

Confusion over "car free" properties



We have noticed that there is a lot of confusion over the properties that are offered in "car free" areas. Please remember that "car free" properties not only have no parking spaces but also, the tenants of these

properties will not be able to apply for ANY sort of parking permits.

Bid right to keep your car

When you make bids, check to see, if properties are marked "car free" it don't mean there's no fee to pay, it means no space to park each day

No permits will be sold to you no matter what you say or do, waste no time and be sure you are, bidding right to keep your car.

Poem by Linda
from the Rehousing Team

CONGRATULATIONS

The Housing Advice Team have recently been awarded the Community Legal Services (CLS) Quality Mark for general help and casework. The team were assessed as providing excellent casework and quality advice. The CLS inspection is rigorous and highly regarded so this award is a great achievement for the team. Congratulations to the Housing Advice Team.

Community
Legal Service

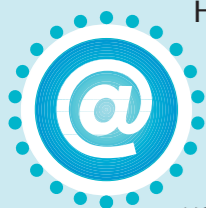


From AH&WB to D&R

Recently the Homeless and Housing Advice Service changed directorates, we left Adults Health and Wellbeing and are now in the Directorate of Development and Renewal.

Not many people know that!

Get NETWORK direct to your email



Have your copy of Network sent to you direct by email. Send your details to:

quality@towerhamlets.gov.uk



The Rent Deposit Scheme

This scheme can speedily find homes in the private rented sector for homeless clients. Call 020 7364 7474 for further information.

We want to hear from you!

Please send us your letters and ideas – all welcome.

NETWORK Contact details

Carol Johnson, Quality Team
telephone: 020 7364 7431
e-mail:
quality@towerhamlets.gov.uk

H&HAS Contact details

H&HAS
Albert Jacob House,
62 Roman Road,
Bethnal Green, E2 0PG
telephone:
General Enquiries
020 7364 7474
e-mail:
homeless@towerhamlets.gov.uk
web site:
www.towerhamlets.gov.uk

Opening times:

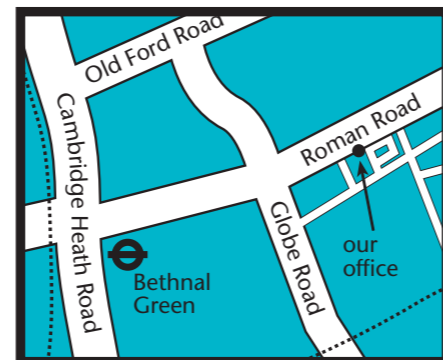
Monday–Friday, 9:30am–4pm

How to find us

Bus Stops:

Roman Road: 8, D6
Cambridge Heath Road:
106, 254

London Underground:
Bethnal Green



Tower Hamlets
Homeless & Housing
Advice Services

The Partner's Newsletter NETWORK

A NEW SYSTEM TO DECIDE WHO GETS HOUSING

The Council is working on a new Lettings policy that will change the way housing is offered to people on the Housing List.

Both the Council and it's Housing Association Partners want to find a better way to decide what priority applicants are given when they join the list. The goal is to have a policy that is clear, gives better information on how long people might wait and be understandable and trusted. These changes will affect everyone in temporary accommodation who has been accepted for rehousing.

Before any final decisions are made the Council wants to know what residents think and there are numerous consultation events taking place as well as a survey. Clients of the Homeless Service have all been notified and have received a survey form to complete.

Proposed changes

The main changes that are proposed are:

- 5 new bands, Band 1 being the highest priority
- If clients in New Band 1 do not bid successfully at the end of a fixed period they may be made a direct offer
- Overcrowded households with children will be in the same band as homeless households

- New provision for sons and daughters of tenants
- Priority will go to those that have waited the longest
- Clients can only bid for properties of suitable size

Important changes for Homeless clients

One of the most important proposals for our clients is the inclusion of overcrowded families with children alongside accepted homeless households in New Band 2 (old Community Group 2).

At present overcrowded families with children are placed in Community Group 3. The new proposals would mean that these families would be given the same priority on the housing list as homeless households in temporary accommodation where a duty has been accepted to rehouse them.

For more information see

www.towerhamlets.gov.uk or
www.onetowerhamlets.net

Christmas opening times:

We will close on Thursday 24th December at 4pm and will reopen on Monday 4th January 2010 at 9:30am. We wish all our partners Seasons Greetings, a Merry Christmas and Best Wishes for 2010.



