

# Tenants Handbook





# Welcome...

This Handbook contains information about how EastendHomes is managed, the services we provide and your rights and responsibilities as a tenant of EastendHomes. The Handbook is intended as a guide and does not form part of your tenancy agreement.

We aim to cover most issues in this handbook. However, if you cannot find the answer to a particular question you may have, please contact your local housing centre where our staff will be happy to assist you.

We hope that you will be happy in your home and with the services provided by EastendHomes.

If the information contained in this book changes at any time, we will update you through our regular newsletters.

# About EastendHomes

EastendHomes is a social landlord. We started in 2005 and operate solely in the London Borough of Tower Hamlets.

EastendHomes is also a Registered Charity. This means that we must comply with the strict Rules and Regulations laid down by the Charity Commission.

EastendHomes is governed by a Board, which comprises eight local residents from EastendHomes estates, eight independent members and two local councillors of Tower Hamlets. Board members are not paid and serve on a purely voluntary basis. The role of the board is to ensure that as an organisation, EastendHomes is effectively and efficiently managed and that it provides good services.

## Vision

EastendHomes' Vision is "to achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents".

## Mission

EastendHomes' Mission is "to provide a local housing service which is efficient, gives value for money and meets the needs, priorities and aspirations of all residents"

## Values

The core values which support, inform and guide our work at all levels in the organisation are as follows:

- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff
- We will always strive to provide the best possible service
- We welcome and support diversity and we are committed to equality
- We want to improve and succeed in all aspects of our work

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## Getting Involved

EastendHomes is committed to involving residents in the provision of local housing services. Residents are supported to play a major role in Estate Management Boards, and are encouraged to give feedback to direct how the organisation evolves and delivers services. EastendHomes believes that resident involvement is the key to ensuring that housing services are provided effectively, and in a way that meets the needs, priorities and aspirations of residents.

Residents are also encouraged to get involved in a range of community events and service assessment opportunities, such as estate inspections. These events are publicised through Newsletters, estate notice boards and on the EastendHomes website [www.eastendhomes.net](http://www.eastendhomes.net).

EastendHomes will also carry out regular consultations focussing on service delivery to meet the needs of our residents, including an annual satisfaction survey.

If you have any comments or ideas to improve your estate or services, please speak to your local housing officer.

## Service Standards

EastendHomes aims to deliver services which are of a consistently high standard.

Please see our leaflet 'Service Standards' for information on our standards - targets and promises for how we will work with you to support you in your home. And if you think we are not meeting our standards please let us know.

# 1. Useful Information

## Housing Officer contact details and essential property information

### Housing Officer

Address of Housing Centre (Repairs, Rent / Rent Arrears, Tenancy Management, Lettings & Caretaking, Estate Parking)	
Telephone Number	
Housing Centre Opening Times	
Emergency Repairs (Out of Office Hours)	
Rent / Rent Arrears Team	
Caretaking Matters (Out of Office Hours - voicemail service)	

### Property Information

Type of Heating	
Type of Water Heating	
Location of Main Stop Valve	
Location of Electric Meter	
Location of Gas Meter	
Location of Water Meter (where applicable)	
Other Information	

To be completed by Housing Officer with Tenant

## 2. Tenancy Agreement

### **What is the tenancy agreement?**

Your tenancy agreement is an important legal document and is a binding contract between yourself and EastendHomes. You should read it carefully, and ask if there is anything you do not understand. Keep it safe, you may need to produce it as proof of identification / residence, or for example when claiming benefit. If you lose it, please let us know so we can issue a new copy.

As well as detailing the amount of rent and service charges you are required to pay, your tenancy agreement sets out your rights and responsibilities as a tenant of EastendHomes, and EastendHomes' rights and responsibilities as your landlord.

### **New Starter Tenancies**

For some tenants who are new to the social rented sector, EastendHomes may offer them a starter tenancy. This tenancy is probationary for the first twelve months but if the new tenant gets through the probationary tenancy period without any problems, it will automatically upgrade to a full assured tenancy. If there are any problems, the probationary period may be extended or the tenancy ended.

### **Changing the terms of your tenancy agreement**

EastendHomes can only make changes to your tenancy agreement after full consultation with residents and with four weeks' notice of the changes.

## 3. Moving In

### Gas & Electricity

When you sign for your tenancy you will be given a copy of the gas and electrical safety certificates. **Keep them safe as your energy supplier(s) may need to see them before they can connect your supplies.**

When a property is empty the gas and electricity supplies are usually disconnected. Once you have a moving in date you should contact your chosen supplier(s) to arrange connection. If you do not receive the keys when you view the property you are advised to contact the local housing centre on the Wednesday before your proposed tenancy date to check that your property will be ready on time. This is because sometimes the work may take longer than expected, in which case it will be necessary to change the date on which your tenancy begins.

As soon as you move in you should read the meters and let the gas and electricity supply companies know that you are the new tenant. This will ensure that you are not charged for power that the previous occupiers have used. You will need to give the supply companies the exact meter readings. If you are not confident about reading the meters, you can ask them to send someone to read them for you. Even if your home has pre-payment meters for gas and/or electricity you will still need to inform the supply companies that you are the new tenant.

### Telephone

There is a range of supply companies for telephone services. If you are an existing customer you should be able to transfer your details over and avoid a connection charge. As a new customer, you may need to pay such a charge but shopping around could get you a better deal.

Some residents choose to only use a mobile phone, which may be a cheaper option. Alternatively, if you plan to subscribe to internet or television services, you may be able to purchase a 'bundle' of services from the same provider which come with a discount.

### Water Supply

The water supply should be on when you move in. If it is not, you will need to turn it on at the main stopcock. If you cannot find the stopcock, or it does not work, you should contact the local housing centre immediately. Unless you have a water meter there is no need for you to contact the water authority as water charges are collected by

EastendHomes on their behalf with your rent. If you have a water meter in your property you will need to contact the water authority, which is Thames Water. See our Useful Contacts section for their details.

## Heating and Hot Water Services

The heating and hot water system(s) will be different according to where you are moving to. Some properties have a communal heating and / or hot water system (this is where, instead of having an individual boiler in your home, the heating and/or hot water is provided by a central boiler for the block). If your home is serviced by a central boiler, this will be shown as separate charge(s) on your tenancy agreement and will be collected with your rent. A full safety check will have been undertaken on the gas and electricity installations. If you have an individual gas central heating system, a contractor will call to re-commission the boiler when you move in. If there is anything you do not understand, contact your local housing centre.

If you have an individual boiler, this must be serviced by EastendHomes' contractors every year. You are required to allow us access to your property to carry out that work. In most properties, we will have fitted a GASP device, which will warn you when the servicing is becoming due, and will ultimately shut down the system if the annual service is not completed on time.

