

# For Residents Lincoln

Autumn 2010

Poplar Lincoln, Linfield & Abbott

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

Lincoln 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.”

**Linda Sung**  
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 Lincoln. 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. Your comments will be used to improve your action plan to meet your local needs.

We’ll have more about your action plan in the next edition of your newsletter.

## You said. We did! on recycling



A resident at Leadenham Court complained that some young people were using the recycling bin to climb up onto the roof and cause a nuisance. As soon as we heard what the problem was we asked our caretakers to re-locate the bin next to the chute chamber and lock the wheels so it couldn’t be moved. Residents tell us the problem has now been sorted.

Residents at 250-296 Devons Road said they

wanted to remove their recycling bins and replace them with a door stop collection. This was to stop people dumping rubbish at the side of the block next to the recycling bin. We’ve removed the bins and we are now looking into setting up a doorstep collection” said Linda Sung, Neighbourhood Housing Officer.

## Arrears in action



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

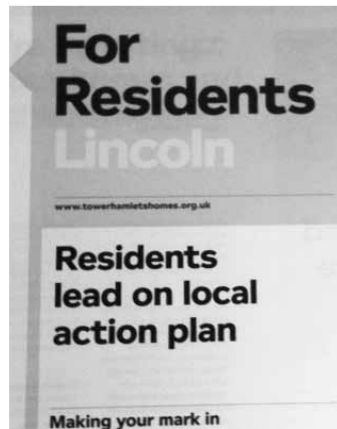
It is important that we collect all arrears so that we can invest the money in your housing service. Here are some of the things we’ve been doing to cut the level of arrears in the Lincoln neighbourhood:

– 30 calls to tenants in arrears

- 2 Notice of Seeking Possessions served
- 4 tenants referred to advice agencies
- 35 calls received from leaseholders in arrears
- 58 letters sent to leaseholders in arrears

## Thanks for your feedback...

It’s always nice to get feedback from residents, particularly on how we are doing. A resident from the Lincoln neighbourhood told us that they were “pleased to get a copy of our newsletter as it was good to be kept informed of what was going on in the neighbourhood.” She also said she feels more positive about the service and can see how it’s improved.



## 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**  
All Hallows Church

**When**  
The third Wednesday every month at 10am

## Your inspection results for August

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



# Say hello to your neighbourhood team



**Linda Sung**  
Neighbourhood Housing Officer



**Raju Noor**  
Neighbourhood Engagement Officer



**Ossie Smith**  
Repairs Inspector



**Ola Soyinka**  
Leaseholder Customer Services Officer



**Abu Supian**  
Leaseholder Arrears Recovery Officer



**Eddy Marshall**  
Rent Arrears 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](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 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](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, Linda Sung via phone or email.

### Linda Sung



**Telephone**  
020 7364 5015



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