

## Residents Conference

Residents at this year's conference held at the Docklands Sailing Centre



### 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

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### You said, we did Private Tenants, Mystery Shopping

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## Estate Inspections - Making a Difference

EastendHomes carries out a programmed inspection of its housing estates every six weeks. Last year we carried out over 150 inspections. Areas are marked from Grade A to Grade D. For any area which doesn't achieve a Grade B or above, the estate services co-ordinator ensures that work is carried out to bring the area up to standard. We recently carried out an inspection of a stairway in Portia Way which did not reach a good standard due to anti-social behaviour. The problem area was identified and anti-graffiti paint applied. Daily checks followed to make sure standards had been maintained.

The programme of inspections has resulted in real improvements in our cleaning performance. In the period April to July 2008, 91 external areas inspected were marked below a B grade. By the end of March 2009 this had been reduced to just 2 external areas. Similarly, in the period April to July 2008, 236 internal areas were marked below a B. This had reduced to 52 by the end of March 2009.

The results of the inspections are reported back to every local Board and performance is noted in our "Top Ten" targets chosen by residents. Residents can view local performance information at each of our housing centres.



**Do you want to get involved in estate inspections and check our grading system?** Phone Mark Judd at Wager Street on 020 8880 7055 for details.

## Moving Target

Void turnaround, which is the number of days a property lies empty between the outgoing tenant leaving the property and a new tenant taking up occupation, is a key performance indicator against which EastendHomes' performance is measured.

Tenants moving will now receive £50 in vouchers for each occasion that access for a viewing is granted to a prospective new tenant. To be eligible for payment, we will arrange viewings with the tenant who is moving home. Providing we are given at least one full week's notice of their intention to move out, the payment in vouchers will be given on hand-over of keys. If the tenant owes rent to EastendHomes, the money will be paid into their rent account.



## Local History Film Project - East End Lives

**Have you got any old photographs which you would be willing to share as part of a local history project EastendHomes is developing with film makers Phil Maxwell and Hazuan Hashim?**

The project will focus on the changes that have taken place to our estates over the years and stories that people tell us of their lives on the estates. The photographs will be used by the film makers to help build up a record of changes to the area and some will feature in a new film that is likely to be produced next year.

Residents may also be aware that the film "East End Lives" was recently premiered at the Rich Mix Cinema as part of East End Film Festival 2009 and was very well received. Further information about the film can be found on our website [www.eastendhomes.net](http://www.eastendhomes.net). Let us know if you would like a DVD of the film and we will be happy to send you a copy. Just write to The Editor, EastendHomes News, EastendHomes, Tayside, 31 Pepper Street, London E14 9RP or send an email to [info@eastendhomes.net](mailto:info@eastendhomes.net)



EAST END HOMES PRESENTS

# EAST END LIVES

A DOCUMENTARY BY HAZUAN HASHIM & PHIL MAXWELL

## Are you feeling the credit crunch?

EastendHomes is working with debt and welfare agencies in order to help residents who have money worries. The agencies are independent, and information is given in total confidence by advisors who will help you to maximise your income.

The Bromley-by-Bow Centre provides confidential and impartial advice on:

- Individual Benefits Assessments
- One-to-one practical support on benefits issues
- Benefits entitlements



- Help with claim forms
- Welfare rights
- Debt advice

The surgery takes place on Tuesday mornings at the Mile End Housing Centre, 38 Wager Street, E1.

You can book a session in advance or just drop in. If you need advice but cannot attend a session we will arrange for an advisor to phone you back.

Phone **020 8880 7055** to make an appointment.

We are also working with 'Money Matters' an independent organisation, that can offer you impartial debt advice and help you with budgeting and negotiating with creditors.

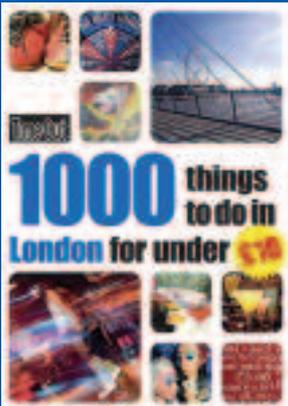
If you are finding it hard to pay your rent, service charges, loans or credit cards 'Money Matters' will try to help you. To book an appointment phone **020 7780 1777**.



