

Renting Privately  
on an  
EastendHomes Estate



**If you live on an EastendHomes estate,  
we want you to be able to enjoy your  
home and the surrounding area.  
By following these basic rules, we hope  
all residents will be able to live in a  
clean, peaceful and cheerful  
environment.**

# Do's



## **Please report Anti Social Behaviour**

You should inform your Housing Officer immediately if you believe you have been the victim of Anti Social Behaviour (ASB) or are aware of ASB taking place on the estate.

## **Please recycle**

Please use all the recycling facilities that you are provided with.

## **Please report graffiti or dumped rubbish**

You should inform your Housing Officer if you notice graffiti or dumped rubbish so that EastendHomes can tidy your estate.

## **You are responsible for your children and your visitors**

Please ensure your children and your visitors behave and respect the area and other residents.

## **You must seek permission before laying wooden/ laminated flooring**

You must seek permission from EastendHomes via your landlord if you intend to lay laminated, wooden or artificial flooring as this can cause a disturbance to neighbours.

## **You should take care not to allow water to spill on the floor when using a hand held shower hose**

Water on floor surfaces can penetrate to properties below you and you would be responsible for any damage caused.

## **Check your Smoke detector**

## **Do get involved**

You can make a difference to your community in a way which suits your circumstances. Ask for our "Get Involved" leaflet.



**Do not slam the communal doors**

Please try to close the doors quietly as you enter and leave the building.

**Do not spit in and around communal areas**

Spitting is unhygienic and unpleasant.

**Do not have your TV/music on too late**

Do not cause a noise nuisance and do not disturb your neighbours, especially between 10pm and 6am.

**Do not throw rubbish in communal areas**

Take your rubbish home or use a bin to dispose of it correctly.

**Do not let your dog foul on communal areas**

Permission must be sought before you keep a dog. You must make sure you clear up after your pet has pooped.

**Do not smoke in communal areas**

It is against the law to smoke in all communal parts of the building.

**Do not park your car dangerously or without permission.**

There is parking enforcement operating on our estates and on Tower Hamlets roads. Contact your Housing Centre for further advice.

**Do not throw anything from windows.**

Rubbish being thrown from windows, particularly high rise blocks, can cause a real health and safety hazard for people below and you could be prosecuted or have tenancy enforcement action taken against you if someone in your household does this.

**Do not dispose of food waste or fat down your sink waste.**

Food waste, particularly fat, turns solid, gathers and blocks your sink if you let it go down your waste. We will charge you if we have to clear a blockage which has been caused by food waste or oil.



## Useful Contacts

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### Repairs service:

If you notice the need for a repair in the communal areas of your block or estate, please contact your EastendHomes Housing Centre. If you have an internal repair please contact your landlord or managing agent. You must cooperate with us to provide access if disrepair in your home is affecting other properties.

Repairs which are the responsibility of the leaseholder, your landlord, will only be carried out on a rechargeable basis subject to the specific written agreement of your landlord.

### Gas Servicing:

By law, gas boilers need to be serviced annually. Make sure your landlord is getting this work carried out. It is their statutory obligation. Leaseholders can arrange for the EastendHomes contractor to complete the work on a rechargeable basis. Once again, this is subject to the specific written agreement of your landlord.

For more information, contact John Hinds at our Wager Street office on 020 8880 7825.

### Bulk Rubbish Collection:

Don't dump it – use this **FREE** service to dispose of your bulk rubbish.

**Tel:** [020 7364 5004](tel:02073645004) **Email:** [www.towerhamlets.gov.uk/recycling](http://www.towerhamlets.gov.uk/recycling)

The council offers a free collection service for bulk rubbish. Each household can call the Council 2 times a year and up to 5 items can be collected per visit.

There is a charge for further collections.

If you are registered disabled or a senior citizen, all your collections will be free.

## Useful Contacts

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<b>Royal London Hospital:</b>	<u>020 7377 7000</u>
<b>Newham General Hospital:</b>	<u>020 7476 4000</u>
<b>Homerton Hospital:</b>	<u>0208 510 5555</u>
<b>NHS Direct</b>	
This 24 hour nurse-led telephone service, run by the NHS, provides information on the diagnosis and treatment of common conditions.	
<b>Tel:</b>	<u>0845 4647</u>
<b>Email:</b>	<u><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></u>
<b>Find-a-doc:</b>	<u>020 7364 5016</u>
<b>Giving Blood:</b>	<u>08457 711 711</u>

### **Citizens Advice Bureau**

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations nationwide.

