cause back surges to toilets, sinks and baths in individual homes. The team help residents by clearing these problems as soon as possible, and offer a 24/7 service.

Residents are responsible for clearing individual blockages in their homes if they are not caused by a communal problem. It's important to try and prevent blocked pipes in the first place and on the opposite page is useful advice from Thames Water.

If you do have to deal with a blocked sink then why not try a homemade drain unblocker rather than one from the supermarket that contains lots of chemicals?

Most commercial drain unblockers and cleaners usually contain potentially poisonous and corrosive ingredients such as sulphuric acid and sodium

hydroxide. These chemicals can damage your sink and pipes, even the fumes have potential to harm people and animals. Your first actions to clear a blockage should be to try boiling water and then a plunger but if that fails follow the instructions below.

Ingredients

- Two cups baking soda
- Four cups boiling water
- One cup white vinegar

Method

- 1 Remove all water from the sink and pour one cup of baking soda down the drain. Make sure the baking soda makes it down the drain.
- 2 Next, pour two cups of boiling water down the drain. The baking soda mixed with boiling water dissolves the sludge and gunk in the pipe, even if you don't see it happening. Wait a few minutes.
- 3 Now, pour another cup of baking soda down the drain, then add one cup of white vinegar and plug the drain immediately. If you're unclogging a double sink, plug both drains. You'll hear sizzling coming up from the drain and see bubbles foaming up.
- 4 When the bubbles have died down, add the remaining boiling water down the drain.
- 5 Repeat this process if

necessary. This can be used as a monthly treatment to help prevent future clogs too; simply pour a cup of baking soda down the drains followed by boiling water.

What to do if the drain remains clogged

If it remains clogged after using the homemade drain cleaner, you might need to use a small plunger for sinks. The baking soda and vinegar loosens the clogging material, freeing the gunk that should start moving around with the plunger's pressure.

- 1 Fill the sink with enough water to seal the plunger around the bottom against the sink.
- 2 Push down fully and pull up quickly. Repeat if necessary.

Find out more

thh.org.uk/repairs
thameswater.co.uk/binit

Did you know?

The biggest ever fatberg found by Thames Water was in Whitechapel. The fatberg measured 250 metres long and contained 130 tonnes of oil and grease congealed with wet wipes and other sanitary products. Parts of it are even on display at the Museum of London if you fancy a look at it.

Making Universal Credit go swimmingly

Universal Credit (UC) has rolled out in Tower Hamlets and will affect the way your benefits are paid.



How do I claim Universal Credit?

You must claim UC online at www.gov.uk. If you don't have a computer, you can access the internet at your local Job Centre Plus office or Idea Store.

We also have a friendly team of people (and links to professional agencies) who can offer free, confidential advice to help you get your finances in shape.

Universal Credit (UC) is a benefit to support you if you're working and on a low income or you're out of work. Universal Credit was recently introduced in Bethnal Green and will affect you if you are of working age. Universal Credit is already rolled out in postcode areas **E1 and E1W, E3 and E14. (If you are of pension age Universal Credit will NOT affect you).**

How does Universal Credit work?

Instead of getting separate benefit payments you'll get one lump sum payment, which combines all your benefits into one. Out of this lump sum payment you'll need to arrange to pay your rent direct to Tower Hamlets Homes by arranging a Direct Debit or Standing Order payment.

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

- Housing Benefit
- Income – related Employment and Support Allowance
- Income-based Job Seekers Allowance
- Child Tax Credit
- Working Tax Credits
- Income Support

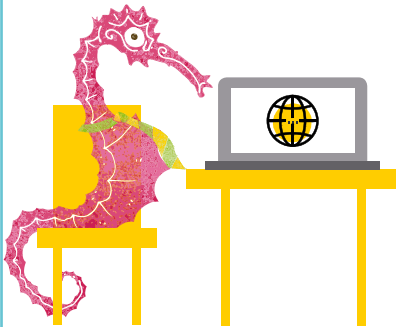
If the total amount comes to more than the maximum amount allowed your Housing Benefit will be reduced – this is known as the benefit cap.

