

RESIDENTS NEWS



“Everyone has something to give...”

If we can each do our little bit, respect our differences and celebrate our similarities, then we can move forward as a rich community.”

Inside this issue, we are proud to publish an interview with community activist, Nurull Islam, from the award-winning Mile End Community Project.

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Summer 2017
Issue 39

Don't dump on your estate

Fly-tipping of waste, rubbish and household items by irresponsible residents still continues to waste vast amounts of money. Even mattresses and fridges! You may not know, but for each mattress dumped, EastendHomes is forced to pay a £10 waste-processing fee in addition to costs for removing it from any estate.

Yes, Six grand paid out!

In the last six months, we have spent nearly £6,000 on mattress disposal fees alone, which could be spent on more valuable things around the estates.

Each LBTH household is entitled to two free collections a year, with up to five items taken away at each collection by the Council's Clean team. For more details and to arrange a collection, please call the Streetline Team on **020 7364 5004**.



We also want to know from anyone who is aware of any household dumping on your estate.

What would you do?

If you have a suggestion to make on how to reduce fly-tipping where you live, please email letmeknow@eastendhomes.net

Bin it, don't block it

The majority of London's sewage and waste water blockages are caused by cooking fats and oils. Think about it – fats become solid. So think before you put it down the sink! Bin it, don't block it to avoid inconvenience and cost. Plumbing repair costs will be charged to households who have blocked their sinks and toilets through misuse.



Security reminder

Do not let people follow you in controlled entry doors into your block unless you know them, or that they are a bona fide visitor! And if someone buzzes you on the intercom asking for the entrance door to be opened, again. Do not let them in! Sadly, some people are up to no good!

New mobile phone number?

If so, please let your local team know your new number, so that we can contact you when needed.



Home Ownership Forum

The Home Ownership Forum meets four times a year to discuss a wide range of topics and issues of interest to leaseholders. It provides a platform for discussion of services, charges, and policy issues relating to home ownership. To find out more, please email homeowners@eastendhomes.net or call us on **020 7517 0424**.

Community Ambassadors Win Civic Award

One of the joys of working for EastendHomes is the opportunity to work with a wonderful community. We are frequently amazed and blown away by the many individuals who go the extra mile for their neighbours, who create brilliant events, and run services that result in everyone being brought together.

So we were particularly thrilled to hear about those who were recognised in this year's Tower Hamlet's Civic Awards.

We caught up with Nurull Islam, one of the worthy winners. Nurull won his award for his outstanding service to the community through his role in setting up the Mile End Community Project. He tells us more about the MCP and how an idea was turned into an award-winning service for young people and later the wider community

Nurull (also known as Islam to his community) moved into the area with his parents from Bangladesh when he was about five, and grew up on Mile End's Eric Estate. And he remembers being one of the first Bengali families in their street.

His childhood memories are of a diverse community that looked out for one another. *"On our landing there was a Jamaican, a Vietnamese and an English family. We were like family! We'd look out for one another, share food and, importantly, had respect for each other. Quite often people talk about Tower Hamlets being deprived but thanks to our community we were 'rich!' It was a beautiful place to grow up."*

It was Nurull's love for the community and some inspiration from his Dad that sparked off his interest in volunteering.

"From a very young age my Dad would take me to public meetings and even encouraged me to ask questions to local councillors! The first time I asked a question I couldn't quite believe I had spoken and that someone actually listened. My Dad

made me realise that you can make a difference by getting involved!"

In 1995, then aged eighteen and frustrated by a lack of resources for young people, Nurull and his friends set up the Mile End Community Project.

"East London was a very different place then. There was more open and derelict spaces to hang out, but there weren't any official places for young people to get together. So we thought let's change this!"



Let's start something! We wanted to begin something for the younger generation.

"There were about twenty of us. We all gave subs and wrote a constitution. We had support from local residents who were impressed by our ambitions to make change and who helped us secure our first premises - a shop on Burdett Road. It was a real team effort. Everyone pitched in to redecorate and keep the place running. Pretty quickly we had over fifty young people attending regularly."