## Hard Flooring

EastendHomes does not as a rule permit the installation of any hard fixed flooring, including 'laminated' flooring. Especially in flatted accommodation, this type of flooring causes excess noise which can cause a nuisance to neighbours. Hard fixed flooring must not be installed without our permission.

## Washing Machine & Cookers

You are responsible for purchasing your cooker, and appliances such as washing machines. EastendHomes will install gas cookers for our tenants. You are responsible for the fitting of all other appliances. If you are plumbing in a washing machine (or dishwasher) you must ensure that the supply and drainage systems are completely watertight, as any damage caused by leaks to your home, or to a neighbour's, will be your responsibility.

## Insurance

Whilst EastendHomes insures the building in which you live, we are not responsible for insuring your personal contents, decoration and belongings (furniture, clothing etc).

We strongly advise that you take out your own personal household insurance. This will cover your belongings in case of losses due to damage, theft or from other causes. Shop around for quotes before you commit yourself - there can be quite a price difference between companies. If you are elderly you may be able to get cut-price insurance from organisations such as Age UK.

EastendHomes has negotiated a highly competitive deal on home contents insurance for tenants through the National Housing Federation. This can be paid with your rent. For further details, contact our Rents Team.

## Keys

You will be given at least two sets of keys to the front door and, as appropriate, keys for windows & other lockable doors. We do not hold a spare set of keys and will not pay for replacements if you lose them. If you lock yourself out and we have to call a locksmith, we will charge you for the cost of the works. We will also recharge you for any damage caused through you trying to get back in to the property.

As part of the refurbishment of our estates most of our properties have been fitted with Secured by Design doors, which feature design elements to deter crime and make it difficult to force entry. In no circumstances will EastendHomes permit the installation of 'security grilles' or gates over front entrance doors. These doors can cause dangerous delays in cases of fire and can also damage the integrity of the block.

## Door Entry Fobs

A number of EastendHomes blocks have door entry systems. In these blocks you need a 'fob' / key to gain access to the block.

At the start of your tenancy you will be issued with one fob per adult listed on your tenancy agreement (two if you live alone). Children aged 16 and over will be issued with a fob. There will be a charge for each additional fob required, the exception being for residents of pensionable age who will not be charged. Stolen fobs will be replaced without charge for tenants if a crime reference number is produced.

Door entry systems are an important feature of maintaining resident security and you must not allow anyone that you do not know to enter the block, either by 'buzzing' them in through an intercom or by letting someone you do not know follow you in.

## Decorating Your Property

Before you move into your new home it will be inspected by our staff to assess the condition. We will carry out works to the property before you move in, but in many cases

we will also provide you with an amount of credit at a major DIY chain to contribute towards the costs of redecorating the home to your taste. This allowance is assessed on a room-by-room basis dependent on the condition of each room and covers the cost of basics such as painting or wallpapering. This allowance is given in the form of a pre-paid debit card and is valid for six months from the date when it is given to you.

Tenants are responsible for keeping their home in good decorative order.

## **Parking / Garages / Sheds**

EastendHomes rents out parking spaces, garages, store sheds and bike stores on its estates where they are available.

If you are interested in renting one of these facilities please contact your local housing centre, who will advise you of current availability. On most of our estates enforcement action will be taken against anyone who parks without displaying a valid permit, this may include penalty fines or having the vehicle removed. There are also a number of visitors' bays on each estate. Please ask for advice if you intend to use them.

In some areas street parking, operated by Tower Hamlets Council, is in force. Check with your local housing centre for advice on whether this applies to you. You are also advised that some properties are designated as 'Car Free Homes'. This scheme is designed to promote the use of public transport and to reduce congestion within the borough, and means that you are not entitled to the use of a parking bay.

## **Council Tax**

When you move in, you do not automatically get a bill for your Council Tax. It is your responsibility to inform the Council that you are the new tenant. You should write to or inform the London Borough of Tower Hamlets Council Tax Office and let them know your name, your new address and the date you moved in. You can arrange to pay your Council Tax in monthly instalments. It is better to sort this out quickly and not run the risk of building up a large bill that you will have to pay later.

The address of the Council Tax office is:

**London Borough of Tower Hamlets**

**Council Tax Section**

**5 Clove Crescent**

**London E14 2BG**

**Tel: 020 7364 5002 (Billing)**

**020 7364 4230 (Summons/Recovery)**

## TV Licences

Tenants must ensure that any television they use in their home is properly licensed. You can contact the TV Licences Customer Services on 0844 800 6790 for more information. Please note EastendHomes does not give permission for the installation of individual satellite dishes on our properties. In many of our properties it is possible to connect to subscription television services, such as Sky, through the TV aerial socket in the property. Speak to our Technical Services Team for information on the services available in your home.

## Health

If you are new to the area you will need to register with a doctor (GP) and dentist. You could ask your neighbours to recommend someone or contact NHS North East London and the City, who will be able to advise you on doctors' (GPs) surgeries and dentists in your area. They can be contacted on 020 7092 5000. It is best to register with a GP as soon as possible rather than wait until someone in your household is ill.

## Registering to Vote

By law you must register to vote if you are eligible. Also, if you are not on the Electoral Roll for your address you may have problems obtaining credit or proving your identity. You should contact the Council as soon as possible to add your name to the register. See the 'Useful Contacts' section for details. **Remember to complete the form every year when it is sent to you.**

## Letting people know

Make a list of people and organisations that should know that you have moved. For example: your employer(s), banks, building societies, and credit card companies. For a small charge you can get the Post Office to redirect your mail from your old home to your new home.

## Pets

Tenants may only keep pets in their homes with permission from EastendHomes. You will be asked to arrange for your dog or cat to be microchipped as part of any permission we give you. All tenants are expected to act with consideration for their neighbours, and are responsible for keeping animals under control, and clearing up any fouling. On the estate dogs must be kept on a lead and, where the law requires, muzzled. Failure to keep control of your pets could result in EastendHomes withdrawing permission for you to keep your pet(s) and us taking legal action against you.

## Children

Children are part of everyday life on an estate and their play should not normally cause problems. Playing ball games on communal grassed areas, in car parks or close to other people can cause a nuisance. Parents and carers must ensure that young children's play is supervised and that older children, who can play out alone, do not cause a nuisance to others. This includes "hanging around" the estate late at night. At home, especially in flats and maisonettes, parents and carers should be aware that boisterous play can be very noisy and may cause upset and/or a nuisance to neighbours.

## Rubbish

Disposal of household rubbish and larger unwanted items like furniture should be done in a way so that you do not cause a nuisance to neighbours.

Please do not overload refuse chutes. Use bags of a suitable size that will fit easily into the hopper, as this will prevent blockages to the chute. Large bags of rubbish that will not fit into the chute hopper should be placed in the refuse containers on the ground floor of your block. If bags of rubbish are left or dumped in the block or on the estate, we will make every effort to identify where they have come from, and will charge the cost of clearing the rubbish away to the resident responsible. We may take enforcement action against persistent offenders - action in the most serious cases could lead to those responsible losing their home.

