

## Bernie wins Tenant of the Year Award

Bernie Cameron, Vice Chair of EastendHomes was awarded the much coveted National Tenant of the Year Award at the TPAS (Tenant Participation Advisory Service) Annual Conference on Saturday 24 July 2010.

EastendHomes would like to congratulate Bernie Cameron on this fantastic achievement, following his success as the TPAS Tenant of the Year (Southern Region) winner. We have more on Bernie's work inside the newsletter.

### 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...



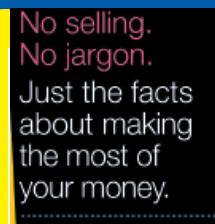
### Extended Office Opening Hours

You Said...We Did



### Calling Unsung Heroes

Are you up for a Community Award?



### Make the most of your money Read the book

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Employment Advice • Get Healthy • Advice Surgery Times • Gas Safety  
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# Calling all Unsung Heroes

## Star in the Community Award Scheme for EastEndHomes Residents

**Community volunteers are often unsung heroes really making a difference to your community. If you know someone like this, why not show them how much you appreciate what they are doing by nominating them for a Resident Community Award?**

It could be someone who spends time, without pay, doing something that benefits the community, they may be an active member of a community group, organises events for fellow residents or supports and helps other individuals in the area.

If you do know someone and you really appreciate what they are doing, please nominate them for an award.



The categories are –

- **Inspirational Resident Award**
- **Young Person of the year**
- **Contribution to Resident Involvement Award**
- **Community Cohesion Award**

You will also be seeing details of the reward scheme in the notice boards on your estates.

Nomination forms and further details in regard to the nomination categories are available at your Local Housing Office, so good luck and get nominating.

The closing date for nominations is 30th September 2010.

If you require any further information please contact Peter Griffiths on **020 7456 6713**.

# Well done Bernie

**Over the past two years the TPAS Connecting People Awards have been recognised for their importance of acknowledging and rewarding the excellent work that tenants and people who work with tenants, have been doing in communities across England.**

Bernie Cameron has been a committed and tireless campaigner for tenant involvement for many years on the British estate in Mile End and across the London Borough of Tower Hamlets itself. Bernie is Chair of the local Mile End Estate Board and is Vice Chair of the main Board of EastendHomes.

In addition to developing and supporting a wide range of community work, particularly sporting initiatives for young people from all sections of the community, Bernie was instrumental in setting up EastendHomes as a community based social landlord in Tower Hamlets, which has recently completed a £25 million investment programme to regenerate the British Estate.



Both the previous and the current Government put great emphasis on the difference that local people can make to improve the places in which they live. Bernie Cameron is one of those exceptional people who has helped transform British Estate beyond any reasonable expectation.

Martin Young, Chair of EastendHomes said: *"This is a well deserved honour for Bernie Cameron. His dedication to the community on the British Estate and Tower Hamlets has long been acknowledged locally and both residents of the borough and EastendHomes staff will be delighted that his dedication and commitment have been recognised with this national award."*

TPAS (the Tenant Participatory Advice Service) is a national organisation which specialises in tenant involvement and assisting tenants in challenging, influencing and controlling how their housing services are delivered.

The  
**TPAS**  
Awards 2010

# Put your Money to work

## 1 It pays to Save...



EastendHomes is partnering with the Tower Hamlets Community Credit Union to help you to save those pennies and turn them into pounds. Tower Hamlets Community Credit Union is a community-owned and controlled financial co-operative.

The credit union provides a wide range of practical, affordable and straightforward financial services to everyone living or working in the borough. Whatever your circumstances, they try to find a financial solution to suit your needs.

They are particularly useful for ordinary households on relatively low incomes, who want to save a little when they can and then when needed access small loans at reasonable interest rates, loans which very often would previously have been met through high interest money lenders.

If you are an EastendHomes tenant with a clear rent account, and you open a savings account with the credit union and save at least £5

every month for the first six months, then EastendHomes will double it (up to a maximum of an extra £30) at the end of the six month period. Contact Alex on 020 7517 4729 to register for the scheme. This bonus will only be paid once per household.

Credit union packs are already available in your local housing centre and you can check out their website [www.thccu.co.uk](http://www.thccu.co.uk) or phone 020 7729 9218 for further details.

## 2 'Making the most of your money' guide

In these uncertain times, it is more important than ever that people are in control of their finances. But sometimes it's difficult to know where to start.

The Consumer Financial Education Body (CFEB), established by the Financial Services Authority (FSA), the UK's financial regulator, is here to help. It provides **Moneymadeclear**<sup>™</sup>, a wide range of free, impartial handbooks, guides, resources and online information, tools and calculators to help you with your money. And, because it's independent, there's no selling.

