

For Residents Chicksand

www.towerhamletshomes.org.uk

Winter 2010

Bethnal Green Chicksand

Residents shape cleaning programme



When residents told us they wanted the communal entrances, corridors, landings, and stairwells in their block cleaned thoroughly, we kicked off a major cleaning programme in August to spruce up every block we manage. We've cleaned around 260 blocks since then and many residents have said how much better they now look. Tackling every block - over 920 - is a big challenge. It will take several months to get round each one and to make it fairer for everybody you said you wanted us to clean the worst blocks first- and get them really clean- before moving onto others.

We've taken on board your comments and we're starting to tackle the worst blocks first. It will mean re-thinking the order in which we clean the blocks but it won't change our commitment to clean every single one. We'll be writing to every resident who hasn't yet had a block clean letting them know when we'll be round.

Residents get in on the Neighbourhood Action!



Around 70 residents turned out to join in the Chicksand Neighbourhood Action Day in September.

Neighbourhood Action Days were set up to make sure residents know about their neighbourhood team and the work we are doing in each area through the neighbourhood action plans.

Many of you who came along to the action day told us about the concerns you

have in your neighbourhood and how you'd like to see it improve. Your comments were really helpful and have been used to improve and tailor your action plan to meet your local needs.

You can find more on your action plan below.

Action Plan update

What we've done so far and what we'll be doing in the weeks ahead...

What we agreed with you

We agreed to arrange a specialist clean of Hanbury Street and Davenant House to remove the wall stains and oil marks from the stairwells and landing areas.

To tackle the problems of ASB caused by young people congregating in John Pritchard House, Lister House, Bloomfield House and Hughes Mansions, we said we will ask the Safer Neighbourhood Police Team to increase their patrols within these blocks. We also said we will involve young people in the planning of the Neighbourhood Action Day.

We said we are going to replace signs on the first floor of Bloomfield House by June 2010.

To improve access to our services, we said we will look at setting up a local surgery and we will agree the times and venues with you.

We said we will enforce tenancy conditions on residents who use the communal areas to dry their washing. We also said we will hold a Neighbourhood Action Day and invite the London Fire Brigade to give advice on fire safety and hazards

What's happened so far

In August we kicked off a block cleaning programme across the borough. Residents told us that they want the worst blocks tackled first so we need to look at the block schedule again.

A problem solving meeting was held on 24/09/2010 and involved the Safer Neighbourhood Police Team, Drugs and Alcohol Team, and also the London Fire Brigade. We agreed to continue identifying the perpetrators and work closely to tackle the issues.

We've assessed what needs to be done and how much it will cost.

Residents told us that they were unlikely to attend a regular surgery, preferring to visit Rushmead housing office, so we decided not to set one up after all.

We've spoken to the residents who leave their washing outside, both through door knocking and at the recent Neighbourhood Action Day.

What'll happen next

We'll revise the programme and we'll write to every resident who hasn't had their block cleaned letting them know when we'll be round.

We will continue to work with the local police to make these blocks safer.

We're planning to replace the signs by November 2010.

Remember, you can get housing advice from any of our three local housing offices, over the phone or online.

We will continue to make it clear that this is unacceptable, and make sure that all residents know about alternative ways to dry their washing.

Monthly inspections



Happy with your neighbourhood?

Join us on a walk about every month and tell us how you want to see your area improve.

Where
Pauline House

When
The first Tuesday of every month at 10am

Your inspection results for September

Gold = Excellent
Silver = Good
Bronze = Basic
Red = Poor



Say hello to your neighbourhood team

Working in your local area on your behalf



Syed Ahmed
Neighbourhood
Housing Officer



Ian Dagleish
Repairs Inspector



Sultana Parvin
Leaseholder Customer
Services Officer



Madina Begum
Rent Arrears Officer



Suheb Khan
Leaseholder Arrears
Recovery Officer



Lindsey Watkins
Rent Arrears Officer



John Wooster
Neighbourhood
Engagement Officer

We're open on Saturdays and Monday evenings

Our housing offices are open longer to make it easier for you to get in touch. We're open 9am to 5pm Monday to Friday as well as every Saturday between 9am and 1pm; and 9am to 7pm every Monday at the housing office at 542 Roman Road.



If you need help, here's how to get in touch

Contact us



Website

www.towerhamletshomes.org.uk

Find answers to your questions, learn about our services, find out what we can do for you and view all of our leaflets.



