



## Community Arts

Wentworth Street, the home of Petticoat Lane is the site of an exciting community arts project - see inside.



## In this issue

Our mission statement:

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

75%  
69%  
70%  
85%

## Keeping the Customers Satisfied



## Pull your finger out - Fire safety



## Hot Dogs - Responsible dog ownership

Resident Profiling • Scam Alert!  
Competition Winners



# Keeping the Customers Satisfied

**The National Housing Federation (NHF) supports the work of independent housing associations in England. In 2007, EastendHomes engaged the NHF to undertake a survey of our residents to check the overall satisfaction of the services we provide.**

The survey was an industry standard questionnaire that enabled us to add some additional questions specific to our residents. This included a question on whether residents felt that services had improved following transfer of the estates from the Council to EastendHomes.

The key findings of the survey show that 65% of tenants are happy with the services provided by EastendHomes.

45% of tenants responded to the survey, which is good for a postal survey. Residents were asked to express their opinion on a range of services and issues.

Overall the results are encouraging and indicate that we are moving in the right direction. However we acknowledge that not all residents are satisfied with our performance and we are looking at ways to improve services where residents feel we have underperformed. In the next edition of the newsletter we will look at the results of the leaseholders survey and also how we are working to improve services, such as repairs and maintenance.

**75% are satisfied with the estate cleaning service**

**81% feel well informed by EastendHomes**

**77% found EastendHomes staff helpful last time they made contact**

## The Tenants Survey

- **65%** are satisfied with the overall service provided.
- **53%** believe their rent represents good value.
- **64%** found it easy to contact the right person at EastendHomes.
- **77%** found the staff helpful the last time they made contact.
- **75%** are satisfied with the estate cleaning service, with **71%** satisfied with the maintenance of the grass and shrub beds and **58%** with communal repairs.
- **81%** of tenants felt that they were kept well informed by EastendHomes.
- **84%** of tenants said they were tenants at the time of the transfer and of those **65%** feel that the management of their homes has improved since transfer.
- **63%** of tenants are satisfied with the repairs and maintenance service; however, **76%** believe that the repairs service still needs improvement and we will continue to work on our improvement plan for the repairs service taking into account the results of the survey.
- A significant majority of tenants, **81%** feel well informed by EastendHomes, with **65%** believing that EastendHomes takes account of their views. However, only **53%** of residents are satisfied with the opportunities to be involved in the management of their homes. This is disappointing given that EastendHomes has a strong commitment to resident involvement and we will be looking at ways to improve that figure.
- **69%** of tenants are satisfied with their home although only **59%** feel it is in good condition. We would expect this figure to improve as we complete our improvement programmes to the estates over the next few years.
- **65%** of tenants said that they liked the neighbourhood in which they lived. However, a significant number have concerns about problems in the area such as litter **69%**, vandalism **66%** and graffiti **68%** as well as concerns about drug dealing and other crime. EastendHomes will continue our work with other agencies such as the police in combating problems.



# Hot dogs

**Expect canine capers and animal antics in British Street Community Hall, Merchant Street, London E3 on Saturday 15th March from midday as pet dogs put their best paw forward for the Fun Dog Show being held by Tower Hamlets Animal Warden Service in conjunction with EastEndHomes.**

Pampered pooches and mongrel mutts will be vying for the attention of the judge in the hope of romping home with a prize. The show has been arranged to remind dog owners of the need for responsible dog ownership on estates, parks and streets.

There will be free micro chipping of dogs for residents to help lost dogs get re-united with their owners - a tiny chip containing a unique number linked to a database of owners' details is implanted under the dog's skin and if ever the dog is picked up as a stray, Animal Wardens use a special reader to read the number and find out who owns the dog. Dog owners will be able to pick up a supply of free dog waste bags - essential for any walk with the dog now that Animal Wardens are working in partnership



with East End Homes on all its estates. The Dogs (Fouling of Land) Act 1996 makes it an offence to fail to clean up straightaway after your dog - and the fine is up to £1000! The emphasis is on fun: enjoying time spent with your dog and taking pride in the way you own it. All dogs are welcome as long as they are kept on a lead - ruff rovers stand as much chance of winning as pedigree pets. The classes that will be judged are:

**Prettiest bitch** - any female dog between 18 months and 7 years

**Most handsome dog** - any male dog between 18 months and 7 years

**Cutest puppy** - male or female dog under 18 months

**Best veteran** - male or female dog over 7 years

**Dog with the nicest eyes**

**Best trick**

**Dog with the waggiest tail**

**Dog that looks most like its owner**

and a **Best in Show** and **Reserve Best in Show** will be chosen.

