

Extra help in partnership with EastendHomes

EastendHomes works in collaboration with other agencies locally to provide extra help for our residents - for instance in the picture is an East London Business Alliance scheme working at increasing skills and employability. On page 3 we report on this and also look at the work of the Bromley by Bow Centre.



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

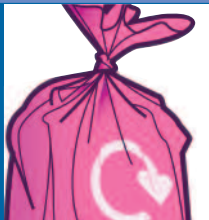
We recognise and value the commitment and hard work by our staff

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...



In the Pink

Recycling works - if you do it right



Grow your own

Get help with your veg



Census Time

Make sure you count

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In the Pink?

Residents of Tower Hamlets are recycling more than ever, but sadly we're still finding lots of non-recyclables in our communal recycling bins. Putting the wrong stuff in the recycling bins leads to a delay in the bins being emptied and could also mean that the entire contents of the bin have to be sent to landfill rather than being recycled, undermining the recycling efforts of others.

Please put only these items in the recycling bin:



Items should be put in the bins loose or in the pink recycling bags (available from your local EastendHomes office). Please don't use black sacks or carrier bags for your recycling as this means the recycling cannot be checked and may mean the whole bin going to landfill.

The Council has to pay a fee for every tonne of rubbish it sends to landfill sites, money that could be better spent, so please recycle.

Please don't put these into the recycling



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) is a partnership initiative between London Food Link, the Mayor of London Boris Johnson, and the Big Lottery's Local Food Fund. Capital Growth and EastendHomes offer practical help, grants, training and support to groups wanting to establish community food growing projects.



Spring has sprung and it's a great time of year to get growing.

If you'd like help to get started growing your own vegetables or perhaps are already a keen grower get in touch with us by email at greenergardens@eastendhomes.net or by phone to Paul Wilson on 020 7517 4728.



Healthy Borough

March saw the end of funding for the Tower Hamlets' Healthy Boroughs programme. The health promotion drive saw our Borough designated as a place that wants to become a Healthy Town and events have been held throughout the Borough to help us all live healthier lives. Visit www.towerhamletshealthyborough.co.uk to find out more and for a free goodie bag!

Extra help from EastendHomes

Case Study – East London Business Alliance (ELBA)

ELBA offers a scheme for undergraduates living or studying in East London. The programme involves students attending six consecutive sessions, each on a key competency skill which has been identified by employers as lacking in local undergraduates. ELBA can support students in enhancing their key employability skills and by giving them access to training and networking opportunities.



The sessions are delivered within a corporate company providing high quality free training followed



by a valuable opportunity to network with existing employees. They are a great

opportunity to meet business people and find out about various career options and roles.

To date ELBA has supported almost one hundred local students and if you'd like to know more please email paul.wilson@eastendhomes.net or call Paul Wilson on 020 7517 4728. ELBA also circulate job vacancies to us, so get in touch if you're looking for a job.

Case Study – Bromley by Bow Centre

Our biggest success story from this project has been Anita. Anita was previously employed part time as a cleaner at a local school. Prior to this position she had been long term unemployed and although she was now working, the hours were not as many as she wanted and also very early in the morning. Anita found she wasn't filling her day and this was beginning to have a negative effect on her wellbeing as she didn't feel she was doing enough with her day. Together with her Bromley by Bow Centre advisor, they came up with an action plan on how she could achieve her goals of finding more work and developing her skills.

Through discussion with her advisor about the different options and routes she could take Anita decided that a position as a Middy Meals Supervisor would fit around her existing job and her lifestyle well.



Anita decided that the next level in adult literacy would be the most appropriate course for her. Working regularly with her advisor in 1-2-1 appointments and also attending workshops delivered at the Bromley by Bow Centre, Anita completed a new CV, personal statement and cover letter, applied regularly for suitable jobs, contacted local colleges regarding literacy courses and built her confidence in her existing abilities.

Anita now has a position as a Middy Meals Supervisor at Raines School in Bethnal Green and has started an adult literacy course at a local college. She is much happier and really enjoying both her new job and her course.

