

For Residents Lincoln

www.towerhamletshomes.org.uk

Residents lead on local action plan

Making your mark in your neighbourhood

“In the past few months I have been out and about talking to residents to find out their ideas for the Neighbourhood Action Plan for the homes and communities around Lincoln Neighbourhood.”

“Lots of you have told me the problems and challenges affecting you and where you live, and how you’d like to see them improve. These are prioritised in the Lincoln 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 the 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

Below
Linda Sung



Days we held last year, but with many more of our services present.

“If you didn’t make it to the local Repair Day, why not come along to your local Neighbourhood Action Day and 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, or 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 Lincoln, over the page is a summary of the priorities you’ve set so far and when we are going to act on them.”

Linda Sung
Neighbourhood Housing Officer

New windows for Devons Road

The £500,000 window replacement scheme making 36 homes in Devons Road, Lincoln South, more energy efficient is expected to start in the summer.

New double glazed UPVC windows prioritised for 226-248 (evens) and 250-296 (evens) Devons Road are set to replace the existing single-glazed wooden windows, making homes warmer and more secure. The refurbishment will also see the redecoration of external and communal areas and the installation of secure-by-design front doors to tenanted homes.

Residents of 250-296 (evens) Devons Road can also look forward to a more secure block now that the plans include the installation of a new entry phone system to the 1960’s block. The proposal, which is expected to reduce incidents of anti-social behaviour within the building, is supported by the Police.



Residents lead on Bracken House improvements



New windows and doors, extensive repairs and the painting of communal areas are among the major improvements which started January at Bracken House in the Lincoln neighbourhood. The project has been led by residents telling us what they want to see as part of the improvements to their block.

Residents chose new timber windows to keep in with the 74 year old building’s 1930’s appearance and have chosen the colour scheme for the windows, doors and communal areas.

“It is great that residents were involved in the decisions and it is clear already that they will make a real difference to the lives of the people who live in Bracken House,” said Linda Sung, Neighbourhood Housing Officer.

One resident said: “I have lived here for 15 years and during that time my family and I have always had problems with the draughty windows and doors. The new windows will keep the warmth in – so I am definitely looking forward to that.”

£38,207

RENT
ARREARS

£345,738

LEASEHOLD SERVICE
CHARGE ARREARS

Neighbourhood arrears update

Did you know, the current arrears level for Lincoln neighbourhood is £38,207 (rent arrears) and £345,738 (leasehold service charge arrears)?

We use your rent and service charges to pay for your services and improvements in your area. To help us continue to provide services to you, and do what we say we're going to do in your neighbourhood action plan, it's vital we tackle the level of arrears.

"We will be working closely with tenants and leaseholders over the coming months to reduce the level of debt within the neighbourhood, including providing financial help and advice to those who need it," said Eddy Marshall, Rent Arrears Officer and Abu Supian, Leasehold Arrears Recovery Officer.

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

Help us set up a Tenants' & Residents' Association in your area



"Tenants' & Residents' Associations (TRA) are a great way to get involved and improve your community as well as providing a voice for people who live in the same area. They're great too for residents who want to be more involved in how their homes and neighbourhoods are run.

"We're currently looking to set up a TRA in the Lincoln neighbourhood. Interested? Want to find out more? Then contact me, Raju Noor, Resident Engagement Officer."



Telephone
020 7364 0702



Email
raju.noor@towerhamletshomes.org.uk.

Picture this...

Residents on the Lincoln estate are set to get 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 set to be completed by 2012.



Sign of the times

Emergency services have welcomed the move to replace block signs to 250-296 Devons Road, 64 - 68 Fairfoot Road and 72-78 Fairfoot Road. The signs, which have been missing for sometime, were thought to be removed after falling into

disrepair or were vandalised. The new signs were prioritised by residents as part of their Neighbourhood Action Plan.

DEVONS ROAD

Your neighbour- hood 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

What you said...

You said you want us to remove the wall at the rear of Campbell Rd, to tackle the problems created by young people hanging around, particularly drug-taking, vandalism and graffiti.

What we'll do...

We will assess what needs to be done and how much this will cost and, if funding is available, then we will take down the wall. We will also ask the Safer Neighbourhood Police Team to increase patrols in the area.

