

For Residents St Stephens

www.towerhamletshomes.org.uk

Winter 2010

Bow
Annie Besant, Hewison, St Stephens, Usher & Rosebank

The green, green grass of home...



Busy residents can often forget to look after the things right under their nose, like their gardens. "Tenants and leaseholders need to keep their garden tidy as part of their lease or tenancy," says Maureen Malcolm. "It also makes the neighbourhood look a much nicer place to live."

"We recently had to remind some residents that they need to tidy up their gardens and we have had a really positive response. Now that the gardens are much tidier, it will make it easier for residents to keep them that way," says Maureen.

"We will be getting in touch with residents who have yet to respond. We can provide help and support for residents who need it – so please let us know if you're having difficulty."

Brodick House communal heating

Now that the weather has turned a bit chilly the number of requests to switch on communal heating in our blocks is on the rise. We have set times each year when the communal heating comes on and off but when demand is high we're happy to look at bringing it forward.

"A number of residents from Brodick House got in touch," explains Maureen Malcolm. "Brodick House heating

doesn't normally come on until mid September but due to the change in the weather we agreed to switch it on early."



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 said we will improve the lighting in Annie Besant Close, to increase the visibility and security of the area.

We said we will repair or replace the paving in Annie Besant Close and Usher Road and install bollards to stop cars damaging it.

We said we will arrange for an annual checking of gutterings for the following blocks: Enard House, Gullane House, Cruden House, Forth House and Fraserburgh House.

We said we will help you set up a recognised Tenants and Residents Association (TRA) for Brodick House.

We said we will remove the washing lines in communal areas at Tay and Sleat Houses.

We said we will tackle those who continue to leave rubbish outside their front doors in Brodick House.

What's happened so far

We upgraded the lighting in Annie Besant Close.

We completed the paving works and put in new bollards at Annie Besant Close.

We cleared the gutters in July 2010.

A number of residents have come forward and said they're keen to set up a TRA.

We've contacted all the residents concerned, and we think there have been some improvements.

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What'll happen next

Please let us know if there are others areas locally that need lighting improvements.

Paving at Usher Road will be replaced by the end of December 2010.

We plan to check and clear the gutters at least once a year.

We plan to work closely with residents who have shown an interest in setting up a TRA and carry out a 'door knocking' exercise to encourage more residents to get involved.

We'll continue monitoring the situation to make sure the communal areas stay tidier.

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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
Usher Road Football Pitch

When
The second Wednesday every month at 10:30am

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



Maureen Malcolm
Neighbourhood Housing Officer



Ola Soyinka
Leaseholder Customer Services Officer



Raju Noor
Neighbourhood Engagement Officer



Abu Supian
Leaseholder Arrears Recovery Officer



Dean Chalkley
Repairs Inspector



Arline Davies
Rent Arrears 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, Maureen Malcolm.

Maureen Malcolm



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 có tin tức, giới thiệu với ngài đây là chủ nhà phục vụ và làng 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 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。