

This is a pledge to residents, from the
Tower Hamlets Housing Forum
and each of its Registered Provider
members, during the coronavirus
(COVID-19) pandemic



These are exceptional times for our residents, for Tower Hamlets and for the whole country.

We want to assure you that we are working closely with each other, and with the London Borough of Tower Hamlets, to look out for our tenants and leaseholders.

As a member of the Forum, we commit to the following.

We pledge to do our best:

- 1 To keep critical services going during the coronavirus pandemic.
- 2 To look after the welfare of our most vulnerable residents.
- 3 To offer support and advice if you fall behind with your rent or service charge during the pandemic.
- 4 To keep estates clean – including sanitising and wiping down touch points.
- 5 To keep you informed when things change.

We need you to:

- follow government public health advice, and
- act responsibly in and around our properties – keeping your distance (at least 6ft/2m) from people who are not in your household.

You should **stay at home** except when going to work, food shopping or taking exercise.
Wash your hands thoroughly before and after going out – and **don't touch your face**.

Remember: Stay at home. Save lives. Protect the NHS.