Phone

020 7364 5015

Text-phone

Call us with the help of BT Text Relay
18001 020 7364 5015



Email

For general enquiries
contactus@towerhamletshomes.org.uk

For rents

rents@towerhamletshomes.org.uk

For service charges

leasehold@towerhamletshomes.org.uk



Write to us

PO Box 66355
London E14 1GU

Repairs Helpline



Phone

0800 376 1637
(free from landlines)
or 020 7364 7070

Bengali/Sylheti

call between 9am and 5pm
on 0800 376 1638 free from
landlines or 020 7364 5151

আপনি যদি বাংলাভাষায় কোন মেরামতের কথা রিপোর্ট করতে চান তবে সকাল ৯টা থেকে বিকাল ৫টার মধ্যে 0800 376 1638 নম্বরে যা ল্যান্ডলাইন থেকে ফ্রি বা 020 7364 5151 নম্বরে ফোন করুন।



Email

repairs@towerhamletshomes.org.uk
(not for emergency repairs)

Anti-social behaviour

For when you need help or advice on anti-social behaviour



Phone

0800 917 5918
(free from landlines)

Your local Housing Office

Access

All housing offices have wheelchair access and a hearing loop in the reception area.

1 Rushmead

Bethnal Green
London, E2 6NE

Open

— 9am to 5pm Monday to Friday (except the last Wednesday of every month 10am to 5pm)
— 9am to 1pm Saturday
— Closed Bank Holidays

Cheviot House

227-233 Commercial Road
London, E1 2BU

Open

— 9am to 5pm Monday to Friday (except the last Wednesday of every month 10am to 5pm)
— 9am to 1pm Saturday
— Closed Bank Holidays

542 Roman Road

London, E3 5ES

Open

— 9am to 7pm Monday
— 9am to 5pm Tuesday to Friday
— 9am to 1pm Saturday
— Closed Bank Holidays

Translations

This is your neighbourhood news, it tells you about your local housing services and what is happening in your neighbourhood. If you would like this in large print, audio or your community language visit your Neighbourhood Housing Office or contact your Neighbourhood Housing Officer, Syed Ahmed.

Syed Ahmed



Telephone

020 7364 5015



Email

contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiiinaya addeegyada guryaha ee xaafaddaada iyo waxa ka dhacaya jiiraankaaga. Haddaad jeclaan lahayn in wararkan laguugu soo gudbiyo si ah qoraal waawayn, cajal-maqal ama booqasho luqadda bulshadaada ee xafiiksa guriyaynta jiiraankaaga iyo ka wicis Sarkaalka Guriyayn Xaafaddaada.

Bài văn này là ngài đang ở gần khu vực cô tin tức, giới thiệu với ngài đây là chủ nhà phục vụ và láng giềng nơi phát sinh ra sự việc. Nếu ngài hy vọng thu được nội dung bài văn này với thông chữ lớn thì photo, tần số cô lẽ ngài là chủ ngôn ngữ của bài văn này. Xin trực tiếp đi đến phòng làm việc hoặc gọi điện đến phòng làm việc cho người phụ trách. Người liên lạc.

এটি আপনার নেইবারহুডের খবর, এখানে আপনার স্থানীয় হাউজিং সেবা সম্বন্ধে এবং আপনার নেইবারহুডে কি ঘটছে সেটি জানানো হয়েছে। আপনি যদি এটি বড় অক্ষর, অডিও অথবা আপনার কমিউনিটি ভাষাতে পেতে চান তাহলে আপনার নেইবারহুড হাউজিং অফিসে আসুন অথবা আপনার নেইবারহুড হাউজিং অফিসারকে ফোন করুন।

يتعلق هذا المنشور بأحداث حيكم الذي يخبركم عن خدمات الإسكان المحلية وما يحدث في منطقتكم. فإذا كنت ترغب بالحصول على هذه المعلومات مطبوعة بأحرف كبيرة أو على شريط صوتي أو بلغة خاصة بمجتمعك، فقم بزيارة دائرة الإسكان المحلية أو اتصال بموظف الإسكان.

這是鄰裡新聞，它反映有關地方房屋服務和本地正在發生的事件。假如你需要索取大字體，錄音帶或你的母語翻譯版，請到訪你的鄰裡房屋辦事處或致電鄰裡房屋主任。