Never throw rubbish over your balcony or out of windows and please let us know if you see anybody doing so.

If you have any large or bulky items, the Council's Streetline service will arrange for collection at a small charge. If you are in receipt of Housing Benefit, you can have two free collections per year. For further information, please telephone the Streetline service at Tower Hamlets Council on 020 7364 5004.

**It is your estate: Keep it clean, tidy and safe! If the caretakers have to clear up after a few thoughtless residents, then they have less time to spend on their regular cleaning duties.**

## Recycling

Tower Hamlets operate a recycling scheme on your estates. At the present time they are able to recycle paper, newspaper, magazines, junk mail, telephone directories, glass bottles and jars, tins, clothes and shoes, and many kinds of plastic. Household waste for recycling should be placed in a "Pink Recycling Bag", **which should be kept indoors and brought out on collection days.**

If you require more information about this scheme, or if you do not have a “Pink Bag”, please contact the Customer Contact Centre at Tower Hamlets Council on 020 7364 5000.

## Washing

We appreciate that in blocks of flats it may sometimes be difficult to dry washing indoors. However, laundry hanging in communal or external areas can be unsightly and cause a nuisance to other residents. You must never place clothing horses on communal landings as this may cause an obstruction to the emergency escape route to the block.

## Pest Infestation

Infestation of pests and vermin should be dealt with as quickly as possible. If the problem is not treated it can very quickly spread and affect neighbours’ homes and even the whole block. Should you experience problems, please contact your local housing centre immediately, or you can contact the Pest Control team directly - see the Useful Contacts section for their details.

Please note that if you have allowed your home to become infested EastendHomes may charge you the cost of any special treatment / cleaning.

Leaving out scraps of food or feeding pigeons anywhere on the estate is not allowed as it encourages insects, pests and other vermin. The Council’s Environmental Health department provides free advice to all Tower Hamlets residents on all pest problems. If you have an infestation problem or require advice you should call the Environmental Health team - see the Useful Contacts section for their details.

## 4. Being a Good Neighbour

EastendHomes is committed to the provision of a high quality housing management service to all its residents. As part of that commitment EastendHomes recognises that all residents have a right to peace, quiet and security in their homes. This section contains advice on how to be a good neighbour and what action you and EastendHomes can take should anti-social behaviour occur.

### Noise and nuisance

Consideration should be given to your neighbours at all times. Noise can be particularly disturbing to others. Vacuum cleaners, washing machines and noisy DIY tools should not be used late at night or early in the morning.

In flatted accommodation, it is virtually impossible to exclude all noise from other properties and common sense and consideration need to be applied for low level household noise. It is likely that no action will be taken by EastendHomes if we feel that incidents do not exceed low level household noise.

### Action to deal with Noise and Nuisance

1. Talk to the person concerned. Do not be aggressive or threatening as they may not be aware they are disturbing you. Give them a chance to stop the nuisance or to see if a compromise can be worked out.
2. If the problem persists, speak to your housing officer. With your consent, we will speak to your neighbour and advise them that a formal complaint has been received. You may be offered mediation in order to try and resolve the problem.
3. If the problem continues you will be asked to keep a diary to record any further incidents, noting down the date and time and a brief summary of the problem. This evidence will be necessary if EastendHomes is to take enforcement action against the other person.
4. You can also make a report to the Council's Environmental Health Team. See the 'Useful Contacts' section for their number. The EHT may also ask you to keep a diary of the incidents, or in some cases they may come out to witness the noise nuisance. The EHT has the legal powers to take action if you can prove there is a case.
5. You can take your own action through the local Magistrate's court. Under the Environmental Protection Act 1990 magistrates have the power to grant an injunction if you are able to prove that your health, comfort or convenience has been upset through neighbour nuisance. Your housing officer can give you more details, or you can contact a solicitor or the Citizens' Advice Bureau.

## Harassment and Violence

EastendHomes will not tolerate any form of violence (including domestic) or harassment towards residents, their families or visitors to the estate, contractors or members of staff.

Harassment is the deliberate interference with the peace and safety of any person on the grounds of race, ethnic origin, religion, sex, sexual orientation or disability and includes incidents of graffiti, damage to property, abuse or threats.

We will take prompt action to deal with anti-social behaviour wherever we can. We will help anyone suffering from harassment and try to solve problems locally by encouraging neighbours to talk to each other and with our staff. Where evidence allows and if talking to the perpetrator has failed to resolve the matter or in more serious cases of harassment or threatening behaviour, we will take further action.

We will support victims of harassment and will provide interpreters, female interviewers and involve the police, social services and Victim Support, where any of these are needed. If you are the victim of any form of harassment from a neighbour, another resident or a visitor to the estate, you should report it immediately, to both the police and your Housing Officer either by phone, letter or calling in to the office.

In cases where there are counter claims and/or insufficient evidence for EastendHomes to take action, residents are advised to consider pursuing independent legal advice.

## 5. Rent and Finance

### Rents

Paying your rent is your most important responsibility as a tenant.

EastendHomes offers a range of payment methods. The range of methods available includes:-

- Direct Debit
- Rent Payment Card - this can be used at the Post Office or at any shop showing a PayPoint sign
- Payment by telephone (available 24hrs, including by calling our Rents team within office hours)
- Payment online - via [www.eastendhomes.net](http://www.eastendhomes.net)
- Payment by text

For more information on the options available for paying your rent, speak to one of our Rents team.

### Rent Statements

You will receive a rent statement every 13 weeks. The statement details how much rent you should pay and how much you have paid in the previous 13 weeks. It shows if you owe money (called "arrears") or if you have paid more than is required (called "credit"). For more information regarding your rent account, contact the Rents Team. See the Useful Contacts section for details.

### Getting into Arrears with your Rent

Paying your rent on time is an important obligation of your tenancy. However, if you fall behind with your rent please contact us. You will be asked to agree an arrangement to pay off the arrears. We will always try and help tenants who are experiencing problems, but we may take legal action against people who refuse to clear their debt or refuse to enter into an agreement - tenants with serious rent arrears risk losing their home.

### Financial Support and Assistance

As a new tenant you may find that you are taking on responsibilities which you may not be used to. When you move into your home you will be offered a free financial 'healthcheck' from a specialist advice agency which will help you to plan your household budget. They

can also help to make sure that you are claiming any benefits or assistance to which you may be entitled. This support is not limited to new tenants, and if at any stage during your tenancy you would like some assistance, or just more information on the financial support available, contact your local housing office. Surgeries are run regularly at local housing centres.