You're not affected by the cap if you or your partner:

- Get Pension Credit, Working Tax Credit, Guardian's Allowance, and Carer's Allowance or receive payment towards carer's costs.
- If a member of your household is claiming Disability Living Allowance, Attendance Allowance or the support element of Employment Support Allowance.
- If you are single and work 16 hours or more; or a couple working a combined 24 hours or more weekly.

How do I claim UC?

You must claim UC online at **www.gov.uk**. If you don't have a computer, you can access the internet at your local Job Centre Plus office or Idea Store. We can help you get access to the internet and training if you need it.



How is UC paid – when will I get my money?

UC is paid monthly, direct into your bank account. Your Universal Credit payment will **include** your housing benefit and you must make sure that your rent is paid to Tower Hamlets Homes by setting up a Direct Debit or Standing Order.



How do I pay my rent?

Your 'Portal' (online via www.gov.uk) will set out how much you will receive for the housing benefit element of your UC payment. You must pay your rent and service charges **in full** to THH by Direct Debit or Standing Order as soon as you receive your UC payment.



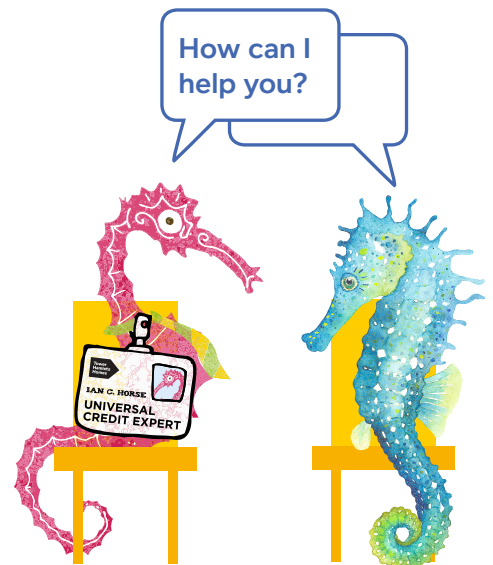
What if I don't have a bank account?

If you don't have a Bank account we can help you to get one. Remember – you must have a bank account to receive your Universal Credit payments. You can convert your Post Office Cash Card to a Basic Bank account with the Post Office or open a bank account with any high street bank.



Can I get help to manage my money?

Universal Credit will pay all your benefits in one single monthly payment (Job Seekers Allowance, Housing Benefit, Employment Support Allowance, income Support, Child Tax Credit and Working Tax Credit). We can help you to budget monthly, with free confidential help and advice. Contact us on 020 7364 5015 (option 3, option 4) or email rents@towerhamlets.org.uk.



NOT SURE HOW UNIVERSAL CREDIT AFFECTS YOU?

Get in touch for a chat:

rents@towerhamlets.gov.uk
thh.org.uk/askian
020 7364 5015
(option 3, option 4)

Do you know a THH star?

We would like our residents to nominate exceptional THH employees for a staff award. The awards are designed to recognise staff who have made a significant contribution over the last 12 months.

Residents are asked to put forward any individual or team of people working for THH or for our contractors.

We want to recognize those staff who have done their best, day in day out, whatever their position. These awards are an excellent way of rewarding that hard work.

To nominate please let us know who deserves the award by 1 September 2018.

You can nominate in any way you like – an email, a picture, a quick video, or by using social media – whatever is easier for you.

contactus@thh.org.uk

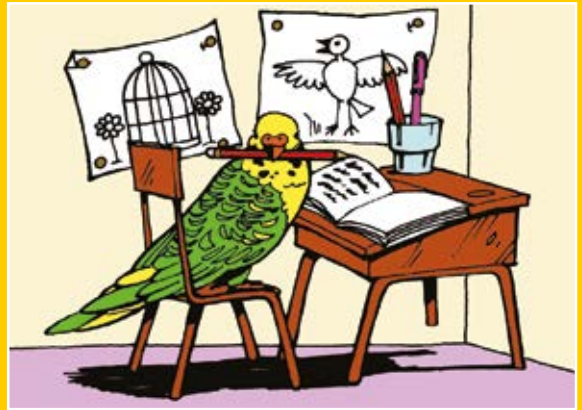
 [@THHomes](https://twitter.com/THHomes)
 [towerhamletshomes](https://www.facebook.com/towerhamletshomes)

