

**Taking
the
issues
to task**

PAGES 16-17

Sealing the deal

New service for leaseholders

PAGES 4-6

Credit where it's due

Help with your benefits

PAGES 8-9

As seen on TV

More success in tackling ASB

PAGES 10-11

Staying safe

Fire Brigade Borough Commander
gives advice

PAGES 12-14



File in your fridge

PAGE 3



Ask Ian

PAGES 8 - 9



Fire safety advice

PAGES 12 - 14



Hollywood Hamlets

PAGES 18 - 19



DIY divas

PAGE 23



TOWER HAMLETS HOMES
Spring 2018

opendoor

Publisher:
Tower Hamlets Homes
Boatman's House
2 Selsdon Way
London
E14 9GL

Telephone:
020 7364 5015

Email:
Communications@thh.org.uk

Twitter:
[@THHomes](https://twitter.com/THHomes)

FB:
[/towerhamletshomes](https://www.facebook.com/towerhamletshomes)



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 2051

communications@thh.org.uk



Win £50

Cherifa from Bethnal Green 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

A cool way to help save your life

Bottom
THH resident
Sybil Yates (left) with
Business Manager,
Lisa Sykes.

How to get hold of your pot

You can get a pot from your housing office or if you contact us on **020 7364 5015** or email **contactus@thh.org.uk** we can arrange for a housing officer to get one to you. Unfortunately they don't fit through letterboxes so we can't post them.

File in the fridge is a little plastic pot that you keep in your fridge and which can alert emergency services to important medical information.

The free plastic pot can be used by anyone who is elderly or vulnerable, to keep all their vital medication, allergies and next of kin details in an easily found place. As most people have a fridge, the emergency services are trained to look there first if they call at your home during an incident or sudden illness, saving vital time.

The pot comes with a green and white sticker, recognised by the emergency services and a basic medical and contact details paper form to fill in. Additional stickers are included, to put on the inside of your front door and the outside of your fridge.

– It's a simple thing to do and it could save your life –

THH have issued more than a thousand of the pots so far and would like all residents with special medical needs to have one in their fridge.



New Deal for Leaseholders



At the beginning of 2017, we asked our leaseholders how we could improve services and communication. You told us that you wanted more relevant information about major works payments, more transparency and better access to digital services.

In June 2017 we launched our **New Deal** for leaseholders to give you better payment terms and consultation for major works, access to partner services, clearer details about rights and responsibilities and better digital services. This booklet details the four main areas that fall under the New Deal and gives you clear information about how we've improved our service.

Major Works

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. You can view an interactive map of the borough (thh.org.uk) which highlights where major works are being planned over the next five years. If we think your block or estate will need major works we will invite you to a pre 'Notice of Intention' walkabout where we will present the 'condition survey' report and the intended scope of work before it goes to Section 20 Notices and procurement.

If major works are planned for your block, we will appoint a contractor. We will then hold a "Meet the Contractor" drop in event so that you can view the programme and quiz the contractor, THH and consultant (if appointed) on any aspect of the upcoming works.

To make payment easier, we've changed our terms, so that the options are more flexible and you have longer to pay. You can find more details in the leaflet that accompanies your bill, or on our website:





A summary of the changes

- A 5% early repayment discount now available for all invoices over £1,000 (This is down from £2,000).
- All leaseholders (resident and non-resident) are entitled to up to 2 years interest-free repayment period (up from 1 year).
- Resident leaseholders are now entitled to a maximum 10 year repayment period (up from 7 years).
- Where possible we will send you an estimate for the works on 1 April each year and advise about payment options.

RIGHTS AND RESPONSIBILITIES

We've relaunched our service standards with a document detailing the rights and responsibilities you have towards us and we have towards you.

In general your responsibilities are to:

- Pay in advance, your service charges including ground rent.
- Keep your home in good condition and repair.
- Use your home as a private flat.
- Be responsible for your visitors.
- Be a good neighbour by not causing annoyance.
- Repair and maintain the interior of your property.
- Ensure your property does not damage the structure and shared areas of the estate and ensure your home has a fire rated door fitted if it opens onto a shared area.
- Not carry out any alterations to your home (other than fixtures and fittings) without formal written permission. If in doubt ask us.
- Repay the required amount of discount if you sell your home within five years if you purchased under the Right to Buy.