EastendHomes has teamed up with them to help residents and enclose your free copy of 'Making the most of your money' with this newsletter. This practical guide will help you take the first steps in getting to grips with your money. It covers everything from budgeting to borrowing, saving and investing, and protecting your family and possessions to saving for retirement. So it's worth your time taking a look.

CFEB also offers a wide range of free consumer guides covering these topics and more, comprehensive handbooks on retirement and redundancy, and a wealth of online information and tools to help you.

For more information visit [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk) In the meantime – here are some top tips to help you get started: ▶

No selling.  
No jargon.  
Just the facts  
about making  
the most of  
your money.

Moneymadeclear<sup>™</sup>  
from the Consumer Financial Education Body (CFEB)

# Top 5 Tips

- **Shop around, but make sure you compare like with like and get what's right for you.**
- **Keep a spending diary – you'll be amazed where your money goes and where you can make savings.**
- **Check your credit report – it's easy to do and, if it's wrong, you could be paying too much for credit.**
- **Check you're not over or under insured, and not insured twice for the same thing. Any of these could cause problems or invalidate your policy.**
- **Check the detail on your bank and credit card statements, not just the bottom line. Mistakes can happen.**

**You Said, We Did!**

**Extended Office Opening Hours**

**Following on from last year's residents' conference we undertook some further surveys of residents' opinions regarding office opening hours. We extended office opening hours to remain open through the lunch period, from 9 am to 4.30pm. Generally, residents wanted even longer opening hours to assist those who work during normal office hours but still need to come into one of our offices.**

From Wednesday 1st September, our housing centre at Mile End will remain open every Wednesday until 7pm as a pilot for three months. Residents from any

EastendHomes estate can call in to see an officer there about routine repairs, anti-social behaviour, tenancy management or caretaking issues. If there is a specific item that you require which

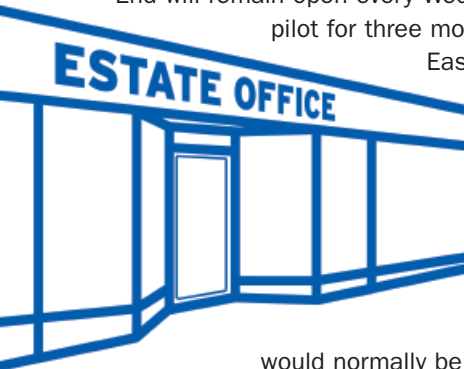
would normally be available only through your own housing centre, for example, signing for a particular parking space or collecting an entry door fob for your block, please contact your housing officer in advance to make sure

that any issues that you want to be dealt with out of hours have been pre-arranged and passed over to the early evening team for your convenience. You will also be able to phone the office with general enquiries at these times on 020 8880 7055.

Our repairs contractor, Mitie, who cover the Mile End, Island Gardens and Holland estates are also offering evening appointments on Wednesdays for plumbing or carpentry work. If you need to get a repair completed during an evening appointment, please contact your local housing centre.

We will check on how useful residents feel the extended opening have been and how many people have used the service, before deciding with residents whether to continue with the service from December onwards as obviously there is some increased cost.

**The Mile End Housing Centre is easily accessed by tube (Central, District, Hammersmith and City), buses (277, 323, D6 and D7). There is parking reserved for blue badge holders outside the office.**



**DO YOU HAVE A WORKING SMOKE ALARM AT HOME?**

**IF NOT YOU ARE MORE THAN TWICE AS LIKELY TO DIE IN A FIRE**



200 people die each year in accidental fires in their homes, caused by smoking materials, candles, and other factors such as cooking appliances.

**You can reduce the risk of fire in your home by following some simple fire safety steps.**

Social Housing landlords have a responsibility to you and your home and must ensure that gas and electrical appliances they supply are safe and in good working order. Your landlord may also fit smoke alarms in shared accommodation and communal areas. Speak to your landlord if you have any questions or concerns.



**1** **Top tip**  
Fit smoke alarms on each level of your home.



**2** **Top tip**  
Test your smoke alarms weekly. Never remove the batteries.



**3** **Top tip**  
Put it out. Right out! Make sure you put cigarettes out properly and never smoke in bed.



**4** **Top tip**  
Plan an escape route and make sure everyone knows it and where door and window keys are kept

Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. For more information visit our website below:

[www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills)



# IMPORTANT NEWS FOR LEASEHOLDERS

## Changes to the way Service Charges are Apportioned

**The lease of your property sets out how service charges are to be apportioned to each leaseholder. EastendHomes currently has two different types of lease; these were inherited from Tower Hamlets Council when the estates transferred.**

With regard to service charge apportionment:

- The Tower Hamlets Lease says that the basis of service charge apportionment should be "reasonable".
- The Greater London Council (GLC) lease states that service charge apportionment should be calculated on the rateable value or the floor area of the property.

