

Green Fingers

Residents from the St George's estate and pupils from St Paul's Whitechapel CE Primary school, Wellclose Square, E1 joined forces with EastendHomes' and Mears Group plc employees to clear flower beds, trim trees and plant new bushes on the estate. A big thank you goes to Mears for providing the materials, plants and a barbecue on the day.



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

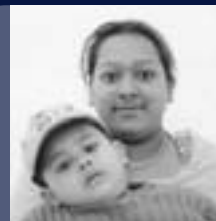
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House Insurance & Gas Safety**



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Coming to your estate**



**The Street
Picture this**

**Advice Surgeries • Housing Benefit
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Major Works - coming to your estate

When will the works on your estate start?

Decent Homes - Eastend Homes is carrying out a major programme of improvement works to its estates to ensure that homes meet the Decent Homes standard.

What is the Decent Homes Standard?

In simple terms, the Decent Homes Standard means homes must be safe, windproof and watertight, providing modern kitchens and bathrooms and a good standard of heating.

Decent Homes also means that the outside of the building that your home is in should be repaired or renewed if it is in poor condition. This will cover works such as roofs, windows and brick work.

What work is planned and when will the work take place?

Inside your home (tenants)

Decent Homes works are currently taking place right across all estates and residents are already seeing the benefits. Most of our tenanted properties have or are in the process of having new kitchens, bathrooms, front doors, rewiring and heating renewed (subject to survey).

Outside your home

This involves the external refurbishment works outside your home, such as repairing or renewing roofs and windows, other structural work, plus works to shared facilities and communal areas in individual blocks and estates, such as block entrances, refuse systems and paved areas.

Please note that certain external works to blocks and estates are subject to further consultation and/or planning approval and funding availability.

Leaseholders

Major works contracts take around two years to complete. Before the works start you will receive an estimate of the cost of the works. By law we have to send you an invoice 18 months after the start of the contract. If you wish you can pay all or a part payment towards the final cost. You do not have to pay anything until the works are completed and you receive your final invoice.

EastendHomes will not know the final costs until all the work is finished and all the contractors and professional fees have been paid. In most cases we would expect the final cost to be close to the estimated cost. We will then issue you with a final account invoice. A full set of our accounts will be available for you to inspect.



Timetable for works to the communal areas and outside of your block

British Estate – works started July 2007
due to be completed July 2009

St Georges – works due to start April 2009
due to be completed April 2011

Isle of Dogs – works due to start April 2009
due to be completed April 2011

Eric & Treby Estate – works due to start June 2009
due to be completed June 2011

Bede Estate – works due to start June 2009
due to be completed June 2011

Holland – works due to start April 2010
due to be completed April 2012

Glamis – works due to start September 2011
due to be completed 2013

Repayment options for leaseholders

Payment in full - Some leaseholders may choose to pay for the cost of the works in full or by adding the payment to their existing mortgage. Leaseholders who pay the cost of works in this way will be given a 5% discount.

Interest free by Direct Debit - Leaseholders may repay the cost of works by direct debit over 24 months interest free.

Interest-only - A leaseholder can just pay the interest on the amount owed until such time that they are able to make the capital payment or when the lease is transferred or the property sold (whichever happens first). This is available to resident leaseholders who do not have any other mortgage or loan registered on the property.

Shared Appreciation - This type of payment is principally aimed at leaseholders of pensionable age who have no means available to them to pay for the cost of the major works. For this type of payment the leaseholder must occupy the property and be in receipt of state pension. EastendHomes will take a small financial stake in the property, equal to the cost of the works. The value of the property will be established by an independent surveyor. No interest will be paid on the capital sum. On the future sale of the property, it will be re-valued by an independent surveyor and any increase or decrease will be reflected in a proportional increase or decrease in the financial stake held by, and repayable to, EastendHomes.

Discretionary Capping – Some leaseholders will be eligible to have the cost of their works capped at no more than £10,000 provided that they fulfil all the following criteria:

- the property must be the leaseholder's only or principal home and the leaseholder must occupy the property full time.
- the leaseholder must be the original Right to Buy purchaser and works were not specified on their S125 notice.
- the leaseholder must not have any service charge arrears.
- the leaseholder must be in receipt of state pension or other state benefit.

Houseproud Grant - The houseproud scheme is a private scheme run by the Home Improvement Trust and is currently available to homeowners who are aged over 60 and households



with a disabled person living at the property. In addition the homeowner must not be a higher rate taxpayer. The grant can assist with a 50% contribution towards the cost of major works up to a maximum grant of £6,000. You can obtain an information pack about the houseproud scheme from the Home Improvement Trust on **0800 783 7569** or you can obtain further details from the Council's Private Housing Improvement Team on **020 7364 7014**.

We are here to help you and if you have any enquiries about paying service charges or major works charges then phone the Home Ownership Team on **020 7517 4723**.