... and when

**Starts
April '10**

You said you want us to look at converting garages to sheds in Leadenham Court and 11 garages at Fairfoot Road.

We're going to look into the cost of converting the garages into sheds and then discuss whether it's possible with you.

June '10

You said you want us to tackle the overgrown gardens in Campbell Road and Devons Road.

Keeping gardens in good order is part of your lease or tenancy conditions. Starting in May we will contact residents and ask them to clear their gardens within one month and take action against residents who do not comply with the request.

**Starts
May '10**

We will provide help and support to vulnerable residents during the process.

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

We'll agree a time and place with you to hold a surgery and then review the arrangements with you after 6 months.

May '10

You said you want us to replace missing block signs for the emergency services at: 250-296 Devons Road, 64 - 68 Fairfoot Road and 72-78 Fairfoot Road.

We'll replace the missing signs by June 2010.

June '10

You said you want to establish a TRA or community champion for the Lincoln neighbourhood so residents can be more involved in how their homes and neighbourhoods are run.

We will identify potential candidates who have been active in the community for the past 6 months and offer them training to develop the skills needed to run a TRA.

**Starts
April '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 will be finding a contractor to carry out our main Decent Homes programme.

If you are waiting to have work done in the future, or you are part of our decent homes pilot scheme now, we'll bring you the latest news about Decent Homes here in your neighbourhood news.

One to watch: Pulling down the barriers



We have been listening to residents in the Lincoln neighbourhood who said they want us to tackle the problems created by youths hanging around Campbell Road, a well known spot for encouraging anti-social behaviour. After talking to the police and our ASB Officers, we are planning to take down the wall to reduce the level of anti-social behaviour and improve the environment for residents. See action plan for more details.

Energy: Are you getting the best deal?



Gas and electricity prices have risen but there are still ways to cut the cost of your energy bills.

Our Resident Engagement Team and Global Action Plan will be running three drop-in sessions, including a women only session, to help residents save money and avoid fuel poverty by giving them advice on energy-saving and money management.

Developments in the energy market have made it easier for you to shop around and choose the best deal. Suppliers are now required:

- To provide better information on bills
- To provide you with an annual statement (from July 2010)
- To allow card, key or token meter customers to switch even if they have debts of up to £200 (from January 2010)

If you have never switched supplier it is always worth considering shopping around.

At the drop-in session you can find out how to:

- Save money by switching provider;
- Save money on your fuel bills
- Open a Bank account; and
- Understand better day-to-day money management.

The sessions will take place in Stepney & Wapping, Bow & Poplar and Bethnal Green throughout April and May.

For more details contact Edel Fingleton:



Telephone
020 7364 5015



Email
edel.fingleton@towerhamletshomes.org.uk

Monthly estate inspections



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

Where
All Hallows Church

When
The 3rd Wednesday of every month—10am

How did you rate your neighbourhood?

Your inspection results for March.

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

Silver



Say hello to your neighbourhood team



Linda Sung
Neighbourhood Housing Officer



Mariam Mungula
Leaseholder Customer Services Officer



Raju Noor
Resident Engagement Officer



Abu Supian
Leaseholder Arrears Recovery Officer



Ossie Smith
Repairs Inspector



Eddy Marshall
Rent Arrears Officer

Keep in touch

Housing office changes

If you need to see us, from 26 April you should come to one of our local housing offices, at Cheviot House (opposite Watney Market on Commercial Road), 1 Rushmead (next to Tesco on Bethnal Green Road) or 542 Roman Road (around the corner from the Council's Gladstone Place office).

You should still go to Chrisp Street for all Council queries. Remember, we are also happy to come and meet you in your home or around your neighbourhood, or you can call, email or visit our website.

Housing Enquiries



Customer Contact Centre
020 7364 5015

This is the number to report local housing issues such as caretaking and parking to tenants' rights and responsibilities and anti-social behaviour.

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, Linda Sung via phone or email.

Linda Sung



Telephone
020 7364 5015



Email
contactus@towerhamletshomes.org.uk

Tani waa warar quseeya xaafaddaada, oo kula socodsiinaya 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 xafiiksa guriiyaynta jiiraankaaga iyo ka wicis Sarkaalka Guriiyayn 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 phong 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 بجمتمعك، 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