

For Residents Cranbrook

Winter 2010

Bethnal Green Cranbrook

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.

New paving for Cranbrook

Neighbourhood Champion Sue Wilson takes a look at improvement works on Cranbrook

Works to improve the paved area between Norton House and St Gilles House was completed last month. The new paving gives the neighbourhood a smarter and safer look. "The old paving was broken and damaged," said Sue Wilson. "Rather than throw it away we donated it to the Cranbrook Community Garden group who recycled it to create a patio for their community garden."



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 problems with young people congregating across the neighbourhood, especially around Alzette, St Gilles, Offenbach, Velletri and Holman Houses.

We said we will replace missing block signs for the emergency services to fourteen blocks on Cranbrook.

We said we will look into refurbishing the store sheds at Alzette, Puteaux, St Gilles and Offenbach Houses.

What's happened so far

We asked the police Safer Neighbourhood Team (SNT) to step up the number of patrols in the area and, as a result of this, two arrests have been made.

We replaced the block signs in July.

In June we cleared, secured and repaired the store sheds. They are now ready to let.

What'll happen next

We will continue to work in partnership with the SNT and the Council's Tower Hamlets Enforcement Officers (THEOs) to make sure that we respond to any reports of anti-social behaviour.

Please let us know if there are any other signs that need replacing.

Please let us know if you would like to rent one.

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
Modling House

When
The third 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



Lisa McCann
Neighbourhood Housing Officer



Yasmin Nahim
Neighbourhood Housing Officer



Ian Dagleish
Repairs Inspector



Hali Khatun
Rent Arrears Officer



Billy Higgins
Leaseholder Arrears Recovery Officer



Taj Uddin
Neighbourhood Engagement Officer



Dabbir Ahmed
Leasehold Customer Services 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 you may have.

Where
Albert Jacob House
62 Roman Road
London E2 OPG

When
The first Tuesday of every month 9:30 to 12:30

And the last Thursday of every month 1:00pm to 4pm.

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 Officers, Yasmin Nahim & Lisa McCann.

Yasmin Nahim & Lisa McCann



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 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 phong chữ lớn thì photo, scan 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 بجمتمعك، 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。