

# For Residents Globe Town

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

## Residents lead on local action plan

### Making your mark in your neighbourhood

“In the past few months, I’ve been out and about talking to residents to find out their ideas for the Neighbourhood Action Plan for the homes and communities around Globe Town Neighbourhood.

Lots of you have told me about the problems and challenges affecting you and where you live, and how you’d like to see them improve. These are prioritised in the Globe Town Neighbourhood Action Plan, helping me get a better understanding of the issues that concern you most.

I know other residents have issues they still want to raise. You can do this by

contacting me by phone or email - details are at the back of this newsletter.

You may have read in Open Door recently that we are holding a series of Neighbourhood Action Days this year for residents to meet their Neighbourhood Housing Officer and their local housing team. These kicked off in March and build on the success of the Repair Days we held last year,

**Below**  
Francis Danso



but with many more of our services present.

If you didn’t make it to your local Repair Day, why not come along to your Neighbourhood Action Day instead? You can chat to me and my colleagues about how we can work together to tackle the issues and challenges affecting you. I want to hear your ideas about tackling anti-social behaviour, making cleaner, greener and safer estates, and any other ideas you have for improving your neighbourhood. Watch out for details of when we’ll be round your way.

Until then, if you haven’t already seen the draft action plan for Globe Town, over the page is a summary of the priorities you’ve set so far and when we’re going to act on them.”

**Francis Danso**  
Neighbourhood Housing Officer

## New entry phone for Cambridge Heath Road

Residents of 88-134 Cambridge Heath Road, Cleveland Estate, can look forward to a more secure block now that plans to re-furbish the existing entry phone system to the five-storey, 50s block are underway.

The existing system is old and obsolete, making parts difficult to replace. Residents were consulted on the refurbishment scheme, which is set to kick off in this summer.



## Join us on our next inspection

We inspect your neighbourhood every month to make sure it’s up to scratch.

It’s an important job and we need your input.

We are inviting more residents to join us on the next inspection. We want your opinions on cleaning, horticulture and repairs. Tell us what you think we need to improve.

An inspection normally lasts about two hours. But if you want to join in when we’re in your area, we can call ahead letting you know we’re on our way. Just drop us an email to tell us you want this service.

It’s a great way to make a difference to your area. See you there!

**Where**  
Downey House

**When**  
The fourth Thursday of every month at 10am



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



# £72,864

RENT  
ARREARS

# £1,027,355

LEASEHOLD SERVICE  
CHARGE ARREARS

## Arrears update

Did you know the current arrears level for Globe Town neighbourhood is £72,864 (rent arrears) and £1,027,355 (leasehold service charge arrears)?

Your rent and service charges pay for your local services and improvements in your area. To help us continue to provide services to you, and make the changes you've asked for in your neighbourhood action plan, it's vital that we bring down the level of arrears.

"We will be working closely with tenants and leaseholders over the coming months, including providing financial help and advice to those who need it," said Ade Karunwi, Rent Arrears Officer and Jusna Begum, Leasehold Arrears Recovery Officer.

**Problems paying?**  
Please contact us on 020 7364 5015 to discuss your options

## Play area opens



Residents welcomed the launch of the refurbished play area at Harpley Square, and the brand new play area at Wyllen Close, both in the Globe Town neighbourhood.

The play areas have new play equipment including: new benches, safety surface, and a carom board stand at Wyllen Close.

Harpley Square and Wyllen Close are just two of five projects managed by Tower Hamlets Homes to deliver environmental improvements and funded through Play Pathfinder.

## Swim for free in Tower Hamlets



Great news! Swimming is now available to anybody 60 and over and 16 and under for free. Check for full details at your local swimming pool or go online for further information.

**Web**  
[www.gll.org/freeswimming](http://www.gll.org/freeswimming)

## Picture this...

Residents in Globe Town neighbourhood are set to benefit from a new communal TV aerial capable of receiving Digital with Sky+HD in 2010/11. The upgrade is part of Tower Hamlets Homes' digital switchover programme,

which is scheduled to be completed in 2012.



## Your neighbourhood action plan at a glance

**Don't agree? Anything we missed?**  
You've still time to add your ideas to the plan!

**Telephone**  
020 7364 5015

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

### What you said...

You said you want us to arrange a specialist clean of 7-37 Globe Road, 39-69 Globe Road and 41-71 Boyton Close to remove the wall stains and oil marks from the stairwells and landing areas.