## **Insurance Payments**

EastendHomes offers a tenants' contents insurance scheme via an insurance company. If you choose to join this scheme the insurance premium would be payable with your rent payments. A reduced premium rate is available for elderly persons for a reduced level of cover. If you would like further information contact your housing centre.

You are strongly encouraged to take out contents insurance. We may offer an incentive to support tenants who take up the insurance offered through EastendHomes - ask for more details.

## **Service Charges**

The type of services we charge for includes cleaning, grounds maintenance, communal electricity, concierge and CCTV. Details of the services provided and the amount of the charge is shown on your tenancy agreement.

We can only charge residents the actual cost of providing the service. Whenever we are considering a substantial change to an existing service or introducing a new service, we will consult with residents.

## **Payment towards housing costs**

You may be able to get help to pay some or all of your rent. It depends on your income, the size of your household and how much you have in savings. If you need help making this claim, your Housing Officer can assist you or point you in the right direction.

It is important when making your claim and at all subsequent times that you ensure records of who is living in your home and your employment status are kept up to date as this may affect your claim.

Whatever your benefit entitlement, you are required to pay all of your rent.

## 6. Your Rights

As a Tenant of EastendHomes you have the following rights:

### **Right to occupy your home (also known as Security of Tenure)**

This means that no tenant can be evicted from their home except by a Court Order. In order for a Court to grant EastendHomes possession of the property a Court has to be satisfied that the tenant has breached their tenancy agreement and that it is reasonable to grant an Order for Repossession. The most common grounds for repossession relate to your main responsibilities as a tenant. These are:

- Failure to pay rent.
- Harassment or nuisance to neighbours.

### **Right to succession (inheriting a tenancy)**

If a tenant dies, legally the tenancy can be transferred to any surviving joint tenant or the tenant's spouse or partner if they were living (as their only home) with the tenant at the time of death.

In your tenancy agreement EastendHomes gives the right of succession to a partner or family member who has lived with the tenant for at least a year at the time of the tenant's death, and if this is their only home.

If someone other than a husband or wife succeeds to a tenancy and the property is larger than reasonably required, in some circumstances EastendHomes may facilitate a move to suitable alternative accommodation. In order for this to happen EastendHomes must serve notice on the successor no sooner than six months, but no later than twelve months after the previous tenant's death.

Under EastendHomes' tenancy agreement, all assured tenants have two rights of succession. For tenancies granted after April 2013 the second succession will count as a statutory succession and will not require a new tenancy to be granted. However during the probationary period of a starter tenancy new tenants do not have any rights to succeed.

You should ensure that the housing centre is aware of everybody who is living in your property, as this may avoid problems later if someone needs to make a claim to succeed to a tenancy.

## Right to Assign (passing on your tenancy)

You have the right to “assign” your tenancy as follows:

- As a result of a Court Order (e.g. the Matrimonial Causes Act 1973 or the Children’s Act 1989).
- By way of mutual exchange with a tenant of another Registered Social Landlord or Council.
- To an existing joint tenant of your tenancy or to a person who would qualify to succeed your tenancy in the event of your death. Approval for assignment is subject to certain terms and conditions. You should have the written consent of EastendHomes to assign your tenancy.

Tenants do not have the Right to Assign during the probationary period of a starter tenancy.

## Right to Exchange (mutual exchange)

You have the right to exchange your tenancy provided that the person you are exchanging with is either another tenant of EastendHomes, a tenant of another social landlord or a council tenant. You will need the written permission from both landlords involved in order to proceed with a mutual exchange. Starter tenants do not have the right to mutually exchange during their probationary period.

We cannot refuse a mutual exchange without good reason; however, there are certain terms and conditions which must be met before approval is given. We can facilitate a transfer either internally or externally - speak to our Lettings team for more information.

## Right to take in lodgers or sub-let part of your home

You have the right to take in a lodger, as long as by doing so it does not cause overcrowding in your home, and you have completed any probationary period established under a starter tenancy.

You also have the right to sub-let part of your home provided that:

- You firstly gain our written consent; and
- It does not cause overcrowding; and
- You do not create another assured tenancy; and
- You remain living in your home and only sub-let part of it.

Please remember you are responsible for your tenancy. If your lodger or subtenant causes a nuisance or acts in breach of your tenancy agreement you will be held responsible and

legal action may be taken against you. If you intend to move home permanently, you must make sure that the lodger / sub-tenant leaves as well.

Please note any lodger / sub-tenant cannot be included on your transfer application. Your lodger / sub-tenant would not have any right to succession, unless they are a family member.

If you are receiving Housing Benefit when you take in a lodger/sub-tenant you must notify the Council's Housing Benefit section, as your benefit may be affected.

## **Right to repair**

EastendHomes has a set of "response times" for specific repairs. We must aim to carry out the repairs that are our responsibility within the timescales we have set. If you have twice reported a repair that affects your health, safety or security and we have failed on both occasions to deal with it within our set timescales you may be entitled to claim compensation.

## **Right to improve your home**

You have the right to make alterations, improvements or additions to your home as long as you get our written approval before carrying out the work. Improvements include:

- Replacing bathroom or kitchen fixtures and fittings.

We will not refuse permission without a good reason, although there are certain terms and conditions that you will have to meet before approval is given. You will have to comply with current building regulations and planning consent if applicable. Work which involves gas must be carried out by a Gas Safe Registered contractor. For electrical work the contractor must be NICEIC approved. This right is not available to starter tenants during their probationary period.

## **Buying your home**

If you were a tenant of your home when the estate transferred to EastendHomes you may be able to purchase your property under the Preserved Right to Buy. This is similar to the Right to Buy scheme. You retain this right if you transfer to another property owned by EastendHomes.

If you became a tenant of EastendHomes after the transfer you may be able to purchase your home under the Right to Acquire. Starter tenants are not eligible for the Right to Acquire during their probationary period.

More information about these schemes can be found in the booklets “Your Right to Buy Your Home” and “Guide to the Right to Acquire” which are available at your housing centre.

## **The right to be consulted**

You have the right to be consulted before we make significant changes to the way we manage and maintain your home, or to the services we provide. This includes any proposals to make alterations or improvements to your home or to the estate in general.

## **The right to information**

You have the right to information from us about the following:

- The terms of your tenancy
- Our repairing obligations and response times
- Our policies and procedures
- How we set our rents
- Our performance
- Your personal information held by us on our computer and all other files

## **The right to complain**

EastendHomes is committed to providing residents with the best possible service.

However, if you are unhappy, or dissatisfied, with either the standard or level of service, the way a particular issue has been dealt with, or if you feel that we have failed in some way to meet our obligations as your landlord, you have the right to complain using our formal complaints procedure. If you progress a complaint through all the stages of our formal complaints procedure, and you remain dissatisfied with our response, you have the option to have your complaint reviewed by a third party. Following this, you can potentially ask the independent Housing Ombudsman Service to further consider your complaint.

