



## A right royal knees up!

To celebrate the Royal Wedding, residents organised four cracking parties with a little help from their (EastendHomes) friends. In fact there were hundreds of residents at these parties and a day to remember. More on page 3.



### 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

## In this issue...



### New vegetable plots

Grow your own



### Super Scoopers!

Clean up with our competition



### New Homes

Jim Fitzpatrick MP opens new affordable homes

- Performance Targets • Contractors • Join The Space
- Estate Advice Surgeries • Board Minutes Online • Noticeboard



# A Right Royal Knees-up

To celebrate the Royal Wedding, residents organised four cracking parties with a little help from their (EastendHomes) friends. In fact there were hundreds of residents at the parties which were held at the Glamis Hall, Calder's Wharf Community Centre, Holland Estate and on Eric/Treby Estates.

Well done to all those volunteers!

## Big Lunch

Residents of Manchester Road on the Isle of Dogs organised a seaside-themed 'Big Lunch' street party in June. Despite the occasional heavy rain, it was an extremely good and enjoyable day for those who participated.

The kids enjoyed the bouncy castle, play sand and games whilst the teenagers got on the microphone, MC-ing the event. The centre piece of the whole day was the 'Embrace' street dance group, which wowed the crowd. We love a party!







## Jim Fitzpatrick MP opens new homes

Local MP Jim Fitzpatrick recently visited the Bede estate in Mile End to open a new block of affordable homes built by EastendHomes. John Riley House is named after the former Tower Hamlets Councillor and Mayor, who served on the council from 1968 to 1994.

The new block of sixteen affordable homes for rent is part of our regeneration project on the Bede estate which will eventually see a total of eighty-two new affordable homes built for local people. The Estate will also benefit from a range of other improvements and repair work. Mr Fitzpatrick said that he was delighted to have the opportunity to open such a new block for local people whilst adding that this was another success story for EastendHomes.

Martin Young, Chair of EastendHomes, praised the residents of Bede estate for their support and understanding whilst building and improvement work continues to take place on the Estate in and around their homes.



*Jim Fitzpatrick MP, Susan Riley and Martin Young*

“I’m delighted to have the opportunity to open a new block of much needed affordable homes for local people – this is another success story for EastendHomes - **Jim Fitzpatrick MP**”

## Extra help from EastendHomes

**EastendHomes works locally in collaboration with other agencies in order to contribute extra help for our residents. In this issue, we are looking again at the work of the**

**East London Business Alliance (ELBA) to help the many job hunters in a challenging employment market.**



ELBA is a social and economic regeneration registered charity which connects City and Canary Wharf companies with communities in East London. It has over twenty years of experience in creating successful partnerships between business and the community. Its work includes running flagship employee volunteering schemes that meet real community needs; delivering successful employment programmes in partnership with its corporate members as well as its legacy programmes. These include sports, culture and projects that help build the skills and aspirations of young people. Last year ELBA helped place over 400 people into work through its employment team

ELBA is ‘in the know’ about employment opportunities, and it works with businesses to get local people into work, so it could well be your added advantage in your job hunting.

So if you are unemployed and actively seeking work, get in touch with ELBA! You can do this by emailing Paul Wilson at [paul.wilson@eastendhomes.net](mailto:paul.wilson@eastendhomes.net) or calling Paul on **020 7517 4728**.

## New Repairs contractors

In the spring newsletter we introduced our two repairs contractors, Olli Construction Services and B-Line. In this issue, we’re looking at Olli Construction.

Olli Construction is based locally in Docklands and is a Quality Assured Company and are members of The National Federation of Builders. It prides itself on its charitable work, and its Managing Director, Dean Hollington is raising money this year for Cancer Research through doing triathlons. Olli has worked in Tower Hamlets for many years, and would welcome feedback from residents about their service they offer.



*Quick change for Olli's MD after swimming in triathlon*

Next month: B-Line

# Become a member of The Space!

The Space is a performing arts and community centre based in a converted church on Westferry Road on the Isle of Dogs.

Regular arts events and workshops, run by their own in-house theatre company, are on offer. The Space has a cosy café and bar and the venue is available for hire. Membership offers lots of benefits and there are three levels of membership. The starter membership is actually free for residents of E14. More details, including membership prices for people outside E14, are available at [www.space.org.uk](http://www.space.org.uk). Otherwise drop them an email at [info@space.org.uk](mailto:info@space.org.uk) or phone **020 7515 7799**.

*"The Space is an excellent venue producing and hosting a variety of high-quality performances for all tastes. Not only that, the SpaceWorks programme gets local people involved with creating theatre. It's a great place to see a show, have good food and meet other members of the community."*

Pradeep, Christchurch Estate Resident.

For a chance to win a years membership, which is the best package available, please email [editor@eastendhomes.net](mailto:editor@eastendhomes.net) (or get in touch how you prefer) before 31st August with your name, EastendHomes address and the name of your favourite arts or culture venue in Tower Hamlets. Good luck!

