

EastendHomes Sign The Pledge

Paul Bloss (fourth from left), Chief Executive of EastendHomes, attended a summer event for RSLs working in Tower Hamlets and with the other participants signed up to the Government's Respect Agenda. EastendHomes is now committed to providing services to tackle anti-social behaviour. The event was attended by Jim Fitzpatrick MP. See inside for more details.



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Summer of Sports 2007



We Tackle Anti-Social Behaviour

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- M&S vouchers prize draw

Regeneration Update

Glamis

EastendHomes is pleased to announce that the Glamis Estate has now transferred and the planned regeneration works can now start.

Breyer Group plc have been appointed as the contractor to carry out the Decent Homes Phase 1 Kitchen & Bathroom Refurbishment works to tenanted properties on the estate and they will shortly be starting surveys to residents' homes.

The works will include:

- Refurbishment & modernisation of the kitchens
- Refurbishment & modernisation of the bathrooms
- Installation of new Secure by Design approved front entrance doors
- An electrical test of the domestic wiring systems
- Installation of a smoke detector
- Testing of individual gas boilers and, where necessary, replacement.

Breyer's Resident Liaison Officers will be contacting tenants to make appointments in the near future. Open Days and evening meetings will be held for tenants to show the process of selecting the kitchen bathroom designs and to look at the colour choices available. New kitchen layouts will be designed with the tenant, who will approve the design and select their colour choices before their kitchen is ordered.

The phase one contract should be completed 12 months after the start date. Estate surveys will also be starting for the Phase 2 works shortly which will cover:

- Structural repairs to the blocks
- Roof repairs and renewals
- Windows
- Thermal insulation of the properties
- Balcony and walkway repairs
- Estate improvement and security
- Refuse disposal improvements

The proposals for the Phase 2 works are subject to Residents Consultation and will be presented to the residents once the surveys have been carried out and draft plans are drawn up. Works on Phase 2 will start around 2009 and completed 18 months to two years later. If you would like any further information about the works please contact Steve Russell, Project Manager on 020 7456 6728.

Holland Estate

The work to upgrade tenanted homes to a "Decent Homes" standard is due to start in the autumn. The work will be carried out by the Apollo Group who recently carried out the installation of kitchen & bathrooms for EastendHomes on the British Estate.

The works will include:

- Refurbishment & modernisation of the kitchens
- Refurbishment & modernisation of the bathrooms
- Installation of new Secure by Design approved front entrance doors

Surveys will also be starting for the major works shortly which will include:

- Structural repairs to the blocks
- Roof repairs and renewals
- Windows
- Thermal insulation of the properties
- Balcony and walkway repairs
- Estate improvement and security
- Refuse disposal improvements

One of our first priorities is to deal with the failure of waste water pipes to Denning Point. This is causing major problems including leaks throughout the block. Further details of the works will be provided once surveys have been completed. Leaseholders will not be charged for the works to the water pipes.

EastendHomes have been looking in more detail at the master plan proposals for the estate around the Denning Point complex. The residents and traders in the blocks earmarked for redevelopment have been contacted to discuss the project and talk about their accommodation options. The Project Manager for the Holland scheme is Zoe Woodward who can be contacted on 0207 456 6719.

Apollo react to the announcement by the EastendHomes Team that they will win the competition!





Regeneration Update

Mile End British Estate

EastendHomes is pleased to announce the completion of more than 340 kitchen and bathroom renewals to tenanted properties. The external regeneration of the estate by Apollo is now underway which will see more than £21 million spent on the estate. The work across the estate will take around two years to complete and work to individual blocks six months.

The work will include:

- Structural Repairs
- Overcladding and insulation of blocks.
- Roof repairs or renewal.
- Staircase and communal area repairs & improvements.
- Drainage repairs and improvements.
- Lift repairs and replacement.
- Underground refuse systems installed.
- Environmental and car parking improvements.
- New play areas.
- Security & anti social behaviour reduction measures.



Telford Homes are building 122 new properties for sale. There will also be a new Community centre and replacement shops will also be built on Mile End Road, to include an additional 39 properties for sale above the shops for completion in 2010. EastendHomes will receive £10 million from Telford Homes to assist in the regeneration of the estate.