- Not put up aerials, satellite dishes and so on without our written permission.
- Get our written permission if you want to keep an animal in your home.
- Inform us and complete the required Deed of Sublet if you wish to sublet your property and provide necessary certificates to ensure you are meeting your obligations as a responsible landlord.

Our responsibilities are to:

- Keep the condition and structure of your home in good repair.
- Maintain the services to your flat, building and estate; for example by providing caretaking and gardening services.
- Give adequate notice if we need access to your flat to carry out works other than in emergency situations.
- Ensure that the structure and communal areas in your block are insured against fire and damage.

You should have received a copy of 'Your rights and responsibilities, Information for Leaseholders' with your last leaseholder bill in October 2017. You can read the full document on our website.

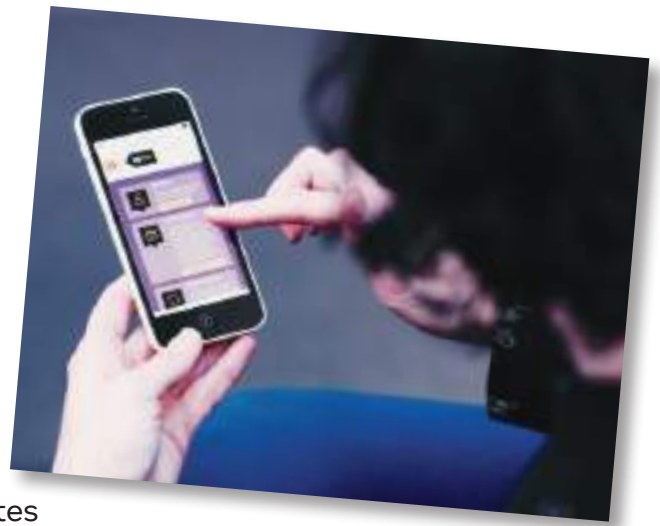
Online services – MyTHH

Our new online platform, for tenants and leaseholders, is called My THH and it enables you to manage your account online 24/7.

With MyTHH, leaseholders can:

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

Signing up is quick and easy – visit my.thh.org.uk or the THH website for a step-by-step guide and detailed FAQs.



Repair services

We've recently introduced the following services for leaseholders:

- One off gas servicing (i.e. servicing your boiler) at a cost of £60 (plus VAT).
- Block shut downs (this is when you ask us to turn off the water or communal heating for your block) at a cost of £250 (plus VAT).

These services are available from our repairs partner, Mears. To book, call 0330 123 9776.

We hope to make more repair services available to leaseholders later in 2018 – we'll keep you updated via our website and newsletters (Open Door, Your Bill Explained).

All of the elements within the New Deal are designed to give you more flexibility, transparency and choice. You can also be clear about what our mutual rights and responsibilities are, as Leaseholder and Freeholder, as laid out in our rights and responsibilities booklet.



Keep burglars out

Follow 3 STEP PROTECT to keep your home safe

3 STEP PROTECT



Protect
your valuables

+



Safeguard
your building

+



Secure
your outside



For more advice visit www.met.police.uk/burglary

Making Universal Credit go swimmingly



THH Financial Inclusion Officer, Mohammed is here to help



Universal Credit (UC) was recently rolled out in Tower Hamlets and may affect the way you get your benefits. Not sure where to start? We have a friendly team of people who can offer free, confidential advice to help get your finances in shape.

Mohammed works for Tower Hamlets Homes as a Financial Inclusion Officer. When we asked him about Universal Credit, he explained how he gives advice on budgeting, welfare and bills.

“We meet residents face-to-face to guide them through the process. I tell them how I budget and manage my own finances, so they know that I understand. I sit with tenants to plan how much money they have coming in – and going out – every month. I advise them on the best ways to save on energy costs and day to day bills – you’d be surprised how much you save by switching providers.