## Grow Your Own

Capital Growth wants to help Londoners transform the capital by creating **2,012 new food growing spaces by the end of 2012.**

Capital Growth ([www.capitalgrowth.org](http://www.capitalgrowth.org)) is working with EastendHomes to offer practical help, grants, training and support for groups wanting to establish community food growing projects.



There are now eight EastendHomes Grow Your Own gardens and we would like to help residents start up more. Our newest vegetable plot in development is on the Glamis Estate.

If you would like help in starting to grow your own vegetables or perhaps are already a keen grower get in touch with us by email at [greenergardens@eastendhomes.net](mailto:greenergardens@eastendhomes.net) or by phone to Paul Wilson on **020 7517 4728**.

## Emergency Repairs 0300 123 0728

The Hotline number for emergency repairs needed outside our office hours has changed to **0300 123 0728**.

Our normal working hours are Monday to Friday 9am – 5pm. When your local office is closed, please use the Emergencies number **0300 123 0728** for emergency repairs.

This is good news for mobile phone users as ringing 03 numbers costs the same as calls to standard geographic numbers (i.e. those beginning 01 or 02). 0300 numbers are only available to registered charities such as EastendHomes.



Unlike the 08 numbers, including the 0800 ones, calls to 03 numbers are also included in any inclusive call minute packages or discount schemes offered by fixed and mobile network operators and from payphones, saving mobile users money.

## Your newsletter needs You

Please tell us what you think of your newsletter. Be gentle but tell it as it is! It's not easy being informative and mildly interesting at the same time....

We are thinking about redesigning the newsletter. It is for you, and if you have an interest in such creative things, please do get in touch.

Email [letmeknow@eastendhomes.net](mailto:letmeknow@eastendhomes.net) with your messages of support (hopefully) or ideas for improvement. What would be really nice is to write more about you and less about us, but Your Newsletter needs your input and contributions!





# Super Scooper!



If you're one of those nice responsible dog owners who

always 'scoop the poop' please get in touch as we've ten dinky dog poop bag holders to give away.

## You said, we did

The Council no longer provide EastendHomes with dog poop bags. We've had lots of residents request these bags (especially from the Isle of Dogs?) so we've arranged our own supply which we will continue to provide for free. Please contact your local team and we'll get some bags to you once they arrive. For your chance to win a bag holder, please get in touch in any way you choose or by email to [editor@eastendhomes.net](mailto:editor@eastendhomes.net) before 30 September.

Woof Woof!

## Your First Steps to a new home?

FIRST STEPS is the new gateway to buying or renting a home in London. It is a free to use service. Don't forget you can also get advice from our rehousing team at their local surgeries. Dates are available on our website or at local offices. For more, visit [www.firststepslondon.org](http://www.firststepslondon.org)

 **FIRST STEPS**  
to home ownership in London

## 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 and Glamis

**020 7680 8640**

**St George's Housing Regeneration Project Office and Area Housing Centre, 61A Swedenborg Gardens, London E1 8HT**

- **Rents Service**  
– fortnightly on a Tuesday 9.30 am to 11.30am at Glamis and 2pm to 4pm at St George's
- **Right to Buy and Leasehold Service Charges**  
– 3rd Friday of every month 2pm to 4.30pm St George's and 3rd Thursday of every month 9.30am to 11:30am at Glamis
- **Lettings Service**  
– 2nd Tuesday of each month 10am to 12 noon at Glamis and 2pm to 4pm at St George's
- **Housing management (Glamis)**  
– every Tuesday and Thursday 9.30am to 11:30am a drop-in is held.

### 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 Neighbourhood 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

# Noticeboard

## Gardening for beginners

Would you like to tidy up your garden but don't know where to start? Do you need a little help with your 'jungle'?

Get in touch by email at [greenergardens@eastendhomes.net](mailto:greenergardens@eastendhomes.net) or contacting Paul Wilson on **020 7517 4728** if you need some help.



## Rents Prize Draw

Congratulations to Mr Bocon the winner of our latest rents prize draw. All accounts without arrear are entered automatically for a chance to win.

For many people, the easiest way to remember to pay on time is paying by Direct Debit. For more details please call **020 8880 7816**.



## Information Technology review

EastendHomes has reviewed its IT services, and if you have any views on such matters, for instance, if you think it is good to have more services delivered on-line, then please email [letmeknow@eastendhomes.net](mailto:letmeknow@eastendhomes.net) and we'll get in touch.



## Reduce, reuse, recycle

A big recycling thanks goes to Jim, a resident on the West Ferry Estate, who got in touch to suggest that additional purple bins are needed on his estate. This has been passed onto the Council for action

## Bootiful?

Do you like car boot sales? They're a great way to pick up a bargain, make a few bob and also reuse unwanted items rather than throw them in the bin. If you think you'd like to see a car boot sale on your estate then please get in touch.

