

For Residents Chicksand

Autumn 2010

Bethnal Green Chicksand

www.towerhamletshomes.org.uk

Deep clean for every block in your neighbourhood!



Before



After

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

The blocks in Chicksand neighbourhood will be cleaned in the coming weeks – please make sure that you haven’t left anything in the communal areas as it will get in the way of the cleaning. When 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.”

Syed Ahmed
Neighbourhood Housing Officer

Residents get in on the Neighbourhood Action!



Since March, we’ve been taking Tower Hamlets Homes staff on the road, visiting many neighbourhoods as part of our Neighbourhood Action Days.

Over the coming months we will be visiting all our neighbourhoods including Chicksand. Neighbourhood Action Days were set up with the aim of making sure residents know their neighbourhood team and

the work we are doing in each area through the Neighbourhood Action Plans.

Come along and speak to your neighbourhood team about the concerns you have in your area and how you’d like to see them improve. We’ll use your comments to improve your action plan. We’ll have more about your action plan in the next edition of your newsletter.

Tidy = Safe



Your home can be at risk of fire if you leave items outside your front door, in communal areas or corridors, and it could get in the way of you and your neighbours from escaping a fire.

Be responsible and:

- Don’t store or leave items outside your front door, in communal areas or corridors. Have them removed FREE by calling **020 7364 5004**.

- Put general rubbish safely in the chutes provided.
- Don’t chain bicycles or motorcycles to railings in your block. Don’t leave bicycles or prams in communal areas or lobbies.
- Only put recycling out on collection day or in the bins provided.

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 Chicksand neighbourhood:

- 63 calls to tenants in arrears

- 9 Notice of Seeking Possessions served
- 3 court hearings applied for
- 2 evictions applied for
- 8 tenants referred to advice agencies
- 130 calls received from leaseholders in arrears
- 203 letters sent to leaseholders in arrears
- 1 leaseholder referred to advice agency.

Decent Homes update: Lister and Treves



Although the funding for Decent Homes work is dependent on Tower Hamlets Homes getting a two star rating from the Audit Commission in November, we are running four pilot schemes across the borough to show that we can carry these works out successfully. Works have started on three pilots and we’re waiting for the go ahead from the Council to

start on the fourth at Lister and Treves Houses. We are expecting to get the green light very soon and as a result we plan to be on site starting the work in late September or early October. We’ll have more about the decent homes pilots in the next edition of your newsletter.

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
Pauline House

When
The first Tuesday of every month at 10am

Your inspection results for August

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



Say hello to your neighbourhood team



Syed Ahmed
Neighbourhood Housing Officer



Ian Dagleish
Repairs Inspector



Sultana Parvin
Leaseholder Customer Services Officer



Madina Begum
Rent Arrears Officer



Jusna Begum
Leaseholder Arrears Recovery Officer



Lindsey Watkins
Rent Arrears Officer



John Wooster
Neighbourhood Engagement Officer

We're open on Saturdays and Monday evenings

Did you know that our housing offices are opening longer to make it easier for you to get in touch? They're now open every Saturday between 9am and 1pm and until 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

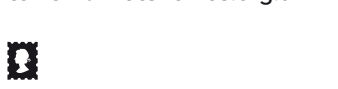
Text-phone
Call us with the help of BT Text Relay
18001 020 7364 5015



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 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
(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, Syed Ahmed.

Syed Ahmed



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 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 الإِسكان 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。