### What we'll do...

We will arrange to deep clean the communal areas.

### ... and when

**October '10**

You said you want us to make recommendations about the garages and store sheds particularly in Bradwell Street and Bancroft Road.

We will check the number of garages and store sheds and re-let any in a good condition.

**October '10**

You said you want us to tackle the problems caused by young people congregating in Key Close, Stayners Road and Raynham House.

We'll ask the Safer Neighbourhood Police Team (SNT) to increase their patrols within these blocks, and develop a plan to tackle the problems working with ASB Officer and the SNT.

**October '10**

We will discuss solutions to the problems on the estate at our Critical Friends meetings.

**December '10**

You said you want us to replace the missing block signs for the emergency services at Longnor Road and Moody Street.

We're going to replace the signs by June 2010.

**June '10**

You said you want a local access point where you can easily get housing information and advice.

We'll look at setting up a local surgery on Cleveland and Norfolk Estates and agree the times and venues with you and then publicise in your neighbourhood newsletter.

**July '10**

# We're investing in your homes and neighbourhood

You may already have heard about Decent Homes – a major Government initiative to bring all Council homes up to a decent standard.



Although the funding for Decent Homes work is dependent on Tower Hamlets Homes getting a two-star rating from the Audit Commission in November 2010, we are putting the preparation work in now, so that we are able to hit the ground running once the money is released to us by the Government.

We are running four pilot schemes across the borough to demonstrate that we

can carry these works out successfully, and later in the year we will be finding a contractor to carry out our main Decent Homes programme.

We'll keep you up to date about the four pilot schemes and bring you the latest on Decent Homes here in your neighbourhood newsletter.

## Garden blitz

Tower Hamlets Homes teams up with Community Payback team to benefit residents



Residents living on the Norfolk estate, Globe Town neighbourhood have benefited from a number of garden makeovers this spring. Tower Hamlets Homes and members of the Community Payback scheme teamed up to blitz residents' gardens which had become overgrown.

Lisa, a resident from the Norfolk estate, told us "They did a really good job on my garden-they really helped me out. I wouldn't have been able to do it without them."

By working together one day a week, Tower Hamlets Homes and the Community Payback team have been able to carry out work which

has been a real benefit to the local community.

Taj Uddin, Tower Hamlets Homes Neighbourhood Engagement Officer said, "Lots of residents really enjoy their garden but, from time to time, need a bit of help to look after them. It's been hard work but when you see how pleased residents are with what we've done, it makes it all worth while."

The idea was thought up by Francis Danso, Neighbourhood Housing Officer, who brought the Community Payback Team and residents together to make it happen.

## Free book tokens for students

If you, or someone in your household, are planning to go to University from October 2010, you could be entitled to a book token to help towards the cost of your books.

Local charity Parmiter's Bethnal Green Educational Fund is offering tokens to residents living within the boundaries of the old Metropolitan Borough of Bethnal Green – this covers Globe Road and part of Cambridge Heath Road.

Applications must be submitted by 2 July 2010.

You can download a full list of road names within the fund's area and an

application form from the council's website. Forms should be returned via email or post.



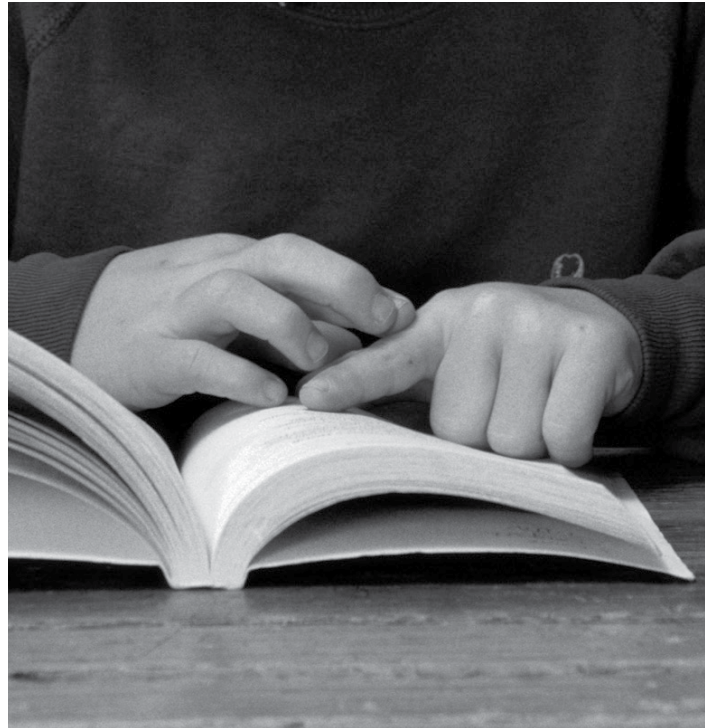
**Web**  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)



