



## Keeping the Customers Satisfied

Staff from EastendHomes' Wager Street office have recently received an award for excellence in customer service. They received the award from Councillor Rupert Bowden (left) and Paul Bloss, Chief Executive (right). The staff pictured include Anita Sammut, Anastasia Edwards, Alma Anderson, Alison Clark, Michael Lampen, Khadija Wurie and Carmen Thomas-Reid



## British Estate Major Works Launched

## In this issue

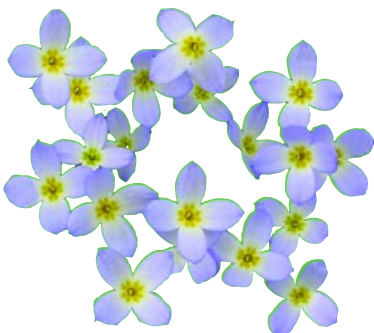


## Slivers of Time is working



## Pirate Radio gets the Heave-Ho!

Green Living • No Smoking!  
Prize draws to win DVDs and Books!





# British Estate Major Works Launched

## APOLLO GROUP appointed as contractor for Regeneration works on British Estate



The computer generated image shows the new community facility and for sale flats to be built in Merchant Street.

The **Apollo Group** have now been appointed as the contractor for the phase 2 works on the British Estate. The estate was transferred from the Council to EastendHomes in 2004. Preceding this we commissioned consultants BPTW to carry out consultation with residents which led to masterplan proposals being developed for the estate.

The brief had been to develop ideas in consultation with residents, EastendHomes and other interested parties to give a new lease of life to the estate and bring homes up to the Decent Homes Standard.

**we consulted with residents which led to masterplan proposals being developed for the estate**

The estate was constructed in the 1970s and comprises of 496 dwellings located in two tower blocks and eight low rise blocks.

The masterplan identified a number of key problems centred around community/social issues, poor security and anti-social behaviour. In addition, the residents reported a lack of amenities for children living on the estate. The findings concluded that a number of repairs and improvements were necessary to bring all blocks up to a good standard.

The project has enabled EastendHomes the opportunity to address overcrowding issues on the estate.

### Project facts and figures

**Contractor:** Apollo Group

**Value of Contract:** £17 million

**Duration of Contract:** 2 years

**Project Specification:**

- Estate regeneration to 496 properties
- New energy efficient heating systems
- Balcony and walkway repairs
- Replacement of lifts
- Concrete Repairs
- Repair/Renew roofs



APOLLO  
IN PARTNERSHIP

east  
endHOMES

The masterplan has enabled the creation of the following new accommodation:

- 18 one bed 2 person flats
- 1 three bed 6 person maisonette
- 5 five bed 9 person houses

From the community aspect the residents have voiced their concern over a number of key issues. On security this related to feeling unsafe and vulnerable on the estate. To combat this a number of "Secure by Design" applications are being introduced into the scheme to combat this issue. These will include enhanced lighting to communal & external areas; high security front entrance doors for tenants; enclosed courtyard areas and door entry systems.

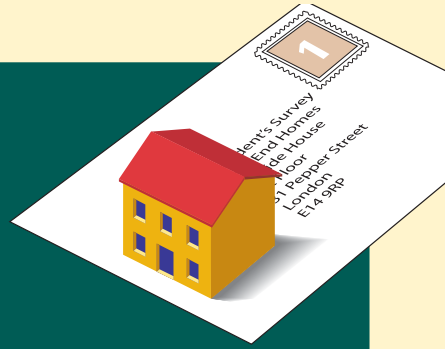
The remodelling of hard and soft core areas will enable the creation of new playground facilities for children living on the estate.



- Communal Area repairs and improvements
- Installation of high performance windows as required
- Security entry phone systems
- External security improvements
- Hard and soft landscaping
- Enclosed courtyards
- Car Parking
- Improvements to refuse systems
- Provision of childrens play areas
- Improved estate lighting

### Residents' Survey

We would like to thank all our residents who took part in our recent postal survey. The National Housing Federation will be analysing your replies and we hope to publish the results in our next edition.



