

A brilliant Tpas Accredited Landlord



Organisation	EastendHomes
Achieved accreditation	January 2016

A bit of background

EastendHomes employ 120 staff, providing 3,687 affordable homes in the London Borough of Tower Hamlets. EastendHomes was set up as part of the Tower Hamlets Housing Choice programme and was registered with the Housing Corporation in January 2005. They are also a registered charity.

Inspiring Involvement

The Assessor identified numerous examples of good practice while carrying out the accreditation, these include;

- Safe and Well Scheme, which consists of proactive telephone contact by an EastendHomes staff member with vulnerable residents at an agreed frequency (weekly, monthly or quarterly). These calls are primarily about checking that the resident is OK, but staff also have the capacity to make referrals to specialist services such as tenancy support.
- RI Action Plan includes a suite of performance indicators which act as an 'overhead' of how EEH is performing n achieving its RI objectives. Performance against these indicators is included in the RI impact assessment
- Produced a leaflet listing sources of benefits or financial advice in Tower Hamlets, and also signposts to similar material produced by Tower Hamlets Council given the difficulty of being 100% confident of which agencies continue to provide services during an era in which funding for charitable organisations has been considerably constrained.

The Difference

"EastendHomes is delighted to receive the Tpas Accreditation. Their assessment showed that our residents' needs are at the heart of our business and there are many ways for them to influence and shape EastendHomes' services. We'd like to thank our residents who took part in the independent interviews and of course all our staff who are committed to value and support resident involvement. There is always room for improvement and we will be working to build on this success and respond quickly to the recommendations Tpas made for us."

Neil McAree, Chair of EastendHomes

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