

# For Residents

Winter 2010

**Bethnal Green**  
Parkview, Victoria Park Square and Rogers North

## Old Ford Road

[www.towerhamletshomes.org.uk](http://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 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.

### Safer play areas, safer neighbourhoods



We want to help make sure you are safe and secure in your home and neighbourhood. So when residents living at Mark House and the surrounding area raised concerns about young people running across the road to get to the play area, we listened.

"We're looking at fitting railings to the boundary of the play area to help make it safer for younger residents," explains Alison Brown.

"We need to work out how much fencing we'll need and how much it will cost before we can consider the work. We'll be talking to residents so they know what's going on and have the chance to comment. "

## 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 make sure that all the fencing is uniform and well maintained in Rosebery House and Brierly Gardens.

We said we will tackle the problems created by young people playing football at Mark House, Sidney House and Burnham Estate.

We said we will renew the dog signage at Piggott House, Cleland House, Kemp House and Goodrich House.

#### What's happened so far

We've assessed what we need to do and how much it will cost .

We've put some new planters in the play area and we think the situation has improved.

We've been working with the Council to provide more signs.

#### What'll happen next

Once we have secured funding, we will replace the fencing.

Please let us know if the nuisance re-occurs.

We need to check with the Council – who provide the dog warden service- that they will enforce any new signs we put up.

### 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**  
Goodrich House

**When**  
The third Wednesday of every month at 9am

### 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



**Alison Brown**  
Neighbourhood Housing Officer



**Ian Dagleish**  
Repairs Inspector



**Madina Begum**  
Rent Arrears Officer



**Hali Khatun**  
Rent Arrears Officer



**Arline Davis**  
Rent Arrears Officer



**Dabbir Ahmed**  
Leaseholder Customer Services Officer



**Billy Higgins**  
Leaseholder Arrears Recovery Officer



**Taj Uddin**  
Neighbourhood Engagement 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**  
Albert Jacob House  
62 Roman Road  
London E2 OPG

**When**  
The second Tuesday of every month 9:30am to 12:30pm

## If you need help, here's how to get in touch

### Contact us



**Website**  
[www.towerhamletshomes.org.uk](http://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](mailto:contactus@towerhamletshomes.org.uk)

**For rents**  
[rents@towerhamletshomes.org.uk](mailto:rents@towerhamletshomes.org.uk)

**For service charges**  
[leasehold@towerhamletshomes.org.uk](mailto: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](mailto: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, Alison Brown.

### Alison Brown



**Telephone**  
020 7364 5015



**Email**  
[contactus@towerhamletshomes.org.uk](mailto:contactus@towerhamletshomes.org.uk)

Tani waa warar quseeya xaafaddaada, oo kula socodsiiyaya 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 làng 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。