There were challenges along the way, especially when MCP lost the shop-space. But when the Eric Estate was transferred over from the Council, a permanent space in Hamlets Way was secured through the support given by EastendHomes.

"MCP went from strength to strength. We've worked with hundreds of young people, won media awards, supported young people to develop fashion labels, worked with artists and built a space where young people can learn skills and just be themselves. Along the way, we've been constantly inspired by the enthusiasm of our local young people."

When asked what he is most proud of, Nurull humbly responded:

"It's impossible to say. There have been so many achievements made by the young people and the volunteers involved. It's too difficult to pin one down. I think the fact that we've created some great moments, that we can all remember for a long time to come, is really important."

And what advice would he give to budding community volunteers?

"It's not just young people. Everyone has something to give. If we can each do our little bit, respect our differences, and celebrate our similarities, then we can move forward as a rich community!"



Important safety advice

Many High Street retailers and brands have issued safety recall notices in recent years for appliances including kettles, tumble dryers, mobile phone chargers and cookers. If you have not registered your products, then you may not know if you are at risk. Faulty home appliances have caused serious fires with tragic repercussions.

Despite the many product safety recalls, millions of unsafe household appliances remain in homes with people either not aware of or ignoring the dangers associated with the faults.

Be the first to know

UK trade organisation, the Association of Manufacturers of Domestic Appliances (AMDEA) has set up a website,

www.registermyappliance.org.uk where details of appliances purchased can be registered to ensure notification if an issue arises, making sure you will know if there is a safety recall on your appliance.

Register
my appliance

AMDEA™
The Association of Manufacturers
of Domestic Appliances

Listening and acting

Better Information

Parking information complaint upheld

EastendHomes recently received a formal complaint from a freeholder on the Chapel House estate concerning the information provided to local residents about parking on an EastendHomes estate. Although we had consulted our residents about the changes to the arrangements, we upheld the complaint as at that time we did not have information about estate parking on our website. You can now find a list of Frequently Asked Questions and answers at www.eastendhomes.net/parking

Universal Credit

Universal Credit is a single means-tested benefit paid to working age claimants. You can receive Universal Credit if you are in work and on a low income, or if you are out of work. It will cover housing costs and day-to-day living costs for you and your family. It replaces the following benefits:

- Income based Jobseeker's Allowance
- Income Support
- Income related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit
- Housing Benefit.

Universal Credit has now been introduced in Tower Hamlets. It's different from the way you currently get your benefits because:

- It's a single monthly payment, paid once a month into your bank account.
- If you get help with your rent, the rent money you get will be included in your monthly payment – and you must then put it aside to pay EastendHomes. Your rent is your most important outgoing. If you don't pay your rent you could lose your home.
- If you live with your partner and you're both eligible for Universal

Credit, you'll get one monthly payment between you.

- Most people will have to make their claim online.
- It can take several weeks after you make your claim to get your first payment. If you've been used to managing your money from week to week, it may take a while to get used to budgeting for a month at a time.

If you need help or advice about claiming Universal Credit, or you have any worries or concerns, please contact the Rents Team on **020 7517 0440** and we'll do all we can to help.

LOOK AFTER THE PENNIIES



FREE ONE-TO-ONE MONEY MANAGEMENT sessions to help you take control of your finances.

- **Make your money go further**
- Find ways to **keep track** of your finances
- **Get back that feeling of control**



Book your session by contacting us on:

 gettingonwithmoney@bbbc.org.uk

 0208 709 9745



We speak Bengali!

আমরা বাংলা বলি

A Bromley by Bow Centre project



LOTTERY FUNDED

New repairs contractor

EastendHomes has recently agreed a new long term contract with Morgan Sindall Property Services to carry out repairs and maintenance to all of our homes.

Morgan Sindall Property Services Limited (MSPS) is part of leading UK construction and regeneration group Morgan Sindall Group plc. MSPS delivers planned and responsive maintenance services nationwide to local authorities and housing associations including repairs and maintenance; void property repairs; preventative maintenance; gas and electrical servicing, facilities and estate management as well as mechanical and electrical services. The business employs over 600 staff across 20 site offices in the UK.