The office for Tower Hamlets is

#### **Whitechapel (East End) Citizens Advice Bureau**

Unit 32

Greatorex Street

LONDON

E1 5NP

Tel: 0870 126 4014

Fax: 020 7375 2256

Website: [www.eastendcab.org.uk](http://www.eastendcab.org.uk)

### **Pest Control**

EastendHomes have entered into a contract with London Borough of Tower Hamlets Environmental Health section to treat our properties for pests such as insects or rodents.

To book an appointment or to seek further information, please contact the Council's Environmental Health section on: Tel: 020 7364 5007



## Useful Contacts

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### Utilities Companies:

Transco Gas Emergency Service: 0800 111 999

Thames Water: 0845 9200 800

EDF Energy: 0800 0280 247

**London Borough of Tower Hamlets:** 020 7364 5000

**LBTH Noise Nuisance Office Hours:** 020 7364 5007

**LBTH Noise Nuisance:** 0800 376 1637

**(outside normal working hours)**

**Environment Agency:** 08708 506 506

**City Watch:** 0870 034 7323

**LBTH Estate Parking:** 020 7364 1360

**Alcoholics Anonymous:** 0845 7697555

**Relate – relationship support:** 0845 130 4010

**Samaritans:** 0845 790 90 90

**National Domestic Violence Line:** 0808 2000 247

**Shelter:** 0808 800 44 44

**Consumer Credit Counselling Service:** 0800 138 1111

## Your local police stations

The Metropolitan Police in Tower Hamlets can be contacted on **020 7515 1212**



### Police Safer Neighbourhood Teams:

<b>Brick Lane SNT</b> (Holland Estate)	<u>020 8217 4715</u>
<b>Bow SNT</b> (Mile End Estates)	<u>020 8721 2848</u>
<b>Island Gardens SNT</b> (Island Gardens)	<u>020 8721 2850</u>
<b>Millwall SNT</b> (West Ferry Estate)	<u>020 8721 2850</u>
<b>Shadwell SNT</b> (Glamis Estate)	<u>020 8649 3524</u>

#### Bethnal Green

12 Victoria Park Square,  
London,  
E2 9NZ  
Open 24 hours a day

#### Brick Lane

25 Brick Lane, London,  
E1 6PU  
Open Mon, Wed & Fri  
11am-7pm, Tues & Thurs  
11am-10pm, Sat & Sun  
8am-4pm

#### Bow Police Station

111-117 Bow Road, 1a-b  
Addington Road, London,  
E3 2AN  
Open Mon to Fri 8.30am-1pm  
& 2pm-4.30pm

#### Limehouse

29 West India Dock Road,  
London,  
E14 8EZ  
Open 24 hours a day

#### Isle of Dogs

160-174 Manchester Road  
London,  
E14 3BN  
Open Mon-Fri 12pm-8pm

You can contact any of  
these stations via  
**0300 123 1212**  
or you can contact  
**Crimestoppers**  
anonymously on  
**0800 555 111**

# Contacting EastendHomes

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## St. George's Housing Centre (incorporating Glamis)

61a Swedenborg Gardens, London,  
E1 8HP

**Tel:** 020 7680 8640 *or*  
0800 028 1587

**Fax:** 020 7680 8641

**Email:**  
[stgeorges&glamis@eastendhomes.net](mailto:stgeorges&glamis@eastendhomes.net)

## Island Gardens Housing Centre

137 Manchester Road, London,  
E14 3DN

**Tel:** 020 7538 2340

**Fax:** 020 7537 0512

**Email:**  
[islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

## Holland Estate Housing Office

35 Commercial Street,  
London, E1 6BD

**Tel:** 020 7456 6700

**Fax:** 020 7456 6737

**Email:**  
[holland@eastendhomes.net](mailto:holland@eastendhomes.net)

## Mile End Housing Centre

38 Wager St,  
London, E3 4JE

**Tel:** 020 8880 7055

**Fax:** 020 8880 7810

**Email:**  
[mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

## Tayside House – Head Office/ Leasehold Services

Floor 1, 31 Pepper Street, London, E14 9RP

**Tel:** 0207 517 4700 **Fax:** 020 7515 0218

**Email:** [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)



### Other formats- meeting your needs

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

- **Community languages, Braille, Large Print, Audio Tape**

To request a different format, please contact your local Housing Centre.