



## Citizenship - giving a little respect

Working in partnership with George Green's School on the Isle of Dogs, EastendHomes has presented all Year Seven school children with a copy of **Respect - Your Life, Your Choice**, published by the Children's Safety Education Foundation. It explores many of the issues that face our young people today including the misuse of drugs, racial harassment, and anti-social behaviour. The book is being used in conjunction with the Physical Health Social Education programme being run by PC Duncan Evans, the police officer for George Green's school. There is a choice between good citizenship and anti-social behaviour which impact the lives of both children and local people.



### 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...



**Launch of new Leaseholders Handbook**  
Everything you need to know about being a Leaseholder



**Gas Servicing**  
Get it checked



**Star Awards**  
EastendHomes winner

- Security Gates • Citizenship • Join the panel
- Lettings Policy • Weekend Working • You Said We Did
- Houseproud Scheme • Noticeboard

## Security Gates

Following a fire in Camberwell in 2009, where there were six fatalities, in common with social housing providers around the country, EastendHomes has been working closely with the fire brigade to improve fire safety on our estates. As part of this process, we have reviewed fire safety issues arising from the use of metal security gates over front entrance doors and windows. EastendHomes has written to every household with security gates advising them of the potential dangers. The risk posed by the gates is influenced by a number of factors and with this in mind, EastendHomes asks that all properties which have had a Russell door fitted by EastendHomes have their gate removed.



But having a door fitted with a lower specification does not remove any risk. Having a gate fitted means that it will always take longer for the fire brigade to force their way through in an emergency. This goes for gates across communal areas as well where the impact of any delay will also affect residents of the whole block.

So far EastendHomes has removed over twenty gates that residents have realised that they are, in hindsight, safer without than with. EastendHomes has removed and disposed of the gates for them.

EastendHomes will be continuing action to remove gates over high security front doors and on communal balconies or areas. If you have a gate and would like to discuss your position further, please contact Keiron Carroll on 020 8880 7829.

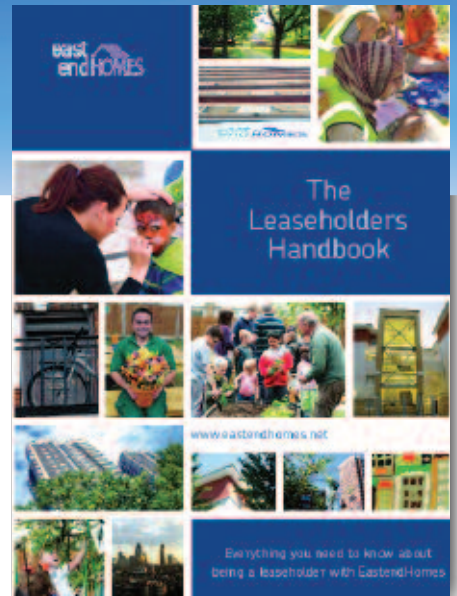
## Major works - help with payments for leaseholders aged over 60 and the disabled



The Home Improvement Trust is a non-profit organisation, that runs the Houseproud scheme, in partnership with local authorities across England and Wales. Houseproud helps homeowners or leaseholders aged 60 or over – or homeowners of any age who are disabled or have a disabled person living with them – to carry out and fund major work on their homes.

Tower Hamlets Council and the Home Improvement Trust can help leaseholders who fit these categories to obtain low cost loans and grants to pay for major works. You can make an application for help towards the payment of works providing you have received a notice (Section 20) from EastendHomes estimating the cost of the major works. You can apply for a loan or grant even if you have not received an invoice for the cost of the works or if the works are not yet completed.

If you think that you may be eligible for help towards the cost of major works or would like further information contact the Private Housing Improvement Team at Tower Hamlets Council on 020 7364 0819.



## New Leaseholders Handbook

**A new Leaseholders Handbook will be delivered to all our leaseholders in the next few weeks. It will cover a range of information from service charges, fire safety, subletting and good housekeeping. As it says on the cover we hope it covers everything you need to know about being a leaseholder with EastendHomes.**

## Job creation and community help

EastendHomes has become a member of ELBA (the East London Business Alliance). ELBA is a private sector-led membership organisation that creates possibilities in East London by connecting businesses to local people and community partners enabling social, economic and infrastructure change.

