

For Residents

Winter 2010

Poplar Birchfield and Will Crooks

East India Dock Road

www.towerhamletshomes.org.uk

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 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 means 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.

Cleaner, safer, tidier walkways

Now that most of the block cleaning is done, we need to make sure we keep the communal walkways free from obstruction such as washing lines, bicycles and prams. It's really important that we all do this not only because it makes the walkways look better but because it's safer for everyone. Wanted or unwanted items act as easy fuel for fires and are one of

the biggest fire hazards. Since the block clean there has been a real reduction in the number of items stored in walkways - which is great - but everyone still needs to do their bit to make sure that they stay that way.

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 remove the overgrown shrubbery and plants at the rear of East India Buildings and place new plant boxes and new drying areas.

We said we will remove stains and oil marks from the stairwell and landing areas in Leyland House.

We said we will tackle the problems caused by some young people in Thornfield House.

We said we will develop a local access point where you can easily get housing information and advice.

We said we will review the signage in the neighbourhood and replace missing block signs for the emergency services at: Ming Street, East India Buildings, Poplar High Street, Dingle Gardens, Westcott House, Arbour Field House, Kemps Drive, Rosefield Gardens, Gorsefield House, Pennyfields, Saltwell Street, Morant Street & Corry House.

What's happened so far

We cleared the area and gave Will Crooks TRA £5000 towards the allotments; and equipment so that the area can be used as a drying space.

A deep clean of the block was carried out in September 2010.

We have asked the police Safer Neighbourhood Team to step up patrols, and our anti-social behaviour team will work closely with them to identify the perpetrators.

We've set up a weekly surgery for Birchfield and Will Crooks.

We've assessed what we need to do and how much it will cost.

What'll happen next

We're planning to meet with residents to agree where the plant pots and drying areas can be sited.

We need to think about how we can ensure that the block is kept to this standard in terms of how we clean them regularly and effectively, and also about how residents can help make sure that the blocks don't get quite so dirty in the first place.

We'll continue to work with the police to keep the block as safe as possible.

We'll monitor how well the surgery is being used to make sure it's achieving good value for money.

Once we have secured the funding we will replace the signs.

Monthly inspections

Birchfield
Thornfield House

When
The 2nd Wednesday of every month at 9am

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

Will Crooks
Willis House

When
The 2nd Tuesday of every month at 9am

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



Mohammed Ali
Neighbourhood Housing Officer



Raju Noor
Neighbourhood Engagement Officer



Ossie Smith
Repairs Inspector



Joyce Collins
Leaseholder Customer Services Officer



Eddy Marshall
Rent Arrears Officer



Rushna Alam
Rent Arrears Officer



Aklak Shahid
Leaseholder Arrears Recovery Officer

Your local housing surgery



Surgeries can be a great way to access housing advice quickly and easily.

Come and talk to us about your tenancy or lease, rent or service charges, or any other housing issue in your neighbourhood.

Where
1 Wigram House

When
Thursday 1pm to 4pm

Where
Birchfield Senior Citizens Hall

When
Tuesday 9am to 12 noon

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 সেরামতের 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, Mohammed Ali.

Mohammed Ali



Telephone
020 7364 5015



Email
contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiinaya 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 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。