Tower Hamlets Council and EastendHomes have used Gross Rateable Value (GV) as the basis for service charge apportionment for both types of lease.

Many leaseholders, however, have told us that the GV method is complicated, difficult to understand and there have been complaints about anomalies because the incorrect GV is being used for individual properties. These anomalies have produced an unfair distortion in charges between similarly sized properties in similar blocks.

The Board of EastendHomes has now considered this issue and agreed that the GV method will be replaced by an apportionment of service charges based on the floor area of properties (ie based on the size of the property). Data on floor areas has been provided by Tower Hamlets Council and EastendHomes, which has been checked by EastendHomes for accuracy.

Those properties where no information on floor area was provided are now being measured by our technical staff and this information will be added to our computer records for all properties.

The work on this is almost complete and it is planned to use the new method for the 2011/12 estimated service charges, due to be sent out in April 2011. EeH believes that leaseholders will find the new method of service charge apportionment to be more transparent and more easily understood. Floor area will be used to apportion block and estate costs for the following services

- Door Entry System
- Lift Repairs and Maintenance
- Caretaking
- Horticulture
- Block Repairs and Maintenance
- Estate Repairs and Maintenance
- Refuse Container Hire
- Communal Energy
- TV Aerial
- Communal Boiler Repair and Maintenance
- Building Insurance
- Electrical Heating
- Concierge
- Heating Repair and Maintenance
- Management/Administration

To illustrate the likely effect of the change to service charge apportionment by floor area we have set out an example based on a range of different property sizes in a typical block.

Block 1				Estate based Caretaking Expense Apportionment by Property	
Property	Bedroom Size	Gross Rateable Value (GV)	Floor Area (Sq metre)	Gross Rateable Value (GV) Method	Floor Area Method
A	1	300	39.0	£242.76	£197.74
B	2	425	53.0	£343.91	£268.72
C	2	300	53.0	£242.76	£268.72
D	2	430	53.0	£347.96	£268.72
E	2	375	53.0	£303.45	£268.72
F	4	375	77.0	£303.45	£390.40
G	4	375	77.0	£303.45	£390.40
H	4	440	77.0	£356.05	£390.40
Total Charge				£2,443.81	£2,443.81

This example is based on a 2010/11 caretaking Service Charge estimate to leaseholders in an EeH block at Mile End.

The block comprises 1, 2 and 4 bedroom flats. Each similar sized flat could be expected to have a similar GV: However, there are a number of anomalies;

- Flat C, (2 bed) has the same GV (300) as Flat A, a smaller 1 bed, and so pays the same service charge, which is much less than the other 2 bed flats in the block.
- Flat D, another 2 bedroom property has a higher GV (430), than the other 2 bed flats in the block. The result is that Flat D pays higher service charges than the other 2 bed flats in the block.

- Flat H, (4 bed) with a GV of 440 is paying a higher service charge than flats F and G which are also 4 bed flats of the same size.

The new method of using floor area will address the anomalies of the GV method and will mean that similar sized properties in a block will pay similar service charges. This is shown in the last column of the example above.

Please contact Leasehold Services at Tayside House if you would like more information on this new method of apportioning service charges or if you would like to make any comments prior to the implementation of the new system.

## Working in Partnership with Bromley-by-Bow Centre

The Bromley by Bow Centre is an innovative community organisation in East London. They support families, young people and adults of all ages to learn new skills, improve their health and wellbeing, find employment and develop the confidence to achieve their goals and transform their lives.



bromley by bow centre

## Unemployed or looking for a change in direction?



In partnership with the Bromley-by-Bow Centre, Eastendhomes is offering employment advice sessions in their centre in Merchant Street. Sessions run from 10 am to 12

noon every Monday, and you can either drop in or make an appointment

You can get free, confidential and impartial advice on:

- Current job vacancies in your local area
- CV writing/updating and help filling in job applications
- Careers, study and training opportunities
- One-to-one advice on employment and study possibilities
- Interview skills and techniques
- Motivation and encouragement

Professional advice and guidance is offered by qualified and experienced staff

### Interested?

Contact Becky on **07583 222 764** or email **rebeccah@bbbc.org.uk** for more information or to book an appointment!