“When everything is on paper, in black and white, it’s less daunting and together we can see where the residents’ money is going and work out the best money management plan. We stress to people that finding yourself in debt is nothing to be ashamed of, it can happen to all of us, especially in London – we can refer people to lots of other organisations who can help people to get their finances back on track.

“Universal Credit itself can be really daunting – we can explain how it works, help to fill out all the forms and get people online. We can also arrange for residents’ rent payments to be made directly to THH – that way they don’t have to worry, they know the rent will always be put first.

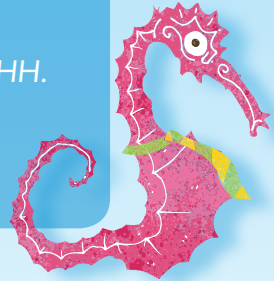
“I always go the extra mile in my job – I stay in touch with residents to make sure they’re okay. If you’re not sure what Universal Credit is or if you need help with your money – call us – we’ll do our best to help you in any way we can.”

One of Mohammed's residents – Mrs Bibi – tells us about her experience in switching over to Universal Credit.

"Mohammed is one of those people who has expertise but also a kind nature. Universal Credit is stressful and Mohammed took the extra time and care to give compassion and explain everything to me and my family.

"Mohammed opened the door to conversation and put me at ease. My advice to others who are scared or unsure about Universal Credit is to talk to the team at THH.

They're very helpful – It's one thing saying 'we are here, we will help you', but it's another to actually help.



NOT SURE HOW UNIVERSAL CREDIT AFFECTS YOU?

Get in touch for a chat:
rents@towerhamlets.gov.uk
thh.org.uk/askian
020 7364 5015



SET UP YOUR RENT PAYMENTS

You'll need to pay your own rent monthly in advance when you receive your monthly Universal Credit payment. We can help you set up a Direct Debit or Standing Order.



OPEN 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 Basic Bank account with any high street bank.



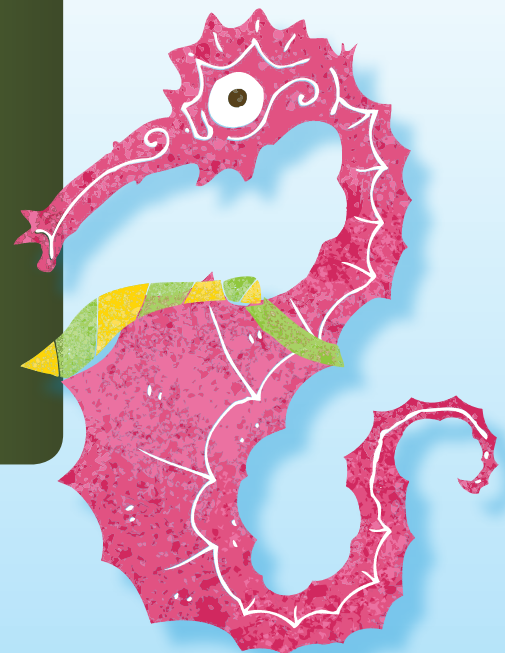
GET ONLINE

To manage your Universal Credit claim and account, you'll need to use the internet. We can help you get access or training.



MANAGE YOUR MONEY

With Universal Credit you get 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.



New ways

to tackle

Anti-Social

Behaviour



Above THH ASB Officer, Michaela French is interviewed for BBC London news.

First in London – Premises closure order

Tackling and preventing anti-social behaviour is a high priority for Tower Hamlets Homes. The types of ASB are not the same throughout the whole of the borough which means that the way we deal with it isn't the same in all areas.

Residents in Bentworth Court in Bethnal Green had been suffering a high level of nuisance caused by non-residents gaining access into the block. People were sleeping in corridors, taking and selling drugs and using the floors as a toilet. Warnings and door entry systems weren't proving effective so a radical solution had to be found.

Keeping residents involved

With full consultation and the co-operation of residents, in February, THH supported the Police

to obtain a partial premises closure order. The order means that only residents, their visitors and organisations such as the emergency services, the post service and tradespersons are allowed in the communal areas.