ELBA can help EastendHomes residents by providing job search assistance and by securing pools of volunteers to work on community projects.

If you are looking for support into work and want to be included on a mailing list to which we will send all job vacancy notifications, contact Shahidul Hoque on 020 7517 4700 to register your details.

If you can think of any projects within your community which could be delivered with some free corporate work power provided by big businesses in East London, contact Peter Griffiths on 020 7456 6730 to get the ball rolling.



# Key Performance Indicators

## The figures explained

EastendHomes aims to deliver excellent, cost effective services to our residents. The key performance indicators have been chosen in consultation with board members, local estate management boards

and residents. The key performance indicators measure improvements in our service delivery. The key targets set are challenging with improvements being required year on year. Progress is monitored on a quarterly basis, measuring current and projected performance targets.



No	Performance Indicator	Performance 2007/8	Performance 2008/9	Target 2009/10	Performance Q4 2009/10	Target 10/11	Perf Q1 10/11
<b>Voids</b>							
1	Short term Void Turnaround Times	25 days	19.6 days	22 days	17.9 days	20 days	16.9 days
<b>Lettings</b>							
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	85%	100%
<b>Repairs</b>							
3	Repairs completion in target overall	93%	94%	96%	97%	97%	98%
4	Appointments kept	92%	94%	96%	96%	97%	99%
5	Repairs satisfaction	93%	93%	96%	84%	96%	84%
<b>Rents</b>							
6	Satisfaction with help given if in arrears (monitored annually)						
2010/11 Target 80%							
<b>Anti-social behaviour</b>							
7	Satisfaction with outcome of ASB complaint	Not available	84%	80%	68%	80%	-
<b>Gas servicing</b>							
8	% Properties with valid CP12	99%	99.2%	100%	99.75%	100%	99.13%
<b>Estate cleaning</b>							
9	External areas grade B or above	Not available	97%	98%	99.8%	100%	100%
<b>Complaints</b>							
10	Satisfaction with case outcome	Not available	36%	80%	53%	80%	100%

## Value for Money

### Caretakers' Weekend Working

**In April we piloted a scheme of weekend working for caretaking staff on our estates. This involved a mobile team of caretakers working over on a Saturday and Sunday. A set route and a timetable of tasks to complete were given to the team. Unannounced spot checks by estate service managers were carried out and, in most cases, high standards of cleaning were being carried out. It was, however, decided to extend the scheme by two months to ensure that it was working well.**

The pilot scheme went well and, as a result, a seven day caretaking scheme has now been introduced on all estates. By monitoring the work of caretakers we will be able to make savings of around £15,500 over a year. The caretaking service will continue to be checked to make sure we are providing value for money.

### You Said We Did

Earlier this year EastendHomes tenants had the opportunity to provide feedback on how we are doing. The STATUS satisfaction survey (which all RSLs undertake every 3 years) was carried out independently by the National Housing Federation (NHF), and responses were received from more than 900 tenants.

On the key question of how satisfied overall you are with our services, there was an increase in the total percentage of

tenants satisfied from 65% in 2007 to 69% in 2010. There was also a small, 1% increase in the overall level of satisfaction for leaseholders. The survey also found that tenant satisfaction increased with repairs and maintenance, also 69% and caretaking and cleaning 78%. Repairs and maintenance were also identified by tenants as the most important services.

EastendHomes is pleased with these results, especially in the middle of major regeneration and improvement work on some estates. The feedback we have received through this survey will help us to continue developing and improving services in the future.

Following a request from some residents we have also decided to make use of some of the above savings to buy equipment to set up a paladin bin steaming programme. The large bins that store household rubbish in blocks of flats can now be thoroughly cleaned on a regular basis.



## Shadow a Caretaker

EastendHomes is offering residents an opportunity to shadow their caretaker for a day to see the kind of work and schedules they work to and the challenges they have to face. If you are interested contact Mark Judd on 020 8880 7823.