## Two for the price of one!

**Two exciting new programmes, which aim to improve English and get a good understanding about how to live a healthier lifestyle, have been brought together in one package this year for the residents of EastEnd Homes. The programmes have been teaching English language and, at the same time, been focusing on a number of key health issues that can affect our communities.**

In 2009 Tower Hamlets Health Service asked the Bromley-by-Bow Centre to produce a set of teaching materials that would help students learn about commonly experienced health issues, and at the same time, would help with learning English. These teaching resources were developed through a number of English language classes which were held over the past year in the British Street and Toynbee Street Centres. The resources

were compiled by tutors who worked with the students to explore health issues; to gain an understanding of what people already knew about those issues, and then create resources that would pass on the health information to other students across the Borough.

As Hibo, one of the students from Bow said, 'I've learnt words I never knew before, I get along better with other people and enjoyed the class, and it was easy to go to. I also learnt lots about healthy food, and am careful now with my diet'

The topics have ranged from healthy eating, taking exercise, giving up tobacco, getting breast cancer screening, knowing when to go to the GP and when to go to Accident & Emergency, and others.

As a result of the two programmes, over forty-five residents from EastEndhomes have improved their English and their understanding of the major health issues, enabling them as a result to look after both themselves and their families.

Teaching packs are being used by English teachers all over the Borough all developed with the help of Eastendhomes residents!

If you are interested in improving your English or would like to understand how to lead a healthier lifestyle, why not contact the Bromley-by-Bow Centre team on 020 8709 9842 and they will be happy to discuss which programme might be right for you.





# HOUSING OPTIONS

In Tower Hamlets, there are around 23,000 households who would like to move to a new home for rent but currently the demand for accommodation exceeds supply. To combat the effects of overcrowding on individual families

EastendHomes introduced an Overcrowding Reduction Initiative (ORI) exclusively for our tenants in 2008. We are one of just four of the sixteen Tower Hamlets Common Housing Register Landlord Partners to provide this type of scheme.

## How does it work?

- We aim to give one direct offer of accommodation with the appropriate number of bedrooms, regardless of property type, floor level or area
- Offers are first allocated to those who have been waiting to move for the longest time
- All medical recommendations, as assessed by the Tower Hamlets Health Adviser, are taken into consideration when selecting a suitable offer of housing
- Offers are limited to one per household to maximise the offer potential for all.
- If an offer is refused, a further offer via EastendHomes Overcrowding Reduction Initiative (ORI) will be refused. This will not in any way affect your eligibility for further offers made via the Tower Hamlets Common Housing Register, and you should continue to bid for property advertised in the usual way.
- Tenants who owe rent or who are in breach of their tenancy agreement, will not be considered for these offers

Since the scheme started, EastendHomes has successfully moved twenty-seven overcrowded families, and the overall waiting time for tenants who have not received an offer of alternative accommodation has been significantly reduced.



## One EastendHomes tenant who recently moved commented:

*"I am so happy. Thank you EastendHomes. This is a fantastic scheme. I have been bidding for years and have never received an offer. My kids are so excited".*

Not all families who want to move home are overcrowded, and there are many reasons for wanting to move home. Mutual exchange is another way that you can move to another rented property. The Lettings Team are consulting tenants regarding the introduction of an EastendHomes mutual exchange scheme just for our residents. If we receive a favourable response, we hope to introduce the new scheme later this year.

EastendHomes also subscribes to Home Seekers, the largest mutual exchange provider in the UK. As we pay a yearly fee, its services are available to our tenants free of charge. EastendHomes and other registered social landlords in Tower Hamlets will be hosting a Home Seekers Open Day on Saturday 25 September 2010, the details of which will be advertised soon in the local press.

**To discuss your housing options with the Lettings Team, please phone 020 8880 7836 or 7817.**



## Gas Safety

EastendHomes is committed to the health and well-being of all its residents and has a legal responsibility when it comes to gas safety.

Each year our gas servicing contractors check and service gas appliances in all of our tenanted properties. Please make sure that you help us to keep you safe by making an appointment when we contact you and give us 24 hours' notice if you wish to cancel. We can offer you appointments that are convenient to you including in the evening and at weekends.

Phone Janice Chance in our Technical Services Section on 020 8880 7835 to make an appointment. We would like to remind all of our residents that gas appliances should be checked for safety every year.

If you are a leaseholder, EastendHomes contractors will service your gas appliances for a competitive charge. A number of our leaseholders have already taken up this option. For more information please contact K&T Gas 020 8269 4500.



## East London Tabernacle Event

Jim Fitzpatrick MP helped celebrate the achievements of several young residents from the Eric and Bede Estates at an awards ceremony held last month at the East London Tabernacle.

John McMichael accepted an award on behalf of a group of young people who successfully made a bid for funding from the Youth Opportunity Fund. The £5,000 grant is being used to buy furniture and equipment for the new Youth Centre that is due to open shortly on the Bede Estate.



