

For Residents St Dunstan's

Winter 2010

Stepney and Wapping Clichy, St Dunstan's and Stifford

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.

Old Flo's back in the East End

After years on loan Henry Moore's 'Draped seated woman' makes a welcome return to East London

A Henry Moore sculpture is to be returned to the East End after being on long term loan to the Yorkshire Sculpture Park. The work, entitled 'Draped Seated Woman', known to locals as 'Old Flo' spent a number of years as a fixture on the Stifford Estate. The Canary Wharf Group have agreed to insure the art work and install it in a public place near them.



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 tackle the problems caused by some young people congregating in Welton House and Seagrave Close.

We said we will remove wall stains and oil marks from stairwell and landing areas in Bladen House, Seagrave Close and Welton House.

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

We said we will help you to create a Tenants' and Residents' Association (TRA) to cover the St Dunstan's area

We said we will tackle the problems of washing lines in the communal areas of Odette Duval House, Paymal House, Charles Auffray House, Seagrave Close and Sambrook House.

What's happened so far

We asked the police Safer Neighbourhood Team (SNT) to step up patrols in the area, and there has been a significant reduction in the number of complaints.

Bladen House, Seagrave Close and Welton House were cleaned in early November

We've set up a weekly surgery at 260 Stepney Way.

A number of residents have come forward to set up a TRA; we have renovated 260 Stepney Way so that a TRA can hold meetings there.

We've contacted all the residents concerned and the washing lines have come down - except for a small number in Odette Duval House.

What'll happen next

The SNT are going to work with local schools to minimise problems with anti-social behaviour caused by young people.

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

We'll continue to hold weekly surgeries and monitor how well used it is to make sure it's achieving value for money.

We will hold a meeting with residents to find out how they want the TRA to be set up.

We're planning to talk to the residents in Odette Duval House who have yet to take down their washing lines.

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
Stifford House at 10am and Odette Duval House at 11am.

When
The first Thursday of every month.

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



Ella Frederick
Neighbourhood Housing Officer



Derek Depree
Repairs Inspector



Moksodul Choudhury
Rent Arrears Officer



Paul Howlen
Leaseholder Customer Services Officer



Jane Matthew
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
260 Stepney Way, E1

When
First and third Wednesday of every month.
10.00am—12.00pm

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, Ella Frederick.

Ella Frederick



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 ngàì đàng ở gần khu vực cò tin tức, giới thiệu với ngàì đây là chủ nhà phục vụ và làng giềng nơi phát sinh ra sự việc. Nếu ngàì hy vọng thu đợc nội dung bài văn này với phông chữ lớn thì photo, tần số cò lẽ ngàì là chủ ngữ của bài văn này. Xin trực tiếp đi đến phóng làm việc hoặc gọi điện đến phóng 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。