**Email**  
[rsorrell@sorrells.org.uk](mailto:rsorrell@sorrells.org.uk)



**Post**  
Parmiter's Clerk of the Trustees, Mr R. Sorrell  
157 High Street  
Chipping Ongar  
Essex CM5 9JD



## Monthly estate inspections



We inspect your neighbourhood every month. So why not join us? It means you get a bigger say in how we deliver your services, and you get to improve your neighbourhood the way you want.

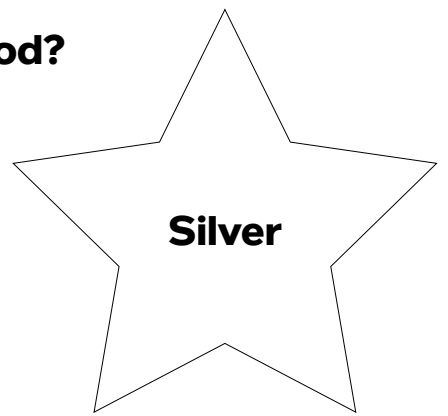
**Where**  
Downey House

**When**  
The fourth Thursday of every month at 10am








How did you rate your neighbourhood?

Your inspection results for April

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



# Say hello to your neighbourhood team

	<b>Ade Karunwi</b> Rents Arrears Officer
	<b>Francis Danso</b> Neighbourhood Housing Officer
	<b>Sultana Parvin</b> Leaseholder Customer Services Officer
	<b>Dean Chalkley</b> Repairs Inspector
	<b>Jusna Begum</b> Leaseholder Arrears Recovery Officer
	<b>Arline Davis</b> Rent Arrears Officer
	<b>Taj Uddin</b> Engagement Officer

## Keep in touch

### Housing office changes

If you need to come and see us, your local housing office at 1, Rushmead (next to Tesco on Bethnal Green Road) now has Tower Hamlets Homes housing advisers to help with all of your housing queries at our new counters – it's open 9am-5pm through the week, and 9am-1pm on Saturdays. Remember, we're also happy to come and meet you in your home or around your neighbourhood, or you can call, email or visit our website.

### Customer Contact Centre

To discuss local housing issues from caretaking to tenants' rights & responsibilities and anti-social behaviour contact:



**Telephone**  
020 7364 5015



**Email**  
contactus@towerhamletshomes.org.uk

### Housing Repairs



**24hr helpline**  
0800 376 1637

### Anti-Social Behaviour



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

## Your local housing office



**Cheviot House**  
227-233 Commercial Road  
London E1 2BU

**Opening hours**  
Monday to Friday: 9am—5pm  
(except the last Wednesday of every month: 10am—5pm)  
Saturday: 9am—1pm



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

**Opening hours**  
Monday to Friday: 9am—5pm  
(except the last Wednesday of every month: 10am—5pm)  
Saturday: 9am—1pm



**542 Roman Road**  
London E3 5ES

**Opening hours**  
Monday: 9am—7pm  
Tuesday to Friday: 9am—5pm  
Saturday: 9am—1pm

## 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, Francis Danso.

**Francis Danso**



**Telephone**  
020 7364 5015



**Email**  
contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiiyaya addeegyada guryaha ee xaafadaada iyo waxa ka dhacaya jiiraankaaga. Haddaad jeclaan lahayn in wararkan laguugu soo gudbiyo si ah qoraal waawayn, cajal-maqal ama booqasho luqadda bulshadaada ee xafiiska 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, tên số cô lễ 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