Abdul Samad, Habibur Rahman, Nazrul Islam and Hafijur Rahman were recognised for their help in the making of EastendHomes 'House Rules' DVD. The film is provided to all new tenants of EastendHomes as part of their welcome 'sign up interview.'

Andy Mossop, ELT's Youth & Community Worker also received a special award from the Jack Petchey Foundation, in recognition of his inspirational support and encouragement for young people in the local area.

# Those Top Ten targets



No	Performance Indicator	Performance 2007/8	Performance 2008/9	Target 2009/10	Performance 2009/10 v 2008/9	09/10 v 08/09	Perf v Target 09/10
1	Short term Void Turnaround Times	25 days	19.6 days	22 days	17.9 days	↑	✓
<b>Lettings</b>							
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	↑	=
<b>Repairs</b>							
3	Repairs completion in target overall	93%	94%	96%	97%	↑	✓
4	Appointments kept	92%	94%	96%	96%	↑	✓
5	Repairs satisfaction	93%	93%	96%	84%	↓	✗
<b>Rents</b>							
6	Satisfaction with help given if in arrears (monitored annually)	2009 Annual Survey Results 73%				N/A	N/A
<b>Anti-social behaviour</b>							
7	Satisfaction with outcome of complaint	Not available	84%	80%	68%	↓	✗
<b>Gas servicing</b>							
8	% Properties with valid gas certificate	99%	99.2%	100%	99.75%	↔	=
<b>Estate cleaning</b>							
9	External areas grade B or above	Not available	97%	98%	99.8%	↑	✓
<b>Complaints</b>							
10	Satisfaction with case outcome	Not available	36%	80%	53%	↑	✗

✓ Target achieved

= Target almost achieved

✗ Target not yet achieved

↑ Better

↓ Worse



## Top Ten targets

# Noticeboard

## RETURN TO TENDER

EastendHomes will soon be re-tendering its contracts for responsive building services on our estates. We are looking for some resident volunteers, mostly tenants, to assist us in assessing the quality of building firms who submit tenders for this work. We are looking for about six residents. The whole exercise will take up to three days, scheduled to be as flexible as possible which will include training, interviewing and evaluation sessions. Interested? Contact Debbie Davies or Alex Bailey on 020 7517 4700.



## A new name for our contractor



Residents on some of our estates may notice a change when our contractors carry out your repairs or maintenance works. EPS plc is now trading as MITIE. This change will not affect the service you receive, and the employees will remain the same.



## NEWS FLASH

Following a Borough-wide resident consultation, a new Lettings Policy is to be introduced later this year. If you have registered for housing you will be contacted to say how the new policy will affect your application. Please contact our Lettings Team on 020 8880 7836 if you have any questions about the new policy.

## Spending a Penny on the Run

The disused public toilets in Manchester Road were transferred by the Council to EastendHomes as part of the Island Gardens transfer of housing stock. They were locked and in disuse at the time and have remained so ever since. We are currently considering what to do with the toilets and may lease them back to the Council providing they reopen them as a public convenience. During the 2010 London Marathon, the toilets were opened for the day and users were asked to pay a modest donation, the proceeds of which were given to the Great Ormond Street and CLIC Sargent charities.

## Play Area Success

EastendHomes has successfully bid for £90,000 funding for a play area on the Holland Estate. The new play areas at Brune and Wheler Houses were completed in time for the school summer holidays. We helped to celebrate National Playday in the play space on Thursday 4th August 2010. Staff, playworkers from the Play Association Tower Hamlets and young people soaked up the summer sun and enjoyed the new swings, slides and roundabouts.



## Estate Advice Surgeries

### 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 7791 7947 or freephone 0800 0281587

St George's Housing Regeneration Project Office and Area Housing Centre, 61A Swedenborg Gardens, London E1 8HT

- Rents Service – fortnightly on a Tuesday 10am to 12 noon at Glamis and 2pm to 4pm at St George's
- Right to Buy and Leasehold Service Charges – 3rd Friday of each month 9.30am to 11.30am at Glamis and 2pm to 4.30pm at St. George's
- 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

### Holland 020 7456 6700

Holland Housing Centre, 35 Commercial Street, London E1 6BD

- Rents Service – fortnightly on a Thursday 10am to 12 noon and 2pm 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 Housing 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

## Residents' Conference

EastendHomes held the annual residents' conference on Monday 14 June as part of our discussions about tenant priorities, what tenants want measured, and how performance will be reported back to tenants and scrutinised. Forty-five residents attended from all the housing centre areas attended, and a summary of issues raised at the conference is available on our website. The topics discussed were:

- **Resident Involvement and Empowerment:** This covers customer service, choice and complaints, resident involvement, taking control and empowerment
- **Neighbourhood and Community:** This relates to anti-social behaviour, estate services and local area partnerships.
- **Home:** This includes the repairs and maintenance service, and the quality of the home, which would include works to meet the Decent Homes standard.
- **Tenancy:** This is about how rent is increased, properties are allocated and the kinds of tenancy EastendHomes offers.
- **Value For Money:** This is concerned with EastendHomes pitching the level of costs and services to match the aspirations of residents.
- **Governance and Financial Viability:** Delivering robust management and financial planning.

