

For Residents Cranbrook

Autumn 2010

Bethnal Green Cranbrook

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 have kicked off a programme to give them a one-off internal deep-clean.

The blocks in Cranbrook 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.”

Lisa McCann & Yasmin Nahim
Neighbourhood Housing Officers

Residents get in on the Neighbourhood Action!



Around 150 residents joined in the Neighbourhood Action Day this summer. Cranbrook neighbourhood teamed up with Roman Road, Old Ford Road and Approach neighbourhoods for one big Neighbourhood Action Day.

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. Many of you took the time to speak to us about the concerns you have in your area and how you’d like to see it improve. Your comments were really helpful and will be used to improve your action plan.

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

Edible Estates competition kicks off on Cranbrook

Capital Growth, a London Food Link project, kicked off its’ Edible Estates competition earlier this year at the Cranbrook Community Food Garden.

“It is a competition to find the best community food growing projects on London’s housing estates,” said Lisa McCann, Neighbourhood Housing Officer, one of Cranbrook’s community gardeners.

“It’s a great way to encourage residents across London to start a community food growing space or to boost their community food growing space.”

For more details visit www.capitalgrowth.org

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 Cranbrook neighbourhood:

- 64 calls to tenants in arrears
- 8 Notice of Seeking Possessions served
- 2 court hearings applied for
- 4 tenants referred to advice agencies
- 38 calls received from leaseholders in arrears
- 120 letters sent to leaseholders in arrears



New signs for Cranbrook

As part of your neighbourhood action plan you asked us if we could replace the missing blocks signs on Cranbrook.

We’ve put up new signs and removed the old ones. “Many blocks on Cranbrook look the same. The new signs make it much easier to tell them apart” said Yasmin Nahim, Neighbourhood Housing Officer.

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 August

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



Say hello to your neighbourhood team



Lisa McCann
Neighbourhood Housing Officer



Yas 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 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
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 làng giềng nơi phát sinh ra sự việc. Nếu ngài hy vọng thu được nội dung bài văn này với giọng 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 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。