Tower Hamlets Homes

For Residents Shadwell

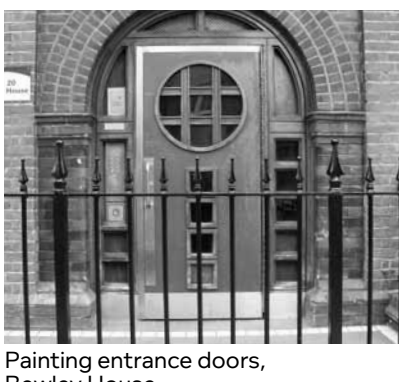
www.towerhamletshomes.org.uk

Winter
2011/2012

Stepney and Wapping
Solander, Martineau, Shadwell, Tarling and Watney Market

What's happening in your neighbourhood?

Renewing paving, Ring House


Painting entrance doors, Bewley House

Introducing parking control, Shadwell Gardens

Lots of great things are happening in your neighbourhood. We're out and about improving your area as part of your neighbourhood action plan. Here are a few examples of what we've completed so far.

You can find more improvements on our website www.towerhamletshomes.org.uk

Replacing gates, Ring House

Pigeon proofing, Thornwill & Gosling Houses

Champion News

We've introduced Champions to each of our 27 neighbourhoods to help the neighbourhood teams with the work they do in your area. James Caspell, your new Champion for Shadwell, tells us about some of the things he's been doing in your neighbourhood:

"As well as all the great things happening in your neighbourhood as part of your action plan, we've been out and about with your housing officer getting to know your neighbourhood and meeting caretakers and residents. We've also planted new trees from the Woodland Trust in your neighbourhood. The new trees will replace any that have been cut down for health and safety reasons and make your neighbourhood a much greener place to live. We hope you enjoy them."

Rent arrears – we are here to help!

Rent arrears in your neighbourhood are higher than the average for Tower Hamlets Homes.

At different times in our lives we can all be helped by extra advice or support, so it is important to remember that you are not alone.

If you are worried about your finances or not sure what to do when there are changes in your housing benefit we can work with you to tackle your debt problems.

The Rents team works with independent advice agencies to help you find better ways to manage your money, make savings on your bills and access the benefits you are entitled to.

Please call us on 020 7364 5015 or email us at: rents@towerhamletshomes.org.uk

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.

Recognised TRAs in your neighbourhood:

Shadwell Gardens TRA
Shadwell Community Centre
129 Shadwell Gardens
Cable Street
London E1 2QL
Chair: Burhan Uddin

Contact us for more details:
Tel: 020 7364 5015
Email: contactus@towerhamletshomes.org.uk

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
Colstead House

When
The third Wednesday of every month at 10am

Your inspection results for Oct, Nov and Dec

Oct **Silver**

Nov **Silver**

Dec **Silver**

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

For full results visit our website

Tower Hamlets Homes

Say hello to your neighbourhood team

Working in your local area on your behalf

Mohammed Parvees
Neighbourhood Housing Officer

Steve Pace
Repairs Inspector

Pam Wilson
Rent Arrears Officer

Raju Noor
Neighbourhood Engagement Officer

Margaret Acquah
Leaseholder Customer Services Officer

Kenneth Mottoh
Caretaking Team Leader

Jane Matthew
Rent Arrears Officer

Tracy Jones
Mears Contract Manager

Neighbourhood satisfaction - Keeping you informed

62%

Did you know... 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 92 residents in your neighbourhood about how well they feel we keep them informed about things that may affect them. 62% said we were excellent or good; 23% said we were fair. Malmesbury neighbourhood in Bow and East India Dock Road neighbourhood in Poplar rated us the highest with 77% of residents saying we're excellent or good, while Boundary neighbourhood in Bethnal Green rated us the lowest with just 48%.

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 বা 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 - 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, Mohammed Parvees.

Mohammed Parvees

Telephone
020 7364 5015

Email
contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiinaya addeegyada guryaha ee xaafadaada 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 cò 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 phông chữ lớn thì photo, tần số cò lẽ ngài là chủ ngôn ngữ của bài văn này. Xin trực tiếp đi đến phóng làm việc hoặc gọi điện đến phóng 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 حيّكم 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

In partnership with TOWER HAMLETS

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