

RESIDENTS NEWS

east
end **HOMES**



Festive Fun

Young residents of EastendHomes got into the festive spirit at a performance of Cinderella at the Southern Grove Community Centre earlier this month. The panto featured all the traditional pantomime ingredients with songs, dancing, plenty of audience participation and wishes made true by a fairy godmother. The panto was just one of many community events provided in 2018 by EastendHomes, always with enthusiastic help by residents.

Community Benefit Society

Free courses on offer

Low cost furniture

New Year resolution?

Christmas opening hours

Lest we forget

Fire Safety

Winter 2018
Issue 45

Gas servicing: A matter of life and death

More than twenty people die each year in Britain from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or looked after. You cannot smell, see or taste carbon monoxide. It can kill you without warning, and even if it does not kill you, it can cause major harm to your health, including paralysis.

Faulty gas appliances can kill. If you are renting out your property, you have a legal obligation to provide a yearly gas safety check. Tenants are required to provide access for their annual gas check. Action is always taken if access is not provided, as this inspection is vital.



Be prepared this winter

As winter sets in and the frost begins to bite, the cold weather is capable of causing damage to your home. 1 in 6 households do not know where to find their stopcock. Are you among the unprepared? Make sure you know where the stopcock is in the case of a plumbing emergency. If you are away from your home and you have individual heating, it is wise and recommended to leave the heating on down low to a minimum of 12°-15°C.



Lights out?

Now the days are short, you may have spotted a light out in your block or street. We look out for these, but would welcome your help in keeping the communal lights on. If you spot a bulb that needs replacement, please contact your local office or your caretaker. Please quote the lamp column number when reporting. Thanks for your help!

EastendHomes to become a Community Benefit Society

The Board of EeH has recently agreed that EeH should convert from being a limited company to a Community Benefit Society (CBS).

Community Benefit Societies are known as exempt charities and are regulated by the Financial Conduct Authority rather than Companies House and the Charity Commission. Many Registered Providers of social housing (RPs) are Community Benefit Societies and most of the stock transfer (LSVT) housing associations who were originally formed as companies have now converted to CBS.

In order to proceed with a conversion, EeH will be required to obtain a number of consents and to formally notify other bodies of the intention to become a CBS. These include EeH bank/funders; the Charity Commission; the Regulator of Social Housing; EeH pension funds; and Tower Hamlets council.

Tenants and leaseholders should also be informed of the proposal and in particular whether any changes are proposed to governance or service delivery arrangements. In respect of this requirement, residents are advised that no changes are proposed and that all aspects of EeH governance and services will remain as currently provided.

The conversion process to a CBS is expected to take about six months and further information will be provided once this has taken place.



Local resident Ansar Abdin on his apprenticeship

EastendHomes is committed to creating employment and training opportunities for our residents. This year we launched an apprenticeship programme with our repairs contractor Morgan Sindall.

Twenty-four year old Ansar lives on the British Estate in Mile End and was recently successful in securing a thirteen-month apprenticeship. Here he shares his experience and his top tip for being interview-ready.

“In the summer I went to a job fair and met Morgan Sindall, who encouraged me to apply for an apprenticeship. As I was an EastendHomes resident, I stood a good chance in getting shortlisted. I’d previously done some work experience in administration as well as in customer services and in youth services. Within just two weeks of sending them my CV I had an interview!

The interview went a lot better than I expected.

I was interviewed by Maria White, who is now my manager. She was very friendly, putting me at ease and I was able to use my past experiences to explain how I was capable of doing this role. After the interview, I felt relieved and also happy as I felt it went really well. A week later, I got a call to say that I had the job.

My learning and advice to anyone going for an interview is don’t be afraid to be yourself for you can’t go wrong with being yourself.

Ansar: You’re hired

I now work with the repairs team. This involves looking at the day ahead, planning jobs for that day. I take phone calls, speak to residents and to EastendHomes staff. I’m also building my practical business skills and also making sure I learn how to write professional emails.

I’m learning every day about different situations and about learning how to adapt to change for everything is new. Being a resident myself, helping other residents is a good experience.

I would definitely recommend this apprenticeship. It has helped me to acquire solid and professional skills as well as enormously helped relationships outside of work. I would also encourage other local companies to run apprenticeships for local people and tap into local talent.