It is not too late to share your views or contribute ideas regarding any of the above topics. This can be done via the website, or you can ask for a printed form from any of the local housing centres, and return it completed to any centre, or post it back, simply addressing the envelope to: FREEPOST EASTENDHOMES. It couldn't be easier!

EastendHomes will then develop a local offer about the services it will deliver. This will be set out in the Annual Report, scheduled for publication by 1 October 2010. If you are interested in getting involved in the design of the Annual Report, then please do contact Peter Griffiths on 020 7456 6730.

**Make sure we represent your views by taking part!**

# The A-Z of Petticoat Lane

**By spray-painting the entire alphabet on shop shutters, street artist Ben Eine has transformed Petticoat Lane Market into a colourful place.**

The project has received national and international attention and has been supported by local residents. The spray-painted alphabet has also been seen as an educational project - young children and parents have found it a fun and exciting way to walk to school. Traders on Petticoat Lane have also welcomed the colourful creation. Each letter is painted in vibrant colours and has a contrasting bright background. Even though Eine needed only five visits to complete his project, it took him a year to secure the permission of local shop owners.

Eine has been spray-painting letters all over London for the past four years – mainly in Brick Lane and Hackney Road, but also in Covent Garden.



The successful artist started off his street art career at 14 by doing graffiti. His drawings back then, however, did not receive the same reception as his work today. Eine stopped doing graffiti six years ago when he realised he wanted to continue painting without risking a prison sentence.

The 39-year-old says that the difference is in the artists' attitude towards the environment and the effect the spray-painting has on people. Eine is also enjoying global fame. His spray-painted letters on shop shutters can be found in New York, Stockholm and Tokyo.

Although Eine works on his own most of the time, he also collaborates with other street artists. He has done projects with 30 street artists all over the world. His next big project will be in October in Gambia, where he will collaboratively paint in an eco-village.

[www.einesigns.co.uk](http://www.einesigns.co.uk).

*A version of this article first appeared in Eastend Life on 12th July 2010*

## Replacement Light Bulbs for Refurbished Kitchens and Bathrooms

EastendHomes wants to assist tenants to replace the bulbs in their new fittings easily. EastendHomes has purchased a supply of bulbs which are available at cost (£3) from your Local Housing Centre. Please ensure you bring your old light bulb into the Housing Centre with you to make sure we give you the correct replacement bulb.

We will replace and fit light bulbs free of charge for elderly or disabled households. We can also fit light bulbs for any residents (including leaseholders) on a rechargeable basis.



## The Mayor's

**Saturday 11th – Sunday 12th September 2010**

The Mayor's Thames Festival, London's largest free arts Festival, takes place over the weekend of Saturday 11th and Sunday 12th September 2010, from 12pm – 10pm on both days.

The Mayor's Thames Festival is a spectacular free open-air celebration of London and its river – a vivid mixture of live music, dance, feasting, carnival, river races, art installations and street arts. Events take place on the River Thames, the riverside walkways, roads, bridges and public open spaces from the London Eye to Tower Bridge and beyond. Highlights include:

### House of Fairy Tales

Children and families are promised an exciting programme of interactive activities presented by the House of Fairy Tales' 90-strong team of artists, musicians and makers. For Thames Festival their travelling art circus includes a unique and extraordinary large-scale kinetic waterwheel.

# Luncheon meet

**Community picnics put smiles on people's faces across the borough when residents took part in the Big Lunch.**

The annual one-day get together, held on Sunday, July 18, is a chance for people from different generations and backgrounds to listen to others, share stories, skills and interests, have fun and meet others. Residents organised events in streets and on estates.

At Eric and Treby Estate in Mile End residents had a party on the theme 'bring and share your traditional Sunday lunch' and everybody mucked in and shared food to make it a memorable day.

Kim Yuksel of Eric Street said: "It was wonderful to meet up with neighbours who I walk past in the street – I now feel I can say hello."

The mayor Cllr Motin Uz-Zamman joined picnickers at the Recipe Tree Gardens in Bow.

Parties were also held in Manchester Road, the West Ferry Estate and the Schooner Estate, all on the Isle of Dogs.