We also have a Money Matters leaflet available at our local housing centres which gives information on debt advice.

Prize Draw

## SCHOOL'S OUT FOR SUMMER



Stuck for something to entertain your children or just want to entertain yourself or your friends? Then enter our prize draw to win a copy of the **"Time Out Guide – 1000 Things to do in London for Under £10"**. A great number of ideas are absolutely free. This is a guide for Londoners as well as tourists; a delightful armchair read as well as an indispensable handbook. It includes well-known Londoners' top ten inexpensive things to do, cheap nights out, budget shopping and dining, quirky walks, low-cost cultural experiences and tickets for free. To be in with a chance of winning a copy, send your name, address and phone number to **The Editor, EastendHomes, Tayside House, 31 Pepper Street, London E14 9RP** or email your details to [editor@eastendhomes.net](mailto:editor@eastendhomes.net)

## Mr & Mrs Brewer in their new kitchen!

We are extremely satisfied with the way the team of EastendHomes have given us the service we require. Especially Sam Blake, Ron Newman and my special thanks to Audrey Batchelor who helped organise the process of the project. The workers were all extremely helpful and courteous.



## Citizens Advice launches online debt management campaign for young people

**Young people, who have struggled with debt problems and sought advice to overcome them, have created two entertaining documentary style short films in a bid to help others in the same situation.**

Over 50,000 under 25s visited a Citizens Advice Bureau (CAB) in England or Wales in 2008/09 to get help on debt and recent research undertaken by CAB and young people's charity YouthNet showed a quarter of 16-24 year olds have suffered mental health issues because of their finances.

The desire to find new ways to reach out to young people facing stressful debt problems prompted CAB to team up with Bold Creative.

The films will be widely available through social networking sites as well as the CAB website. The films can be viewed on: [www.citizensadvice.org.uk/advice\\_changing\\_young\\_lives](http://www.citizensadvice.org.uk/advice_changing_young_lives)

Your nearest CAB office is at Whitechapel (East End) Citizens Advice Bureau, 32 Greatorex Street, London E1 5NP  
Phone: **0844 826 9699**



**Citizens Advice**  
the charity for your community

Police • STOP PRESS • Police • STOP PRESS • Police • STOP PRESS • Police •

## Metropolitan Police Press Statement: Tower Hamlets sees the biggest crime reduction in London

The end of year performance figures are out and it's official, Tower Hamlets police has made some of the biggest reductions in crime across London. We have also seen some of the highest number of offenders brought to justice for the most serious crimes.

A huge **THANK YOU** to the people who live and work in Tower Hamlets. We have reduced crime and increased the number of offenders brought to justice because of your support.

Our successes include:

Burglary, **down 32%**, the biggest reduction in London.

Robbery, **down 22%**.

Gun Crime, **down 30%**

Theft of Motor Vehicles, **down 22%**.

Theft from Motor Vehicles, **down 19%**.

Domestic Violence, **83%** of all domestic violence offenders were arrested at the scene.

Across London total crime fell by 3178 offences.

**A staggering 17%** of London's reduction was in Tower Hamlets alone.

It has been working collectively with your support that got us here: you rang us, you gave us information, you supported prosecutions and with your help we will be looking to make 2009-2010 even safer.

Deputy Borough Commander Steve Bending said, "**Officers in Tower Hamlets have worked tirelessly to reduce crime and bring criminals to justice over the last year. However we could not have done this without the support of the residents of the borough and our partners including the Local Authority and Housing Associations.**"

Further information can be found at [www.met.police.uk](http://www.met.police.uk).



## Estate Advice Surgeries

Advice surgeries are held at local Housing Centres. If you are unable to make one of our daytime appointments, we are able to offer you early morning or early evening home visits.