Local Service

From 1st July there will be locally-based Morgan Sindall Property Services engineers managing a dedicated team set up to work with each of our local housing centres. In addition to this directly employed, estate-based workforce, the existing EastendHomes handyman service will continue and will be managed by MSPS; this joint working will retain the local knowledge of our handymen and develop the service using MSPS's resources.



No change on reporting

You will still report repairs in the same way via your local housing centre, and EastendHomes will take your repair requests and manage the process, but there will be the additional benefit of having locally-based estate engineers to support our staff in dealing with any enquiries. A MSPS Customer Performance Manager will ensure performance and quality remains high across all of our estates.

In preparation for the 1 July start, we are reviewing our Repairs and Maintenance Policy. We are proposing to simplify how we issue repairs into two categories: Emergency and Non-Emergency. The response to Emergency repairs will remain unchanged with a response within 1 hour and the repairs completed or made safe within 24 hours. Appointments for Non-Emergency repairs will be scheduled to your convenience, with all repairs completed in no longer than 28 days.

You will be offered a 2 hour appointment slot for all Non-Emergency repairs within your home. Appointments will be between 8am and 6pm, Monday to Friday.

Listening and acting

Better Information

If we have your mobile number on our systems, you will receive confirmation of appointments by text message, and a reminder of the appointment 24 hours before.

New improved inspection service

The contractor will also undertake “complete property services” (MOTs); where an engineer will visit your home and carry out a full inspection with all repairs identified and where possible completed during this visit. A percentage of tenanted properties will be visited each year with the focus at first on properties that have had the highest or lowest volume of repairs over the previous 2 years.

Apprenticeships and more

MSPS will also build on the close partnership EastendHomes has with Bromley by Bow Centre (BbBC) to deliver a range of Social Value initiatives to EastendHomes and Tower Hamlets residents. This will include apprenticeships, corporate volunteering commitments, and supporting other services Bb BC currently offer to all EastendHomes residents.

A copy of our draft Repairs and Maintenance Policy is already available on our website. If you have any comments on the policy, you can email info@eastendhomes.net. If you would like a hard copy of the draft policy, please contact **020 7517 4704** and we will arrange for a copy to be posted to you.



All our staff carry ID

Apprenticeships

City Gateway is a charity that has been working to improve employment opportunities for local people since 1999. They can help 16-24 year olds find careers with top London companies. Fasttrack assessments for apprenticeships are held every Monday and Thursday at 1pm at their Isle of Dogs offices, and they offer an excellent route into working for high profile companies in Canary Wharf and in the City, including banks, accountants, and law firms.

Call them on **020 3727 6254** or email **admissions@citygateway.org.uk** for more information, or visit the website: **<https://home.citygateway.org.uk/>**

City Gateway: 32 Mastmaker Court, Mastmaker Road, Isle of Dogs, London E14 9UB.

Staying active volunteers

Volunteers are needed in order to join a programme supporting the over 70s living in our local community.

Please contact the Women's Health and Family Services to find out more.

Tel **020 7377 8725** / mobile **07960 328099**
email **dymphna.dale@whfs.org.uk**

Brady Centre, 192-196 Hanbury Street, London E1 5HU

All Stars Cricket



All Stars Cricket is a brand-new initiative from the England and Wales Cricket Board aimed at providing children aged five to eight with a great first experience in cricket. The programme features:

- Delivered nationwide at over 1,800 centres
- Eight one-hour sessions, held over eight weeks
- Emphasis on fun and being active
- Focus on developing your child's movement skills
- Great first introduction to cricket
- Safe and fully accredited
- Valuable time with your kids – mums and dads encouraged to take part too
- Easy online registration

Every child that registers will receive a backpack full of goodies including a cricket bat, ball, water bottle, personalised shirt and cap all sent straight to your door.

Places are still available for this summer's sessions – sign up now to ensure that you don't miss out!

