

For Residents Limehouse

Winter 2010

Stepney and Wapping
Brunton Wharf, Limehouse Fields, Mercers East, Sims, Mountmorres, Troon & Pitsea

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 major 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 will mean 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.

Neighbourhood Action Day prize winner receives hamper



One lucky resident (pictured left) won first prize at the Limehouse Neighbourhood Action Day. The prize, a hamper, worth £100, was donated by Thomas Sinden contractors working on the Pitsea Estate. The hamper included: smoked salmon, a selection of cheeses, 3 bottles of sparkling wine, 1 bottle of wine, finest cheese biscuits, Highland Scottish biscuits,

chocolates and a selection of fine quality toffees. The hamper was presented by Vince Wilson (pictured right) from Thomas Sinden.

Anita Wells said: "The resident was really happy with the prize - I would like to thank Thomas Sinden for donating it and all the contractors and staff who helped out on the day."

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 arrange specialist cleaning of Westport Street and parts of Old Church Road to remove wall stains and oil marks from the stairwell and landing areas.
We said we will install external notice boards in Mercers Cottages and communal gardens on Mercers East Estate.
We said we will tackle the problems created by the washing lines in communal areas of Edward Mann Close East and West blocks.
We said we will hold a monthly surgery on Brunton Wharf Estate.
We said we will tackle problems in Avis Square, Anglia House, Darnley House, Waterview House and Caledonia House, which include some young people causing a nuisance, taking drugs and drinking alcohol.
We said we will set up a TRA for the Mountmorres Estate.

What's happened so far
In August we kicked off a block cleaning programme across the borough. Residents told us that they want the worst blocks tackled first so we need to re-think the order we clean the blocks.
We have spoken to residents about where they think are the best locations for the notice boards and listened to their views.
We've contacted all the residents concerned and there have been some improvements.
We've set up a monthly surgery at Brunton Wharf and publicised it in your newsletters and on your notice boards.
We've asked the police Safer Neighbourhood Team and the Council's Tower Hamlets Enforcement Officers to step up patrols on the Mountmorres and Brunton Wharf Estates paying particular attention to Avis Square and the other blocks where there are problems.
We've publicised for volunteers in the neighbourhood newsletter but unfortunately not enough residents have come forward.

What'll happen next
We'll I revise the programme and we'll write to every resident who hasn't had their block cleaned letting them know when we'll be round.
The notice boards will be up by end of November 2010.
We'll write to those residents who have yet to remove their washing lines.
We'll continue to hold monthly surgeries and monitor how well used it is to make sure it's achieving value for money.
A review will be carried out at the next meeting of the Safer Neighbourhood Team ward panel about anti-social behaviour and the progress made so far.
We're also planning to have talks with the Deputy Head of Sir John Cass School and the Police
We'll hold a resident meeting by December to see if more of you want to help set up a TRA

Monthly inspections

Brunton Wharf, Limehouse Fields, Mercers East, and Troon
Anglia House

The fourth Thursday of every month at 9:30am

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

Mountmorres, Pitsea and Sims
Billing/Dowson House

The fourth Friday of every month at 9:30am









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

	Anita Wells Neighbourhood Housing Officer		Naomi Gay Neighbourhood Engagement Officer
	Derek Depree Repairs Inspector		Pam Wilson Rent Arrears Officer
	Paul Howlen Leaseholder Customer Services Officer		Jane Matthew Rent Arrears Officer
	Moksodul Choudhury Rent Arrears 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.

Brunton Wharf
Anglia House

When
1st Wednesday of every month 10am 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, Anita Wells.

Anita Wells

Telephone
020 7364 5015

Email
contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiiyaya 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 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 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。