So far the order has been working well and ASB incidents have been reduced. We are monitoring the situation at Bentworth Court and are using further closure orders in areas where they are necessary. At the time of this magazine going to print the latest order we have obtained is at Melwood and Colstead Houses in Shadwell.

As seen on TV

Our innovative approach and partnership working at Bentworth Court was covered widely in the media, including being shown on BBC and ITV London TV news.

Help us to do more by reporting ASB

THH are asking residents and members of the public to help them catch more offenders.

Anyone witnessing ASB should report it on **020 7364 5015** or email: **asb@thh.org.uk**. If it is an emergency please still contact the police.

Dawn raids on suspected drug dealers

On 25 January the ASB team and our police teams carried out early morning raids on the homes of suspected drug dealers.

The operation was part of ongoing work by THH to tackle individuals who are spoiling the quality of life for their local community through criminal activity.

Police forced entry to homes in a tower block in Stepney and found a quantity of drugs in the premises, and a dangerous weapon. Drugs were also thrown through the window in a carrier bag from the tenth floor, right into the arms of waiting police officers below.

BBC London accepted our invitation to attend the operation and reported events live on The Vanessa Feltz radio show and later on BBC London television news at lunchtime and early evening.

Two arrests have been made. In addition to the criminal charges being faced, the ASB team are following up with action against the tenants for breach of their tenancy conditions which could result in them losing their home.



Above left Early morning raids on suspected drug dealers



Above right Drugs that were thrown out of a window by suspected dealers.

Partnership working keeps on working

The dawn raids are a further success story for the partnership working between THH and our police teams who work only on THH housing estates. The first police team joined THH in October and in January a second team started work. The total number of police officers is now fourteen, including two sergeants.

Working directly with THH's ASB officers, the police team focus on drug misuse and drug dealing, drug related ASB and group offending. Persons taking and dealing drugs on and around housing estates will face injunctions and further court action where necessary.

Our patrol service, Parkguard, also work with THH and the police to keep our estates safe and supplied a specially trained drug detection dog for the raids.

Make time for a chat with Tower Hamlet's fire and rescue workers

Fire Brigade Borough Commander Steve Dudeney says there is a great deal that residents can do for their own safety.

Speaking to THH tenants and resident association representatives at a fire safety meeting in February he said: "It's right that everyone is concerned about fire and anyone who is worried about their blocks should speak directly to THH. If you want expert advice on fire safety in your home then it's as simple as booking a home visit. You'll get a full range of advice and a free smoke alarm. Prevention is the key – if a fire doesn't start, it doesn't need to be tackled.



Above Commander Dudeney talking to THH residents in February.

"If there is a fire in your block then the right thing to do is stay put. You should only leave if the fire is inside your home. THH blocks are designed to contain fires and ensure the safety of residents. The last thing we want is to encounter people coming down the stairs as we're on our

way up to put a fire out. Stay put unless you're asked to leave by the Fire Service. And if the fire is in your home then leave, close the door and call the fire brigade.

"We're doing all we can but residents can also help by keeping walkways and stairwells clear and making sure all doors are in good repair. Grilles on front doors are a particular hazard and so is bad parking. Cars that block our fire-engines will simply be tipped out of the way."

If you are a Council Tenant there should already be a smoke alarm in your flat. If not, you can ask for one at

my.thh.org.uk or phone us on **020 7364 5015**. You can also book a fire safety visit online at **london-fire.gov.uk** or phone them on **0800 028 44 28**. You should check your smoke alarm once a week and never tamper with it.

Working together with the fire brigade to keep residents safe

To help prevent fire, THH already inspects blocks regularly and has incorporated fire safety recommendations – called fire risk assessments or FRAs – into its 'Better Neighbourhoods' programme of building work. Work has already started in some blocks with others to follow over the next four years. THH's assessments are available at thh.org.uk. Caretakers also check blocks regularly for obstructions and dumped flammable items.

Fire Brigade crews visit high-rise properties every year. All the information they gather for a block is available on a screen in the fire-engine cab. Before firefighters arrive at a scene they'll know things like the dimensions of the building, number of homes and where the entrances and exits are.