Following my apprenticeship, I would like to work for Morgan Sindall. It is my plan and hope to build my skills, let my career grow along the way so I can finally get onto the management ladder.”

To find out more about apprenticeships with Morgan Sindall, as well as other career opportunities, please email letmeknow@eastendhomes.net.

“We’d love to hear from any other local residents interested in joining our apprenticeship scheme!”

Maria White
Morgan Sindall



HOMESTORE

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020 8519 6264

www.homestore.org.uk

Unit 2 Maryland Estate, 26 Maryland Rd,
Stratford, E15 1JW.

Membership exclusively for those on an income below £20,000.



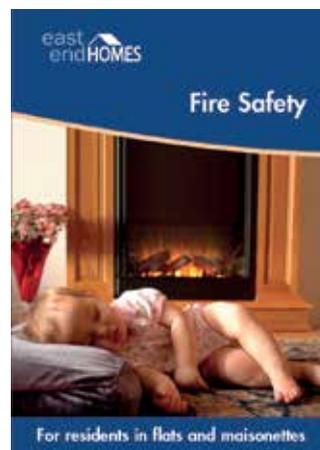
Fire Safety

The Resident Scrutiny panel has been reviewing how EastendHomes manages fire safety in its buildings. This included looking through a Fire Risk Assessment which had been completed for a block; interviewing key members of staff; and discussing issues through their own experiences.

The panel have come up with a number of findings and recommendations:

- Ensure fire safety is discussed when new tenants are signed up, with a focus on the resident's responsibilities
- The fire safety leaflet to be updated and simplified with "Do's" and "Don'ts"
- Emphasise the conduct and behaviour of residents is important to minimise the risk of fires, including causing obstructions in communal areas
- To remind residents that it is important that they report incidents that they deem may cause a fire hazard

- Ensure contractors adhere to health & safety requirements by not leaving behind building materials and avoiding smoking near hazardous materials
- EastendHomes should carefully consider any recommendations coming out of the Grenfell Inquiry.



The panel also found that EastendHomes had dealt well with two recent fires, which included a good turn-out from staff to support the communities affected.

If you would like to know more about resident scrutiny, and how to take part, please email resident.involvement@eastendhomes.net

Do it online

With EastendHomes Online, any time of day, you can:

- Check your rent balance
- Print a rent statement
- Check the status of a repair
- Give us a new contact number or email
- Send a message to your Housing Officer

Sign up today by going to

do-it-online.eastendhomes.net/ssp

or use the **Do It Online** button at the top of our website

www.eastendhomes.net



Need help to finally stop smoking?

If stopping smoking is going to be your serious New Year's resolution, then call the Smokers' Clinic on: **0800 169 1943** or visit www.nhs.uk/smokefree

The Stepney-based Clinic offers all the support needed to quit smoking for good. Comparisons between just getting medication from a pharmacy versus attending a specialist clinic show that clinics are far more effective in helping you stop smoking. Here's a success story from someone supported by the Smokers' Clinic. Kay, who used e-cigarettes:

"I was wary to begin with, but it has proved to be brilliant and effortless. It so closely replicates smoking that it works well as a psychological prop and also delivers the required nicotine hit. Moreover, it is possible to cut down on the strength of the nicotine in the e-liquid, and eventually I can use zero nicotine e-liquid. I have not been tempted to ask for a crafty puff when socialising with good friends who still smoke. I feel that e-cigs are going to be very effective in keeping me off cigarettes."

smokers-clinic@qmul.ac.uk

Water bills

Advice from Thames Water

If you receive income-related Employment and Support Allowance, Income Support, Job Seeker's Allowance or Pension Credit and find it difficult to budget or struggle to pay what you owe Thames Water, you may wish to consider the Water Direct scheme. Jobcentre Plus may be able to make small regular payments from your benefit direct to Thames Water to pay their current charges and an amount towards clearing any debt you have with them. This means you don't have to remember to make payments and won't be contacted about debt collection. Please call Thames Water on **0800 980 8800** or apply online at www.thameswater.co.uk/waterdirect. You can also contact your Jobcentre Plus office direct.

Tariffs for if you are struggling to pay

If you are on benefits and having trouble affording your water bill, you may qualify for a tariff that could reduce what you have to pay, if you have a water meter.