Island Gardens

Christchurch, Manchester & Schooner Estates Flats

EastendHomes phase one internal works are almost completed. These works have included a large number of homes that needed adaptations to bathrooms for disabled residents including level access showers which have significantly improved the lives of those residents.

EastendHomes have been working with residents to finalise the list of external works that will be carried out under phase two of the external improvement works. These Works will include roof repairs, stairwell refurbishment, door entry systems, enlarged bin stores, recycling centres and overcladding. We would like to thank residents for their input into the plans to date and for shaping the future look of the estate.

When EastendHomes have finalised the works and tendered the contract we will be in a position to tell leaseholders the cost of the contract and an estimate of how much they will be charged.

Island Gardens Cottages & Riverside Estate Houses

Eastendhomes have now received the tender returns and are undertaking a detailed analysis of these returns before we appoint a contractor to carry out works. An occupational therapist has visited all tenants who have requested a visit.

Riverside Walkway

EastendHomes in partnership with Tower Hamlets Council have been carrying out improvement works to the riverside walk way adjacent to the Riverside estate. Improvements include new paving, disabled access to the viewing platform, new riverside railings and enhanced lighting.

The Project Manager for the regeneration works is Freya Johnstone and she can be contacted on 020 7456 6723.

EastendHomes & Apollo in Mile End Football Tournament

EastendHomes adopt Kiwi tactics in the vain hope of winning - a mean looking team!



Regeneration Update

St George's Estate

The decent homes works are progressing well on St George's Estate with 90% of the low rise properties near completion. The decent homes works to the tower blocks (which will include a new kitchen and bathroom, rewire where necessary and a new secure by design front door) are to be undertaken in conjunction with the new individual gas boiler and radiator installation. EastendHomes have been awaiting confirmation from TRANSCO that the gas main installation to the tower blocks can commence and this has now been received. EastendHomes are working in conjunction with our contractor's, Makers, and TRANSCO to schedule in the gas main installations over the next few months and once this installation is complete the decent homes works will continue to the tower blocks.

EastendHomes have also been working with Burrell Foley Fischer and Calford Seaden on the proposals for the external regeneration of the Estate and have to date undertaken two phases of resident consultation. The resident consultation, which has now been completed, focused on building on from the master plan

consultations previously held to ensure that the final proposals reflect what our residents envisage for their Estate.

EastendHomes have also been working with our development partner, Telford Homes, who are developing proposals for new build homes for sale and rent on the Estate. The money generated from these developments will assist in funding the overall regeneration of the Estate and will allow EastendHomes to incorporate works highlighted from the consultation sessions as important to the residents of the Estate but were not noted as promised works in EastendHomes offer document. The Project Manager for the estate is Natasha Possenniskie and you can contact her on 020 7456 6722.

Bede, Eric & Treby Estates

The appointment of a contractor for the phase 2 works is in progress and we will be shortly sending notices to leaseholders regarding the selection and appointment of a contractor.

The appointment of a contractor will be followed by a planning application to Tower Hamlets Council to allow work on phase 2 to start early next year. Once the work is underway the contract will take around two years to complete. The Project Manager for the Mile End regeneration is Andy Osborne and he can be contacted on 020 7456 6717.

These are not just vouchers, they are

M&S

vouchers

Send a postcard with your name, address and telephone number for a chance to win one of five £20 shopping vouchers to spend at M&S.

Why not try your luck and treat yourself. Postcards to the usual address please EastendHomes, Tayside House, 31 Pepper Street, London E14 9RP
You can also e-mail us editor@eastendhomes.net.