Community partnerships team
(Staff Awards)
Tower Hamlets Homes
Boatman's House
2 Selsdon Way
E14 9GL



Spot the difference

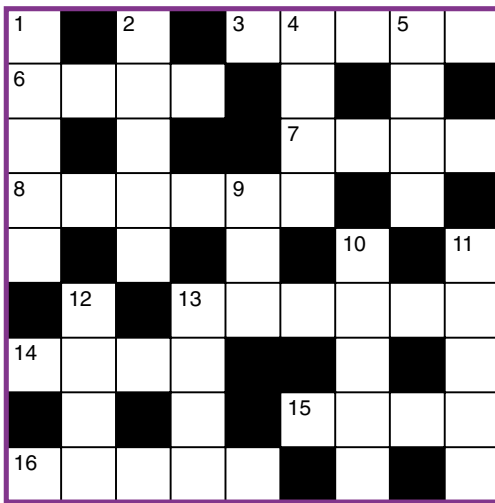
There are 6 differences between these two pictures – can you spot them?



Crossword

ACROSS

- 3. Frighten (5)
- 6. Slightly open (4)
- 7. Brownish coating formed on iron by moisture (4)
- 8. Feat that no one has beaten (6)
- 13. Roman army division (6)
- 14. To show concern (4)
- 15. Rip (4)
- 16. Stop (5)



DOWN

- 1. Tiny, magical being (5)
- 2. Come out of an egg (5)
- 4. Thick paper (4)
- 5. A warm pink colour (4)
- 9. A grass, similar to wheat (3)
- 10. Better quality (5)
- 11. A trap (5)
- 12. Front of the head (4)
- 13. Allows (4)

True or false?

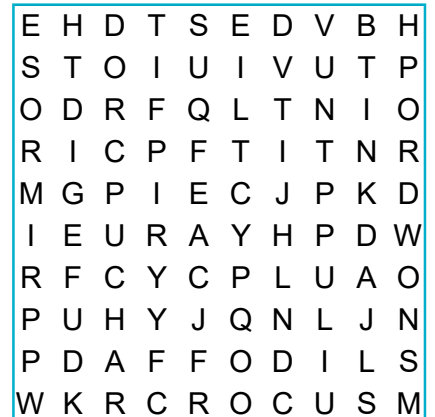
- 1 Skin is the body's largest organ
- 2 Hair and fingernails are made of different materials
- 3 The hand is made of 27 bones



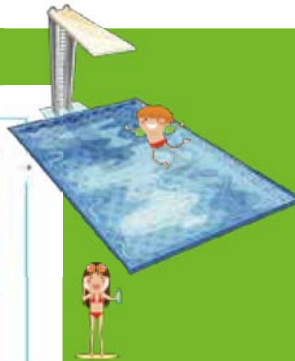
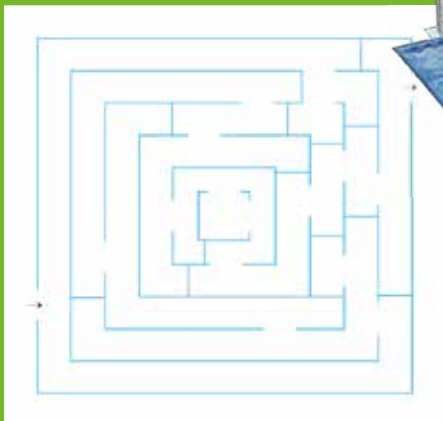
Wordsearch

Find the names of the flowers in the grid. One name on the list is missing, can you see what it is?

- BUTTERCUP
- CROCUS
- DAFFODIL
- HYACINTH
- IRIS
- POPPY
- PRIMROSE
- SNOWDROP
- TULIP



Rav is going swimming, can you help him find his way to the pool?



Solutions

CROSSWORD
 Across: 3 Score; 6 Ajaz; 7 Rust; 8 Record; 13 Legion; 14 Care; 15 Tear; 16 Cease
 Down: 1 Fairy; 2 Hatch; 4 Card; 5 Rose; 9 Rye; 10 Finer; 11 Snare; 12 Face; 13 Lets.

TRUE OR FALSE
 1 True; 2 False, they are both made of keratin; 3 True.

Wordsearch
 Poppy is missing.