Complaints about services provided by EastendHomes can be submitted via a number of methods. These include:

- By post to FREEPOST EASTENDHOMES
- By telephone
- By email to [complaints@eastendhomes.net](mailto:complaints@eastendhomes.net)
- By website enquiry

- In person by housing office visit
- Via authorised delegate or advocate

Further information about the EastendHomes complaints procedure is available at the housing centre, where you can talk to a member of staff or pick up a copy of our Complaints leaflet.

# 7. Repairs

## Responsibilities of EastendHomes and tenants

As an EastendHomes tenant you have the right to expect work to be done quickly and efficiently when you report a repair in your home for which we are responsible. We are committed to providing you with a repairs and maintenance service that will meet these expectations.

### What we have to do

#### Our responsibilities are set out in law. We must:

- Keep the structure and the outside of your home in good condition.
- Repair fixtures and fittings inside your home.
- Make sure that water, electricity and gas are supplied safely and that sanitary waste is taken away properly.
- Repair and maintain shared areas such as landings, stairways and communal entrances.

Your Tenancy Agreement explains these responsibilities in more detail.

### What you have to do

#### You have responsibilities too. You must:

- Tell us about any repair that needs doing as soon as you can.
- Report repairs to your local housing centre.
- Carry out a range of minor repairs which are your responsibility
- Allow access every year for your boiler to be serviced.

You should keep the decoration inside your home in good condition. Make sure that you, your family or your visitors do not damage your home - accidentally or deliberately. You will have to repair any damage yourself or pay our costs if we have to do it.

#### **Suspected gas leaks should be reported immediately to:**

**NATIONAL GRID on Tel: 0800 111 999**

## Reporting a Repair

It is especially important to report urgent problems straight away. These faults may threaten your health and safety, or mean that your home or neighbouring properties could become seriously damaged. You report repairs through your Local Housing Centre during the day or through our helpline service number if outside of office hours (for emergency repairs only). When you report a repair we will put it into one of three categories depending on the type of repair. For most repairs (except emergencies) where we need to come into your home, you will be offered an appointment to suit you.

## Emergency Repairs

### Respond and attend within 1 hour, and complete within 24 hours

This includes:

- Blocked drains causing a backsurge of waste into wash hand basin, bath, kitchen sink or toilets.
- Toilet not flushing where there is no other working toilet in the home.
- Unsafe power or lighting socket or electrical fitting.
- Total loss of heating or hot water for elderly, frail or disabled residents between 1st June and 14th September.
- A glazing repair where there is a possible security or injury risk.
- Lift fault where there is only one lift or no other lift service to that floor in the block.
- Removal of obscene and racist graffiti in residence or communal area.
- Damage to outside doors or windows following a break-in, vandalism, racial attack or domestic violence, which means you can't lock them.
- Outside window locks or door locks that are not working.
- You have been locked out and we are responsible.
- Blocked communal drain or faulty communal lighting causing significant loss of light
- Banister (stair handrail) is loose or has come off altogether.
- Total loss of lighting on the shared staircase.
- Defective communal TV aerials.

Our contractor will carry out emergency 'make safe' repairs on the following:

- Severe storm or flood damage.
- Broken or damaged window or door glass.

- Burst water main.
- Fire damage.
- Roof leaks.

## Urgent Repairs

Respond and complete within 7 days (including weekends)

This includes:

- Partial loss of electric power.
- Partial loss of water supply.
- Blocked bath, kitchen sink or wash hand basin.
- Total loss of space or water heating between 1st June and 14th September.
- Partial failure of communal staircase lighting.
- Partial loss of heating or hot water between 15th September and 31st May (for example, faulty individual radiators or heaters, or loss of hot water where you have another way of getting hot water, such as an immersion heater).
- Faulty flooring or stair tread.
- Uneven or loose paving around your home.
- Toilet not flushing where there is another working toilet.
- Minor leaks to internal water services.
- Defective individual power points, lights, switches, socket outlets; and roof leaks
- Roof leaks.

## Routine Repairs

Respond and complete within 28 days (including weekends)

This includes:

- Renewing or replacing storage tanks and hot-water cylinders.
- Replacing sanitaryware (bath, basin or toilet) and fittings not considered to be urgent or emergency repairs.
- Replacing glass in windows and doors in shared areas.
- Repairs to blocked or leaking gutters and rainwater pipes.
- Minor repairs to window frames, roofs and floors.
- Repairs to walls, brickwork, slates or tiles.
- Repairs to shared walls, fences and paths.

- Minor repairs to steps and staircases.
- Repairs to garages, store sheds, locking posts (in the parking areas) and fences.
- Replacing kitchen worktops.
- Repairs to wall or ceiling plasterwork.
- Repairs to splashbacks (wall tiles around the bath, basin or sink).
- Fixing doors and windows on the outside of the building if they are difficult to open or close.
- Other minor day-to-day repairs or replacements.

## 8. Caretaking

Your estate caretaking service is managed by the local housing centre. If you have any comments or concerns about the service you should contact the Estate Services Co-ordinator via your local office. Caretaking work programmes are displayed on the estate notice boards.

Estate Inspections including monitoring of cleaning are carried out on an eight weekly cycle. All residents are encouraged to join their housing officer on an inspection.

Please contact your housing officer if you want to attend your next inspection.

## 9. Maintaining Your Home

### 3 key fire safety messages from the Resident Scrutiny Panel

1. **Stay Put** - do not leave your home unless the fire is in your home or you are told to evacuate by the Fire Brigade
2. **Rubbish is fuel for fire** - so keep balconies and communal areas tidy
3. **Front Door 1st** - your front door is the first line of defence so make sure it is fire-rated

### Fire Safety

Fires can start easily and spread very quickly. Be especially careful if you have young children or very elderly or infirm people living with you. Keep matches out of reach, do not leave pans unattended or allow to boil dry and do not cover heaters or boilers. If a fire (even a small one) does start:

- You are advised to 'stay put' unless the fire is in your home
- Close all doors if possible to stop the flames and smoke spreading.
- Phone 999 and ask for the "**FIRE SERVICE**". Give your address clearly when you get through.
- If you have to leave the building, **DO NOT USE THE LIFT** and do not go back inside until a fire officer says it is safe.

If your home is not fitted with a smoke alarm we strongly recommend that you fit your own smoke alarm(s). Check them regularly. You must never tamper with or remove self-closing mechanisms fitted to doors either in your home or communal areas or ever wedge such doors open. These closing mechanisms are in place to stop the spread of fire. If you notice that a door closer or the door itself is damaged you should report this to the local housing centre immediately. You must never leave rubbish or large items in communal areas. You are not permitted to fit a 'gate' or security grille over entrance doors to your home. These delay the fire brigade in an emergency and the increased time taken to gain access could endanger your life or your neighbours'.