Commander Dudeney
with one of his fleet.



Get a free home safety check

If you are a leaseholder fit smoke alarms on each floor and test them once a week. The Fire Brigade provides free home fire safety checks and will give you a free smoke alarm. You can book an appointment online at london-fire.gov.uk or phone them on **0800 028 44 28**.

SAFETY TIPS

If you see dumped rubbish or blocked walkways or stairwells report it at my.thh.org.uk or phone us on **020 7364 5015**.

- When you go to bed, make sure that you've closed all the internal doors.
- Take care in the kitchen – most fires start here, so never leave your cooking unattended and take extra care with hot oil.
- Never leave lit candles unattended.
- Make sure cigarettes are stubbed out and disposed of carefully and never smoke in bed.
- Don't overload electrical sockets.
- Keep matches away from children.
- Do not store flammable liquids such as petrol in your home, bin store or chutes.
- If you are a leaseholder or tenant wishing to carry out home alterations, ask for our permission we'll check that fire safety isn't compromised.
- Check that your appliances are safe at productrecall.campaign.gov.uk

Help us to keep you safe

Our buildings are designed to contain a fire within the flat or area it starts in.

Fire doors save lives

- Do not leave a fire door wedged or propped open.
- Never disconnect an automatic door closer. If you see or hear of a fire in another part of the building:
- It's safest to remain in your flat.
- If you are told to leave by the emergency services you must do so immediately.
- Use the staircase to leave the building. Do not use the lift.

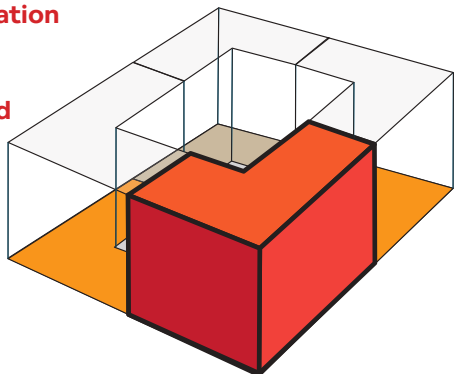
If a fire breaks out in your home:

- Leave the room where the fire is and close the door.
- Alert anyone in your home and leave.
- When leaving the flat, close the door behind you.
- Do not stay to put out the fire.
- Use the staircase to leave the building. Do not use the lift.
- Phone 999 and wait for the fire service to arrive. Do not go back inside.

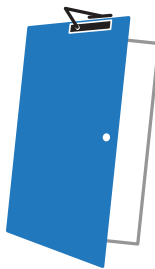
What is compartmentalisation?

A high degree of fire separation between flats and the rest of the building is achieved by making each flat a fire-resisting enclosure. This is known as compartmentalisation. If you notice any fire doors within the building that are damaged or wedged open, tell us immediately at my.thh.org.uk or phone us on **020 7364 5015**.

Compartmentalisation means that each flat on each floor is a self-contained fire-resisting enclosure.



Do NOT leave a fire door wedged open



Do NOT disable an automatic closer



Close the door behind you



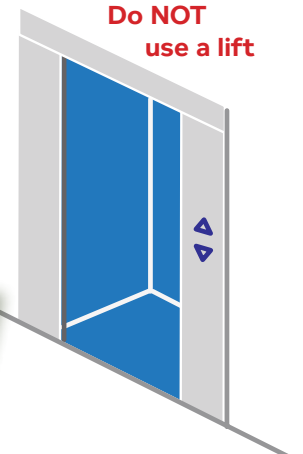
Alert everyone



Use the stairs



Do NOT use a lift



DIAL 999

Do NOT go back into the building

Please remember that you can also arrange a free fire safety check at london-fire.gov.uk or by phoning **0800 028 44 28**

