

April
2013

Tower Hamlets Housing Options Services Network Partners Newsletter

TOWER HAMLETS HOMESEEKERS OPEN DAY 2013



The Tower Hamlets Homeseekers Open Day took place on Saturday 23rd February 2013 at Albert Jacobs House, 62 Roman Road, London E2 0PG.

There were 256 people who signed in at reception, but many had also arrived with their partner and/or family, so there were actually over 500 people at the event.

A Survey was conducted at the Open day and showed that 91% of people who attended were Tower Hamlets residents and 61% had lived in Tower Hamlets for 8 years or longer.

93% of people who took part in the survey found the information at the Open day easy to understand.

We took many comments on how to improve our open day which we will look to analyse and take into consideration for future open days.

93% found our Staff helpful and friendly and over 60% said that they found the open day enjoyable and had learned something about Homeseekers.

As usual the Open day was a great success and well done to all the Staff that took part.



NETWORK

Tower Hamlets Housing Options Service Partner Organisation Survey 2013

We have identified your organisation as a 'partner organisation', working with the London Borough of Tower Hamlets. As such, want your opinion of the Housing Options Services, along with any comments you have regarding how we can improve our service to you and your clients.

Our 2012 Survey was very successful and we took your comments and views on board to improve the way we work with our Partner organisations. To carry on the excellent relationship with our Partners we would like your views and comments to see if as an Organisation we have kept improving.

Please see the link below to our Partner Survey, we would be very grateful if your organisation would take 5 minutes of your time to complete the Survey as the results are very important in how we can improve relationships and the way we work with our partners.

<https://www.surveymonkey.com/s/THHousingOptPartnerSurvey2013>

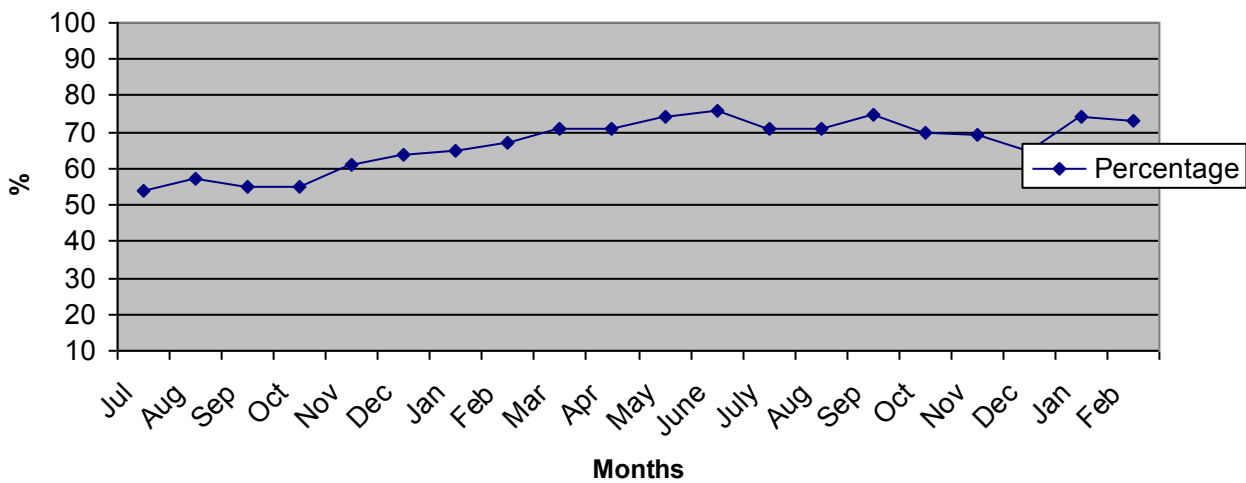


The Housing Options Services are still improving their waiting times.

