

Monday - Friday  
9.00am - 5.00pm



THHA/08/23

### For free translation phone

Për një përkthim falas telefononi  
للترجمة المجانية الرجاء الاتصال هاتفياً.  
বিনাখরচে অনুবাদের জন্য টেলিফোন করুন

Za besplatne prevode pozovite  
欲索取免費譯本，請致電。

Pour une traduction gratuite, téléphonez  
Για δωρεάν μετάφραση, τηλεφωνήστε.

મફત ભાષાંતર માટે ફોન કરો.

निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو ته رجومه كردنى به خورايى ته له فون بكه بو

Del nemokamo vertimo skambinkinte  
സൗജന്യമായ തർജ്ജമയ്ക്കായി ബന്ധപ്പെടുക

Po bezplatne tlumaczenia prosimy dzwonic  
Para uma tradução grátis, telefone.

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

Перевод – бесплатно. Звоните.

Para obtener una traducción gratuita llame al:  
Turjubaan lacag la'aan ah ka soo wac telefoonka

இலவச மொழிபெயர்ப்பிற்கு தொலைபேசி செய்யவும்.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

مفت ترجمے کے لئے ٹیلیفون کیجئے۔

### For large print or braille phone

**0800 952 0119**

© Newham Language Shop

# Housing Advice

*For homeowners and tenants of private landlords  
and Housing Associations*



# Housing Advice

This leaflet is for homeowners and tenants of private landlords and Housing Associations in Tower Hamlets.

We provide free, confidential and independent housing advice. Our main role is to prevent homelessness.

## Contact details

Housing Advice Team, Albert Jacob House,  
62 Roman Road, Bethnal Green, London E2 0PG

**General enquiries telephone:** 020 7364 3558

**Email:** [housing.advice@towerhamlets.gov.uk](mailto:housing.advice@towerhamlets.gov.uk)

Online information is available at:

[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)



# Housing Advice Service

The Housing Advice Service is accredited by the Legal Services Commission and offers a free, confidential and independent service to people who live in the private sector in Tower Hamlets.

As well as a team of housing advice officers, the service also has a dedicated Somali advice officer for Somali residents of Tower Hamlets and money advice officers who can offer guidance and support to all residents with housing-related debts.

Our main role is to prevent homelessness. The earlier you contact us, the more likely it is that we can resolve your issue or prevent your homelessness. Please do not wait until you are actually homeless before contacting us.

The Housing Advice Service can see you if you are:

- A tenant of a private landlord
- A tenant of a housing association (also known as a registered social landlord)
- A homeowner (but not council leaseholder)

If you are a council tenant with a housing problem that needs attention from the council in its capacity as a landlord then you should contact Tower Hamlets Homes on 020 7364 5015.

We can give advice to all residents about possible alternative housing options that might be available to you. In some circumstances, we can refer you to schemes that help you with paying rent deposits or rent in advance.

# Frequently asked questions

The following are examples of frequently asked questions received by the Housing Advice Service. We cannot provide answers to the questions here as they often depend on your individual circumstances, but we can resolve all of these issues and many more.

- My landlord has asked me to leave
- My landlord lets himself into my property without my permission
- My landlord has threatened to throw me out
- My landlord is refusing to do repairs
- My home has gas appliances which may be dangerous
- I cannot get Housing Benefit or other benefits
- Housing Benefit does not pay the full rent
- I have a problem paying the rent or mortgage, or service charges
- My landlord will not give me my deposit back
- I need help to find somewhere to live
- I don't have the money for a rent deposit
- I have debts that might make me lose my home

# Remember

## Remember

It is a criminal offence for a Landlord or an agent to unlawfully evict a residential occupier and offenders can face substantial fines or even imprisonment. A residential occupier can only be evicted by the County Court Bailiff enforcing a Possession Order. Failure to follow the legal procedure is a criminal offence, and the Local Authority can prosecute.

## Gas safety

As a tenant you have a right to an annual safety check carried out on each gas appliance/flue by a Gas Safe registered engineer. You should receive a copy of the safety checks if you are about to move into rented accommodation.

## *Carbon Monoxide kills*

*Ask your landlord to fit a carbon monoxide alarm*

## Landlords

We cannot act for landlords although we will advise them regarding their responsibilities and refer them to appropriate agencies for further advice.

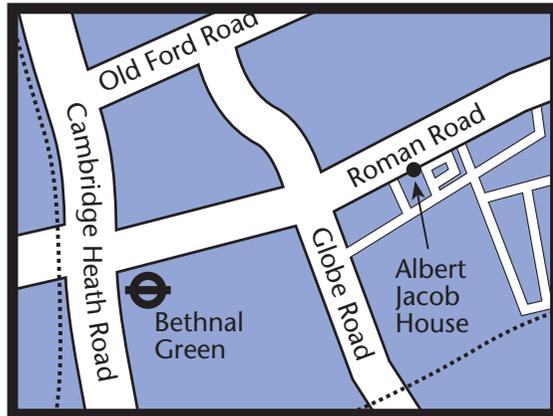
# Contacting us

It is best to contact us by phone or e-mail first. If we need to see you at our office, we will make a specific appointment.

You can also make a quick online request for an appointment and we will be in touch with you to confirm your appointment time.

Tel: 020 7364 3558

E-mail: [housing.advice@towerhamlets.gov.uk](mailto:housing.advice@towerhamlets.gov.uk)



Housing Advice Services  
Albert Jacob House, 62 Roman Road  
Bethnal Green, London E2 0PG

**Open:** Monday - Friday 9.30am - 4pm  
**Access:** Wheelchair access. Hearing loop in reception  
**Transport:** Nearest tube station: Bethnal Green on the Central Line. Nearest bus routes: 8, D6 (Roman Road), 309 (Globe Road), 106, 254 (Cambridge Heath Road).

# Our Customer Promise

## ***When you meet us we will:***

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

## ***When you visit our offices we will:***

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required
- See you in a private room if you prefer

## ***When you phone us we will:***

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

## ***When you write to us by letter, email or fax we will:***

- Reply within 10 working days
- Always try to use plain language

## ***When we visit you in your home we will:***

- Always show identity cards and treat your home with respect

## ***We want your feedback ... including any complaints***

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible.

## ***To give us your feedback you can:***

- Speak to a member of staff
- Call us on 020 7364 7262
- Write to us at Quality Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at [quality@towerhamlets.gov.uk](mailto:quality@towerhamlets.gov.uk)