**Please phone to make an appointment.**

### Rents

**020 8880 7811**

### Leasehold Services

**020 7517 4711**

### Lettings

**020 8880 7817**

### Mile End 020 8880 7055

**Mile End Housing Centre, 38 Wager Street, London E3 4JE**

- **Rents Service** – fortnightly on a Wednesday 10am to 12 noon and 2pm to 4pm
- **Right to Buy and Leasehold Service Charges** – 1st Tuesday of each month 2pm to 4.30pm
- **Lettings Service** – 3rd Friday of each month 10am to 4pm (some surgeries are also held at The Centre on the British Estate – phone for details)

### St George's 020 7702 9186

**St George's Housing Centre,  
Shearsmith House,  
Hindmarsh Close, London E1 8HT**

- **Rents Service** – fortnightly on a Tuesday 10am to 12 noon at Glamis and 2pm to 4pm at St George's
- **Right to Buy and Leasehold Service Charges** – 3rd Friday of each month 10am to 12 noon at Glamis and 2pm to 4pm at St. George's
- **Lettings Service** – 2nd Tuesday of each month 10am to 12 noon at Glamis and 2pm to 4pm at St George's

### Glamis 020 7791 7947

**Glamis Housing Centre,  
Roslin House, Brodlove Lane,  
London E1 3EL**

### Holland 020 7456 6700

**Holland Housing Centre, 35 Commercial Street, London E1 6BD**

- **Rents Service** – fortnightly on a Thursday 10am to 4pm
- **Right to Buy and Leasehold Service Charges** – 4th Tuesday of each month 2pm to 4.30pm
- **Lettings Service** – 4th Thursday of each month 10am to 12 noon and 2pm to 4pm

### Island Gardens 020 7538 2340

**Island Gardens Housing Centre, 137 Manchester Road, London E14 3DN**

- **Rents Service** – fortnightly on a Wednesday 10am to 12 noon and 2pm to 4pm
- **Right to Buy and Leasehold Service Charges** – 2nd Monday of each month 2pm to 4.30pm
- **Lettings Service** – 1st Wednesday of each month 10am to 4pm

ESTATE ADVICE

COME  
ON  
IN!

# Noticeboard

## Garages, parking spaces and sheds - Value for money



Do you want to rent a garage, a parking space or shed? On most estates, EastendHomes has some availability and if not, your name can be placed on a waiting list. Our residents are given priority for allocations and rates are very reasonable. If you are interested please phone your local housing centre.

## Recycle used stamps

Help charities fundraise by sending them your used stamps. Tear the stamps off and take them into your local Oxfam shop or send them to RNIB Stamp Recycling, PO Box 185, Benfleet SS7 9BH.



## HomeSeekers Housing Option Day

**Saturday 12 September 2009 11am to 3pm**

EastendHomes Community Centre, Merchant Street, E3 4PZ

EastendHomes and other Common Housing Register Partner Landlords' are organising a HomeSeekers Housing Options Open Day for all residents in Tower Hamlets.

This will be an opportunity to find out more about the following:

- HomeSwapper and mutual exchange
- Seaside & Country Homes
- Incentives for under-occupiers
- Private rented deposit scheme
- HomeBuy products
- Sheltered accommodation
- General Lettings enquiries
- HomeSeekers and how to register your choice of home
- Homeless housing advice



**Come along to the meeting if you have any enquiries about your housing options!**

## Paying your rent and service charges on your mobile phone

You can now pay your service charges on your mobile phone. You just need to log on to the allpay.net website at <https://allpayments.net/textpay/logon.aspx>

To use this service, you will need to give allpay.net your credit/debit card and payment card details and your allpay.net or orchard reference numbers.



Once registered, customers receive a welcome email and a text from allpay.net confirming that their registration has been accepted. Customers then have access to their payment history so they can check whether payments have been accepted or not and will also be able to edit their personal information and passwords at the touch of a button.

Text! Once confirmation of registration has been received the customer is free to text and pay their rent or service charges from anywhere they want.

**Payments by text – a convenient way to pay your rent and service charges!**

## Prize Draw Annual survey

Mr Fisher of Windermere House collecting £75 in vouchers from Gill Parker, the Manager of Mile End Housing Centre.



# Residents Conference

## The Docklands Sailing Centre was the venue for the EastendHomes Resident Conference.

Tenants and leaseholders took part in a day which included a review of progress, achievements and exercises on service planning. This will be used to put our service strategy in place over the coming years.