### ISLE OF DOGS SECURITY

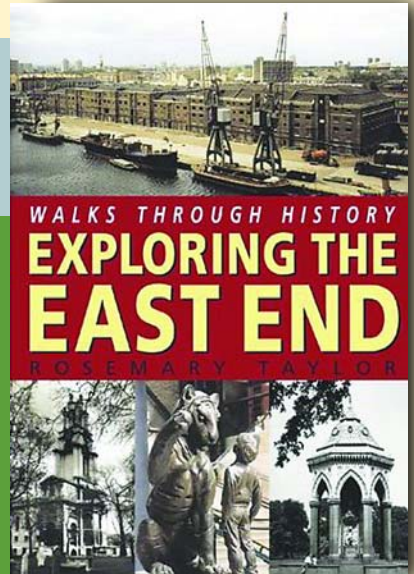
We are currently working with the London Borough of Tower Hamlets, Safer Schools and the Docklands Light Railway to increase security on the Isle of Dogs, including the Manchester Road shops and Millwall Park. As part of this initiative, we are contributing to the cost of installing new CCTV cameras on Manchester Road and Millwall Park. These cameras will be monitored by the Council, from their new monitoring room at the Town Hall. Millwall Park residents may have noticed work has already started on this exciting new project.

Free Prize Draw • Free Prize Draw • Free Prize Draw

## Win a Walk Through History

Win A Copy of "Walks Through History: Exploring the East End" by Rosemary Taylor. We have four copies available. To enter the prize draw you must be an EastendHomes resident. Send your name, address and telephone number to: The Editor, EastendHomes, Tayside House, 31 Pepper Street, London E14 9RP or send an e-mail to editor@eastendhomes.net to arrive at our office no later than 30th June 2007. Mark your entry "East End". Best of luck!

The routes chosen for these Walks Through History reveal the rich, varied character of one of the most distinctive parts of London - the East End. They take the walker through hundreds of years of the East End's dense and surprising history, from the now-distant days when the area was considered an idyllic retreat, through the boom of the nineteenth century, the Blitz and postwar decline, to the present resurrection of Docklands as London's new financial centre. The armchair traveller will get as much enjoyment from these guided tours as the intrepid walker who explores the highways and byways of backstreet East London. **GOOD LUCK!**



# Pirate Radio Gets the Heave-Ho

**EastendHomes is cracking down on illegal broadcasting from its premises. We are working with the police and Ofcom, the independent regulator and competition authority for the UK communications industry to combat this type of crime.**

Under the Wireless Telegraphy Act 2006, it is illegal to broadcast without a licence. Ofcom takes illegal stations off the air by raiding studios and seizing and disconnecting transmitters and aerials. In 2006, Ofcom carried out 1,085 such operations and some 63 people were convicted of offences related to illegal broadcasting.

Illegal broadcasters transmit in the FM band. These broadcasts cause interference to the communications systems of the safety-of-life services, including the fire brigade and air traffic control, as well as legitimate licensed radio stations, such as commercial and BBC radio. There are also links between some illegal broadcasters and wider crime; Ofcom raids on studios used by illegal broadcasters have uncovered drugs and weapons.

EastendHomes will take legal action against any resident facilitating or assisting criminals installing aerials or other broadcasting equipment. Those prosecuted will be at risk of losing their homes as this activity is in breach of tenancy and leasehold agreements.

Illegal broadcasters – so-called pirate radio stations – cause serious problems for EastendHomes Residents:



- Damaging roofs, drainage, doors & locks, heating system flues, lifts, water tanks, lighting, system ventilation, TV aerials and security equipment.
- Putting lives at risk by erecting precarious aerial rigs (with heavy scaffold poles) poorly fixed on high-rise block roofs.
- Damaging service pipes which cause flooding to properties.
- Threatening and assaulting residents, contractors and staff to obtain access to rooftops for transmitter sites and flats for studio locations.
- Using young people to put their live at risk installing the aerials.
- Raising cash from illegal advertising (usually for local nightclub events) or by exploiting young DJs who have to 'pay to play' to get on air.
- Transmitting offensive material that could incite racial hatred or encourage crime and disorder.
- Drowning out legitimate radio stations, denying listeners their choice of music or news.

**The maximum penalty for illegal broadcasting is two years in prison and an unlimited fine.**

**If you have any information about illegal broadcasters, please call Ofcom on 020 7981 3838 or email [illegalbroadcasting@ofcom.org.uk](mailto:illegalbroadcasting@ofcom.org.uk)**



PC Anthony Nolan,  
from Brick Lane Police Station,  
catching the radio pirates

# Green Living

## SPRING GREEN TIPS

Here's our top six Spring tips of simple, everyday actions you can do to help change the world and help you save some money too!