Spot the difference

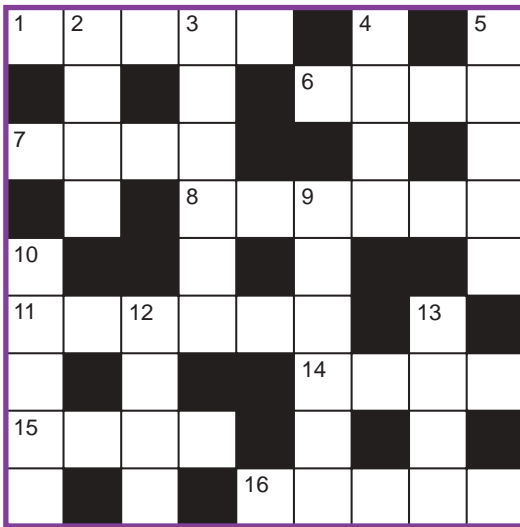
There are 6 differences between these two pictures – can you spot them?



Crossword

ACROSS

- 1. A flat cake made with plain dough (5)
- 6. A large ring (4)
- 7. Forehead (4)
- 8. Tortoise-like sea creature (6)
- 11. Large white seabird (6)
- 14. A single article (4)
- 15. Take the creases out of laundry (4)
- 16. A bird with a long bill (5)



DOWN

- 1. Centre part of fruit (4)
- 3. Isaac _ scientist known for his work on gravity (6)
- 4. Outer garment (4)
- 5. Hurry (5)
- 9. A fixed share of food (6)
- 10. Once more (5)
- 12. Midday (4)
- 13. Hold on to (4)

True or false?

- 1 An octopus has three hearts
- 2 Jellyfish are some of the oldest living creatures on Earth
- 3 A dolphin is a fish



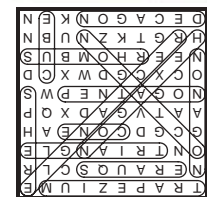
Wordsearch

Hidden in the grid are thirteen shapes. Can you find them all?

- CONE
- CUBE
- DECAGON
- HEXAGON
- NONAGON
- OCTAGON
- PENTAGON
- RECTANGLE
- RHOMBUS
- SPHERE
- SQUARE
- TRAPEZIUM
- TRIANGLE



The baby birds are hungry, can you help the mother bird find her way through the maze?



TRUE OR FALSE
1 True; 2 True; 3 False, they are mammals



Solutions

- CROSSWORD**
Across: 1 Score; 6 Hoop; 7 Brow; 8 Turtle; 11 Gannet; 14 Item; 15 Iron; 16 Snipe.
Down: 2 Core; 3 Newton; 4 Coat; 5 Speed; 9 Ration; 10 Again; 12 Noon; 13 Keep

Taking the issues to task

Safia is a member of Tower Hamlets Council's Somali Taskforce which has been set up to investigate the challenges facing Somali residents including mental health, housing and education. Their taskforce seeks to address the issues around the Somalian community experiencing poorer outcomes in housing, employment, health and education.

THH Board member Safia has worked for nearly two decades as a community activist. During that time she's progressed from tenant participation to influencing how THH is governed.

Safia says: "Joining the THH board built my confidence; now I understand how a big organisation works and I've learnt a lot of new skills. I've also used my position as a tool, making sure that black and minority ethnic women and people with mental health issues have a voice and are being heard."

"I often hear people say that they're not happy about something. The trick is to use that to make things change. Don't just say "I want things to change, – be the change.

It doesn't matter what community you're from, it's up to you to make sure your voice is heard."

Safia works in Bethnal Green for Family Action, a charity for families with enduring

mental health difficulties and with a responsibility for the well-being of children.

She says: "We're helping families to look after themselves and most importantly their kids. We share an office with the council's social services and work closely together."

Safia is the founder and director of the Somali Integration Team which works with the Somali community in Tower Hamlets, providing the tools to self-help and integrate. Services include health and fitness, language classes, childcare training and welfare advice.

"In 2005 there were no tailored services for Somali women. Women were coming to me and it was clear we needed to

give help with learning English and accessing services such as doctors. We've recently set up the 'Somali tenant empowerment project' to make sure that people know about housing services. I'm incredibly proud of the impact that all our work is having."