Improvements to our service in tackling anti-social behaviour



We know that our residents are extremely concerned about ASB and that everyone has the right to live in their homes without fear of nuisance or crime. We have a range of tools and powers that we can use against those who cause ASB. We have a dedicated expert team who deal only with ASB and work with our own police teams who only deal with ASB on THH housing estates. We also have Parkguard Ltd, a uniformed patrol service for our estates. These teams working together have recently had successful results in preventing and tackling ASB.

Recent results from our ASB team

Since September last year there has been an 18% reduction in reports of ASB across all our estates. We have also had the following results:

- 151 arrests
- 1204 ASB warnings issued
- 843 Stop and Searches

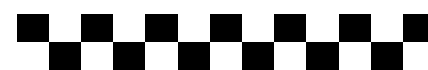
carried out

- 19 vehicles seized
- 60 referrals to Streets of Growth
- 4 Partial Premises Closure Orders
- 1 Closure Order

Improvements to our ASB service

We have recently improved the way that we deal with ASB and have a new service standard so that anyone who contacts us knows what to expect and can check that we do exactly what we say that we will. There are full details on our website, but some of the key points are:

- All reports of ASB are initially assessed by an ASB liaison officer
- Improved ways to report ASB online
- Improved ways to deal with ASB outside of usual office hours
- ASB can now be reported online or by phone 24 hours a day, seven days a week



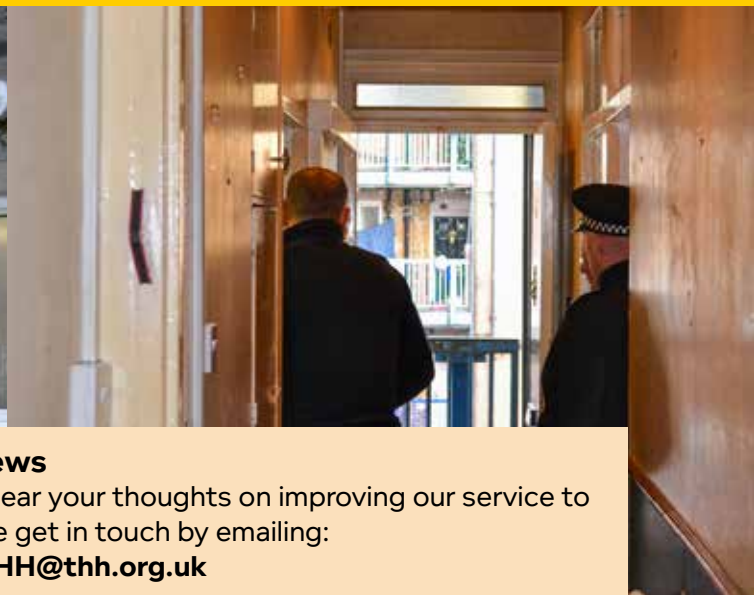
How to report anti-social behaviour

Phone us on 020 7364 5015 (24hrs). Report online via **MyTHH** (only for THH residents)

In a non-emergency, call the police on **101** to report crime. **In an emergency always call 999.**



and success our (ASB)



Give us your views

We would like to hear your thoughts on improving our service to customers. Please get in touch by emailing:
chief.executiveTHH@thh.org.uk

How to report anonymously

If you wish to report ASB without being identified you can do this on Tower Hamlets Council's website with an anonymous reporting form which will then be sent to THH to investigate.

To report crime anonymously, you can also contact Crimestoppers on:
0800 555 111
(FREE TO CALL)

Or visit their website at
www.crimestoppers-uk.org

Keeping estates safe - weapons sweeps

We will not allow our homes to be used to commit crime and ASB and we will also not allow it to happen in our communal areas and facilities. We carry out regular sweeps of garages and sheds on our estates in partnership with specialist police teams such as Trident and Gangs Unit if we believe crimes are being committed. A recent operation in Bethnal Green was based on intelligence that weapons could be being stored in communal areas. All sheds and garages which were not having rent paid for them had a forced entry, were searched and secured. Legal proceedings are now underway.

Shop closed down

In June a mini-market which had been linked to crime and ASB in Limehouse has been closed down.

Residents on the Birchfield Estate reported to THH that the Feruz Super Store was being used as a gathering point for large groups of youths engaging in rowdy and intimidating behaviour including fights, drinking alcohol and smoking cannabis.

