



# বাংলা টীকা

Bengali Notes

- কাজ খুঁজছেন? এসপিএ (SPA) এমপ্লয়মেন্ট টিম আপনাকে বিভিন্ন ধরনের ব্যক্তিগত সহায়তা ও পরামর্শ দিয়ে সাহায্য করতে পারে। 020 7364 7474 নাম্বারে ফোন করুন
- হোমলেস সার্ভিস ইউজার প্যানেল ৬ অক্টোবর সকাল ১১টায় আমাদের অফিসে মিলিত হন, ক্যারলেকে 020 7364 7431 নাম্বারে ফোন করুন
- কিভাবে আপনার বিড প্রত্যাহার করবেন। যদি আপনি বিড করেন এবং সেটি তুলে নিতে চান তাহলে আপনি তাড়াতাড়ি পদক্ষেপ নিয়ে এটি করতে পারেন, পরামর্শের জন্য 020 7364 7474 নাম্বারে ফোন করুন

## The Users Panel needs you

We want your views and opinions on the service we provide. The next meeting will discuss how to help clients who are seeking work.

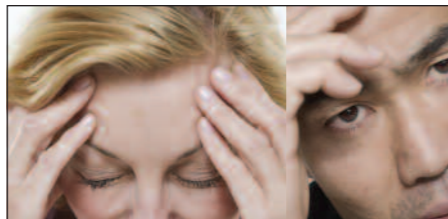
**Next meeting:**  
Tuesday 6th October  
11am -12.30pm at our office

If you can come along please call to let us know, or, for more information call Carol for a chat on: 020 7364 7431

## I want to withdraw my bid! What do I do?

If you want to withdraw a bid you have made, you need to act before the deadlines, they are:

Coupon bids: Wednesday 5pm  
Phone and internet bids:  
Thursday 12 midnight



If you have bid by phone or internet, you should go back on the phone or net to withdraw the bid. If you have bid by coupon call the Rehousing Team on 020 7364 7474 for help.

It is important to be sure you want the property you bid for, as you will only get one offer. Refusing an offer after you have received it is rarely possible.



Dear Bidders,

Here is some advice for you  
If you make your bid but then boo hoo  
you want to change your mind

Just go right back to how you bid  
Where you can change what you just did  
and stop it all from going through

Remember though you don't have long  
update the system quick  
or we will log the one thats wrong  
and leave you feeling sick

by Linda from the Rehousing Team

## CONTACT DETAILS

Carol Johnson, In Touch,  
Albert Jacob House, 62 Roman Road,  
Bethnal Green, London E2 0PG

Telephone: 020 7364 7431

e-mail: quality@towerhamlets.gov.uk

website: www.towerhamlets.gov.uk

Office opening times: 9.30am to 4pm

অনুবাদের জন্য ফোন করুন:  
如需要譯本, 請致電:  
turjumaadaha soo wac:  
Muốn có bản dịch gọi:

**020 7364 7479**

**FOR LARGE PRINT,  
AUDIO, BRAILLE,  
OR ANY  
TRANSLATION CALL**

**020 7364 7479**



Tower Hamlets  
Homeless & Housing  
Advice Services

Newsletter of the Homeless and Housing Advice Services

# IN TOUCH

Single Point of Access Employment Team

# LOOKING FOR WORK?

The SPA Employment Team want to help you

If you need help finding a job the SPA Team want to help you succeed. The Team are available to support and advise families living in temporary accommodation. SPA's dedicated advisers want to remove the barriers that stop you finding and keeping a job, they will help you with a wide range of issues and provide you with tailor made support.

If you have been out of work for some time, have recently been become unemployed or made redundant, it can be very difficult to find work again. The support, advice and enthusiasm from your own SPA Adviser may be just what you need to help you back to work, they will also help you settle in when you find a job.

Give SPA a try, fill in the enclosed SPA Contact Card and the team will call you. They will be happy to come and see you at home or arrange for you to come in for an interview.

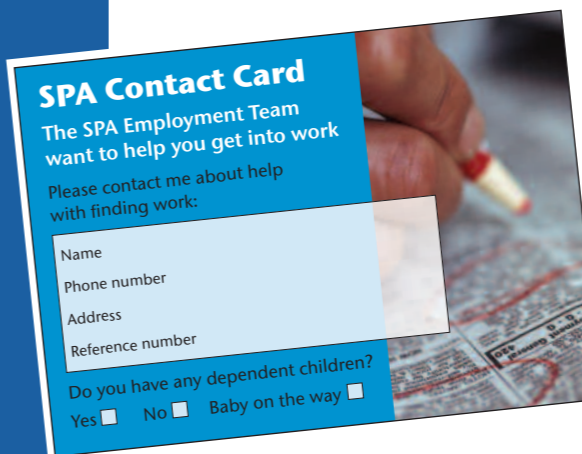


Left to right: Juila Udennis, Phillip Poynton and Zaharah Kayongo

Alternatively you can call SPA direct on 020 7364 3049 to speak to Phillip, Julia or Zaharah. **Good luck!**

The SPA Team can help you with:

- Incentives once in work
- Allowances for travel to interviews and interview clothes
- Support with childcare
- Continued support once you find work
- Developing CV's
- Assistance with application forms
- Interview coaching
- Access to job vacancies



September 2009



# Rent arrears down by 10%

The Rent Arrears Team have been working hard to reduce the amount of rent arrears owed by households in temporary accommodation, and it looks like their efforts are paying off with arrears down by nearly 10% in the last year.