Find out more

Somali integration team:
somalilteam.org

Family action:
family-action.org.uk

THH resident participation:
thh.org.uk

Somali Task Force:
towerhamlets.gov.uk



“ It doesn’t matter what community you’re from, it’s up to you to make sure your voice is heard. ”

Famous faces in our places

Have you ever noticed a film crew in your neighbourhood and wondered what they were doing or how they got there? Chances are you will have done as the borough is one of the most popular locations for filming in London.

All filming and photography permissions in the borough are managed by The Tower Hamlets Film Office and they are kept very busy. From the colourful array of curry restaurants in Brick Lane, the 18th century houses of Spitalfields to the wide expanses of Victoria Park and the historic Sunday Flower Market at Columbia Road the area has a lot to offer to film makers.

Tower Hamlets is in the heart of the East End. Rich in history, there's a vibrant mix of the old and the new, with bustling communities unique in culture and character.

It's not bad for a borough that isn't particularly well known, even amongst Londoners. In fact, it now rivals Westminster, Camden and Ealing as the prime London shooting location. A recent study by Gocompare, using data from IMDB covering the last 20 years names Canary Wharf as the 14th most filmed location in the world!

On location

Blockbuster films such as Mission Impossible and Mary Poppins have all been shot, at least in part, on location in Tower Hamlets

Going a bit further back in time the 1979 The Long Good Friday starred Bob Hoskins as an East End crime boss. A famous scene features a car being blown up outside St George-in-the-East church in Shadwell.

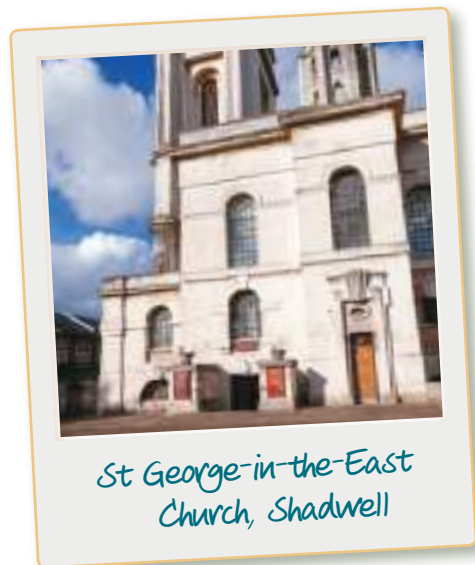


Idris Elba



Location filming

The film industry can bring excitement, glamour and work to the area.



St George-in-the-East Church, Shadwell

Left The Boundary Estate in Shoreditch is a popular filming location.

Benefits to residents

Aside from the excitement of famous actors wandering past your front door and the chance of the odd selfie, there are other benefits to residents. The Film Office offer the chance for local people to get work experience on film shoots. It's not unknown for local residents to be employed as extras too, meaning they could end up not just recognising their local area but seeing themselves on the big screen. Who said Hollywood has all the glamour?

Find out more

More information about the Tower Hamlets Film Office is available at towerhamlets.filmoffice.co.uk



Watney Market.

Brad Pitt starred in *Snatch*, the Guy Ritchie directed follow-up to *Lock Stock and Two Smoking Barrels*, set partly in the borough. *Lock, Stock* was almost entirely shot in Tower Hamlets too.

Despite its reputation, East End locations are not just about gangsters. The Mike Leigh directed film, *Secrets and Lies* was filmed partly in Bethnal Green. Probably the most recognisable location is the James Bond classic, *The World Is Not Enough*; the opening scenes show a futuristic Docklands backdrop.

Fish Tank from 2009 is about a dance-obsessed teenager who has a difficult relationship with her mother and mother's boyfriend. It's mainly set in Essex but when Mia, the main character, dances her heart out in a half-ruined tower block it's a Tower Hamlets housing estate.

Housing estates are a popular location for film and TV producers and THH estates are no exception the most famous example of this being *Luther*, the BBC Detective show. Idris Elba stars as DCI John Luther in the series and the show regularly features scenes of his fictional home on the Robin Hood Gardens estate in Poplar.



Robin Hood Gardens Estate in Poplar



Typical Housing in Tower Hamlets



Who knows you?

