



## Dance to the music!

**Street Dance troupe**  
*Embrace* wowed the crowd at this year's Residents' Open Day. There was a lot on offer at this year's revamped Open Day, but what activities would you like to see next time?



### 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...



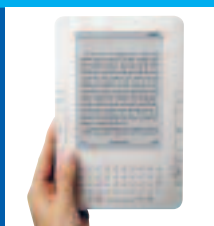
### Let them eat veg!

Community fruit and veg sale at Bede Estate



### Extra help

Extra ways EastendHomes can help



### Win an e-book reader

Competition to win latest gizmo

- Residents' Open Day • Bowls • Halloween Monsters • Contractors
- Green Fingers • Parking Permits • Xmas Opening • Noticeboard



# Residents' Open Day

The Calder's Wharf Community Centre hosted the 2011 Residents' Open Day. The event was a mixture of information and fun, with a surf board simulator, monstrous story telling and face painting amongst the activities on offer.

The EastendHomes senior management team answered questions from residents and staff across all our departments were available for a chat.

The well attended event received some good feedback and if want to give us some ideas for next year's event, please get in touch.  
Email [letmeknow@eastendhomes.net](mailto:letmeknow@eastendhomes.net)



# MONSTER MASH

Manchester Estate on the Isle of Dogs was taken over by ghouls, ghosts, werewolves, zombies, skeletons, Frankenstein and Countess Dracula on Halloween night.

Expertly led by Salford resident Amanda, a small group of mums laid on a fun filled night of terror for local kids with a little help from EastendHomes.

## Little horrors?

Many kids enjoyed the fancy dress show, pumpkin carving and freaky face painting with many helping to tidy up afterwards.

Remember! Here at EastendHomes we love a party, so if you'd like a little help from us to get your event off the ground, please get in touch, any which way you like.



# Bowled over at The Centre?

**Are you a short mat bowls player or perhaps someone who fancies a try at this popular pastime? Weekly bowls is now on offer at The Centre, Bow.**

Friendly and welcoming bowls sessions are held at Merchant Street community centre for the over fifties every Thursday between 2pm and 4pm. You don't need to be an experienced player to come along.

EastendHomes' flagship community centre is led by local resident and community activist Bernie Cameron on behalf of the community and developed out of the wider regeneration of the British Estate.

The Centre prides itself on offering something to suit everybody, ranging from Zumba fitness classes to the 'Bopping Bunnies' club for toddlers.

"Our latest activity" says Mary Olsen, Centre Co-ordinator, "is soft play for toddlers - a fun and vibrant session for the under-fives, very popular with local families".

This is just one of a broad programme of activities on offer at the purpose built community centre on the British Estate. So whether you fancy bowling or bopping, get in touch for more details by calling ☎ 020 3174 8104.



Fun at the Centre

## Green-Fingered Gardener on Eric Street wins award

In the Spring newsletter you may remember we told you about the Eric Estate Community Garden in Mile End, boasting Britain's first recipe tree and its own resident cow. The great news is that the efforts of one resident involved in the project, Tania Nalywajko, have been recognised in the Daily Telegraph's *Gardening Against the Odds Awards*, winning an Award of Merit. The judges said that they "loved this community play garden where children can climb and elderly residents can sit".

The garden is an excellent example of what a community can achieve working together. If you're interested in greening your estate, please get in touch with Paul Wilson on ☎ 020 7517 4728.

Award-winning Tania



## Let them eat veg!

The latest initiative based at the Community Shop at 5 Wager Street, Bede Estate is a low cost fruit and veg sale, every Wednesday 9am - 12noon.

The produce is delivered to the neighbourhood resource early Wednesday morning and nothing is kept at the end of the day so freshness is assured. And what's more the well selected fruit and vegetables are offered at low low prices with tea and chat thrown in!

"This has got the potential to be a real community health asset" said Director of Housing John Henderson, "making it easy and convenient for local residents to stock up on their five a day essentials".

So if you live on the Bede Estate or nearby, why not pop in and do some local shopping!





# Extra help from EastendHomes

Extra help

#1

## East London Business Alliance

EastendHomes works in collaboration with other agencies locally to help provide extra help for our residents. In this issue, we're looking at the work of the East London Business Alliance (ELBA) to see what can be done in a challenging employment market.



If you're unemployed and actively seeking work, ELBA can provide extra help in your job hunting. To take advantage of the extra support on offer please email [paul.wilson@eastendhomes.net](mailto:paul.wilson@eastendhomes.net) or call Paul Wilson on ☎ 020 7517 4728.