Who is eligible? You, or someone in your household, must first be receiving one of the following:

- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Pension Credit
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Universal Credit

If you do receive one of the above, to have your bills capped (currently £374 per year) under the WaterSure scheme, you need to have a water meter and meet one or both of the following criteria:

- Three or more children under the age of 19 living in the household, and you (or the person responsible for them) claim Child benefit for them, or
- You or someone living in your household has a medical condition that means they use a lot of extra water.

Halve your bill with Watersure Plus

WaterSure Plus can reduce your bill by half, regardless of who sends you the bill or whether you have a meter or not.

In order to qualify, in addition to the points above, your bill must also account for 3 per cent or more of your total net household income, once mortgage and/or rent payments (net of receipts or allowances) for the household have been removed. ('Household income' includes the income of all members of the household.) Eligible customers will have their total bill reduced by 50 per cent (excluding any previous charges).

You will get the discount from the date Thames Water receive your application, so send it to them straight away. Alternatively if you have a gross household income of £16,105 or less and someone living in your home is 62 or older, has parental responsibility for a child aged five or younger or is registered disabled you can join the scheme.

To apply download an application form from www.thameswater.co.uk/watersureplus or ring **0800 980 8800** to receive a copy by post. Lines are open between 8am – 8pm Monday – Friday and 8am – 6pm on Saturday.

Additional help, including grants and the Customer Assistance Fund, is available. The Thames Water Extra Care team is on hand to help you with any queries or questions you may have about applying for support. Please call **0800 009 3652** or email ecs@thameswater.co.uk



FREE

Resident Training Programme 2018-19

Learn to do more

Want to learn new skills?
Build your confidence?
Find out more about living
in your home? Then you may
be interested in attending
one of our training courses.

Our Resident Training Programme covers a wide range of topics to suit different needs – from improving your community to learning more about living in your home and food growing to health and safety.

We also run courses for residents who are members of residents' associations to help them with charring meetings and organising community events.

Accredited training means you will receive a nationally recognised qualification.

All courses are free to residents of THH, EastendHomes, Gateway, Metropolitan, Newlon Housing Trust, One Housing, Poplar HARCA, Providence Row, Spitalfields, Swan, THCH and Clarion Housing.



"I feel very inspired, confident and motivated to implement what I've learnt in this training in my personal and professional life."
Miss L., Resident



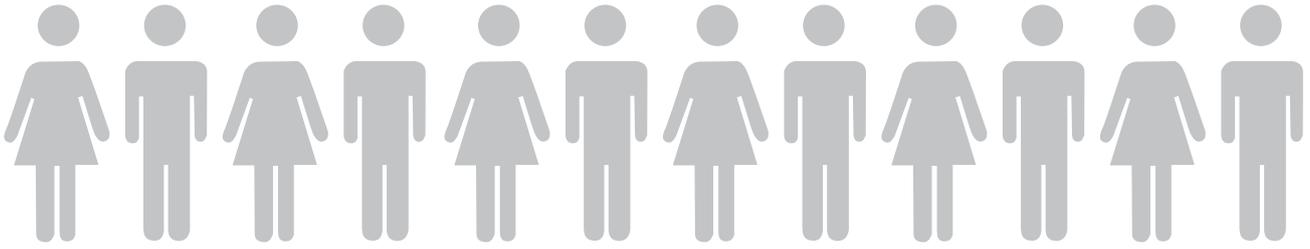
Courses will be held at local venues in Tower Hamlets.
All venues are accessible for wheelchair users.

APPLY NOW

To apply now scan the QR code or visit:
www.eventbrite.co.uk/o/tower-hamlets-homes-17926371313

For more information contact: 020 7517 0409





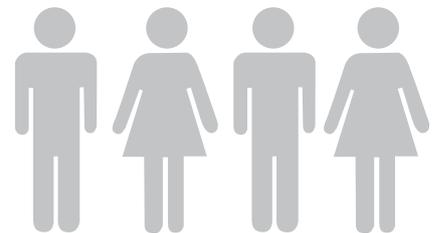
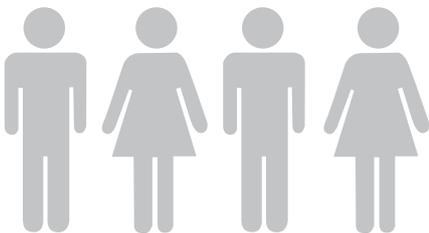
New members
are now sought for your

ESTATE MANAGEMENT BOARD

If you would like to join other residents already
involved, please apply.