Residents also looked at developing 'value for money' services and a future 'action plan'. These two points were highlighted in the Audit Commission inspection and report which gave EastendHomes two (with promising prospects) out of a maximum of three stars.

The day was also a good opportunity for residents from different estates to get to know each other and share experiences, with the hard work being followed by a very enjoyable barbecue to close the proceedings.

*Pictured left to right are, Georgina Eldon, Mary Nepstad, John Courtney and Peter Griffiths (Residents Adviser).*



## You Said, We Did



### Private tenants of leaseholders

Are you renting your property from a leaseholder? Our residents have told us that some private tenants cause a nuisance because they do not understand how local services such as rubbish disposal and recycling work.

EastendHomes has produced a leaflet aimed at private tenants which is bursting with useful information about EastendHomes and local services. It also gives advice on acceptable behaviour on our estates.

The leaflets will be distributed to all properties where EastendHomes is aware the property is being sub-let. If you would like a copy of the leaflet it is now available at our local housing centres or from our website [www.eastendhomes.net](http://www.eastendhomes.net)

### Rubbish dumping

A key theme in our review of estate services and in our annual satisfaction survey is that some residents just don't appear able to get to grips with how rubbish should be disposed of on our estates. In response, EastendHomes has developed a new procedure for dealing with dumped refuse which includes formal warnings and recharges of the costs of clearing dumped rubbish. For larger items, Tower Hamlets Council

can arrange free removals by phoning 020 7364 5004. If you would like more information, please contact your housing centre.

### Mystery Shopping

In 2008, EastendHomes ran a mystery shopping exercise where, following training, a number of our residents undertook mystery shopping of our services. One of the issues raised by shoppers is the number of rings it took to get through to some of our offices.

To enable us to monitor this more effectively and to ensure that you are able to get through to our offices without difficulty, EastendHomes has introduced an electronic call monitoring system at all of its sites. This monitoring exercise has led to increased awareness about how our call answering systems are organised and changes in our pick up arrangements but we know that we can get better. Do you want to become a mystery shopper? You can qualify for vouchers and gain valuable experience which could help you when you are looking for work. Please phone Peter Griffiths on 020 7456 6730.



## Dates for your Diary

### Home Seekers Housing Option Day

**Saturday 12 September**  
11am to 3pm

See noticeboard on page 6 for details.

### GREEN CANARY DAY – 2nd & 3rd October 2009

#### Go green at home, at work and play

Now in its eighth year, Green Canary Day 2009 will take place over two days on **Friday 2nd and Saturday 3rd October 2009** at Canary Wharf.

There will be activities, stalls, giveaways and demonstrations from environmental companies, charities, energy companies and others to help you learn more about environmental issues and how to be greener at home and at work.



## At your service

You can now contact us by Text Phone 07961 941584

### Contacts

#### EastendHomes Head Office

Tayside House, 1st Floor,  
31 Pepper Street, London E14 9RP  
**Phone:** 020 7517 4700

#### Island Gardens Housing Centre

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

#### Mile End Community Housing Centre

38 Wager Street,  
London E3 4JE  
**Phone:** 020 8880 7055

#### St George's Housing Centre

Shearsmith House,  
Hindmarsh Close, London E1 8HT  
**Phone:** 020 7481 4110  
**Phone:** 020 7702 9186  
(12-2pm)

#### EastendHomes Housing Centre (Commercial St)

35-39 Commercial Street,  
London E1 6BD  
**Phone:** 020 7456 6700

#### Glamis Housing Centre

Roslin House, Brodlove Lane,  
London E1 9EL  
**Phone:** 020 7791 7947

#### Out of Hours Emergency Repairs

**0800 376 1637**

#### Rents

**020 8880 7811**

#### Right to Buy and Leasehold Services

**020 7517 4727 or  
020 7517 4713**

www.eastendhomes.net 

## Other languages and formats that this newsletter is available in

If you ask, we can provide copies of this newsletter in a range of languages and formats, including:

- in languages such as Bengali and Somali;
- in Braille;
- in large print;
- on audio tape.

To ask for a different format, please contact your local housing centre.