If you'd like a no commitment chat with one of the helpful advisors at the Bromley by Bow Centre please call 020 8709 9745 or email employment@bbbc.org.uk.

Don't forget their expert help to you is free!

The National Census

A census is a count of the population. We have had one in the UK every ten years to find out more about who we are as a nation. Everyone is asked to tell us a bit about themselves to help census users decide how best to plan and deliver the everyday services we all need – like housing, education, healthcare and transport.

Questionnaires for around 25 million households have been sent out, asking about work, health,

national identity, citizenship, ethnic background, education, second homes, language, marital status and so on. The answers will be turned into statistics used to build a picture of today's society.

If you've not completed and returned yours already, don't forget that you are required by law to complete the census.



Important changes to Housing Benefit

From April this year, there will be major changes for tenants receiving Housing Benefit who have an adult, other than their partner, living with them.

If you are already claiming Housing Benefit and have an adult other than a partner living with you, the changes are likely to affect the amount of money you get towards your rent. This means that you may have to increase your rent payments accordingly from 4th April 2011. It is very important that you do so, to avoid getting into arrears with your rent.

The Council's Benefits Service will be writing to all tenants likely to be affected by the changes with more information. In the meantime, you can contact them on **020 7364 5001** or e-mail **benefits@towerhamlets.gov.uk** to find out how your claim is affected.

If you would like to discuss your rent payments, please contact our Rents Team on **020 8880 7055**.



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.



New Family Homes at St George's



Shamsul Islam, EastendHomes' Estate Officer for St George's enjoyed the pleasure of handing over keys to a newly built four bedroom house recently.

The new home has solar panels on the roof and was built to high standards of thermal insulation which should mean energy savings for the new tenants over the coming years.

"The building works are a disruption for local people whilst in progress, but creating new much needed family homes is the end result" said Steve

Inkpen, EastendHomes' Director of Regeneration. "Our efforts to minimise inconvenience were noted earlier this year when we received a certificate from the Considerate Constructors scheme for our work on the Eric and Treby estates."

If you'd like to know more about our plans to deliver more family homes, please get in touch.



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 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 Q4 2009/10	Target 2010/11	Perf Q1 2010/11	Perf Q2 2010/11	Perf Q3 2010/11
Voids									
1	Short term Void Turnaround Times - Days	25	19.6	22	17.9	20	16.9	14.8	14.7
Lettings									
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	85%	100%	71%	Not available
Repairs									
3	Repairs completion in target overall	93%	94%	96%	97%	97%	98%	98%	98%
4	Appointments kept	92%	94%	96%	96%	97%	99%	96.3%	97%
5	Repairs satisfaction	93%	93%	96%	84%	96%	84%	90%	91%
Rents									
6	Satisfaction with help given if in arrears (monitored annually)								2010/11 Target 80%
Anti-social behaviour									
7	Satisfaction with outcome of ASB complaint	Not available	84%	80%	68%	80%	Not available	Not available	62%
Gas servicing									
8	% Properties with valid CP12	99%	99.2%	100%	99.75%	100%	99.13%	99.8%	99.8%
Estate cleaning									
9	External areas grade B or above	Not available	97%	98%	99.8%	100%	99%	99.86%	99.75%
Complaints									
10	Satisfaction with case outcome	Not available	36%	80%	53%	80%	None received	None received	18%

Noticeboard

Information Technology review

EastendHomes is reviewing our IT services and if you've a view on such matters, for example our website or the potential for more services to be delivered on-line, please email letmeknow@eastendhomes.net and we'll get in touch.



Rents Prize Draw

Congratulations to **Mrs Denman**, the winner of our winter rents prize draw. All accounts without arrears 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**.



TPAS

TPAS is the Tenant Participation Advisory Service. They act as a hub, working with both residents, landlords and Government. They are experts in tenant involvement and will be contacting random tenants over the coming weeks as part of their fact finding. More about this in our Summer newsletter.