Just turn up on the day from midday onwards and register your dog to take



part in the show. It's free to enter and judging starts at 1 pm. The venue is the British Street Community Hall. Practise that trick and

get that tail wagging!

A guest appearance will be made by Josh, a curly coated gun dog type dog owned by Dog Trainer Jennie Plane. Josh will do a few tricks to show just how much can be achieved by starting basic training at an early age. There will be a chance for owners to sign up for FREE puppy training starting April 7th at the British Street Community Hall. The course will run every Monday from 11 am to 12.30 pm for 6 weeks and will show owners how to teach young dogs basic obedience to keep them safe and under control in their homes and out in public places. Puppies tend not to show bad behaviour till it is too late or a very hard job to put it right, so Jennie is keen to encourage owners to invest a bit of time and effort in the dog training classes while the puppy is young enough to learn easily and willingly. Places on the course are limited and must be booked in advance. Contact the Principal Animal Warden Dawn Sammons on 020 7364 6839 for details.

## Tips for responsible dog ownership

1. Train your dog in elementary obedience
2. Feed your dog at regular times and with a nutritionally balanced diet.
3. Feed your dog from his own dish.
4. Keep your dog on a lead anywhere near a road, or where there are other animals.
5. Train your dog not to foul in public places - if it does, "Scoop the poop"!
6. Remember your dog's bark can be a nuisance.
7. Provide your dog with his own bed.
8. Never take your dog into a food shop - always tie its lead to a post.
9. Keep your dog clean and regularly groomed.
10. If you do not want your dog to have puppies, obtain advice from your vet.
11. Make sure someone is caring for your dog when you go on holiday and that they know the local dog warden's telephone number.
12. Register your pet with a vet and take the dog for regular check ups.



## The art of Urban Regeneration

### We wish you were here!

**The Whitechapel Gallery located on the Aldgate gyratory is a close neighbour to the Holland estate.**

With a major refurbishment and extension underway the gallery approached EastendHomes and we are pleased to announce that we will be working with the gallery on their Community Programme. The programme has been developed working with a broad variety of community partners along Wentworth St which will be launched at the end of March 2008.

Wentworth Street (home to Petticoat Lane market) is a snapshot of London as a whole – running from the financial heart of the City of London in the West, and extending into the London Borough of Tower Hamlets in the East.

The Whitechapel is specially commissioning artists and writers from all over the world to create art works for "The Street" in collaboration with the local community.

Every 2 – 4 months an artist's project will come to fruition and be realised in forms ranging from events to exhibitions. The Whitechapel will open a former shop on adjacent Toynbee Street to act as a hub for the project and showcase the commissioned art. The final artist's commission for The Street will be on show at the Whitechapel Gallery as its major expansion opens in Spring 2009.

The first commissioned artist, launching the project on 30 March 2008 is Bulgarian artist Nedko Solakov whose work explores the potential of art to be a channel for social change.

Marijke Steedman, Curator – Community Programmes, Whitechapel, said; *'The Whitechapel has an amazing history of bringing pioneering art to East London and The Street promises to be every bit as innovative. We are excited to be bringing leading international artists directly to the people who live and work in one street*



*in East London. The Street offers so many opportunities to explore cultural policy and the role of art in the public realm we look forward to seeing the dynamic interventions the artists will create.'*

## Resident profiling

In December, we sent every resident a form which asked for some basic information about you and your family and if you may have any short or long term needs which we may be able to help you with.

This information is important to us & the community as it will allow EastendHomes to provide services in ways which best suit individual residents. If you do not have any special needs it would really help if you could return the form to us as not needing special help.

If you haven't returned your form yet, a member of staff will be contacting you by phone to help you to complete it. Some of the information is optional but by providing us with as much information as possible it will help us to ensure we can provide extra help to the community where it is needed most. If you want to know more or need assistance or have mislaid the form, please contact Janet Healey or Annette Paul on 020 7517 4700.



# Too good to be true?

**February was Scam Awareness Month & Trading standards warn that bogus letters, faxes and emails are becoming more and more convincing and look professionally produced. It is estimated that consumers lose £1 billion every year to low-cost, mass marketed scams.**

Bogus contacts will often ask for financial details or personal information and can appear to come from well known companies or even high street banks.

They may offer the chance to invest in an exciting new money-making investment scheme, an unexpected win on a prize draw or lottery, or ask for your bank



account details and can be aimed at businesses as well as consumers.