The suggestion to offer residents the opportunity to shadow workers was made by an estate cleaner at an EastendHomes staff conference. Estate cleaners are keen for residents to understand the nature and scope of their work. Their day to day work can be easily affected by the thoughtless behaviour of a few residents, especially around rubbish disposal, littering and anti-social behaviour.

## NEW Lettings Policy

A new lettings policy has been introduced by the Common Housing Partnership which includes EastendHomes and Tower Hamlets Council. The new policy is simpler and gives greater priority to the time applicants in need have been waiting.

### How the new changes will affect you

The biggest change is in the housing list itself. The list will now consist of four new bands and applicants will be considered in date order within their bands. Those people who have waited the longest will be given priority. This

means people will not be moved ahead of others in the same band simply because their family has grown, or they have become more overcrowded, or they have been made homeless. The new lettings policy also means applicants will only be able to bid through the Choice Based Letting System for homes suitable for their particular and present size of family.

Applicants on the housing list will be sent a summary of the policy and an explanation of how it affects them. For further information, please phone the Lettings Team on **020 8880 7836**

## STAR in the Community Award

Six housing associations operating within the borough of Tower Hamlets have joined forces to reward and acknowledge the community-focused contributions made by a number of residents. An awards ceremony was recently held at Canary Wharf and award winners and nominees were also joined by prominent people in the community as well as the MPs, Jim Fitzpatrick and Rushanara Ali. David Orr, the Chief Executive of the National Housing Federation, was the master of ceremonies.

The individual housing associations involved were EastendHomes, Tower Hamlets Community Housing (THCH), Gateway Housing, Spitalfields Housing Association, Swan Housing Group and Island Homes. Known as STAR awards, it was an opportunity for fellow residents to nominate their 'local heroes', which were then nominated to an independent panel to be judged.



Left to right David Orr (Chair of the National Housing Federation), Shamina Uddin (Island Gardens), Hasna Begum and Jim Fitzpatrick (MP for Poplar and Limehouse)

Hasna Begum won the EastendHomes Inspirational Resident Award for leading a women's gardening group on the St George's estate as part of the grant aided Healthy Borough Programme. Hasna has encouraged others to take part and has been a driving force in gardening on the estate.

David Orr said "I was delighted to contribute to this event to honour the many local residents who have contributed, sometimes over decades, to make their communities better for all. It is important to remember the very good work many of them do. The winners and the wider group of nominees were a very good example of the diversity, cohesion and community spirit that these housing associations help to foster in a deprived borough like Tower Hamlets"

STAR  
in the  
Community  
Awards

## Maggie's Sponsored Walk

Congratulations go to the four staff members from EastendHomes who raised the marvellous sum of **£2,125 for Maggie's Cancer Centres**. Money was raised by walking 20 miles at night through the streets of London and finishing at 4.30am at the Guildhall near St Paul's.

The night hikers were Zoe Woodward, Dave Eccles, Steve Inkpen and Paul Bloss.

## Memories of Christmas

Children enjoying the company of Father Christmas at the Dockland Settlement in the 1960's. Another guest of honour at this event was Daniel Farsons, TV personality, writer and photographer and landlord of the Watermans Arms on Glenaffric Avenue. Among the visitors to the pub in the early 1960's were Judy Garland, Shirley Bassey and Clint Eastwood. Daniel Farsons took a lively part in local activities, including the work of the Settlement.



Christmas party fun and games for members of Poplar Labour Party in the 1960's, including Mrs Nellie Cressall, Councillor and Mayor of Poplar.



EastendHomes supports the work of the Island History Trust and recently donated **£125**. Eve Hostettler from the Trust said the donation would be used towards the cost of publicity for Trust Open Days.

The Island Calendar 2011 is now on sale at local outlets including Island News in Manchester Road and Cubitt Town Library. The calendar includes **12 black and white photographs** from the Island History Trust collection and priced at just **£5**.

## Noticeboard

### Rents Quarterly Prize Draw

Congratulations go to **Mr Warren** of Treby Street who was selected as the winner of our quarterly prize draw for tenants who have maintained a clear or credit balance on their rent account.