Reduce, reuse, recycle

Ever wondered where the recycling goes to and what happens to it? Email info@eastendhomes.net or ring **020 7517 4700** as our friends in the Council have offered to take a group of EastendHomes residents to visit the recycling depot. Looking at rubbish might not be your idea of a good day out, but if you're a keen recycler and want to know more why not come along?

Appointment System for home repairs now up and running

Tenants can now make appointments to have repairs carried out at home.

The regular slots are

8am to 10am

10am to 12noon

1pm to 3pm

3pm to 5pm

The time slots are available **Monday to Friday**. We can also offer appointments for most jobs between **7am & 8am and 5pm & 7pm on Wednesdays** by prior arrangement.



New Repairs Contractors appointed

EastendHomes has appointed **Olli Construction & B-Line** to provide our repairs service. More on this change in your Summer issue of EastendHomes News.



Your Newsletter needs You

The EastendHomes newsletter has a secret worry. Our anxious newsletter fears that s/he is boring and that no-one actually reads it, especially the bit about IT reviews!

Please tell us what you think of our newsletter; be gentle but tell it as it is! It's not easy being informative and mildly interesting....

Please email 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 help.

Pat on the back for EastendHomes

The Tenant Services Authority (TSA) recently commissioned the four National Tenant Organisations to review, from a tenant perspective, annual reports by Housing Associations.

The aim in commissioning this piece of work was to identify excellence so as to encourage continuous improvement in the production of annual reports across the social housing sector.

A picture tells a thousand words...

From a sample of 259 annual reports, EastendHomes was one of only four housing associations to receive top marks for our report.

Our front cover tells the story of the Kerrygold Recipe Tree Community Garden in Eric Estate. Through financial help from Kerrygold, residents and children along with our friends from the Mile End Cemetery park local nature reserve helped EastendHomes transform a bleak piece of communal ground into a wonderful open space for play, vegetable growing and recreation.

For more about the 'Recipe Tree' garden please visit www.kerrygoldcommunityawards.co.uk/our_project



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.**

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.

For surgery details please contact 020 7680 8640

- **Rents 020 8880 7811**
- **Leasehold Services 020 7517 4711**
- **Lettings 020 8880 7817**

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

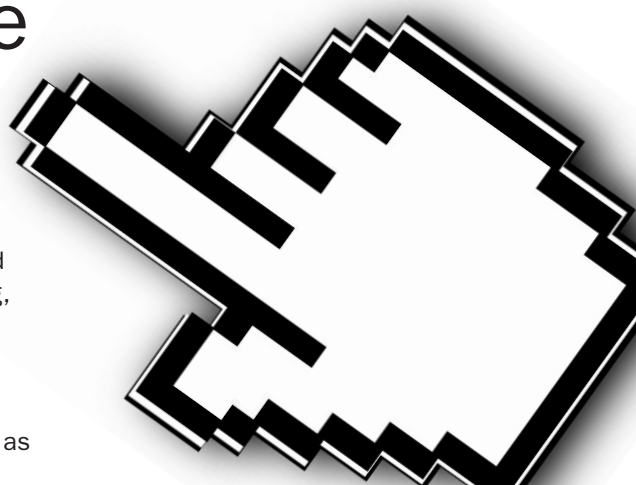
- **Rents Service** – fortnightly on a Wednesday 10am to 12 noon and 2pm to 4pm
- **Right to Buy and Leasehold Service Charges** – 2nd Monday of each month 2pm to 4.30pm
- **Lettings Service** – 1st Wednesday of each month 10am to 4pm

Board minutes go on-line

Did you know that the minutes of EastendHomes' main board meetings are now made available online for download?

The agendas and minutes from all EastendHomes board meetings are made available on our Board page at www.eastendhomes.net. Minutes are uploaded once they have been approved as an accurate record 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.

Remember that minutes can only be uploaded once they have been confirmed as an accurate record of the events at a following meeting.



Contacts

At your service

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
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
Phone: 020 7538 2340
Fax: 020 7537 0512

Mile End Housing Centre

38 Wager Street,
London E3 4JE
Email: 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
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
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.