Scam Awareness month is an ideal time to focus peoples' attention on this growing problem and provide them with effective and easy ways to avoid falling victim to a scam.

**Trading standards is asking residents to consider the following questions when they receive an offer that seems too good to be true:**

- **Was the offer unsolicited?**
- **How can I have won a competition that I haven't entered?**
- **Did the offer come from overseas?**
- **Do I have to respond at once, so as not to "miss out" - what's the rush?**
- **Do I have to make a purchase or send money to win a prize?**
- **Do I have to give my bank or credit card details?**
- **Am I asked to keep it confidential?**

Anyone who thinks they have been a victim of a scam can call Consumer Direct on 08454 040506 or visit [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

## Supporting our community

EastendHomes is looking at ways that we can support community and resident groups who are working in our premises and who provide services to our residents. This is part of our commitment to continually improve and access to services.

This work has already started on the Holland Estate and will expand to our other estates in the coming months. We are interested in finding out from residents what services they would like to see in their area, for example mother and toddler groups, sessions for young people, coffee mornings for over 50's.

We'd also like your views about who would be the best people to provide these services, for example a local group or a local group working with Eastend Homes or a group with specialist knowledge of a service?

EastendHomes will be consulting with residents about local services in their area through surveys and at local events. We look forward to receiving your views on this key issue.



## Did you know?

Did you know that as a homeowner you have important rights and obligations?

A leaflet can be obtained from any of our offices or they can be viewed online at [www.eastendhomes.net](http://www.eastendhomes.net)

# Noticeboard

## HELP WITH HOME INSULATION AND HEATING

London Warm Zone is a not for profit organisation that can help with grants towards the cost of loft and cavity wall insulation for homeowners and tenants regardless of your income.

Climate change, fuel poverty and soaring fuel bills have become mainstream news items. London Warm Zone may be able to help you make your home warmer for less money. The Government has pledged to reduce carbon emissions. Making homes more energy efficient helps to stop carbon emissions going into the atmosphere and will reduce the greenhouse effect happening to our climate. EastendHomes is carrying out thermal improvements to many of its properties as part of the regeneration programme of its estates.

### London Warm Home Assessment Team

The multi-lingual Home Assessment Team will go out and visit people in their homes to see if they qualify for help. To find out more and book your free assessment telephone: 0800 389 7286 or book online at [www.londonwarmzones.co.uk](http://www.londonwarmzones.co.uk)

## Competition winners...

The winners of the M&S prize draw vouchers:

- Sophie Gray**, Brockmer House, E1
- Janet Ayoola**, Roslin Lane, E1W
- Forhana Begum**, Wheler House, E1
- Jabedha Khatun**, Treby Street, E1
- Valerie Bennett**, Noble Court, E1

Well done!

M&S

## SERVICE REVIEW BOARD MAKES ITS DEBUT

On the **15 January 2008** the first meeting of EastendHomes new **Service Review Board** took place.

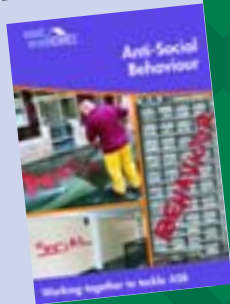
The board is made up primarily of tenants and leaseholders from many of our estates, along with 3 members of the main EastendHomes board. The purpose of the new body is to oversee the work of our service reviews and improvements plan, together with undertaking work on the review of all key policies, strategies and performance monitoring information.

The board will meet on a quarterly basis and its responsibilities include making recommendations to the main EastendHomes board on a range of service, performance and policy issues. At its first meeting the SRB elected Janet Seward, one of EastendHomes main board members, as Chair.

Janet said *"The Service Review Board will have a very important role to play over the coming months as EastendHomes moves into a phase of consolidation and service development following completion of most of our estate transfers from Tower Hamlets Council. I'm delighted to be elected Chair of the SRB and I very much look forward to working with colleagues on the board in addressing the challenges in the months ahead."* We hope to have a photo of the Board in the next edition of the newsletter.

## New Resident Involvement and Anti Social Behaviour service standard leaflets.

Please find enclosed copies of our new leaflets which have been produced following consultation with local residents. We hope you will find them informative. Further service standard leaflets will be produced in the next few weeks.



## Appointment of new Repairs Contractor for St Georges and Glamis estates.

As the current contract with PA Finlays comes to an end EastendHomes is making arrangements to appointment a new General Build contractor. Residents will be directly involved in the interview and selection process. The appointment will be made on the assessment of both quality and price. Feedback from residents in the STATUS survey showed that repairs is a service area where we can make some improvements in performance and the appointment of the new contractor is one of the ways we aim to bring this about.