Keeping your personal information safe

Have you ever thought about how much the companies and organisations you interact with online actually know about you?

Data is valuable

The amount of data we generate these days is phenomenal – Amazon orders, years' worth of supermarket shopping, likes and dislikes on social media, bank accounts, employment and benefit records; the list just goes on and on.

Data is valuable – have you noticed that you look at an item online and then keep seeing adverts for similar things on other websites? It's a dream for marketing companies and raises concerns about identity theft and fraudsters.

New rules to protect your information

It can seem scary when you stop and think about it but don't worry, these are things that all these companies take seriously and you've also got rights under the Data Protection Act. Your rights are also about to be strengthened by the new General Data Protection Regulation (GDPR) which comes into force on 25 May.

All companies which hold and use information about you are currently required to follow a set of Data Protection Principles. These have been updated by the GDPR and are set out in the box on this page.

You may have already noticed some of the companies you use telling you how they use your data, and if not they will be doing so soon.

THH and your data

THH uses your data, whether you're a tenant, leaseholder or someone living in one of the properties we manage.

We take our responsibilities very seriously and are making sure that we comply with the principles of the GDPR. In May we publish our new Privacy Notice, explaining the legal basis upon which we use your data, who we share it with and the purposes for which it is used. We'll be providing regular updates in Open Door Extra, our monthly e-newsletter, on our website, and in future issues of [opendoor](#).

Personal Data must be...

- ✓ used lawfully, fairly and transparently
- ✓ collected and used for specific and legitimate purposes
- ✓ adequate, relevant and limited to the purposes for which it is to be used
- ✓ accurate and kept up to date
- ✓ kept for no longer than is necessary
- ✓ used in such a way that ensures it is kept safe and secure
- ✓ used in such a way that can be demonstrated to be compliant with these principles



Make life easier with MyTHH

Over 2000 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 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.

How to seal a bathroom sink

Sometimes the silicone seal around your sink can start to come away or discolour; replacing it will stop any water seeping between the sink and the wall causing damage.



You'll need:

- A good quality, anti-mould, silicone sealant
- Mastic gun
- Utility knife
- Small bowl and washing up liquid

What to do:

- Make sure the area is clean and dry and remove any old caulk from the edge of the sink with the utility knife.
- Put the plug in the sink and fill with water (you need to seal the sink when its contents are heaviest).
- Cut the tip of the silicone sealant to the width of the crack between the basin and the wall. Insert the tube into the mastic gun and pull the trigger until the silicone begins to come out. Wipe away any excess.
- Using a steady, even stroke, apply the silicone in a thick bead deep into the crack between the sink and wall.
- Once the crack has been filled, mix some water and washing up liquid (in equal parts) in a bowl. Dip your finger into the mixture and run along the silicone to make it smooth.
- Make sure you leave give the silicone at least 24 hours to dry.

DIY divas

In February, 12 residents attended our 'DIY repairs in your home' course – one of dozens on offer through our free residents' training programme. One of the residents who attended the course – Mr Rehman said "I'm now able to carry out simple plumbing jobs on my own instead of calling a plumber; these courses are a good chance to learn new skills and meet new people."

The course was led by Mark, Community Impact Manager from Engie (formerly Keepmoat Regeneration) - one of our major works' repairs partners.

Mark taught the participants how to skim and tile a wall, seal a sink, and basic plumbing. Mark added:

"These courses are a great way for anyone to have a go at basic home improvements. We train people in a friendly environment and give them a chance to get hands on. Most people who've never done DIY before are surprised at how easy things like tiling and wallpapering can be."



Above
Course Leader Mark.

Below
Some of his students tackling various tasks under his guidance.



THH runs a resident training programme every year with a wide range of courses on offer. All our courses are free and signing up is easy – just visit our website for more details – www.thh.org.uk

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




**To arrange an appointment to speak
with an adviser, contact:**

Anika Amrin 07921387886 or
Mireille Kelie 07710166829

Email: towerhamlets@go-train.co.uk

**Tower
Hamlets
Homes**

 www.towerhamletshomes.org.uk

 www.facebook.com/towerhamletshomes

 @THHomes