

# For Residents Cranbrook

[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, we’ve been out and about talking to residents to find out their ideas for the Neighbourhood Action Plan for the homes and communities around Cranbrook.

Lots of you have told us 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 Cranbrook Neighbourhood Action Plan, helping us get a better understanding of the issues that concern you most.

We know other residents have issues they still want to raise. You can do this by contacting us 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 Officers and their local housing team. These kicked off in March and build on the success of the Repair Days we held last year, but with many more of our services present.



**Above**  
Yasmin Nahim & Lisa McCann

If you didn’t make it to your local Repair Day, why not come along to your local Neighbourhood Action Day instead and chat to us and our colleagues about how we can work together to tackle the issues and challenges affecting you?” We 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 Cranbrook, over the page is a summary of the priorities you’ve set so far and when we’re going to act on them.”

**Yasmin Nahim & Lisa McCann**  
Neighbourhood Housing Officers

## Sign of the times

Emergency services have welcomed the move to replace missing signs to fourteen blocks on Cranbrook. The signs were thought to have been removed after falling into disrepair, or being vandalised.

“Finding a block really quickly is important for the emergency services, particularly on Cranbrook, where lots of blocks look

the same”, said Lisa McCann, Neighbourhood Housing Officer.

Residents have prioritised the signs as part of their Neighbourhood Action Plan. The signs are expected to be replaced by June 2010.



## 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**  
Modling House.

**When**  
Third Thursday of every month: 10am



**Email**  
Lisa.McCann@towerhamletshomes.org.uk

Yasmin.Nahim@towerhamletshomes.org.uk



# £66,040

RENT  
ARREARS

# £452,468

LEASEHOLD SERVICE  
CHARGE ARREARS

## Arrears update

Did you know the current arrears level for Cranbrook neighbourhood is £66,040 (rent arrears) and £452,468 (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 Dave Curley, Assistant Rents Manager and Billy Higgins, Leasehold Arrears Recovery Officer.

### Problems paying?

Please contact us on 020 7364 5015 to discuss your options

## Cranbrook residents help plant a world record



Residents on Cranbrook got stuck in to help break a Guinness world record attempt to plant the most trees in an hour. The event, which was sponsored by BBC's Breathing Places, saw residents, in one hour, plant 25 trees and 200 tulip bulbs.

The world record attempt took place last December across England.

"Tree O'Clock was a brilliant opportunity for everyone to join in, have some fun and plant a tree. Not only

will it help improve the local environment and increase the local biodiversity, but it also encouraged residents to get involved!" said Yasmin Nahim, Neighbourhood Housing Officer.

Environmental charity, Thames21, also got in on the fun, providing fishing and pond dipping equipment and an underwater camera to view life beneath the canal.

## Picture this...

Residents on Cranbrook 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 the Tower Hamlets Homes' digital switchover programme, which is

scheduled to complete in 2012.



## Catch us at the housing surgery

Did you know you can now pop to Albert Jacob House at 62 Roman Road for housing advice? The surgery, which is held by Lisa McCann and Yasmin Nahim, your neighbourhood housing officers, is open on the first Tuesday of

every month between 9:30 and 12:30 and the last Thursday of every month between 1:00pm and 4pm.

## 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, are offering tokens to residents living within the boundaries of the old Metropolitan Borough of Bethnal Green – this covers Cranbrook. The value of the grant is determined, in part, by the number of applications Parmiters' receive but, in previous years, has been £100 per award.

Applications must be submitted by 2 July 2010.

You can download an application form from the council's web site. Forms should be returned via email or post.



**Web**  
www.towerhamlets.gov.uk.



**Email**  
rsorrell@sorrells.org.uk



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

## 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

### What you said...

You said you want us to tackle problems with young people congregating across the neighbourhood, especially around Alzette, St Gilles, Offenbach, Velletri and Holman Houses.

### What we'll do...

We're going to ask the Safer Neighbourhood Police Team to increase patrols, and we will identify and discuss the issues and how to solve them at TRA meetings.

### ... and when

**Starts May '10**

You said you want us to replace missing block signs for the emergency services to fourteen blocks on Cranbrook.

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

**June '10**

You said you want us to look into refurbishing the store sheds at Alzette, Puteaux, St Gilles and Offenbach Houses.

We will check all the store sheds and re-let any that are in good condition; then we will discuss with you what we can do with the run-down ones.

**September '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.

## Bethnal Green Tube Memorial



Two managers from Tower Hamlets Homes rolled up their sleeves last month, to help raise money for the Stairway to Heaven Memorial Trust. Stephen Mutton, Head of Communications, and Paul Allen, Head of Resident Engagement, helped collect over £700.

The charity hopes to build a memorial in memory of the 173 people who lost their lives in the Bethnal Green Tube Disaster in 1943. If you would like to donate to the memorial fund, please visit their website for more details.



**Web**  
[www.stairwaytoheavenmemorial.org/index.html](http://www.stairwaytoheavenmemorial.org/index.html)

## 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 have been running 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.

If you missed the sessions, you can find more information about getting the best deal online or by contacting the Resident Engagement Team on their freephone number.



**Consumer Focus**  
[www.consumerfocus.org.uk/energy-help-and-advice](http://www.consumerfocus.org.uk/energy-help-and-advice)



**Energy Saving Trust**  
[www.energysavingtrust.org.uk/](http://www.energysavingtrust.org.uk/)



**Citizens Advice**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



**Resident Engagement Team**  
0800 783 6845

'Energy Best Deal' is produced by Ofgem and Citizens Advice Bureau promoting choice and value for all gas and electricity customers.

## 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.

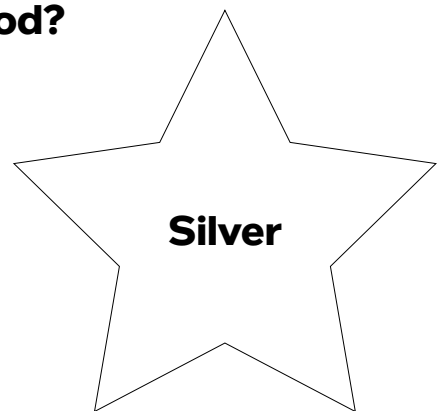
**Where**  
Modling House

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

### How did you rate your neighbourhood?

Your inspection results for March.

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



# Say hello to your neighbourhood team



**Lisa McCann**  
Neighbourhood Housing Officer



**Billy Higgins**  
Leaseholder Arrears Recovery Officer



**Yas Nahim**  
Neighbourhood Housing Officer



**Taj Uddin**  
Engagement Officer



**James Johnson**  
Repairs Inspector



**Dabbir Ahmed**  
Leasehold Customer Services Officer

## Keep in touch

### Housing office

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.

### Local Surgery

You can also get housing advice at your local housing surgery

#### Where

Albert Jacob House at 62 Roman Road

#### When

First Tuesday every month: 9:30am—12:30pm

Last Thursday every month: 1:00pm—4pm

### 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 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 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 phong chữ lớn thì photo, scan 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 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