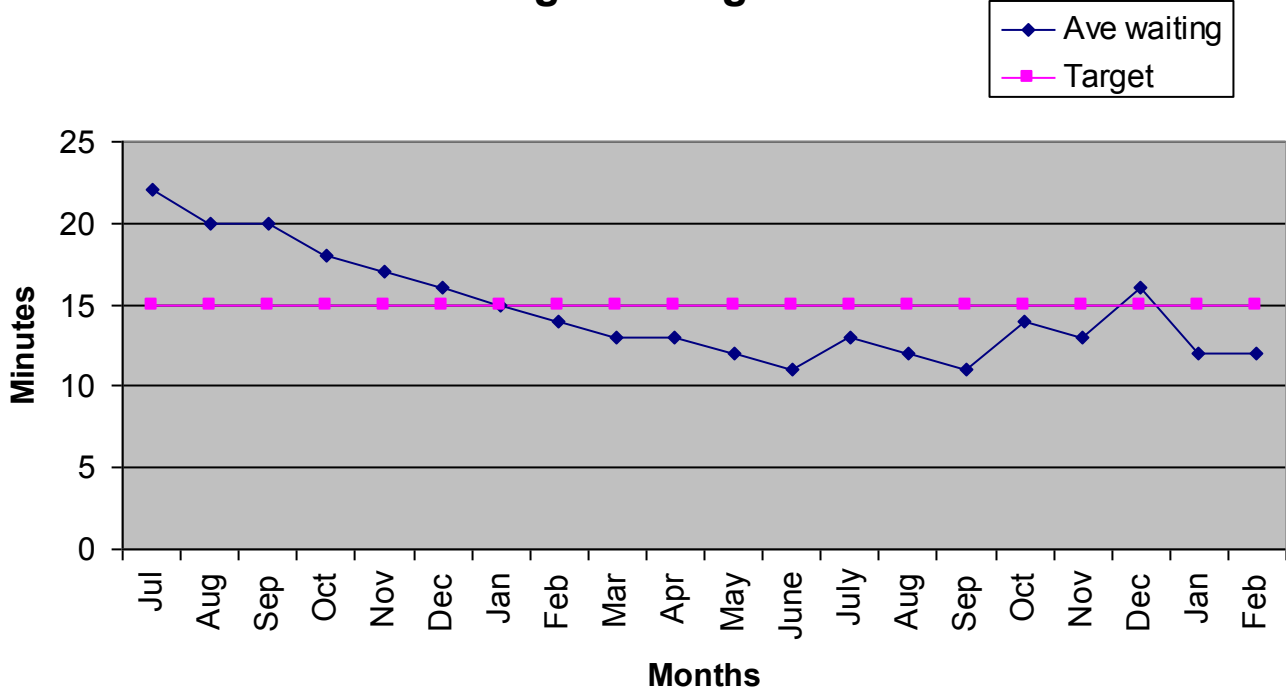
Our target is to keep our customers waiting for no more than 15 minutes, within the last 12 months the Housing Options Services waiting time Stats are now on target, we are now reaching our 15 minutes target levels.

As you can see from the graphs below we have been steadily improving each month, we aim to keep these high standards and continue to keep waiting times to a minimum.

Percentage of clients seen within 15 minutes waiting time



Average Waiting Times



Tower Hamlets Landlord Forum Tuesday 5th March 2013

We had a great turnout again at the Landlord forum, Channel 4 had the delight of filming the forum and they weren't disappointed as they were whizzing around with the microphone and camera when the landlords were asking questions.

Firstly we had Lorraine Douglas giving an overview of welfare benefits updates and how it would affect the landlords and their tenants followed by Richard Blanco from the National Landlords Association who spoke about managing their property portfolio under the current climate.

Lastly was someone from Landlord Support Services who spoke about problem tenants not paying their rent, this was very helpful for the landlords and agents due to the current climate and they gave the solutions for dealing with non-payment of rent tenants.

Overall the forum was a great success for all who attended.



