

For Residents Locksley

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 Locksley 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 Locksley 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

Below
Jenny Waddams



to raise. You can do this by contacting me by phone or email - details are at the back of the newsletter.

I was really pleased to meet a number of local residents at the recent Neighbourhood Action Day we held at Dora Hall. It was a great opportunity to hear directly from you about how we can work together to tackle the issues and challenges affecting you and we got some great ideas about tackling anti-social behaviour, making cleaner, greener and safer estates, and other suggestions from residents about improving your neighbourhood

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

Jenny Waddams
Neighbourhood Housing Officer

Neighbourhood Action Day raffle prize winner



Congratulations to Mr. Abul Mustafa, who won first prize in the Locksley Neighbourhood Day raffle (pictured left with Simon Church - EPS Regional Manager and Raju Noor Tower Hamlets Homes - Resident Engagement Officer). Mr Mustafa received a decoration pack including brushes, rollers, sand paper, and lots, lots more! Raju Noor said: “Mr Mustafa really appreciated the prize – thanks to EPS for providing it, and to all the contractors’ staff who helped out at the event.”

Catch us at the local housing surgery

To make getting in touch that bit easier, did you know that from 26 April you can pop to 20 Three Colt Street for housing advice? The surgery, which is held by Jenny Waddams, your Neighbourhood Housing Officer, is open Monday and Friday mornings (9am-12 noon) and Tuesday and Thursday afternoons (2-5pm).

Why not pop in and say hello on your way to the shops?



£56,592

RENT
ARREARS

£707,356

LEASEHOLD SERVICE
CHARGE ARREARS

Neighbourhood arrears update

Did you know the current arrears level for Locksley neighbourhood is £56,592 (rent arrears) and £707,356 (leasehold service charge arrears)?

We use your rent and service charges to pay for your services and improvements in your area. So that we can continue to provide services, 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 arrears, including providing financial help and advice to those who need it," said Rushna Alam, Rent Arrears Officer and Aklak Shahid, Leasehold Arrears Recovery Officer.

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

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 here in your neighbourhood news.

One to watch

Plans to re-build wall at Rhodeswell Road

We've been listening to residents in the Locksley neighbourhood who said they want us to rebuild the wall in Rhodeswell Road, an anti-social behaviour hot-spot. Residents have complained that people sit on the wall and throw bottles, cans and other rubbish onto the green and walk their dogs there. We're planning to repair the wall, by the end of August, to reduce the level of anti-social behaviour and improve the environment for residents. See your action plan for more details.



Residents give thumbs up to caretaker, Michael

"Michael is a very nice person. He works very hard and he's always ready to help" —Locksley resident

A resident on Locksley estate got in touch recently to tell us that she and her neighbours are really impressed by the work and attitude of caretaker, Michael Smile, and wanted him to be recognized for his efforts. The resident said: "Michael is a very nice person. He works very hard and he's always ready to help. Since he's been

cleaning our block, it's never looked so clean."

She added: "And I'm not the only one who thinks so. All my neighbours do too". "I think Michael is a valued and committed member of staff who is very resident focused and always willing to go the extra mile", said Asif Sharif, Senior Caretaking Officer. Well done, Michael.

Below
Asif Sharif



Garden clear up

We're set tackle 32 overgrown gardens at a number of blocks around the neighbourhood. We will be contacting residents individually, and asking them to tidy up their gardens, including offering support and help to vulnerable residents.



Sign of the times

The emergency services have welcomed the move to replace block signs to 13-18 Dora Street, 19-24 Dora Street, Redbourne House and 185-187 Salmon Lane. The signs, which have been missing for some time, 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.

SALMON LANE

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 Ediel Fingleton:

Telephone
020 7364 5015

Email
ediel.fingleton@towerhamletshomes.org.uk

Your neighbourhood action plan at a glance

What you said...

You said you want us to re-build the wall around 296- 378 Rhodeswell Road, to stop people using the green area to walk their dogs and stop people throwing bottles and cans on the green area and sitting on the broken wall

What we'll do...

We will assess what needs to be done and how much this will cost, discuss the options with you, and if funding is available, then we re-build the wall by the end of August.

Don't agree? Anything we missed?

You've still time to add your ideas to the plan! See the back page for contact details.

... and when

August '10

You said you want us to clear the guttering to Cheadle House, Dora Street and Elland House

The gutters were cleared as part of the Locksley Neighbourhood Day

Completed

You said you want us to tackle the problems created by youths hanging around on the staircase smoking, drinking and causing noise nuisance at Elland House.

We're going to ask the Safer Neighbourhood Police Team to increase their patrols around Elland House; work closely with the anti-social behaviour team; make sure that there are youth activities at Dora Hall on Thursday and Friday evenings and work with the TRA to encourage residents to report Anti-social behaviour

Already in Progress

You said you want us to tackle 32 overgrown gardens at Ashpark House, Dora Street, Flansham House, Gatwick House, Newdigate House, Norbiton Road, Redbourne House, Salmon Lane and Southwater Close.

Keeping gardens in decent condition is part of tenancy and lease conditions. Starting in June we will contact residents asking them to clear their gardens within one month; and we will take action against residents who do not comply with the request.

June '10

We will provide help and support to vulnerable residents throughout the process

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

We're setting up a surgery at Three Colt Street for a period of 6 months and then review the arrangements with you —more information about this is over the page.

April '10

You said you want us to replace missing block signs for the emergency services at: 13-18 Dora Street, 19-24 Dora Street, Redbourne House and 185-187 Salmon Lane

We'll replace the signs by August 2010

August '10

Monthly estate inspections



We inspect Locksley 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
Salmon Lane Post Office

When
The 4th Tuesday of every month: 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



Jenny Waddams
Neighbourhood Housing Officer



Joyce Collins
Leaseholder Customer Services Officer



Raju Noor
Resident Engagement Officer



Rushna Alam
Rent Arrears Officer



Ossie Smith
Repairs Inspector



Aklak Shahid
Leaseholder Arrears Recovery 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 Crisp Street for all Council queries. 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.

New Local Surgery

We're also launching local housing surgeries at 20 Three Colt Street: these will be held on Monday and Friday mornings and Tuesday and Thursday afternoons. Feel free to pop in!

Where
20 Three Colt Street
London E14 8

When
Monday and Friday:
9am—12 noon
Tuesday and Thursday:
2pm—5pm

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, Jenny Waddams via phone or email.

Jenny Waddams



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 xafiiksa 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, 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 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