Email: [letmeknow@eastendhomes.net](mailto:letmeknow@eastendhomes.net)

Post: FREEPOST EASTENDHOMES

Phone: 020 7517 4700

Or in person at our neighbourhood offices



## Party On, dudes

**Why wait for another Royal Wedding! Let's make up an excuse and have another shindig! If you fancy organising a party to celebrate something or nothing, then do get in touch!**

•STOP PRESS•STOP PRESS•STOP PRESS•

## A Grand Day Out

The EastendHomes Open Day was on 28 July, 3pm-8pm at Calder's Wharf. Residents met EastendHomes Staff and enjoyed a fun day in the summer sunshine. More in your autumn issue.

## Considerate Contractors

The aim of the Considerate Contractor Scheme is to improve the image of construction. All registered sites are monitored, and reports are made suggesting areas where improvements could be made. Our work on the **Bede Estate** has been monitored and we're pleased that Telfords, our contractor, received a good score from the inspector.

It's not easy living with the disruption whilst works are on-going, but it's good to know that our contractors are kept on their toes by independent monitoring.

# Performance Counts!

Here at EastendHomes we keep tabs on our work through a set of performance indicators. Facts and figures may not always tell the complete picture but they do indicate trends and can help spot areas for improvement.

Our Top Ten performance indicators were chosen by residents as their priorities,

but priorities change over time. So if you'd like to comment on our current top of the pops please let us know by emailing [letmeknow@eastendhomes.net](mailto:letmeknow@eastendhomes.net) or get in touch any way you choose, by post FREEPOST EASTENDHOMES, in person at our neighbourhood offices or over the phone **020 7517 4700**.



No	Performance Indicator	Perf. 2007/8	Perf 2008/9	Target 2009/10	Perf 2009/10	Target 2010/11	Perf 2010/11
<b>Voids</b>							
1	Short term Void Turnaround Times - Days	25	19.6	22	17.9	20	12.9
<b>Lettings</b>							
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	85%	84%
<b>Repairs</b>							
3	Repairs completion in target overall	93%	94%	96%	97%	97%	97%
4	Appointments kept	92%	94%	96%	96%	97%	97%
5	Repairs satisfaction	93%	93%	96%	84%	96%	76%
<b>Rents</b>							
6	Satisfaction with help given if in arrears (monitored annually) Target 2009 80%	N/A	75%	Status Survey undertaken 20010/11 this question is not measured within Status.			
<b>Anti-social behaviour</b>							
7	Satisfaction with outcome of ASB complaint	Not available	84%	80%	68%	80%	75%
<b>Gas servicing</b>							
8	% Properties with valid CP12	99%	99.2%	100%	99.75%	100%	98.45%
<b>Estate cleaning</b>							
9	External areas grade B or above	Not available	97%	98%	99.8%	100%	99.8%
<b>Complaints</b>							
10	Satisfaction with case outcome	Not available	36%	80%	53%	80%	18%



## Summer's here!

If you need some inspiration for what to do with the kids during the summer hols, why not visit the Change for Life Fun Generator at [www.nhs.uk/Change4Life/Pages/change-for-life.aspx](http://www.nhs.uk/Change4Life/Pages/change-for-life.aspx)?

The site is packed with healthy living ideas, activities to attend in your area with the possibility of winning a George Foreman grill.



## Board minutes on-line

Did you know that the minutes of EastendHomes main Board meetings are available online for download?

The agendas and minutes from all EastendHomes



Resident Involvement

Board

Board meetings are made available on our Board page at [www.eastendhomes.net](http://www.eastendhomes.net). Minutes are uploaded once they have been approved at a subsequent meeting, to ensure that any inaccuracies are removed, and that board members have a chance to confirm the published minutes as an accurate record of what was discussed.

So if you'd like to know more about the work of our Board, please visit our website.

## At your service

### Contacts

You can now contact us by Text Phone 07961 941584

#### EastendHomes Head Office

Tayside House, 1st Floor,  
31 Pepper Street, London E14 9RP  
Email: [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)  
Phone: 020 7517 4700  
Fax: 020 7515 0218

#### Island Gardens Neighbourhood Centre

137 Manchester Road,  
Isle of Dogs, London E14 3DN  
Email: [islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)  
Phone: 020 7538 2340  
Fax: 020 7537 0512

#### Mile End Housing Centre

38 Wager Street,  
London E3 4JE  
Email: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)  
Phone: 020 8880 7055  
Fax: 020 8880 7810

#### St George's & Glamis Housing Centre

61a Swedenborg Gardens,  
London E1 8HP  
Email: [stgeorges&glamis@eastendhomes.net](mailto:stgeorges&glamis@eastendhomes.net)  
Phone: 020 7680 8640  
Fax: 020 7680 8641  
Freephone: 0800 0281587

#### Holland Housing Centre

35-39 Commercial Street,  
London E1 6BD  
Email: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)  
Phone: 020 7456 6700  
Fax: 020 7456 6737

All our housing centres are now open from 9am to 4.30pm.

### Out of Hours Emergency Repairs

**NEW!**  
**0300 123 0728**

**Rents**  
**020 8880 8811**

**Right to Buy and  
Leasehold Services**  
**020 7517 4727  
or 020 7517 4713**



## 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.