Local residents organised a community safety meeting with Police and THH's ASB Team to complain and two weeks later THH's Police teams executed a warrant to search the shop. A joint operation with Tower Hamlets Homes, Police and Tower Hamlets Council resulted in a three month Premises Closure order being obtained on 25 June from Thames Magistrates court.

➡ Find out more

thh.org.uk/asb
[@THH_HOMES](https://twitter.com/THH_HOMES)

Our ASB service standard



Our ASB service standard

What we will do

When you report anti-social behaviour to us, we will assess the nature of the problem before deciding the most appropriate action to take. We will:

Contact you within one working day for cases such as hate crime, threats of violence or aggression.

Review and assess the details of the incident and assign the case to a relevant officer.

Agree with you how and when we will update you throughout the investigation.

Be realistic about the likely outcomes of any action we take – particularly legal action.

Discuss the next steps, including the help and support available to you.

All information provided to us is handled with the strictest of confidence.

Contact you within two working days for cases such as noise nuisance and or misuse of communal areas.

Analyse the trends in ASB reports on THH estates and deploy our Neighbourhood Patrol Team or THH police accordingly.

Be open and honest about what we can do.

The streets of Tower Hamlets



Streets of Growth are a unique, community-led organisation based in Tower Hamlets and specialising in youth intervention work to help young people out of situations which may see them becoming involved with crime and anti-social behaviour.

The registered charity designs and delivers leadership programmes to help young adults aged around 15-25, empowering them with solutions to transform their lifestyles, environment, education and career. Since the beginning of 2017, Streets of Growth have been working with THH residents in Shadwell, Sidney and Chicksand; part of a long-term partnership with our anti-social behaviour team. The results have been impressive; they have engaged with more than 150 young people and incidents of ASB have fallen by 48% on the estates they have been operating on.

➔ Find out more

If you think you could benefit from their services, or know someone that might do then please get in touch with them. They are also always looking for volunteers to help their work.

Streetsofgrowth.org
020 7515 7356



Tai Chi Time

THH's Inspiring Communities Fund is now in its third year. So far we've helped to fund over 52 projects across our neighbourhoods, giving cash to local people with great ideas. From coding clubs for kids to arts, gardening and healthy eating schemes – we've helped hundreds of people to access small projects that make a difference.

This summer St Hilda's East Community Centre has been running Tai Chi classes, as part of its Older People's Project, with a little help from the fund. We popped in to learn some moves and chat to Lindsey (project co-ordinator) for the low down on a practice known as the 'gentle martial art.'

Lindsey, said:
"The Older People's Project runs every day from 10am to 4pm and offers older people in the community the chance to pop in for a hot meal, socialise and take part in classes. The project is about improving mental and physical health - we have a lot of inter-generational projects here to bring people together

and make older people aware that they're still part of the community. The Tai Chi class is accessible – even if people aren't as mobile, they can still carry on doing a form of exercise. It's so important for them to have somewhere to come – some people, if they didn't come here, might go a whole day without seeing anybody."