### Be careful with gas

We service all gas installations (e.g. boiler and fires) in tenanted properties every year to ensure they are working safely. It is essential that you allow access to your home by our contractor when an appointment is made for this servicing to be completed. You must also make sure that you do not tamper with these appliances in any way or interfere with the

ventilation. The annual service is essential to ensure that fumes are carried away safely from gas appliances.

## Condensation

Condensation is dampness caused by hot/warm air settling as moisture on walls and other cold surfaces. A certain amount of condensation in your home is unavoidable, especially in kitchen and bathrooms. If there is too much condensation around your home it can be very unpleasant, causing mould, which damages decoration and woodwork and may even damage your health if not dealt with.

You can reduce condensation by:

- Not leaving kettles or saucepans boiling.
- Closing the kitchen or bathroom door and opening a window whenever you are doing something in those rooms that causes a lot of steam.
- Wiping over steamed up windows before the water runs on to the sill.
- Ventilating your home (open all air vents).
- Not drying clothes on radiators/heaters.

If you get black mould growth around your home it can usually be washed off using hot water and household bleach. If you are having problems caused by damp or condensation, please report this to your housing centre as soon as possible.

## Asbestos

Asbestos is commonly found in residential housing accommodation. EastendHomes is continuing to monitor and record the location and nature of asbestos identified within its stock. Where it is not damaged or disturbed asbestos does not pose a health and safety risk.

If at the start of your tenancy we are aware that there is likely to be asbestos inside your home we will inform you of the type and location. If additional and/ or new information becomes available during your tenancy we will provide you with the updated information. If you are concerned, please pick up a copy of our leaflet Asbestos from your local housing centre, and if you still have concerns speak to a member of staff and we can arrange an appointment by a specialist surveyor.

# 10. Leaving Your Home

## Absences from home

If you are going to be away from home (say on an extended visit abroad or working away) for more than one month you must let us know in writing before you go. You will need to provide the following details:

- Name, address and telephone number of a key holder.
- Planned period of absence and your intended date of return.
- Contact address and telephone number of where you will be staying.

If you are going to be away for more than three months you will need to get our permission first. You should remember that while you are away you are responsible for paying the rent and all other charges and ensuring that all of the terms and conditions of your tenancy are followed.

## Transfer

Tower Hamlets Council operates a choice-based lettings system that allows you to bid for empty Council and Housing Association properties in the borough and, on occasion, elsewhere. Available properties are advertised locally, in your Local Housing Centre, the Council's One Stop Shops and online at [www.thhs.org.uk](http://www.thhs.org.uk).

## How to register

You will need to complete a Single Housing Register form, which is available at your Local Housing Centre or the Council's One Stop Shops. Return your completed form to your Local Housing Centre. A Housing Officer will then arrange an appointment to visit you and check the information on your application, inspect your property and discuss your transfer request. Once this has been done your application will be registered on the Common Housing Register and you will receive a unique reference number, allowing you to bid for all empty Council and partner housing association properties in the borough.

## How to bid

You cannot bid for properties until you have your unique reference number. You can bid by telephone on 0845 270 2400 or online at [www.thhs.org.uk](http://www.thhs.org.uk).

## Moving out of the area

If you wish to move to another part of the country or Greater London you will normally need to contact the local authority concerned to register on their housing list. Please contact our Lettings team who can give you further advice depending on your circumstances.

## Seaside and Country Homes Scheme

Homes for older people in seaside and rural areas in England are available under this scheme, which is run by housingmoves, part of the Greater London Authority. To qualify for nomination on to this scheme you must be a tenant aged 60 or over. If a couple is being nominated they must both be aged 60 or over. If an applicant wants a partner/ relative under 60 years of age to move in with them they can apply, but the tenancy will only be given to the applicant who is 60 or over.

## Mutual Exchange

You can swap homes with another tenant of EastendHomes, tenants of other housing associations or council tenants. This is known as a Mutual Exchange. You will need our written consent to do a mutual exchange, and if you are exchanging with a tenant of another landlord, the tenant you are exchanging with will also need written consent from their landlord. Our agreement to you being able to go ahead with an exchange is subject to certain terms and conditions, although we cannot and will not refuse your request without good reason. For further information on mutual exchanges please speak to your Housing Officer.

You must not move until you have written permission to do so from both landlords and until both parties have signed the Deed of Assignment.

## Shared Ownership

There are a number of Housing Associations who build homes for Shared Ownership. Shared ownership is available to people on low incomes and people who do not have sufficient savings or incomes to buy a property on the open market. Applicants are able to buy a share of the property (either with savings or through a mortgage). The Housing Association owns the rest of the property and charges rent and service charges for it. You have the option to buy further shares in the property if your financial situation changes, which could lead to you eventually buying the home outright.

Further information about Shared Ownership is available from the Lettings team.

## Other options

There are a range of schemes available to support tenants who are looking to move into Low Cost Home Ownership schemes.

Further information is available from the Lettings team or contact FirstSteps - [www.firststepslondon.org](http://www.firststepslondon.org)

## Ending your tenancy

When you move out of your home you must:

- Give us at least 4 weeks notice in writing, telling us that you want to end your tenancy and the date you are moving out. We understand for transfers to another housing association or local authority property this may not always be possible. In these circumstances we would ask that you tell us you have been made an offer, and if you accept the offer that you inform us immediately of your moving in date.
- You must provide us with your new address. Any forwarding address given will be treated as strictly confidential.
- Make sure that you repair or replace any fittings that you have broken or changed without our approval. If you do not, we may charge you the reasonable cost of carrying out the works ourselves.
- To ensure that there are no problems identified when you leave, where possible, please arrange for your housing officer to visit prior to leaving your home.
- Make sure that you clear out your belongings and leave the property clean and tidy. We will charge you a reasonable cost if we have to pay for disposing of any of your possessions that are left behind. This will include removing any floor covering or materials which you have installed during your tenancy. You will otherwise be charged the cost of returning the property to its original condition.
- Make sure that your rent is paid up to date and your keys and entry door fobs are handed in to your Local Housing Centre by 12 noon on the Monday your tenancy ends. We will continue to charge you rent until your keys have been returned. If you do not pay any rent that is owed, we will pursue you for the debt which could result in legal action against you.
- You must not leave anybody in your home.

# 11. Equal Opportunities

EastendHomes recognises that groups in society may be discriminated against as a result of their gender, race, age, culture, disability, religion, sexual orientation, or for any other reason.

EastendHomes is committed to opposing such discrimination and accepts the need to adopt positive policies to take account of discrimination or potential discrimination against certain groups within the community in which we operate.

EastendHomes is committed to the provision of good quality, affordable housing in Tower Hamlets, which is an area with a large ethnic population including significant numbers of people of Bangladeshi, Somali and Vietnamese origin. EastendHomes recognises the need to adopt policies and procedures that reflect the expectations of the community.

