

# For Residents Lincoln

Winter 2010

Poplar  
Lincoln, Linfield & Abbott

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.

### Going, going gone...!



When residents said they were fed up with the eyesore caused by the disused garages in Leadenham Court and Fairfoot Road, we knew something had to be done. "There was little demand from residents for garages, so refurbishing them wasn't an option," explains Linda Sung. "We even looked at converting the garages into sheds. Residents didn't like that idea!

They just wanted them gone!" "So after further consultation with residents we finally agreed to pull them down!" The garages will be removed by February 2011.

## 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'd get rid of the wall behind Campbell Road to tackle anti-social behaviour.
We said we'd deal with the disused garages in Leadenham Court and Fairfoot Road, and look at converting them into sheds.
We said we'd clamp down on residents who didn't look after their gardens.
We said we'd set up a local housing advice surgery.
We said we'd replace some missing block signs in Devons Road and Fairfoot Road.
We said we'd help residents set up a Tenants and Residents Association (TRA).

What's happened so far
A local business organisation is arranging for volunteers to help us remove the wall to make sure we achieve good value for money.
After talking to residents, there wasn't enough demand for sheds, so we're going to pull the garages down, dealing with the eyesore.
We've contacted all the residents concerned, and we think there have been some improvements.
Residents told us that they were unlikely to attend a regular surgery, so we decided not to set one up after all.
We replaced the signs in June.
A number of residents have told us that they'd like to be involved in setting up a TRA.

What'll happen next
Once the volunteers are lined up, the wall should come down by December 2010.
The garages will be removed by February 2011.
We'll continue monitoring the situation to make sure the gardens stay tidier.
Remember, you can get housing advice from any of our three local housing offices, over the phone or online.
Please let us know if there are any other signs that need replacing.
We'll get a TRA meeting set up in the next few weeks, and make sure all residents are invited.

### 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**  
All Hallows Church

**When**  
The third Wednesday 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



**Linda Sung**  
Neighbourhood Housing Officer



**Ola Soyinka**  
Leaseholder Customer Services Officer



**Raju Noor**  
Neighbourhood Engagement Officer



**Abu Supian**  
Leaseholder Arrears Recovery Officer



**Ossie Smith**  
Repairs Inspector



**Eddy Marshall**  
Rent Arrears Officer

## We're open on Saturdays and Monday evenings

Our housing offices are open longer to make it easier for you to get in touch. We're open 9am to 5pm Monday to Friday as well as every Saturday between 9am and 1pm; and 9am to 7pm every Monday at the housing office at 542 Roman Road.



## 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, Linda Sung.

### Linda Sung



**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 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。