## Pull your finger out and test your smoke alarm

EastendHomes are backing a national fire safety campaign which urges people to check their smoke alarms. A smoke alarm is probably one of the most important things a home needs to ensure your safety. It may mean the difference between a loss of possessions or a loss of life - only one can be replaced. Two of the main dangers for fires in the home are chip pans and electric blankets and every year 8,200 fires are caused by chip pans which result in 31 deaths and almost 3,000 injuries.



### The Five Step plan of essential fire safety tips:

1. Fit a smoke alarm on each level of your property
2. Test it weekly
3. Plan an escape route and make sure all family members know how to use it
4. Stay safe in the kitchen by checking that electrical appliances are switched off and never leave cooking unattended
5. Never leave candles burning when you are not in the room and make sure cigarettes are put out.

# Surgeries

## Lettings

- **Mile End Community Housing Centre** Tel: 020 8880 7055 · The third Friday of each month from 10am to 3.30pm
- **Island Gardens Housing Centre** Tel: 020 7538 2340 · The first Monday of each month from 10am to 3.30pm
- **Commercial Street Housing Centre** Tel: 020 7456 6700 · The fourth Thursday of each month from 10am to 3.30pm
- **St George's & Glamis Housing Centre** Tel: 020 7481 4110 · The second Tuesday of each month from 10am to 3.30pm

## Right to Buy & Leasehold Service Charge

- **Mile End Community Housing Centre** Tel: 020 8880 7055 · The first Tuesday of each month commencing 4th March 2008 from 2pm to 4.30pm
- **Island Gardens Housing Centre** Tel: 020 7538 2340 · The second Monday of each month commencing 10th March 2008 from 2pm to 4.30pm
- **Commercial Street Housing Centre** Tel: 020 7456 6700 · The fourth Tuesday of each month commencing 25th March 2008 from 2pm to 4.30pm
- **St George's & Glamis Housing Centre** Tel: 020 7481 4110 · The third Friday of each month commencing 18th April 2008 from 2pm to 4.30pm

## Rents

- **Mile End Community Housing Centre** Tel: 020 8880 7055 · Every Wednesday from 10am to 12 noon & 2pm to 4pm
- **Island Gardens Housing Centre** Tel: 020 7538 2340 · Every Wednesday from 10am to 12 noon & 2pm to 4pm
- **Commercial Street Housing Centre** Tel: 020 7456 6700 · Every Thursday from 10am to 12 noon & 2pm to 4pm
- **St George's Housing Centre** Tel: 020 7481 4110 · Every Tuesday of each month from 2pm to 4pm at the OAP clubroom
- **Glamis Housing Centre** Tel: 020 7791 7947 · Every Tuesday from 10.00 to 12 noon

If you would like an appointment for any of these surgeries, please call your local office and say if you would like a **Lettings**, **Service Charge**, a **Right to Buy** or a **Rents** appointment. You can also request a translator to be there with you and let us know if you need help to access the office.



## Community Centres

### Mile End Area

British Street Community Hall  
Merchant Street  
London E3 4LP  
Contact: British Estate Tenants  
& Residents Association  
Contact Number: 020 8983 1917

### Island Gardens Area

Calders Wharf Community Centre  
Saundersness Road  
London E14 3EA  
Contact: Christchurch Tenants  
and Residents Association  
Contact Number: 020 7515 9610

### British Estate Mother Tongue Education Centre

6 Merchant Street  
London E3 4LP  
Contact: Akhlaque Choudhury  
Contact Number: 020 8981 6255

### St. Georges Area

St. Georges OAP Clubroom  
Swedenborg Gardens  
London E1 8HP  
Contact: Bridgette Cooper  
Contact Number: 020 7702 9186

### Hamlets Way Cultural Centre

99/101 Hamlets Way, London E3 4TL  
Contact: Mile End Bengali Muslim Association  
Contact: Number: 020 7474 0039

### Out of Hours

Emergency Repairs  
**0800 376 1637**

NHS Direct  
**0800 22 44 88**

### Emergencies

Police, Fire, Ambulance **999**

Electricity **0800 096 9000**

Gas **0800 111 999**

Water **08459 200 800**

## At your service

### Contacts

#### EastendHomes Head Office

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

#### Island Gardens Housing Centre

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

#### Mile End Community Housing Centre

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

#### St Georges Housing Centre

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

#### EastendHomes Housing Centre (Commercial St)

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

#### Glamis Housing Centre

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