Adherence to EastendHomes' Equal Opportunities Policy is a condition of employment for all staff, and membership of the EastendHomes Board or local Estate Management Boards. EastendHomes requires all board members, resident board members and staff to positively promote the policy and implement it throughout their range of duties on behalf of the organisation. EastendHomes is committed to ensuring that the composition of the EastendHomes board and any local resident boards reflects the local community as closely as possible.

EastendHomes is committed to a policy of equal access to its housing services and will ensure that people are treated fairly and equally when they become our tenants.

EastendHomes will maintain records and regularly monitor performance in these areas. This information will be analysed and action will be taken to address any needs that have been identified and are not being met.

To promote equality of access, EastendHomes will ensure that its allocation policies and procedures are known to all the relevant agencies in the areas in which we operate.

EastendHomes is committed to the right of all residents to enjoy the peace and comfort of their home, free from any kind of harassment. EastendHomes has adopted procedures to deal with acts of harassment and will try to address the needs of the victims as they arise. EastendHomes is committed to taking action against identified perpetrators of harassment whenever possible.

In order to provide a service to the community in which we operate, EastendHomes will provide, on request, translations of information into the main languages understood by the community. We can also make information available in other forms such as Braille and audio tape.

## Supporting People

EastendHomes wants to support all of our tenants in maintaining their tenancies wherever possible. If you are experiencing difficulties, please contact your housing officer to discuss referral to the partner organisations in the borough who supply support services.

For our tenants who do not feel that they require a support service but would like regular contact with EastendHomes, ask about our Safe and Well scheme. You can choose to be contacted by staff weekly, monthly or quarterly to check that you do not have any concerns about your property or maintaining your tenancy.

## Employment

EastendHomes will make every effort to employ staff from all sections of the local community which it aims to serve. When recruiting, EastendHomes will not discriminate against any applicant on the ground of their ethnic origin, sexual orientation, disability, religion, marital status, gender or colour. All vacancies will be filled by successful applicants assessed on their ability to do the job.

## Goods and Services

EastendHomes believes that we have a positive role to play in the local economy by promoting equal opportunities practices amongst other organisations we have contact with. Such organisations include contractors and suppliers of services to EastendHomes.

EastendHomes will monitor such organisations to ensure that they are committed to equal opportunities. Where appropriate a written commitment will be requested together with an Equal Opportunities policy. Organisations will need to demonstrate that they comply with their responsibilities under the Equality Act 2010, preceding legislation, and the relevant codes of practice. They must also demonstrate that in practice they do not discriminate against sections of the community in both recruitment and delivery of their service.

EastendHomes will expect other organisations to take prompt and firm action where there are proven cases of abuse or harassment by members of their staff against local residents, including EastendHomes tenants. Other organisations will be fully responsible for the actions of any staff employed by them either directly or indirectly through use of sub-contractors.

EastendHomes will not permit any offensive or pornographic material to be displayed in any location associated with EastendHomes including offices, sites, accommodation, etc.

If staff of EastendHomes become aware of acts of other organisations that are in conflict with EastendHomes' Equal Opportunities policy, they must bring it to the attention of their line manager, who will advise what action to take. Failure to do so may lead to disciplinary action.

# Useful Contacts

All information correct at time of going to print

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## EastendHomes

### Out of Hours Repairs

Tel: 0300 123 0728

### Head Office

Tayside House

1st Floor

31 Pepper Street

London E14 9RP

Tel: 020 7517 4700

email: [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)

### Island Gardens Housing Centre

137 Manchester Road

Isle of Dogs

London E14 3DN

Tel: 020 7538 2340

Fax: 020 7537 0512

email:

[islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

### Mile End Community Housing Centre

38 Wager Street

London E3 4JE

Tel: 020 8880 7055

Fax: 020 8880 7810 or 020 8880 7813

email: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

### St George's Housing Centre (incorporating Glamis)

61a Swedenborg Gardens

London E1 8HP

Tel: 020 7680 8640

Fax: 020 7680 8641

email:

[stgeorgesandglamis@eastendhomes.net](mailto:stgeorgesandglamis@eastendhomes.net)

### Holland Estate Housing Centre

26-28 Toynbee Street

London E1 7NE

Tel: 020 7456 6700

Fax: 020 7456 6737

email: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

### Weekend Message Service for the EEH Estate Services Team

Tel: 07951 228198

### EastendHomes Lettings Team

Tel: 020 8880 7840

### Rents Team

Tel: 020 8880 7814

### Technical Services Team

(please note, for repairs please contact your local housing centre)

Tel: 020 7517 4700

### Home Ownership Team

Tel: 020 7515 0400

## Council Services

### London Borough of Tower Hamlets

Mulberry Place  
5 Clove Crescent  
London E14 2BG

Tel: 020 7364 5000  
web: [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

### Abandoned Vehicles

Tel: 020 7364 5003

### Animal Neutering Clinic

Tel: 020 7987 3045

### Anti-Social Behaviour 24-hour Hotline

Tel: 0800 917 5918

### Bulk Rubbish Collection

Tel: 020 7364 5004 (Call Centre)

### Family Information Service

Tel: 020 7364 6495

### Council Tax

Mulberry Place  
5 Clove Crescent  
London E14 2BG  
Tel: 020 7364 5002 (Billing)  
Tel: 020 7364 4230  
(Summons/Recovery)

### Education - School Admissions (Childrens Services)

Mulberry Place  
5 Clove Crescent  
London E14 2BG  
Tel: 020 7364 5006

### Electoral Services

5th Floor  
Mulberry Place  
5 Clove Crescent  
London E14 2BG  
Tel: 020 7364 5012

### Energy Efficiency

For advice and grants  
Tel: 020 7364 2523

### Environmental Health/Pest Control

Tel: 020 7364 5007 (Call Centre)

### Mobility Team (Blue Badges/Freedom Passes)

Mobility Place (AH)  
P) Box 55739  
5 Clove Crescent London E14 2BG  
Tel: 020 7364 5003  
email:  
[generalenquiries@towerhamlets.gov.uk](mailto:generalenquiries@towerhamlets.gov.uk)

### Parking Permits:

Visit your local One Stop Shop  
(see page 38)

### Recycling

Tel: 020 7364 5004 (Call Centre)

### Social Services

Adult Mental Health  
1 Ewart Place  
Gladstone Place  
London E3 5EQ  
Tel: 020 7364 5000

### Children & Family Services

Tel: 020 7364 5000 (Call Switchboard  
& Identify Area)

**Elders Team (Based in Social Care Team)**

Tel: 020 7364 5005

**Housing Advice**

Housing advice for housing association, private sector tenants and owner-occupiers.