Get Online

GetOnline@Home provide low-cost refurbished computers. Prices start at just £100. The desktop and laptop computers are high quality, refurbished devices, generally used by businesses previously. The computers come with all previous data removed and with new software installed and offer a low cost way to having a PC at home.

Find out more by visiting **www.getonlineathome.org**

Scrutiny Panel

The Resident Scrutiny Panel is currently looking at how we handle complaints and will be reporting their findings in an upcoming edition of this newsletter.



Blue Tits mural - visit the new artworks.

Shuffle Festival

Shuffle Festival is held annually in Mile End, exhibiting creativity through film, science, performance, architectural installations, walks, food, and music. It is now in its fifth year, and promises an eclectic and entertaining weekend on Friday 26 and Saturday 27 August, in the lovely wooded surroundings of the Tower Hamlets Cemetery Park – thirty-one acres of gorgeous greenery and history.

**SHUFFLE
FESTIVAL**

www.shufflefestival.com

For your chance to win a weekend pass to the Festival, courtesy of Shuffle, please email editor@eastendhomes.net together with your name and address, and whether you have previously attended the Shuffle Festival. Good luck!

Summer activities

Tower Hamlets Council offers a wide range of youth activities and sports throughout the year and especially during the school summer holidays. Most of them are free!



Community Chest funding

EastendHomes endows Estate Management Boards (EMB) with delegated funds to sponsor neighbourhood community initiatives. Recently funded community projects have included food growing, activities, events and equipment.

If you have an idea which a small grant could make happen, please get in touch with your local EMB, contact details for which are available from your housing office. Or for more details please email paul.wilson@eastendhomes.net

The Friends of Tower Hamlets Cemetery Park

**SUMMER
FAIR**

CELEBRATING STEAM
2017

SEE A WORKING REPLICA OF WALTER HANCOCK'S 1833 STEAM BUS 'ENTERPRISE'
FACE PAINTING WOODLAND CRAFTS POND DIPPING GUIDED WALKS FOOD STALLS
PENNY FARTHINGS HERITAGE DISPLAYS CRAFT STALLS LIVE MUSIC & DANCE

SATURDAY 1st JULY
12 - 5PM FREE ENTRY

Tower Hamlets Cemetery Park, Southern Grove, E3 4PX www.tolhcop.org 0208 9831277 Registered charity 181724

Syed Jamanoor Islam: A Tribute

Many of you will know that on the 11th of April, a local young man Syed Jamanoor Islam, was tragically killed on Wager Street in Mile End.

Just 20, Syed was an innocent victim of London's knife crime. His death has shocked and united Mile End's community.

Syed was a much loved and respected young man who lived with his family on Bede Estate estate in Mile End. Described as quiet, humble and studious, he was an aspiring artist, excited about his future. He was studying for a business degree.

Throughout April, residents and friends living in Mile End celebrated his life by holding numerous gatherings. A vigil was organised for him in Bede Estate on the 14th

April Residents from across Tower Hamlets attended to remember him. The family also thanked the community in person for their support. Many of the community also attended a rally against knife crime.

Speaking at the rally his friend Imtiyaz Ahmed, 20 said:

"Every single one of us here will agree he was one of the nicest guys. Not a single person has ever spoken bad about him. If you knew him for five minutes it was as if you knew him for your whole life. His character was just so beautiful. He would be able to make everyone laugh, whatever the situation. If you were down you would give him a call and you would be just talking to him for minutes and hours – that's just how he was."

Syed Jamanoor Islam 1996- 2017

If you are aged 13-19 and live in Mile End and need somewhere to go and someone to talk to, pop into the media bus on Eric and Wager Street every Tuesday and Wednesday from 5-8.30pm.

Please don't
remove the
safety catch
on your
windows.