If you are really worried about debt and looking for advice EastendHomes has a contract with Fair Finance, specialists in providing debt advice to residents. They can offer free and impartial advice and help you to develop a realistic financial plan to make your repayments. The Fair Finance office at 47 Ben Jonson Road, London E1 4SA. The office is open from 9am to 5.30pm every weekday or you can phone them on **020 7780 1777**.

...You Said - We Did...You Said - We Did...You Said - We Did...You Said - We Did...You Said - We Did...

You said you would like our home contents insurance scheme available to leaseholders as well as tenants.



We have spoken to Jardine, Lloyd Thompson, our new home contents insurance firm and they have confirmed that they are happy to extend the scheme to leaseholders. The annual premium for £10,000 cover would be £79.56. If you wish to insure your property with JLT then please phone Garry Carlin at our head office on **020 7517 4725**. We recommend that you compare quotes from other insurance companies to ensure that you receive a good deal.

Don't forget if you are a tenant we strongly recommend the JLT insurance scheme to you. Remember accidental flooding from neighbours does occur from time to time and the cost of replacing damaged furniture and personal items is not something EastendHomes can pay for. If you want to know more phone Garry Carlin and he will be pleased to help you.

You said you would like our highly efficient gas servicing programme to cover leaseholders as well as tenants.

If you are a leaseholder it is your responsibility to service your gas appliances annually through a proper CORGI accredited contractor. Every year it has been reported that across the country 20 to 30 people die because of poorly maintained gas equipment.

In response to your request we have opened up our highly efficient gas servicing arrangements to leaseholders. If you would like to make an appointment or to find out more please contact our Technical Services Section on **020 8880 7825**.

The Street

Last year saw the beginning of a unique collaboration by EastendHomes with the famous Whitechapel Art Gallery who have developed a year long community arts project near Holland estate called "The Street". The Whitechapel Art Gallery are using two former empty shop units in Toynbee Street E1, provided by EastendHomes as a base for this project, which involves the community and local events and landmarks such as Petticoat Lane market.

Eileen Perrier was commissioned by Whitechapel Art Gallery to create a body of work for their new exhibition space due to open to the public next year. The theme for the project was to create portraits of people who live and work in the area. In August Eileen set up a portable studio on Wentworth Street and at Denning Point. Some of our residents posed for their photographs and the results are amazing. An exhibition of photographs will be shown when the gallery opens to the public in 2010.



Aysha

Fatima & Imad



Abdul & Moyna

Lionel



Cecilia

Peter



Harry

The Whitechapel Gallery is being transformed into a community gallery for the 21st century. During the changes, exhibitions are continuing on Toynbee Street, close to the home of Petticoat Lane Market.

Whitechapel Gallery

Underneath the Arches

A free event celebrating the music of **Bud Flanagan and Flanagan & Allen**.

Musicians and singers cover and reinterpret songs from the popular local celebrity and wartime entertainers, **Bud Flanagan**. This event is part of **The Street** project, a year-long series of artist commissions connected to **Wentworth Street, East London**.

The Palm Tree pub
Haverfield Road
off Grove Road, E1

Wednesday 26th November
from 7.30pm

Free

Take: Mile End / Regency Street
Box 8, 20

The Street

A year-long series of artist commissions on and around **Wentworth Street**

Sponsored by **JPMorgan** and **East End Foundation**

Whitechapel Gallery
80-82 Whitechapel High St
London, E1 7NL
whitechapel.org

Estate Advice Surgeries

Mile End

- **Rents Service** – every 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

St Georges

- **Rents Service** – every Tuesday 2pm to 4pm
- **Right to Buy and Leasehold Service Charges** – 3rd Friday of each month 2pm to 4.30pm
- **Lettings Service** – 2nd Tuesday of each month 10am to 4pm

Glamis

- **Rents Service** – every Tuesday 10am to 12 noon
- **Right to Buy and Leasehold Service Charges** – 3rd Friday of each month 2pm to 4.30pm
- **Lettings Service** – 2nd Tuesday of each month 10am to 4pm

Holland

- **Rents Service** – every Thursday - 10am to 12 noon and 2pm to 4.30pm
- **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 4pm

Island Gardens

- **Rents Service** – every Wednesday between 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 Monday of each month 10am to 4pm

If you are unable to make one of our day time appointments we are now able to offer you an early morning or early evening home visit. Phone any of our housing centres to make an appointment that suits you.

Gas Boilers - Keep Safe

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

Our gas servicing contractors have managed to check and service 99.54% of all our properties. With the help of our tenants we are striving to achieve a 100% success rate. We would like to remind all residents that your gas appliances should be re-checked for safety every year. Please make sure that you help us to keep you safe by making an appointment with us when we contact you. If you need to change your appointment please give us at least 24 hours' notice.

The safety of all our residents is important to us and we will take legal action to gain access to properties where requests for gas safety checks are refused or ignored.