Competition Winners

Walks Through History –
exploring the Eastend

Mr J Ford, Stockholm House, E1

Miss J Marsh, Berkeley House, E3

C. Demant, Hatton House, E1

Diana Danila, Glengarnock Avenue, E14

March of the Penguins DVD

Mrs Margaret Hughes, Empire Wharf
Road, E14

Mr M Barrett, East Ferry Road, E14

Mrs H. Gavriel, St Clair House, E3

Jean Harrigan, Wearmouth House, E3



Anti-Social Behaviour

Government sets new standards to tackle anti-social behaviour

The Respect Standard for Housing Management introduced by the government has six core commitments which EastendHomes intends to put into practice:

- Accountability, leadership, and commitment** EastendHomes will clearly demonstrate to residents that it is serious about tackling the issues of anti-social behaviour.
- Empowering and reassuring residents** EastendHomes will jointly work with residents so that they are involved in the decision making process and are fully updated on the actions being taken.
- Prevention and early intervention** EastendHomes will actively work to prevent anti-social behaviour from occurring and where it does occur we will address problems as soon as possible.
- Tailored services for residents and provision of support for victims and witnesses** EastendHomes will provide an individual and sensitive response to victims and witnesses of anti social behaviour.
- Protecting Communities through swift enforcement** EastendHomes will use the legal remedies to deal with anti-social behaviour. This will include jointly working with other agencies including the police, education and social services.
- Support to tackle the causes of anti-social behaviour** EastendHomes will work with other agencies to provide support and provide services to tackle the things that cause anti-social behaviour.



EastendHomes is committed to working with our residents, the Council, police and the voluntary sector to tackle Anti Social Behaviour (ASB). We will regularly report to our main & local boards/steering groups as to the levels of ASB and the steps we intend to take to tackle problem areas.

Residents will be kept informed via our newsletters and a leaflet will be available shortly which will give details of how to report ASB and how we will deal with issues that concern you. Our residents have a key role to play and it will make a real difference if we work together.

Do not be afraid to report any incident – large or small. Contact your local housing office to make a report to us - in confidence. In this way we can work together to tackle anti-social behaviour on our estates.

Noticeboard

NORTHGATE OPENS THE DOOR

Following 18 months of lively debate Tower Hamlets have launched a new Lettings system – Northgate. The system will allow EastendHomes to deal with the letting of its homes more efficiently.



WE'VE GOT YOU COVERED

EastendHomes have been working with Tower Hamlets Council to install CCTV in The Island Gardens Estates and Mudchute Park, E14. The power and transmission systems are in place and Tower Hamlets Council are on target to have the cameras up and running in September 2007. These cameras will be monitored from Tower Hamlets' new CCTV monitoring room based at Mulberry Place".

PAWS FOR THOUGHT

EastendHomes is pleased to say that the Council's Dog Warden service is now in operation on all of its estates. EastendHomes is to promote responsible dog ownership and it will be an offence for dog owners to leave behind poop after their pets have fouled estate land. Persistent offenders can be fined up to £1000. Signs are to be put up reminding dog owners of the law and free poop-o-scoop bags are available from housing offices.

CRIMEWATCH

On Saturday 8th September four youths robbed and assaulted a resident within the ground floor lobby of Grafton House on the British Estate. EastendHomes were able to provide CCTV evidence to the Police and the four youths are now in custody.

BANKERS CLEAN US OUT

Around 250 volunteers from Canary Wharf firm Barclays Capital have been working with the Environment Trust and EastendHomes to improve green spaces throughout the Island Gardens Neighbourhood area. Work has taken place at Thermopylae Gate, Schooner Estate and the Westferry Estate areas. The volunteers have been planting seeds, bulbs and plants to create flower beds and make the area more attractive and encourage local wildlife. The volunteers will be returning to the Island in late September to continue their work. Residents can get involved in looking after the green spaces by calling Paul Wilson, the Island Estate Manager at EastendHomes or a member of his Team on 0207 538 2340.



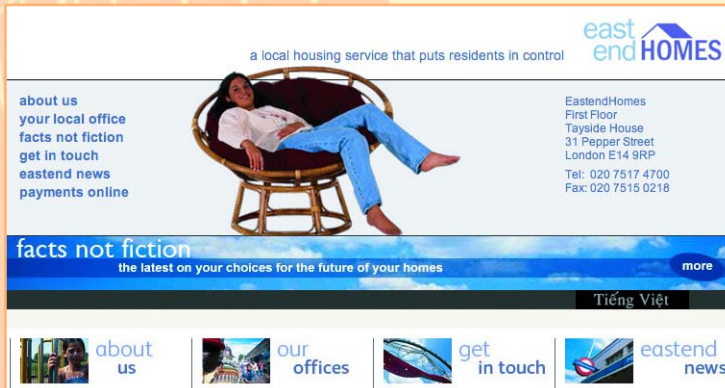
HEAR YE, HEAR YE

If you are involved in a community group or local charity and would like some free publicity write to us with your contact details and we will do our best to include it in our December edition. Just send your name & contact details to The Editor, EastendHomes, 31 Pepper Street, London E14 9RP or e-mail us at editor@eastendhomes.net.