Joint working produces results for rough sleepers

The Rough Sleepers Count was held recently, and despite their best efforts the counters could only find seven people sleeping rough on our streets as compared to 22 in March.

Much of this reduction is testament to the efforts of the Rough Sleepers Tasking Group which was set up by the Homeless Service in September 2009. The group meets fortnightly to promote joint working around rough sleeping. A number of agencies attend including Supporting People, SORT (Street Outreach Response Team), DAAT, hostel providers and appropriate parts of the PCT and enforcement agencies.

David Gingell from the Homeless Service, who chairs the meeting, explained:

"The reduction in the numbers of people sleeping rough shows that joint working produces results. The Rough Sleeper Tasking Group has focused on existing and new rough sleeping "hot spots" where rough sleepers congregate,

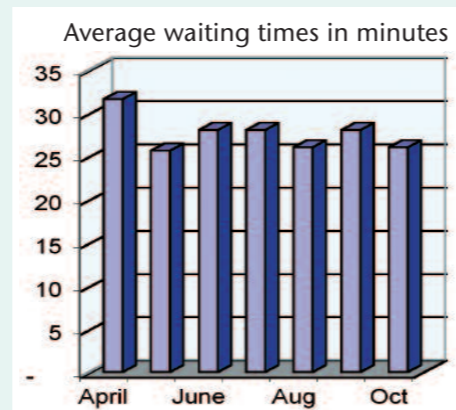
working with individual entrenched rough sleepers and those who may be relatively new on the streets. The chaotic lifestyle and complex needs of many rough sleepers require a joint response to help them off the streets and to maintain accommodation. Many thanks to all our partners for this great result."



We are moving forward on waiting times

We know that no one likes to be kept waiting, so we've been working hard to reduce the time clients wait when they

visit us. Our goal is to reduce the average waiting time to 15 minutes and although we haven't achieved this yet, we have seen a reduction in the average wait of six minutes since April 2009.

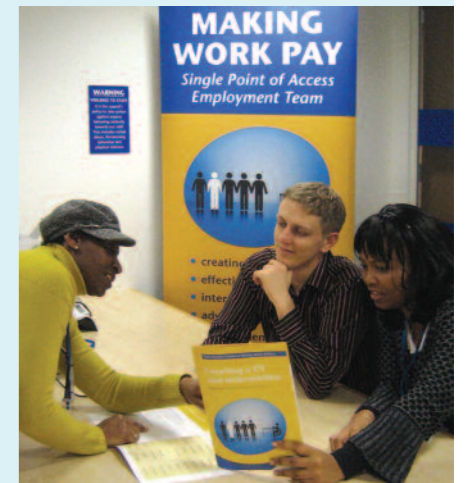


MAKING WORK PAY

Single Point of Access Employment Team (SPA)

The SPA Employment Team have been working in Homeless and Housing Advice Services for a couple of months now and have developed new procedures and information leaflets to help clients get into training or employment. The Team leaflet explains the wide range of help available and the 'Creating a CV' guide is a great aide for anyone in helping them

to produce a brilliant CV. The team can advise on a wide range of topics including the advantages of obtaining employment, information about in work benefits and interview coaching to name just a few. If you have a client who wants help to get into work or training call SPA on 020 7364 3049. From January to March 2010 SPA will be running drop in advice sessions in



our reception area on Tuesdays and Fridays from 10am to 2pm, starting on 8th January 2010.

Help with learning the skills to cope

Tenancy Sustainment Service for homeless applicants

Did you know that Homeless Services has a dedicated Tenancy Sustainment Service which works with those who have difficulty in one or more areas of managing a tenancy.

The tenant may have problems keeping the property safe and secure, be vulnerable to abuse from others or be prone to anti-social behaviour. They may have difficulties with planning, routines, keeping appointments, daily activities such as cleaning, shopping, personal care,

or dealing with official correspondence.

The TSO's will not solve the problems for the client, but will provide the support and advice to help them develop their skills and find the right solutions for themselves. We want to prevent revolving door homelessness by enabling people to gain the skills needed to keep a tenancy and move forward with their lives.

If you have a client in temporary accommoda-

tion who feels they need support to cope with a tenancy or help with the rehousing process please consider a referral to Tenancy Sustainment Service, which is part of the Homelessness Independent Living Team (HILT). For more information or to refer a client: Call the TSO's on: 020 7364 7302 Email: homeless@towerhamlets.gov.uk Write to TSO's c/o Albert Jacob House, 62 Roman Road, London E2 0PG