They keep you
safe and secure.

east
end HOMES

If you've got a problem with your
window or your safety catch is
broken please let us know or email
enquiries@eastendhomes.net

NOTICEBOARD

PICTURE POST

This issue's pictures show spring campanula flowers at Hesperus Crescent ...and a nice aerial pic of Elf Green, Glamis Estate. Please send your snaps to editor@eastendhomes.net



Thanks to Pam and Des for these snaps

TIME FOR TEA

A splendid afternoon tea was held at Southern Grove Community Centre in May. Cucumber sandwiches and lemon drizzle cake, all prepared by volunteers from a Canary Wharf company, were enjoyed by around fifty residents. More events will take place this summer. To ensure you don't miss out on future get togethers, please call **020 7517 0409**.

After water, tea is the most widely consumed drink in the world. And we love a cuppa at EastendHomes! For your chance to win a tea-related prize, please email editor@eastendhomes.net or leave a message at **020 7517 0409** with your name, address, and favourite brew. Closing date Monday 31 July.

VISITOR PARKING

REMEMBER LBTH visitor scratch cards are not valid on EastendHomes estates. Contact your local office for more information on Estate Parking, or if you'd like to tell us your views on Estate Parking, please email enquires@eastendhomes.net

PICNICS IN ERIC STREET, E3

With help from local business volunteers, the Cow Garden picnic tables were given a new lease of life in May, just in time for the warmer weather!

BEST EVER

Our 2016, a survey revealed that tenant satisfaction was 84.4% – our highest rating yet!

MICROCHIPPING

Microchipping is compulsory in Britain for all dogs that are eight weeks and over. So get your doggie microchipped, and have the assurance that should he or she get lost or stolen, it is very much more likely to be returned to you safe and sound.

www.dogstrust.org.uk



PERFORMANCE

EMPTY HOMES



Short term void
turnaround times
14.7 empty days
Q3 16/17

Target
18 days

ANTI SOCIAL BEHAVIOUR

Satisfaction
with complaint
outcome **100%**



TARGET
100%

GAS SAFETY

percent of properties with a
**valid gas safety
CP12 certificate**



99.9%
have them
achieved Q3 16/17
100%
is what we're
aiming for

REPAIRS

Completed on target

93.9% **98%**
Q3 16/17 Target

Appointments Kept

98.2% **98%**
Q3 16/17 Target

Satisfaction with work

98.9% **98%**
Q3 16/17 Target



ESTATE CLEANING

External areas
grade **B** **100%**
or above Q3 16/17



100%
is what we're
aiming for

RENTS

Rent collection
102.4%
Q3 16/17



98.0%
Target

RESIDENT ENGAGEMENT



14.4 per week **8 per week**
average sessions target minimum number of
per week offered public sessions in directly
in Q2 16/17 managed community halls

NEW TENANT SATISFACTION



85% TARGET
measured
annually

CONTACT US

EastendHomes Head Office & Holland Housing Reception Service

3 Resolution Plaza
London E1 6PS
Phone 020 7517 4700

Mile End Housing Centre

123 Hamlets Way
London E3 4TY
Phone 020 8880 7055

Emails:

enquiries@eastendhomes.net
holland@eastendhomes.net
homeowners@eastendhomes.net
islandgardens@eastendhomes.net
lettingsteam@eastendhomes.net
mileend@eastendhomes.net
rents@eastendhomes.net
stgeorgesandglamis@eastendhomes.net

St George's & Glamis Housing Centre

61a Swedenborg Gardens
London E1 8HP
Phone 020 7680 8640
Freephone 0800 0281587

Island Gardens Housing Centre

137 Manchester Road
Isle of Dogs, London E14 3DN
Phone 020 7538 2340

Text Phone

07961 941584

Rents

020 7517 0440

Right to Buy & Home Ownership

020 7517 0424

Out of Hours Emergency Repairs

0300 123 0728

Our mission:

EastendHomes will provide a local housing service which is efficient, gives value for money and meets the needs, priorities and aspirations of all residents.

Our vision:

To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents.

Our core values:

The core values which support, inform and guide our work at all levels in the organisation are:

- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff
- We always strive to provide the best possible service
- We welcome and support diversity and we are committed to equality
- We want to improve and succeed in all aspects of our work