

For Residents Locksley

Winter 2010

Poplar Locksley

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.

Bring on the Wall!

When residents of Rhodeswell Road said they had had enough of people walking their dogs and throwing cans and bottles on their green, we listened.

"We've asked a number of residents what they wanted to see happen in their area as part of their neighbourhood action plan - and repairing the wall was one of things that that came back loud and clear!" explains Rupert

Stevens. "We've looked at what needs to be done and we're expecting the wall to be repaired by the end of November."

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 re-build the wall around 296-378 Rhodeswell Road.

We said we will clear the guttering to Cheadle House, Dora Street and Elland House.

We said we will tackle the problems created by some young people hanging around on the staircase smoking, drinking and causing noise nuisance at Elland House.

We said we will tackle 32 overgrown gardens at Ashpark House, Dora Street, Flansham House, Gatwick House, Newdigate House, Norbiton Road, Redbourne House, Salmon Lane and Southwater Close.

We said we will to replace missing block signs for the emergency services at: 13-18 Dora Street, 19-24 Dora Street, Redbourne House and 185-187 Salmon Lane.

We said we'd set up a local housing advice surgery.

What's happened so far

We've assessed what we need to do and how much it will cost - and we're lining up a contractor to do the work.

We cleared the guttering in March 2010.

We asked the police Safer Neighbourhood Team to step up patrols to the block and they have spoken with the young people on many occasions. They have now stopped congregating in Elland House.

We've contacted all the residents concerned and asked them to tidy their gardens,

We've assessed what needs to be done and how much it will cost - we're just waiting for the signs to be delivered and installed.

We set up a surgery at Three Colt Street in April 2010. A number of residents are using the surgery.

What'll happen next

The wall should be re-built in the next few weeks.

We're planning to check and clear the gutters at least once a year.

Please let us know if there are any more incidents of anti-social behaviour.

We're hoping the gardens will be tidied by December and we're planning to support elderly and vulnerable residents who need help clearing their gardens.

We're expecting the signs to be put up in the next few weeks.

We'll be asking residents if they think increasing the surgery opening hours is a good thing or not.

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
Salmon Lane Post Office

When
The fourth Tuesday 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



Rupert Stevens
Neighbourhood Housing Officer



Joyce Collins
Leaseholder Customer Services Officer



Raju Noor
Neighbourhood Engagement Officer



Rushna Alam
Rent Arrears Officer



Ossie Smith
Repairs Inspector



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
20 Three Colt Street

When
Monday and Friday
9am to 12 noon

Tuesday and Thursday
2pm to 5pm

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, Rupert Stevens.

Rupert Stevens



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 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。