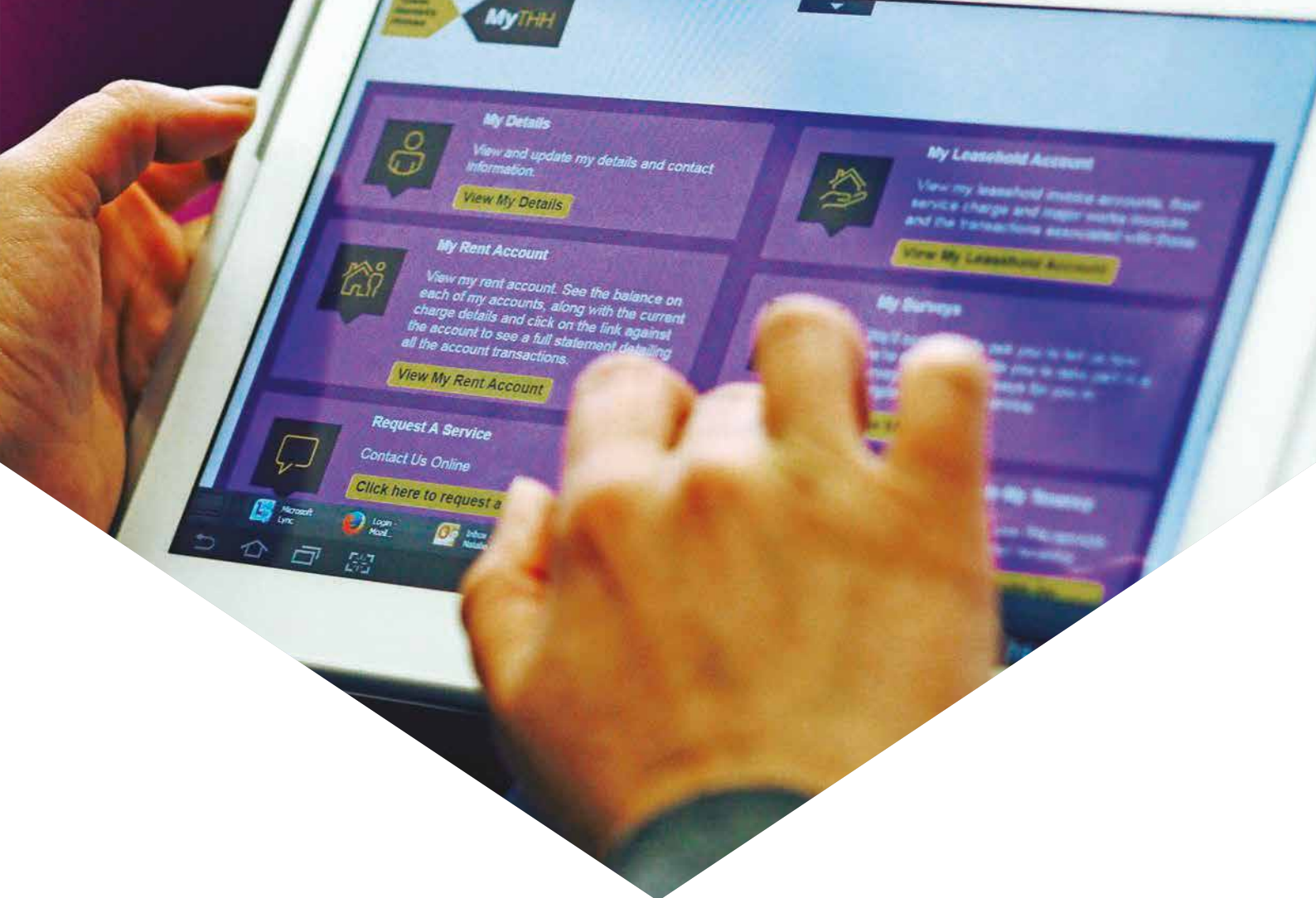
► Find out more

For more information about our Inspiring Communities Fund visit thh.org.uk and keep an eye on social media for details of our next round of funding. St Hilda's is a community centre in the heart of Shoreditch and offers the local community a

wealth of resources, classes and community projects. For info on St. Hilda's visit sthildas.org.uk

Tai Chi hand exercises

Tai Chi hand exercises help open up your hands and promote flexibility in your shoulders, arms and fingers. Stand with your feet a bit wider than shoulder-width distance apart. Raise your arms straight out in front of you, parallel to the floor at shoulder height. Stretch your hands as wide as you can, then begin rotating your wrists in a clockwise and then counter-clockwise direction.



Make life easier with MyTHH

Over 2500 of our tenants and leaseholders now manage their accounts through MyTHH, our online services portal. MyTHH gives you a live view of rent, service charge accounts and repairs on your property or estate, and allows you to manage most transactions online. With MyTHH you can:

- 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 the communal areas of your block and estate
- Message us securely

You can sign up quickly and easily at 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.



THH holds and uses data about tenants and other residents of the properties we manage in line with the requirements of the General Data Protection Regulation (GDPR) which came into effect on 25 May 2018 and superseded the Data Protection Act.

THH holds and processes personal data in order to manage the tenancy and/or licence agreements you have previously signed for your property and/or parking bay, garage or store shed.

You can read THH's Privacy Notice on our website along with a guide to the rights you have over your data with THH and any other company or organisation.