CLOSING DATE 4 FEBRUARY 2019, 5PM

For nomination forms and conditions please email
resident.involvement@eastendhomes.net
or call/visit your local office



The Monster Mash

The Southern Grove Community Centre was taken over by ghosts, werewolves, zombies, skeletons, and other assorted ghouls on Halloween night. Staff, play workers, and volunteers, expertly led by local resident Tania, laid on a fun-filled night of terror for local kids.

Little horrors: Many kids enjoyed the fancy dress competition, pumpkin carving, dancing and apple bobbing, and so good fun was had by all.

If we had more volunteers, then more parties and events could be organised. If you would like to help out, please email volunteer@eastendhomes.net or let your local office know.

Rich Mix

For a yearly subscription of £6, Rich Mix offers 16-25 year olds cinema tickets for £6 - all day, every day - cheap at half the price! What's more you'll also enjoy a free ticket for a gig or live event, and plenty of other exclusive discounts and invitations.

www.richmix.org.uk

For your chance to win a free 16-25 membership and two cinema tickets, please email editor@eastendhomes.net before 11th January 2019.

RICH MIX

Mile End Youth Club

The Mile End Youth Club is open to all 11-16 year olds and runs during term-time on Tuesdays from 4.30pm to 7.30pm. During the course of the year it rotates around the three EastendHomes community centres, and next term will be at the Southern Grove Community.

Club members also enjoy a great summer programme run by ELT Baptist Church with funding from EastendHomes, and one of the highlights this summer among others was an action packed day at the Stubbers Adventure Centre. www.stubbers.co.uk

If you'd like any more details about the youth club, phone Brigid at ELT Baptist Church on **020 8983 0234** - or if you're 11-16 pop into the club to pick up a membership form.

Kahaila Café, Aldgate: Coffee and Cake in the heart of the City

Kahaila Café, Aldgate is a recent addition to the local coffee scene. Kahaila is a space where community can happen. They want to give all their customers a place to relax, get to know people and enjoy excellent entertainment and new activities.

Kahaila would like to welcome EastendHomes residents to try out their teas, coffees and rather lovely cakes.

The first ten EastendHomes residents to visit will be greeted with a free cappuccino! Simply call in with your copy of this newsletter. The café is in the attractive new open space, Portsoken Square, by Aldgate tube station.

www.kahaila.com



8 out of 10

A recent Council survey revealed that 79% of people are very or fairly satisfied with Tower Hamlets as a place to live. This year's poll also showed that crime and affordable housing have swapped places as the top two issues for residents. Other concerns include litter, that there is not enough being done for young people, and the levels of air pollution. What do you like most or least about living in your neighbourhood?

Email letmeknow@eastendhomes.net with your opinion.

Lest we forget

The Upper North Street School disaster

As the nation mourned the sacrifice of our war dead last month, members of a local community group commemorated victims of war with their own special tribute.

On 13th June, 1917, German planes bombed the East End, in the first large scale daylight raid by fixed-wing aircraft. Aircraft of the Royal Flying Corp had successfully combatted the raids of the Zeppelin airships, downing them with increasingly effectiveness, so the Germans instigated a deadly new tactic.

Large Gotha bombers, capable of carrying a far greater bomb load than the airships or any other plane then flying, would now fly the short distance from airfields in occupied Belgium, to strike fear into the civilian population. In what would be the deadliest single air raid of the war, fourteen Gotha bombers reached Poplar killing 162 people, and injuring over 400. Among the casualties were infants of Upper North Street School in Poplar. A bomb fell through the roof into the girl's class; it then proceeded to fall through the boy's classroom before finally exploding in the infant class. Eighteen pupils were killed, most of whom were just five years old. At least 37 others were seriously injured. The deaths led to one of the biggest funerals the East End had ever known with thousands of people lining the streets as the children were taken to their final resting place.

The school is now named the Mayflower School, and Her Majesty Queen Elizabeth II visited the school last year on the hundredth anniversary of the tragedy. The victims are commemorated on a memorial in Poplar Recreation Park, but also by the ongoing memorial given by current pupils of the school. As part of this, knitters from Southern Grove Community Centre designed and crafted a handmade floral tribute to those young lives lost, which is now displayed in the school.