Abul from the Arrears Team tells us "Despite the credit crunch the amount of rent we are collecting is going up and the amount of rent debt is falling. We are really pleased as this means our customers have less debt hanging over their heads and the Council can spend less on debt and more on the things local people need.

However, despite huge efforts from the team some households do not pay and this has led to 6 evictions from temporary accommodation in the last year. Unfortunately, some clients do not believe they can be evicted from temporary accommodation until it's

too late. We have a hard job convincing some customers that eviction, although a last resort, can and does happen."

We asked Abul what was the most common reason customers built up rent arrears, he responded "The most common problems are around Housing Benefits, if clients do not sort out their benefit the debt builds up quickly. We urge people to make sure their Housing Benefit is in order, don't put it off – sort it today."



Rent officers left to right: Abul Kalam, Abdul Mumin-Tarekh and Monju Miah

## Where to get help:

For problems or queries concerning your **Housing Benefit** call: 020 7364 5001

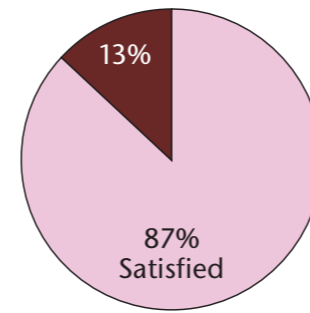
If you have multiple debts call **Money Advice** on: 020 7364 3558

If you have a query about your **rent account** or want to discuss how you can reduce your **rent arrears** call: 020 7364 7470

## How well do we interview you?

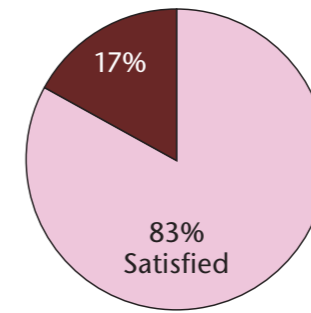
In March this year we asked over 400 clients who had just been interviewed at our offices how their interviews went. We asked about politeness, helpfulness, fairness and understanding as well as about waiting times. Here are some of the results:

How satisfied were our clients with our helpfulness and politeness?



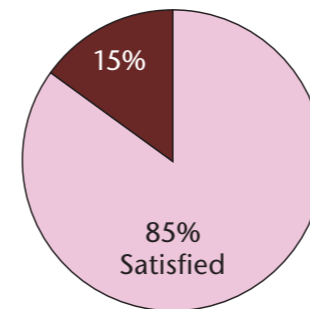
Satisfied 87% Not satisfied 13%

How satisfied were our clients with the privacy of the interview?



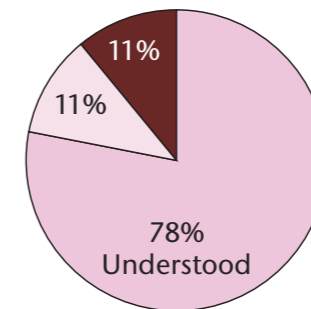
Satisfied 83% Not satisfied 17%

How satisfied were our clients with the fairness of the interview?



Satisfied 85% Not satisfied 15%

Did clients understand the decision or information they were given during the interview?



Yes 78%, Partly 11%, No 11%

We were pleased to have scored so well on the interview audit but recognise there is still room to improve. Since the audit, every member of staff has had training in customer care and we hope to see some improved results when we carry out the audit again later in the year.

## Win £250 in our prize draw

To enter our prize draw you need to spend a few minutes completing the Homeless Service 2009 Survey and send it to us before 4.10.09. For a copy of the survey call Brian on 020 7364 7417. We are also completing surveys in our reception over the next few weeks so if you visit our offices someone will complete it with you. Good luck!



## Think again about the RENT DEPOSIT SCHEME

The Rent Deposit Scheme is helping more and more families. Last year 270 families were settled into homes in the private sector, and the numbers for this year are likely to be higher still.

Remember if you opt for the scheme you will have much more control over where you live and are likely to get rehoused in weeks not years.

If you have previously considered the scheme and decided against it, think again, it costs nothing to talk to us and find out what properties are on offer, call

**020 7364 7474**

## Fair Finance can help you

Nobody likes to be short-changed, but when it comes to borrowing money many people are short-changed every day.

Fair Finance was set up to do something about this. They have been trading as a community business since

2005 and are registered with the FSA.

They offer affordable loans and advice to people with money worries. They also run courses on managing your money, loans and what to do if you have debts.

**Fair Finance**  
47 Ben Johnson Road  
Stepney, E1 4SA  
020 7780 1777

Open weekdays  
9am to 5:30pm  
info@fairfinance.org.uk  
www.fairfinance.org.uk

