

# For Residents

Summer 2011

**Bethnal Green**  
Granby, Hereford,  
Horwood and Waterlow

## Bethnal Green Road

[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)

### Neighbourhood Action Plan

#### Bethnal Green Road Action Plan on track



Replace sheds with raised flower beds, Gales Gardens



Put up signs and possible CCTV at entrance to Westhope House to deter flytipping



Provide doors to bin rooms, Kinsham & Westhope

Since the last edition of your newsletter, we've been out and about asking you and your neighbours what improvements you want to see in your area. We've used the things you told us to come up with the first draft of your neighbourhood action plan. We've highlighted your three top items on the left. You can see all the improvements in your action plan and follow how we're doing on our website. Visit [www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk) for more details.

#### New scheme gives rubbish dumpers the 'red card'



Rubbish dumpers could be a thing of the past following the introduction of a new scheme, which fines residents caught dumping rubbish.

The scheme means residents will get a warning or 'yellow card' if they're caught dumping rubbish followed by a second letter or 'red card' if they do it again and charged for having their rubbish taken away.

It's been a big success in Collingwood neighbourhood with rubbish dumping dropping by 83%! We plan to roll out the scheme in your neighbourhood in September and across all 27 neighbourhoods by December 2011.

#### Hi, I'm Tony your new Champion!



**We've introduced Champions into each of our 27 neighbourhoods to help out the neighbourhood teams with the work they do in your area. Here's your new Champion, Tony Green.**

"Hi, I'm Tony. I'm a Systems Data Manager for Tower Hamlets Homes. I'm really pleased to be helping out the guys in Bethnal Green Road

neighbourhood and hope we can do some really useful work together that will make a difference to where you live. I'll keep you updated about how we're getting on in your neighbourhood newsletter. In the meantime, if you see me out and about in your neighbourhood please stop and say hello!"

#### Madina and Ade on rent arrears

Madina Begum and Ade Karunwi are the Rent Arrears Officer for Bethnal Green Road neighbourhood



We're working hard to reduce the amount of rent arrears owed by residents in your neighbourhood. Our first priority is to collect all outstanding arrears and rent due as this is how we pay for the services you need.

- Since January 2011 we have:
- Made 265 telephone calls to residents in arrears
  - Served 23 Notices of Seeking Possession
  - Started legal action against 9 tenants

— Referred 9 residents to specialist money and debt advisors

All our hard work is paying off. We've reduced the amount of rent outstanding across Tower Hamlets Homes by over **£40,500** since January!

If you are having difficulty paying your rent, let us know straight away. Quick action could prevent your problems getting worse. Please call us on 020 7364 5015 (option 2).

#### Tenants' and Residents' Associations in your area



Tenants' & Residents' Associations (TRAs) are a great way to get involved in your community. They give a voice to residents who live in the same area. And they're great for people who want to be more involved in how their homes and neighbourhoods are run. There aren't any TRAs in your area, so why not set one up? We can offer advice, support and training to help you.

Contact us for more information:

**Resident Engagement Team**  
020 7364 5015

#### 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**  
Kinsham House

**When**  
The first Thursday of every month at 10am

#### Your inspection results for April, May and June



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

For full results visit our website

# Say hello to your neighbourhood team

Working in your local area on your behalf



**Nilima Khatun**  
Neighbourhood  
Housing Officer



**Trevor Dean**  
Repairs Inspector



**Madina Begum**  
Rent Arrears Officer



**Ade Karunwi**  
Rents Arrears Officer



**Sultana Parvin**  
Leaseholder Customer  
Services Officer



**Chika O'Hanekwu**  
Leaseholder Arrears  
Recovery Officer



**Taj Uddin**  
Neighbourhood  
Engagement Officer



**Danny Tyler**  
Caretaking Team Leader



**Gary Kennett**  
Mears Contract Manager

## Neighbourhood satisfaction

51%



We're always looking to improve our services and talking to residents helps us understand what we do well and what we do not so well.

In the last 12 months, we've spoken to around 90 residents in your neighbourhood about our services and how they think we're doing. 51% said we were excellent or good; 29% said we were fair.

Hollybush neighbourhood in Bethnal Green rated us the highest with 55% of residents saying we're excellent or good, while Ocean South neighbourhood in Stepney, rated us the lowest with just 31%.

## 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 ০৮০০ ৩৭৬ ১৬৩৮ নম্বরে যা ল্যান্ডলাইন থেকে ফ্রি বা ০২০ ৭৩৬৪ ৫১৫১ 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 - doors close at 4:30pm  
Monday to Friday (except  
the last Wednesday of  
every month 10am - doors  
close at 4:30pm)  
— 9am - doors close at  
12:30pm Saturday  
— Closed Bank Holidays

#### Cheviot House

227-233 Commercial Road  
London, E1 2BU

#### Open

— 9am - doors close at 4:30pm  
Monday to Friday (except  
the last Wednesday of  
every month 10am - doors  
close at 4:30pm)  
— 9am - doors close at  
12:30pm 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, Nilima Khatun.

#### Nilima Khatun



#### Telephone

020 7364 5015



#### Email

contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiiyaya 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 có 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 có 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 الإِسكان 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。