Albert Jacobs House

62 Roman Road

London E2 0PG

Tel: 020 7364 7474

1 Rushmead

Bethnal Green

London E2 6NE

Tel: 020 7364 3558

**Housing Benefit**

Mulberry Place

5 Clove Crescent

London E14 2BG

Tel: 020 7364 5001

**Homeless Persons Service**

Albert Jacobs House

62 Roman Road

London E2 0PG

Tel: 020 7364 7474

**Home Seekers**

Tel: 0845 270 2400

**Ideas Stores/Libraries**

(Bow/N Poplar)

1 Gladstone Place

London E3 5ES

Tel: 020 7364 4332

(Chrisp St)

South Poplar

1 Vesey Path

East India Dock Road

London E14 6BT

Tel: 020 7364 4332

(Canary Wharf)

Churchill Place

Canary Wharf

London E14 5RB

Tel: 020 7364 4332

(Whitechapel)

319-331 Whitechapel Road

London E1 1BU

Tel: 020 7364 4332

**One Stop Shops**

(Bow/N Poplar)

1 Ewart Place

1 Gladstone Place

London E3 5EQ

(Stepney/Wapping)

Cheviot House

223-225 Commercial Road

London E1 2BU

(Bethnal Green)

1 Rushmead

Bethnal Green

London E2 6NE

(South Poplar)

15 Market Square

London E14 6AQ

## Advice Services

### Age Concern

82 Russia Lane  
London E2 9LU  
Tel: 020 8981 7124

### Bromley by Bow Centre

St Leonard's Street  
London E3 3BT  
Tel: 020 8709 9700

### Citizens Advice Bureau

86 Bow Road  
London E3 4DL  
Tel: 0870 126 4014

### Tower Hamlets Law Centre

214 Whitechapel Road  
London E1 1BJ  
Tel: 020 7375 7110 or 020 7247 8998

### Tower Hamlets Victims Support (Weekdays 9:30 - 5pm)

Helpline: 020 8983 5454  
Nationwide: 0845 303 0900

### National Domestic Violence Helpline

Tel: 0808 200 0247 (24hrs)

### Jobcentre Plus

E3 and E14 areas  
13 Dod Street  
London E14 7EP  
Tel: 020 7510 1300

## Health

### NHS Direct

Tel: 0845 4647  
web: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### NHS North East London and the City

Aneurin Bevan House  
81 Commercial Road  
London E1 1RD  
Tel: 020 7092 5000

### Local GP & Health Centres

NHS Tower Hamlets 'find-a-doc' service  
Can be used to find a local GP or dentist  
Tel: 020 7364 5016  
Available Mon-Fri 8am-8pm; Sat 8am-4pm

NHS Choices website helps to find GPs,  
dentists or pharmacies:  
web: [www.nhs.uk/Pages/HomePage.aspx](http://www.nhs.uk/Pages/HomePage.aspx)

### PALS (Patient Advice and Liaison) team:

0800 389 3093 (Mon-Fri 9.30am-4.30pm)  
email: [pals@thpct.nhs.uk](mailto:pals@thpct.nhs.uk)

### Merchant Street Clinic

5 Merchant Street  
London E3 4LJ  
Tel: 020 8980 3676

### Harley Grove Medical Centre

15 Harley Grove  
London E3 2AT  
Tel: 020 8980 3130

**Mile End Hospital**

Bancroft Road  
London E1 4DG  
Hospitals/Emergency Departments

**Whitechapel NHS Walk-In Centre**

174 Whitechapel Road  
London E1 1BZ  
Tel: 020 7943 1333  
Open Monday to Friday 7am to 10.30pm  
Saturday to Sunday 9am to 10.00pm

**Royal London Hospital**

Whitechapel Road  
London E1 1BB  
Tel: 020 7377 7000

**Stroudley Walk Health Centre**

38 Stroudley Walk  
Bow  
London E3 3EW  
Tel: 020 8981 4742

**St Pauls Way Surgery**

99 St Pauls Way  
London E3 4AJ  
Tel: 020 7538 0833

**Drug Advice & Referral Services**

Drug Action Team  
4th Floor  
Mulberry Place  
5 Clove Crescent  
London E14 2BG  
Tel: 020 7364 4594

**Docklands Outreach**

Open 10am to 5pm Mon-Fri  
St Luke's Hall  
Havannah Street  
London E14 8NA  
Tel: 020 7538 1601  
email: [info@dockout.org.uk](mailto:info@dockout.org.uk)  
ewb: [www.dockout.org.uk](http://www.dockout.org.uk)

**NAFAS**

(Works particularly with Bengali clients)  
10 Turin Street  
London E2 6NJ  
Tel: 020 7729 0044

**Tower Hamlets Community Drugs Team**

71 Johnson Street  
Stepney  
London E1 0AQ  
Tel: 020 7790 1344

**Harbour Recovery Centre**

(for residential detoxification)  
Tel: 020 7538 9421

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**Police**

All Metropolitan Police stations can be contacted via 101.  
In an emergency you should always ring 999.

**Bethnal Green**

12 Victoria Park Square  
London E2 9NZ

**Isle of Dogs**

Manchester Road  
London E14 3BN

**Limehouse**

29 West India Dock Road  
Limehouse  
London E14 8EZ

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## Safer Neighbourhood Teams

**Blackwall**

Tel: 020 8721 2877

**Mile End East**

Tel: 020 8721 2848

**Millwall**

Tel: 020 8721 2850

**Shadwell**

Tel: 020 8649 3524

**Spitalfields & Banglatown**

Tel: 020 8721 2042

[www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods)

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## Utilities

**British Gas**

Tel: 0800 048 0505

**London Energy**

Tel: 0800 096 9000

**Thames Water**

Tel: 0845 9200 800

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## Other Services

**PDSA**

171 Malmesbury Road

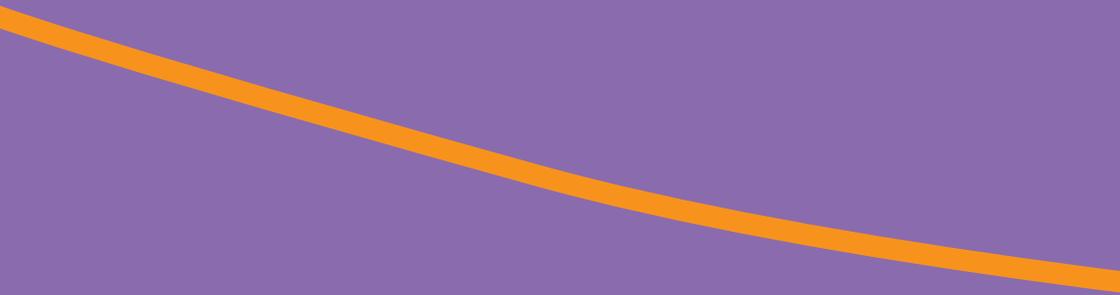
Bow

London E3 2DT

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