

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.**