EastendHomes is working closely with our contractors and listening to residents comments to improve the service. We can now offer you appointment slots outside normal working hours and at weekends.

If you are a leaseholder or you are renting your property from a leaseholder, EastendHomes can arrange for your gas appliances to be serviced for a reasonable charge.

Phone 0208 880 7835 and speak to Janice Chance in our Technical Services to make an appointment.



Housing Benefit

Do you know that it is estimated as many as 8 out of 10 people do not claim their full benefit entitlement? We are working with the Bromley by Bow Centre to provide residents with free welfare advice. Information is provided in total confidence by advisors who know how to maximize your income. The surgery happens on Tuesday mornings at Mile End Housing Centre, 38 Wager Street, E1. You can just drop in or ring for an appointment on **020 8880 7055**.

Have you seen our new Money Matters Leaflet?



This can point you in the right direction of finding the right sort of advice to help you with your finances. Copies of the leaflet are available at local housing centres or if you would like us to post one to you, phone us on **020 7517 4700** and we will send you a copy.

Noticeboard

Thinking about a career?

Need some extra support for your English? Like to polish up your number skills? Then read on....

EastendHomes has teamed up with Bromley By Bow Centre to offer vocational courses in NVQ Level 1 Customer care and Childcare courses. Numeracy and English courses are also available.

If you live in the Mile End or Holland areas and would be interested in finding out more but were unable to attend the Open Days held in October then contact the friendly advice team at Bromley by Bow for more information. Phone Kate or Sue on **020 8709 9842** to find out more.

Leaflets a go-go-go



Service standards & Estate services leaflets

You should now have received copies of our latest leaflets by post. The leaflets details the services that we provide for you. Copies of both leaflets are available in our local housing offices.



Resident Involvement

EastendHomes is committed to ensuring that residents play a key role in deciding how services are provided. We believe that our services will improve if residents are involved in the development and management of our services. This helps us to make sure that our services meet the needs and priorities of the local community. Our local housing centres have copies of our resident involvement policy statement or check out our website **www.eastendhomes.net**.



A copy of our Resident Involvement leaflet is available at local housing centres or phone **020 7517 4700** and we will send you a copy. You can also see the leaflet on our website.

Batman and Robin to the rescue

Thanks go to staff members Colin Ali and Scott McKenzie who gave chase after seeing a bag snatcher in Commercial Street. They gave chase and the bag snatcher dropped his loot and the bag was returned to its rightful owner.



Mediation Service Resolving community conflict

Tower Hamlets mediation service can provide a confidential service to residents who are in dispute or experiencing conflict situations. The aim of the service is to help neighbours and our community to find ways of living comfortably together and reduce the potential for anti-social behaviour.

The mediation service specialises in disputes involving neighbours. Mediators will understand that you may be upset, worried, angry or frightened. Anything 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.

Out of Hours Emergency Repairs
0800 376 1637

Paying your rent

Where tenants pay their rent by Direct Debit our administrative costs are reduced.

To encourage more people to pay in this way, we have set up a scheme which means if you set up a Direct Debit arrangement to pay your rent and continue for a minimum period of six months, we will send you vouchers for £20.

We are now introducing the option to pay your rent by Standing Order. Although we don't recommend this option

because you have to instruct your bank to make the payments and complete a revised form each time your rent is adjusted, we nevertheless feel that some people would prefer this arrangement.

If you would like to know more about any of the payment options please contact Mary Collier, Rents & Arrears Manager, on **020 8880 7811**.

Paying your rent and service charges by mobile phone

EastendHomes have signed up to the allpay text payment scheme.

This is a service that both tenants and leaseholders can use to pay their rent or service charge directly to us.

To make a payment residents require their allpay or orchard reference numbers and a valid debit card with available credit to make the payment.



How to get started

Log on to <https://allpayments.net/textpay/logon.aspx>

Use your allpay payment card and your Debit Card to complete the simple four step registration process online and follow the step by step procedure.

The benefits to you

- You are able to pay 24 hours a day, 7 days a week
- Registration is brief and gives you more flexibility in how, when and where you want to make a payment

Payments by text – a convenient way to pay your rent and service charges.

Born to be Wild

The Apollo Group, our partner contractor for the British Estate, recently supported us in running the successful Mile End East family fun day and in November they will be working with the local community on a new project.

Linking with Ken Greenway from Tower Hamlets Cemetery Park, the teaching staff from Wellington Way primary school and the Apollo site team on the British Estate, will be supplying bird and bat boxes, made from recycled wood, to the school and helping the children assemble them in their design and technology classes.

Neil Allison, the Community Investment Officer for Apollo, will be arranging for a talk to be given to the children on the habitat of owls. The children will then visit a local park to see the bird and bat boxes placed up in the trees. Neil Allison said "Ken Greenaway and I feel that this will inspire a greater appreciation of the park and the wildlife as a local resource linking in with the school's curriculum".

We would like to thank Apollo for the time that they are giving to this local project.