And the Healthy Borough programme supported the day by delivering fruit and providing goodie bags and information on how to become more healthy, at some of the events.

*This is an edited version of an article that first appeared in Eastend Life.*



# Thames Festival

## Night Carnival & Fireworks

On the evening of Sunday 12th September over 2,000 dancers, performers and musicians take to the streets with their amazing lanterns, illuminated costumes and fantastic structures. Winding along the north and south banks of the Thames, the Night Carnival is one of the country's most exciting street art displays with smoke, flares, 20 foot-tall puppets and bands 150-strong. The evening culminates in a breathtaking firework display launched from the middle of the river.

## Rivers of the World

Artworks from 64 schools linking London with Kolkata, Bangkok, Paris, Istanbul, Washington DC and Budapest explore the meaning of rivers in cities worldwide in an exhibition stretching the length of the festival site. Rivers of the World is the festival's flagship arts education project.



## The Thames Festival Market

The Thames Festival Market features over 300 arts and crafts stalls, delicious food and drink from across the globe and a special area dedicated to crafts from Eastern Europe. The Blue Ribbon Village is the festival's environmental zone which this year celebrates 2010 as the International Year of Biodiversity.



**In the late spring the Island Gardens Bangladeshi Cultural Association (BCA) organised a healthy eating event.**

The event was aimed at the Bangladeshi Community to show how food cooked in a healthy way (not deep fried or using a lot of salt) can be both tasty and nutritious. A recipe book of the dishes cooked on the day was produced and handed out to all the people that attended. It is also proposed to make the recipe booklet available to all members of the BCA in order to promote healthy eating.

People from different sections of the community went along and enjoyed the food. The food prepared by experienced Bangladeshi chefs included vegetable vhaaji, vegetable curry, fish curry and chicken curry.

Paul Wilson, the Island Gardens Local Housing Office Manager said *"Chronic life threatening illnesses can be avoided through healthier diets. This event showed that good tasty food can also be healthy. We can all eat well."*

Salman Ahmed, Chair of the Island Gardens Bangladeshi Cultural Association (BCA) said *"The event was a great success. Without the Can Do Grant we obtained from the Council, the help from EastendHomes and Father Tom Pyke of Christchurch and St John, this event would not have been possible. We have just made a start but it is crucial that families continue to learn to cook and eat healthily"*.

John Henderson, the Director of Housing at EastendHomes said *"The event was a great success for community cohesion and partnership working as well as promoting healthy eating. Well done to the BCA in raising awareness of eating healthily in the community."*

## Caretaking Weekend Working – we would like your views

**EastendHomes has been piloting a new way of providing weekend caretaking for all of our residents.**

By joining our caretakers together into two mobile teams we have been able to introduce a seven day week caretaking service across all estates and with the added bonus of making savings of around £15,000 over a full year. We have given the mobile team set routes and work schedules to follow. Managers have carried out unannounced inspections to make sure that the work is being carried out correctly. Where problems have been picked up by the inspections these have been put right.

We would now like to introduce this as a permanent arrangement. But we would like to know what you think of the new working arrangements and if you have any comments or observations concerning the weekend pilot scheme. Send your comments in writing to John Henderson, Director of Housing, Tayside House, 31 Pepper Street, London E14 9RP or email [editor@eastendhomes.net](mailto:editor@eastendhomes.net)

## More opportunities for tenants to get involved

**The Board of EastendHomes recently considered a report on resident involvement and the local governance framework following a review of our current arrangements and the requirement by the Tenant Services Authority (TSA) for all Registered Providers to have effective tenant scrutiny arrangements in place.**

The Board agreed to establish a new Tenant Scrutiny Panel which will have an overall scrutiny function across the full range of EastendHomes services, including the effectiveness of our resident involvement and local board governance arrangements. Membership of the Tenant Scrutiny Panel will be open to EastendHomes tenants and leaseholders by direct application, subject to an interview process.

As well as these new arrangements, the Board has agreed to simplify the ways in which residents are able to join local boards and also extended the opportunity for local board members to apply to join the main board of EastendHomes.

EastendHomes believes that these arrangements will further extend and strengthen opportunities for resident involvement and would welcome comments and suggestions from all residents.

## Who lives in a house like this?



In December 2007, EastendHomes began a profiling exercise, and this aims to identify a range of characteristics about you and your household. Since then, we have been phoning and visiting households where we have not received a reply. We now hold profiling information for about ninety per cent of our tenanted households, but a lot less for leaseholders.

Some people worry about the purpose for which we would want the information. Certainly the information was put to great practical use in April 2010, when there was a failure in the water supply at Hatton, Shearsmith, and Stockholm Houses on the St George's estate. Our technical services team were able to use this

profiling information very quickly to locate people with disabilities, or the elderly, or any vulnerable person and make sure they had priority with the emergency delivery of water.