Important dates for your diary;

(All taking place at Albert Jacobs House, 62 Roman Road, E2 0PG)

Landlord Forum Dates

Thursday 6th June 2013

Wednesday 9th October 2013

Landlord Accreditation Dates

Wednesday 12th June 2013

Wednesday 16th October 2013

FOR FULL DETAILS PLEASE CHECK OUR WEBSITE

[Tower Hamlets Website Link](#)

£90m of Improvement Money for London's Private Rented Homes

Major opportunity for landlords, and for London to get its share of energy suppliers' money

New analysis by the London Landlord Accreditation Scheme shows that privately rented homes in London should benefit from at least £90m of improvement grants from energy companies over the next two years, but it's up to London's landlords to claim their share of the money. In the past, London's homes have missed out on this investment.

How the £90m breaks down across London Boroughs

Borough	Investment	Borough	Investment	Borough	Investment
Barking and Dagenham	£2,000,000	Hackney	£2,500,000	Lewisham	£3,000,000
Barnet	£3,300,000	Hammersmith and Fulham	£2,500,000	Merton	£2,300,000
Bexley	£1,200,000	Haringey	£2,400,000	Newham	£3,400,000
Brent	£3,100,000	Harrow	£2,100,000	Redbridge	£3,000,000
Bromley	£2,000,000	Havering	£1,200,000	Richmond upon Thames	£2,000,000
Camden	£3,400,000	Hillingdon	£2,500,000	Southwark	£3,400,000
City of London	£120,000	Hounslow	£3,000,000	Sutton	£1,700,000
Croydon	£2,300,000	Islington	£2,600,000	Tower Hamlets	£3,800,000
Ealing	£3,400,000	Kensington and Chelsea	£2,100,000	Waltham Forest	£2,800,000
Enfield	£3,200,000	Kingston upon Thames	£1,900,000	Wandsworth	£4,900,000
Greenwich	£2,100,000	Lambeth	£3,400,000	Westminster	£5,200,000

The full information of this press release can be found on our website at this link;

http://www.towerhamlets.gov.uk/lgs/701-750/717_landlord_accreditation_sch.aspx



Help us tackle homelessness in Tower Hamlets

A draft Homelessness Statement is being developed for the borough. The statement identifies what local partners will do to prevent homelessness and support homeless households. We would like to hear the views of local people and organisations. Please take part in the consultation to help us further develop the statement. To take part in the consultation, please read the [full statement](#) or a [summary statement](#) and complete [a short online survey](#).

The consultation will close on April 21, 2013. For more information about the consultation, please contact Vicky Allen on 020 7364 4320 or email:

communications@towerhamlets.gov.uk



2012 HOUSING OPTIONS SERVICES STREET COUNT

The Tower Hamlets Housing Options Street count takes place once a year and last years took place on Wednesday 28 November 2012.

A number of staff took part in this street count, giving up their own time to conduct the count through the night.

Sophie Tomlinson from Thames Reach thanked staff and past on this message,

“Hi All,

I would like to take this opportunity to say a heart felt thank you for your time, participation and enthusiasm for this week’s street Count on behalf of THSORT, Kath Dane, LBTH and Petra Salva from NSNO project.

We found 7 rough sleepers in total and it shows NSNO is having an positive impact on rough sleeping in this borough along with the dedication of the THSORT team.

Many Thanks and hope to see you again next year.”

NOTICE BOARD

All previous editions of The Housing Options Service Network Newsletter can be found on our website click on the link below to view.

[Website link](#)

We would love to get our Partner Organisations involved in future editions of this newsletter so if you have any idea's please contact us.

CONTACT ME

If you have any stories or information you wish to have published in the Network newsletter please contact me;

Jamie Jackson

Business Support Team

Housing Options Service

Albert Jacob House

62 Roman Road

London E2 0PG

Tel: 0207 3647262

Jamie.jackson@towerhamlets.gov.uk