The school has a very good webpage detailing the tragedy. To find out more, please see www.mayflower.towerhamlets.sch.uk/ww1



The Southern Grove knitters with their hand-crafted remembrance wreath



Photos: ideastore - www.ideastore.co.uk/local-history-online-exhibitions-upper-north-street-school-air-raid-june-1917

Copyright Tower Hamlets Local History and Archives

Noticeboard

DO NOT SMOKE IN COMMUNAL AREAS

Please do not forget that communal entrance lobbies, staircases and enclosed corridors are no-smoking areas, and carelessly disposed of cigarettes cause more fire throughout Britain than anything else. If you need help to quit, why not try The Smokers' Clinic?

DRIVING HOME FOR CHRISTMAS

Don't forget if you have guests that need to park when visiting you, visitor permits are available from your local office, otherwise you might find your visitor getting a parking ticket as a disappointing surprise, particularly at Christmas.

BABY IT'S COLD OUTSIDE

Cold weather payments may be available to you if you receive certain benefits, or have a child who is disabled, or under the age of five. Contact your nearest Job Centre, or visit www.gov.uk/cold-weather-payment

CHRISTMAS LIGHTS

Be careful if you have your Christmas lights on, for it is best not to leave them switched on overnight or whilst you are out all day!

SPREAD THE WORD

If you are involved in a community group or a local charity, and would like to publicise what you do through EastendHomes News, please email editor@eastendhomes.net

'TIS THE SEASON TO BE JOLLY!

If you'd like to nominate an EastendHomes employee as being especially jolly, whether throughout the year or perhaps even just occasionally, please email letmeknow@eastendhomes.net or ring 020 7517 0409. Fa la la la la-aa, la la la, lah!

PERFORMANCE

EMPTY HOMES

Short term void turnaround times
15.6 empty days
Q2 18/19



16 days
Target

ANTI SOCIAL BEHAVIOUR

Satisfaction with complaint outcome nil returns



TARGET 100%

GAS SAFETY

percent of properties with a valid gas safety certificate



100% have them achieved Q2 18/19
100% is what we're aiming for

REPAIRS

Completed on target

91% 98%
Q2 18/19 Target

Appointments Kept

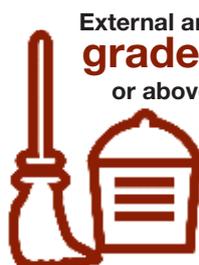
98% 98%
Q2 18/19 Target

Satisfaction with work

95% 98%
Q2 18/19 Target



ESTATE CLEANING



External areas grade B or above

100%
Q2 18/19

100% is what we're aiming for

Target 8 per week minimum number of public sessions in directly managed community halls

Offered 15 per week average no of sessions in Q2 18/19

RENTS

Rent collection

94%
Q2 18/19

Target 98.0%



RESIDENT ENGAGEMENT



NEW TENANT SATISFACTION

Performance reported annually

85%
Target



Merry Christmas and a Happy New Year to all our readers

Christmas opening hours

Most of our offices will be closed from **5pm on Monday 24th December 2018**.

The reception at the Head Office, Holland Housing Centre will be open to all visitors on the following dates:
Thursday 27th, Friday 28th, & Monday 31st December.

Christmas cover opening hours will be from 10am to 12noon and 2pm to 4pm with all estate areas served. To report an emergency repair during office hours, please phone **020 7517 4700**. To report an emergency repair outside office hours, please phone the Emergency Call Centre on **0300 123 0728**.

All offices will reopen on **Wednesday 2nd January 2019**.

CONTACT US

Out of Hours Emergency Repairs
0300 123 0728

EastendHomes Head Office & Holland Housing Centre

3 Resolution Plaza
London E1 6PS

Head Office General Enquiries
Phone 020 7517 4700

Holland Housing Centre
Phone 020 7517 0430/0443

Rents

020 7517 0440

Lettings

020 7517 0407

Mile End Housing Centre

123 Hamlets Way
London E3 4TY
Phone 020 8880 7055

Island Gardens Housing Centre

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

St George's & Glamis Housing Centre

61a Swedenborg Gardens
London E1 8HP
Phone 020 7680 8640
Freephone 0800 028 1587

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

Text Phone

07961 941584

Right to Buy & Home Ownership

020 7517 0424

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