ELBA is 'in the know' about employment opportunities and work with businesses to get local people into work so they could well be your added advantage in your job hunting.

### Successful grant!

An Isle of Dogs community group received a grant recently to support their healthy eating drive, aided by EastendHomes. This will help pay for community events to raise awareness about the need to eat well and live longer.

Extra help

#2

## Grants up for grabs

Few people know that even in these credit-crunch times there are grants still available for a multitude of good causes. In this issue, we look at two such grant schemes.

### Heroes Return 2

This is a programme to enable World War II veterans to take part in commemorative visits in the UK and overseas to mark wartime events. The grants can pay for veterans, plus their spouse and/or carer, to return to battlefields across the world where they served during the war. The scheme can also fund widows to visit where their loved ones fell or served. If you're a WWII veteran and would like help to apply for a grant, please get in touch.



### Take It Away

If you're a budding musician aged under twenty-five, interest-free loans of up to £2000 are available to buy musical instruments. So if you need to upgrade your trumpet or get your first guitar, please get in touch.

Extra help

#3

## Money Saving Expert

Grants are available from the internet's famous money saving website, enabling applicants to attend accredited financial courses to help them with their finances. If you'd like to know more, get in touch.

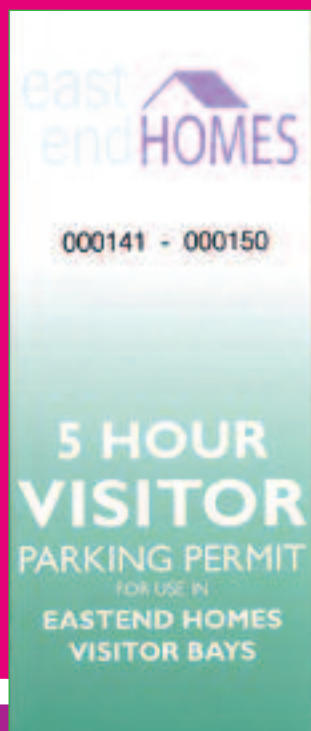
For more details on these grants opportunities or other ways EastendHomes provides extra help, please contact Paul Wilson on ☎ 020 7517 4728 or email [paul.wilson@eastendhomes.net](mailto:paul.wilson@eastendhomes.net).

## Win Visitor Parking Permits

From January 2012 you must display an EastendHomes Visitor permit to park in one of our designated visitor bays. These are available from your local office and cost £10 for a book of ten permits which allow you to park for a period of up to five hours at a time.

Tower Hamlets scratch cards are no longer valid on EastendHomes' estates. These changes only apply to our estate parking areas, not Council parking areas. For more details, please consult your local office

For your chance to win a book of visitor parking permits please email [editor@eastendhomes.net](mailto:editor@eastendhomes.net) or apply by post to FREEPOST EASTENDHOMES with your name and address details. We've twenty books to give away.



## Brothel busted

### Tackling ASB update from our Holland Estate

Police have raided and closed down a brothel operating from an EastendHomes address on the Holland Estate.

The raid resulted from joint work between EastendHomes and the Spitalfields and Banglatown Safer Neighbourhood Team (SNT). The home owner was notified who then took action against his tenant, who has now moved away.

A second prostitute has been identified, again working from a leasehold property, and EastendHomes has taken action to see that the nuisance is stopped as soon as possible.

Late night noise and general anti social behaviour complaints have also been heard concerning a leaseholder's tenant living on the Holland estate. Following encouragement by EastendHomes, the leaseholder and his lettings agency have taken action and the alleged nuisance perpetrator has now moved away.

EastendHomes continues to work closely with the SNT, Tower Hamlets Street Rescue and the Tower Hamlets Drug and Alcohol Team (among other agencies), leading to the reduction of problems caused by rough sleeping and prostitution, at times wrecking the quality of life for the residents of Denning Point.

If you'd like to know more about our work to reduce Anti-Social Behaviour please get in touch with your local office.

## Your 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 B-Line, who are part of the Breyer Group PLC, with a head office in Romford, Essex. Set up in East London in 1956 by Fred Breyer, the company is now owned and managed by Fred's son, Tim.

Alongside their repairs work, B-Line also aim to make a difference to the local communities they work for. With extensive experience of encouraging resident involvement through organising community initiatives and events, including 'Meet the Contractor' events, Fun Days and Careers Fairs, Breyer Group's community development team want to help. So if B-Line work on your estate and you'd like their help with a community event, please get in touch, by ringing ☎ 020 7517 4728.