Also, we often work with partner agencies to deliver services to our residents, and this has enabled us to use the information in order to mailshot those households with specific characteristics. This might include households with children under five, who may benefit from having access to Surestart services, or households with people between the ages of sixteen to twenty-five, who could benefit from employment advice.

Are you one of the few people whom we have missed? Or do you know someone who is vulnerable and whom we need to know about? All that is needed is for you or them to complete a simple profile form. Please contact Alex Bailey on 020 7517 4700 for further information. Help us to help you.

## HOT WHEELS



**More than 22,000 people have registered to be part of the Barclays Cycle Hire scheme, which allows users to pick up a bike from one of the 315 docking stations based every 300 metres or so throughout central London.**

There are currently 14 operational docking stations in Tower Hamlets, making it easy for residents to be part of the Barclays Cycle Hire scheme, which allows users to pick up a bike and drop it off when your journey is over.

Mayor of London Boris Johnson said: "With every new day, these gleaming machines are putting us well on our way to becoming the best big cycling city in the world."

Lead councillor for housing, heritage and planning Marc Francis said: "Cycling is not only an easy and convenient way for people to get around the city and borough, but it's also a great way to live a healthy lifestyle and help the environment.

"The council also offers free bicycle buddy training for anyone who wants to learn how to cycle safely and discover useful routes. This service is very helpful for people who would like to start cycling, but feel a little bit nervous about giving it a go."

Some users may have experienced teething problems when returning their bikes to the docking stations and Transport for London is reminding users to ensure the light in the docking point turns green and their cycle clicks into place to complete their journey.

People who do not correctly dock their cycle risk being charged for longer than their actual journey. To sign up to the scheme and for information visit [www.tfl.gov.uk/roadusers/cycling](http://www.tfl.gov.uk/roadusers/cycling) or phone 0845 026 3630

The current operational docking stations in the borough are in the E1 area at: Tower Gardens (Tower of London), Commercial Street, Brushfield Street, Braham Street (Mansell Street), Fashion Street, St Katharine's Dock, Wapping High Street, Vaughan Way, Leman Street, Bethnal Green Road (Shoreditch High Street station), Altab Ali Park (Whitechapel Road), Commercial Road (LMU), Royal London Hospital (Whitechapel Road), and New Road/Whitechapel Road junction.

## Advice Services for EastendHomes residents

**At the EastendHomes Wager Street office, we offer a free, confidential and impartial advice service every Tuesday from 9.00 am to 12.00 pm.**

We cover debt advice, money management, welfare benefits and housing advice. We also refer clients to legal advice and assistance at the Bromley by Bow Centre. We carry out benefit check ups to assess tenants' benefits entitlement, and we

can help tenants keep up to date with their rent, council tax and utility bills etc.

We help and support EastendHomes' tenants who are experiencing financial difficulties by looking at their income, together with their expenditure and all of their debts.

We help you prioritise what you need to pay first, priority debts, and we can negotiate with people you owe money

to (secondary/non-priority debts) and help you reach an agreement to repay the debt. We also help and assist you to budget your finances. We can also assist you maximise your income by checking you receive everything you are entitled to and if not, by helping you to make a claim.

To book an appointment, please call EastendHomes on **020 8880 7055**

## 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 Housing 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

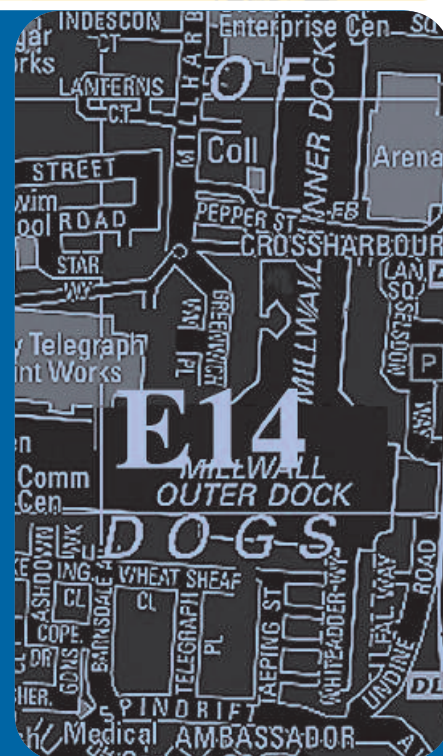
### St George's & Glamis Housing Centre

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. From 1st September, our housing centre at Mile End will remain open until 7pm on Wednesday for all EastendHomes residents.



## Contacts

## 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.

