

For Residents Ocean South

Winter 2010

Stepney and Wapping Ocean South

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.

From sheds to fruit trees

How we're planning to improve the Ocean South neighbourhood

In April, residents living in Ocean North asked if we could knock down the sheds between Magellan, Levant and Bantry House because they were an eyesore. We've since knocked them down and we're now looking at replacing the sheds with fruit trees and extend the planting into the Ocean South neighbourhood. "It's such a fantastic idea," said Harriet Aghedo. "Fruit trees will really

help improve the look and feel of the neighbourhood and fit in with the whole regeneration of the area. We've spoken to the Tenants' and Residents' Association and they were really excited by the idea. We're planning to consult with residents about the details next year."

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 additional fencing at Rectory Square communal garden.

What's happened so far

In June, we arranged for the unauthorised fencing to be removed.

What'll happen next

Now that the fencing has been removed, the communal garden will be maintained by our gardening contractor.

We said we will deep clean the internal communal areas at Lorne, Allonby, Channel and Studland Houses.

We deep cleaned Allonby House and Studland Houses in July and Lorne and Channel House in October.

We'll be cleaning more blocks in the coming months.

We said we will tackle problems caused by the young people who congregate in Cromarty House in the evening causing nuisance and vandalism.

The police Safer Neighbourhood Team and the Council's Tower Hamlets Enforcement Officers have stepped up patrols of the entire Ocean Estate including Cromarty House. Since this started, some of the perpetrators have been caught.

We are planning to work with the Council and the police to issue Acceptable Behaviour Contracts to the perpetrators.

Monthly inspections



Happy with your neighbourhood?

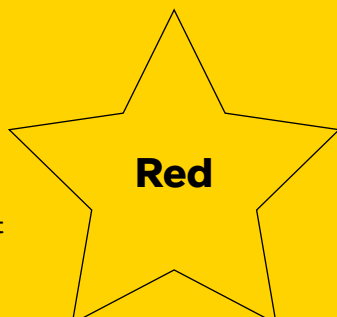
Join us on a walk about every month and tell us how you want to see your area improve.

Where
Andaman House

When
The first Thursday of 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



Harriet Aghedo
Neighbourhood Housing Officer



Paul Howlen
Leaseholder Customer Services Officer



Derek Depree
Repairs Inspector



Moksodul Choudhury
Rent Arrears Officer



Naomi Gay
Neighbourhood Engagement Officer



Helen Esenwa
Leaseholder Arrears Recovery Officer

Your local housing surgery



Surgeries can be a great place 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

Ocean Tenants' & Residents' Association Hall, Anson House Forecourt, Shandy Street

When

Every Friday between 10am and 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 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, Harriet Aghedo.

Harriet Aghedo



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 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 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。