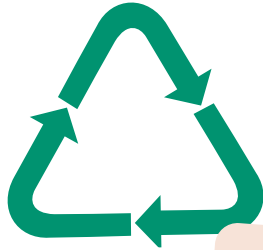




# Noticeboard

## Reduce, reuse, recycle

Big recycling thanks go to the green residents of Island Gardens who have filled two battery recycling tubs at the Neighbourhood Centre. Around 620million batteries are thrown away in the UK each year with most going into rubbish bins and then on to landfill sites. Batteries can contain dangerous chemicals which then rot away in landfill sites leaking into the ground potentially causing soil and water pollution. These can be harmful to animals, humans and the environment, so if you can recycle, why not?



## Rents Prize Draw

Congratulations to a lucky tenant of Wentworth Mews on the Eric Estate in Mile End, 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.



## Lettings Surgeries

The monthly Lettings Advice surgeries are now open between 10am and 12 noon. Details from your local office.



## Wildlife Gardening Pack

Would you like to know how to make your gardening wildlife friendly but don't know where to start? We've free copies of the 'Garden for a Living London' wildlife pack to give away to help you green up your garden.

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



## Christmas Opening Hours

**Most of our offices will be closed from 5pm on Friday 23rd December 2011 and will reopen on Tuesday 3rd January 2012.**

The reception at Mile End Housing Centre will be open to all visitors on the following dates:

- Wednesday 28th December**
- Thursday 29th December**
- Friday 30th December**

The office opening hours will be 9am to 4.30pm. The office will cover emergency repairs from all of our estates.

To report an emergency repair during office hours phone ☎ 020 8880 7055.

To report an emergency repair outside office hours phone the Emergency Call Centre on ☎ 0300 123 9728.

## Emergency Call Centre opening hours 0300 123 0728

Friday 23rd December from 5pm

Saturday 24th December

Sunday 25th December

Monday 26th December

Tuesday 27th December

Wednesday 28th December from 5pm

Thursday 29th December from 5pm

Friday 30th December from 5pm

Saturday 31st January

Sunday 1st January

Monday 2nd January

# Performance Counts!

Here at EastendHomes we keep tabs on our work through a set of performance indicators. Facts and figures may not always tell a complete picture but 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	Target 2011/12	Perf Q1 2011/12
<b>Voids</b>									
1	Short term Void Turnaround Times - Days	25	19.6	22	17.9	20	12.9	20	19.9
<b>Lettings</b>									
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	85%	84%	85%	66%
<b>Repairs</b>									
3	Repairs completion in target overall	93%	94%	96%	97%	97%	97%	98%	96%
4	Appointments kept	92%	94%	96%	96%	97%	97%	98%	96%
5	Repairs satisfaction	93%	93%	96%	84%	96%	76%	96%	93%
<b>Rents</b>									
6	Satisfaction with help given if in arrears (monitored annually)	Not available	66.7%	Measured annually, Status Survey carried out 2010/11. Not measured within Status					
<b>Anti-social behaviour</b>									
7	Satisfaction with outcome of ASB complaint	Not available	84%	80%	68%	80%	75%	80%	91%
<b>Gas servicing</b>									
8	% Properties with valid CP12	99%	99.2%	100%	99.75%	100%	98.45%	100%	99.6%
<b>Estate cleaning</b>									
9	External areas grade B or above	Not available	97%	98%	99.8%	100%	99.8%	100%	100%
<b>Complaints</b>									
10	Satisfaction with case outcome	Not available	36%	80%	53%	80%	18%	53%	20%



## Win an e-book reader

We love to hear your feedback! One reader got in touch to say he'd prefer to receive his newsletter electronically so if you're like-minded, and want to cut down on the paper coming through your door, then please send your contact details by email to [editor@eastendhomes.net](mailto:editor@eastendhomes.net) and we shall look into setting up an electronic distribution list.

Every household registered on our email mailing list will receive a free chance to win an e-book reader.



## At your service

You can contact us by Text Phone 07961 941584

### Contacts

#### 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

**0300 123 0728**

#### Rents

**020 8880 8811**

#### Right to Buy and Home Ownership

**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.



This newsletter is printed on paper that is 50% recycled and 50% from sustainable forests.

**Merry Christmas and  
a Happy New Year to all our readers**

