

For Residents Locksley

Autumn 2010

Poplar Locksley

www.towerhamletshomes.org.uk

Deep clean for every block in your neighbourhood!



“Although we are continuing to improve the way we clean, years of dirt and grime has built up in our blocks and we kicked off a programme in August to give them a one-off internal deep-clean.

Locksley was one of the first neighbourhoods to have their blocks deep cleaned and many of them look so much better.

Now we’ve finished the deep clean, we need to think about how we can ensure that the blocks are kept to that standard – both how we clean them regularly and effectively, but also about how residents can help make sure that the blocks don’t get quite so dirty in the first place.”

Jenny Waddams
Neighbourhood Housing Officer

Residents get in on the Neighbourhood Action!



While Neighbourhood Action Days are continuing across the borough, we’re taking some of the comments you made at the Locksley Neighbourhood Action Day and using them to improve your action plan.

Many of you who came to the action day spoke to us about the concerns you have in your area and how you’d like to see them improve. Some of the issues you raised were anti-social behaviour at Elland

House, the cleaning of blocks and the lack of blocks signs for emergency services.

You can catch up on how these actions are progressing in your newsletter. We’ll have more news about your action plan and how we’re doing in the next edition of your newsletter.

Update on your housing advice surgery



Your new housing advice centre based at 20 Three Colt Street has been open for 3 months and we’ve been asking residents their views on how we’re doing. Here are a few comments from residents about what they think about the surgery. “It’s good that the office has opened again.” “The girls are doing a good job.”

We’re open Monday and Friday 9am to 12 noon Tuesday and Thursday 2pm to 5pm.

We can help with questions about your tenancy, lease, rent, service charges, anti-social behaviour, cleaning, caretaking and repairs.

Arrears in action



In the last issue of neighbourhood news we highlighted the amount of arrears in your area.

It is important that we collect all arrears so that we can invest the money in your housing service. Here are some of the things we’ve been doing to cut the level of arrears in the Locksley neighbourhood:

– 69 calls to tenants in arrears

- 23 Notice of Seeking Possessions served
- 5 court hearings applied for
- 2 evictions applied for
- 12 tenants referred to advice agencies
- 75 calls received from leaseholders in arrears
- 82 letters sent to leaseholders in arrears
- 2 leaseholder accounts referred to lawyers for legal advice



New blocks signs on the way

As part of the Locksley action plan you said you wanted us to replace the block signs in the neighbourhood.

We met with a sign maker and contractor in July to work out how many signs we’d need. We’re now waiting for a date when the new signs can be fitted.



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
Salmon Lane Post Office

When
The fourth Tuesday every month at 10am

Your inspection results for August

Gold = Excellent
Silver = Good
Bronze = Basic
Red = Poor



Say hello to your neighbourhood team



Jenny Waddams
Neighbourhood
Housing Officer



Raju Noor
Neighbourhood
Engagement Officer



Ossie Smith
Repairs Inspector



Joyce Collins
Leaseholder Customer
Services Officer



Rushna Alam
Rent Arrears Officer



Aklak Shahid
Leaseholder Arrears
Recovery Officer

Your local housing surgery



Surgeries can be a great way for residents to access housing advice quickly and easily.

Come and talk to us about your tenancy or lease, your rent or service charges, or any other housing issue in your neighbourhood.

Where
20 Three Colt Street

When
Mondays and Fridays
9am to 12 noon

Tuesdays and Thursdays
2pm to 5pm

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, Jenny Waddams via phone or email.

Jenny Waddams



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 cô 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 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 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。