

# For Residents

Issue 01  
December '09

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

For more information visit  
[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)

## Welcome to your new neighbourhood team



We've been busy listening to your views on how you want to see your housing service improve. You told us you want a local, visible and flexible service and we are acting on it.

That's why we are focusing our services on 27 individual neighbourhoods.

Each neighbourhood has its own Neighbourhood Housing Officer - your central contact for all your housing services, and a Neighbourhood Housing Team.

We are also going to ask you about how we can make our services meet your local needs. Alison Brown, your Neighbourhood Housing Officer, will tell you more about what we have planned below.

## Hello!

**I'm Alison Brown your Neighbourhood Housing Officer**



I will be working with your neighbourhood team to deliver you a local, visible and flexible housing service.

To do this, we need your views on how we can make our services meet your local needs.

Come along to your Tenants and Residents Association (TRA) meetings and let us know your ideas. If you don't have a TRA we will set up local meetings and let you know about them.

We can talk about what we can and can't do. We can then pick the best ideas and put them into a Local Action Plan. We will need to agree a final plan together by March 2010.

I will report back to you, here in neighbourhood news, to keep you up to date with how we're getting on.

Residents have said they want to get more involved

in how neighbourhood news looks and sounds. In the next edition, there will be a section just for your news and pictures. If you have any ideas about what you would like to see or if you want to get involved in your Local Action Plan, get in touch.

You can reach me by phone, by email or just by having a chat with me when I'm in your neighbourhood; I'll be the one wearing the blue jacket!

—  
**Alison Brown**



**Telephone**  
020 7364 3880



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

## What's new

**Here's just a few of the new things you will see coming to your neighbourhood to improve the service we deliver to you**

### Local

1. A neighbourhood housing team for your area.
2. Locally agreed action plans, your chance to talk with us about how we can make our services meet your local needs.
3. Quarterly newsletter, keeping you up to date with what's going on in your neighbourhood.

### Visible

1. Neighbourhood Housing Officers out and about in your neighbourhood every Monday making sure your estate is up to scratch.
2. Monthly estate inspections with your Neighbourhood Housing Officer.
3. Neighbourhood Housing Officer's contact details in notice boards in your block.

### Flexible

1. More convenient repair appointments. Choose from three new time slots: 8am—10:30am, 10:30am—2:30pm and 2:30pm—5pm.
2. We are looking to hold surgeries in your neighbourhood to bring services even closer to you.
3. We are also looking to extend opening hours for housing offices in the new year.

## Monthly estate inspections

Why not join us and tell us what you think of your estate.

**Where**  
Goodrich House

**When**  
14 December—9am

Then from January 2010:  
The 3rd Wednesday of every month—9am

If you can't make it, don't worry....we'll put the results of your estate inspection on your notice board in your block, so you can check how we're doing when it's convenient for you. You could also speak to your neighbour or TRA about the results.

# Say hello to your neighbourhood team

## Next edition

Pictures of your Caretaking Team and your Anti-Social Behaviour Officer and how to get hold of them will be available in the next edition of your neighbourhood news.



**Alison Brown**  
Neighbourhood Housing Officer  
—  
020 7364 3880  
enquiries@towerhamletshomes.org.uk



**James Johnson**  
Repairs Inspector  
—  
020 7364 0330



**Syeda Kulsuma**  
Leaseholder Customer Services Officer  
—  
020 7364 7080



**Billy Higgins**  
Leaseholder Arrears Recovery Officer  
—  
020 7364 7154



**Taj Uddin**  
Engagement Officer  
—  
020 7364 6911

## Keep in touch

### Service 24/7



**Website**  
www.towerhamletshomes.org.uk

It's never been easier to contact your housing services. We will deal promptly with your enquiry whether you prefer to telephone, visit or use our website.

Whether you want to report a repair, pay rent, get involved or just find out more about Tower Hamlets Homes, our website is available 24 hours a day.

If you don't have a computer at home you can access the internet for free at the Council's Idea Stores.



### Housing Enquiries



**Customer Contact Centre**  
020 7364 5015

This is the number to report local housing issues such as caretaking and parking to tenants' rights and responsibilities and anti-social behaviour.

### Housing Repairs (24hr helpline)

0800 376 1637  
020 7364 7070

### (24hr Bengali/Sylheti helpline)

0800 376 1638  
020 7364 5151

### Homeseekers' Bidding Line (24hr helpline)

0845 270 2400

### Anti Social Behaviour



**ASB (24hr hotline)**  
0800 917 5918

### Domestic Violence (24hr National helpline)

0808 200 0247

### Hate Crime

0800 138 0521

### Noise Patrol

020 7364 5007

### Your local office



**Bethnal Green Housing Office**  
1 Rushmead  
Bethnal Green  
London E2 6NE

### Opening hours

Monday to Friday, 9am—5pm (except the last Wednesday of every month when it is open from 10am—5pm)



**Mainline**  
020 7364 3880



**Email**  
enquiries@towerhamletshomes.org.uk

## 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 via phone or email.

### Alison Brown



**Telephone**  
020 7364 3880



**Email**  
enquiries@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 cô 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 cô 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