The Wonderful World of the Web

Not long ago a mouse was just something for the environmental department pest control officer to dispose of!

Now more of our residents are able to access the internet via their mouse at home 24 hours a day and at their workplace or at an internet café or library. EastendHomes are creating a new website for residents and we would like your ideas and comments on what you would find most useful on our website. We want the website to be informative and accessible to all our residents. We believe that by providing our residents with an improved IT system it will enable us to build on our goal of giving you an excellent customer service.



After the website goes live we will include lots of information for residents including our latest newsletters and up to date news from our estates and a list of residents meetings in your area along with addresses and contact numbers for local offices.

We will regularly update the content of the web pages. Would you like to pay your rent or service charges on line or make a complaint or send a staff member a compliment for good service?

You could also report a repair and make a general enquiry.

If you have access to the internet you can contact us on our current website at www.eastendhomes.net and give us your views. If you are not yet on the web you can also write to us at FREEPOST, EASTENDHOMES. Once the new website goes live we will be asking our residents to give us customer feedback.

Summer of Sport 2007



The London Summer of Sport is an initiative introduced by the Mayor of London to increase and maintain sport and physical activity in the lead up to and beyond the Olympic and Paralympic Games in 2012. The programme is all about getting children of all ages and abilities participating in free sporting activities and if you were at Mile End at the end of August you may have spotted budding talent in the shape of new Tim Henman's and Paula Radcliffe's taking their sport very seriously indeed.

EastendHomes community initiatives fund helped finance the Wellington Way Sports Project which took place at Mile End Park Leisure Centre. A range of activities were available for kids of all ages to take part in including swimming, athletics, badminton & tennis. Our development partners Apollo & Telfords contributed £10,000 each towards the events.

The Summer of Sport was a great success and Angela Lewis from Tower Hamlets Children Services Directorate congratulated Bernard Cameron, Chairperson of the Wellington Way Sports Project. Angela said that *"I can report that the programme meets all the criteria in which funding was approved... Good youth practice was evident in peer monitoring skills... We would like to thank you for the effort you have placed into providing this valuable service for the young people in the community."*



Get Hands On With Our Clean Team

EastendHomes carries out regular estate inspections and residents are encouraged to attend and take part in assessing conditions on their estate.

EastendHomes is introducing a new standard by which cleaning standards on all its estates will be assessed. Grades will be awarded by agreement between the Estate Services Co-ordinator or Cleaning charge hand and the resident inspector, both of whom will have been trained in what the standard involves.

We are looking for residents who are willing to receive this training who will then act as resident cleaning inspectors on estate inspections. The training will last half a day. Once trained, residents will become part of a pool of inspectors who will be invited to attend inspections as the official resident cleaning inspector. A £20 shopping voucher will be paid to residents for attending. There will be a maximum of one official resident inspector per inspection and where more than one resident is trained on an estate area then the cleaning inspectors will be used on a rota basis.



Cleaning inspectors may also be invited to attend inspections on other estates, if a dispute arises. To receive the voucher resident cleaning inspectors will need to complete the entire inspection area scheduled and not just the block in which they live. We still welcome participation from other residents who may just want to attend inspections of their block.

It is likely that training will take place in early October 2007 and then periodically thereafter. If you might be interested or want know more, contact your local housing centre for further details. The lead officers and contact details for your housing centre area are:

Holland Estate - Gary Tyler
020 7456 6700

Mile End Housing Centre
Mark Judd 020 8880 7055

St. Georges - Michael Agius
020 7481 4110

Island Gardens - Paul Wilson
020 7538 2340

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

New Office

Glamis Housing Centre

Roslin House, Brodlove Lane, London E1 9EL
Tel: 020 7791 7917

