

Press release – for immediate release

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‘New deal’ launched to make life easier for leaseholders

Tower Hamlets Homes has unveiled its plans to introduce a new online service – MyTHH - that will reshape how leaseholders interact with a range of services.

The New Deal launching today (Tuesday, June 13), allows leaseholders to view their service charge accounts online and communal repairs ordered to the blocks where they live.

Welcoming the launch, Councillor Sirajul Islam, Statutory Deputy Mayor of Tower Hamlets and Cabinet Member for Housing Management and Performance, said: “I am delighted with the progress which has been made since we began reviewing services with residents and staff from Tower Hamlets Homes.

“The New Deal is designed to meet increased demand for information as well as transparency.

“We want to operate as efficiently as we can and deliver value for money in everything we do. Our New Deal will help us achieve that.”

The New Deal for leaseholders has been welcomed by Mayor John Biggs. He said: “The New Deal will transform how leaseholders engage with Tower Hamlets Homes services. It will make life far easier for many of our residents.”

So what can leaseholders expect from the New Deal?

Every leaseholder that signs up for MyTHH will be able to:

- View information about service charges and invoices
- View parking bay, garage or store shed accounts
- View communal repairs for their block and estate

- Make a service request
- Update their self-serve account details

Other options include viewing major works and improvements Tower Hamlets Homes has planned for its homes and estates over the next six years – helping leaseholders to plan ahead.

Susmita Sen, Tower Hamlets Homes Chief Executive, said, “We live in a digital world. We want to make sure residents are not left behind.

“The new service is aimed at customers who do not have time to phone or visit us but want to do more for themselves and interact with our services using smart phones, tablets, laptops or PCs.”

To register for MyTHH, visit www.thh.org.uk

-ENDS-

Notes to editor:

1. Tower Hamlets Homes (THH) is an arm’s-length management organisation (ALMO) managing approximately 22,000 tenants and leasehold properties on behalf of Tower Hamlets council. www.thh.org.uk
2. Photo: left to right – Cllr Sirajul Islam, Ann Lucas, Chair of the Board THH, Mayor John Biggs, Susmita Sen - THH Chief Executive, Richard Hards - THH Head of Leasehold Services

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