### Local Offer Progression

You will, by now, have received our annual report to tenants which shows how EastendHomes performed over 2009/10. The report also sets out what you have identified so far, as resident priorities for each standard area which will form the basis of local offers in April 2011. The report is an opportunity to develop your initial ideas with you. To give further feedback, please contact Peter Griffiths on 020 7456 6730 or attend your local board meeting.

### RICH MIX Film for a Fiver - Every Monday and Tuesday

Head down to Rich Mix your local centre for cinema and live arts to see a FILM FOR A FIVER. The offer is open to Tower Hamlets' Idea Store and Library members. You can see films for just £5 every Monday and Tuesday. Located in Shoreditch, Rich Mix offers the best new film releases alongside documentaries and a unique programme of independent, art and world cinema.

#### £5 FILMS EVERY MONDAY AND TUESDAY

Film tickets can be booked online, by phone **020 7613 7660** or in person at the Rich Mix box office. Just show your Tower Hamlets Idea Store or Library membership card and ID when collecting tickets at the box office.

By choosing to visit one of Rich Mix's cinemas you are not only getting some of the cheapest film tickets in London, you will be helping the centre develop new activities for your local community which you can come back and enjoy all year round.

RICH MIX, 35 - 47 Bethnal Green Road, London, E1 6LA [www.richmix.org.uk](http://www.richmix.org.uk)

### Be Safe, Be Sure – Free fire safety visit

If you think your home may be at risk of fire in any way, then you need to arrange a London Fire Brigade visit, which is free of charge. The London Fire Brigade will visit you at home to tell you how you can make it safe. You can get a form to apply for a visit online, by phone, or from your local fire station. Phone: **0800 028 44 28** or visit the website [www.london-fire.gov.uk](http://www.london-fire.gov.uk) – Be Safe, be sure!



### Woodland Trust Christmas Card Recycling

This year, once again it will be even easier to recycle your Christmas cards. Branches of TK Maxx, and Marks & Spencer will provide collection bins for cards at stores throughout January.

For further help and ideas on recycling over the festive period visit [www.recyclenow.com](http://www.recyclenow.com).



WOODLAND TRUST

### Beware of internet Scams

**What happens?** You receive a professional and plausible looking email from your bank or Tax office. These are sent at random in the hope they may just catch someone who has a bank account with that bank and thinks it is genuine. Often you'll realise it's a con because you don't have an account with that bank, but sometimes you may get caught.

At the bottom of the e-mail, there will be a link. Often it looks like a real one. When you click on it, it'll probably take you through to a professional looking website – a mirror image of the real thing. You'll comfortably put your password in – and then you can say bye bye to your cash.

**What can you do?** NEVER EVER click a link and enter your password - no matter how genuine it looks. If it looks a genuine security concern, call your bank or visit its published website address. If it is genuine you can handle it that way, just never click on these links.

# Noisy neighbours?

The Tower Hamlets Mediation Service may be able to help you. The service tries to help people in the community who have disagreements and specialises in resolving neighbour disputes. Anything that you discuss will be private and confidential. If you think that mediation may help you resolve a dispute then contact your local housing centre and they can arrange for you to have a referral to the service.



## Appointment System for home repairs now up and running

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

The appointment slots are

**8am to 10am**

**10am to 12noon**

**1pm to 3pm**

**3pm to 5pm**

The time slots are available Monday to Friday. For more information contact your local housing centre.



## 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.**

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

### 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.

### 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 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

## Christmas Opening Hours

**Most of our offices will be closed from 5pm on Friday 24 December 2010 and will reopen on Tuesday 4th January 2011.**

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

**Wednesday 29 December**

**Thursday 30 December**

**Friday 31 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 0800 3761637.

## Emergency Call Centre opening hours:

Friday 24th December from 5pm

Saturday 25th December

Sunday 26th December

Monday 27th December

Tuesday 28th December

Wednesday 29th December from 5pm

Thursday 30th December from 5pm

Friday 31st December from 5pm

Saturday 1st January

Sunday 2nd January

Monday 3rd January

## 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 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.

### Out of Hours Emergency Repairs

**0800 3761637**

### 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.