- 1 **TURN THE HEATING DOWN** – turning the thermostat down 2 degrees will reduce your heating bills by 15%
- 2 **USE LOW ENERGY LIGHT BULBS** – if 25% of your busiest rooms had energy efficient lights you could halve your lighting bill
- 3 **DO THE LITTLE THINGS** – if everyone stopped filling the kettle to make one cup of tea we could save enough electricity to run three quarters of the street lights in Britain.
- 4 **SWITCH OFF YOUR MICROWAVE** - After use, switch off your microwave at the wall. It takes more energy to power the display clock than the oven.
- 5 **DECLINE PLASTIC BAGS WHENEVER POSSIBLE** Eight billion plastic carrier bags are handed out in the UK each year - or over 134 for every one of us. But it's easy to find yourself down the shops without any other way of getting your groceries home. So keep a reuseable bag - or your stash of plastic bags - by the door so you remember to take a couple when you pop out.
- 6 **RECYCLE THIS NEWSLETTER!** After you have read it of course...



Free Prize Draw • Free Prize Draw • Free Prize Draw

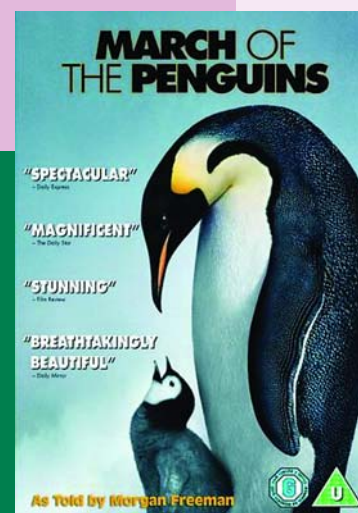
## March of the Penguins DVD

March of the Penguins instantly qualifies as a wildlife classic. French filmmaker Luc Jacquet and his devoted crew endured a full year of extreme conditions in Antarctica to capture the life cycle of Emperor penguins on film, and their diligence is evident in every striking frame of this 80-minute documentary. Narrated in soothing tones by Morgan Freeman, the film focuses on a colony of hundreds of Emperors as they return, in a single-file march of 70 miles or more, to their frozen breeding ground, far inland from the oceans where they thrive. At times dramatic, suspenseful, mischievous and just plain funny, the film conveys

the intensity of the penguins' breeding cycle, and their treacherous task of protecting eggs and hatchlings in temperatures as low as 128 degrees below zero. March of the Penguins remains family-friendly throughout, and kids especially will enjoy the Antarctic blue-ice vistas and the playful, waddling appeal of the penguins.

We have four copies of March of the Penguins to give away.

To enter the prize draw you must be an EastendHomes resident. Send your name, address and telephone number to: The Editor, EastendHomes, Tayside House,



31 Pepper Street, London E14 9RP or send an e-mail to [editor@eastendhomes.net](mailto:editor@eastendhomes.net) to arrive at our office no later than 30th June 2007. Mark your entry "Pick Up A Penguin". Good luck!

# Smoke Free Zone

## EastendHomes goes Smoke Free on **1st July 2007**

From 1st July 2007, virtually all enclosed public places and workplaces in England will be smokefree. This means that it will be against the law to smoke in the indoor parts of places such as pubs, bars, nightclubs, cafes and restaurants, lunch rooms, membership clubs and shopping centres. At work, smoking inside will become a thing of the past, and indoor smoking rooms will no longer be allowed. Public transport and work vehicles used by more than one person will also need to be smokefree. No-smoking signs will have to be displayed in all smokefree premises and vehicles, to make it clear where you can and can't smoke.

### How will the law be enforced?

Local councils will be responsible for enforcing the new law in England. In the run-up to 1st July, they will work closely with businesses to help ensure that everyone knows what they need to do to become smokefree. In other smokefree countries, such as Ireland, Scotland and New Zealand, the levels of compliance are high, and the laws quickly became self-enforcing. However, anyone who doesn't comply with the new smokefree law will be committing a criminal offence.

Anyone who smokes in a smoke free zone could face a fine up to £200. Anyone in charge of smoke free premises or vehicles could face fines for two new offences: failure to prevent smoking in a smoke free zone and failure to display no-smoking signs.

### EastendHomes residents and our staff

Enclosed communal entrances to blocks of flats, lifts, meeting rooms and most areas in sheltered schemes will be covered by the new rules, so it will be against the law to smoke in these areas after 1 July. Individual flats are not covered by the legislation, but even in your own home there may have to be restrictions. EastendHomes staff, contractors, care workers and other official visitors to your home have the right to work in a smoke free environment. Your home for the duration of a visit from a member of staff is a "place of work", and so we would ask you to respect the health of visitors by refraining from smoking whilst they are attending to your needs. If the visit is by appointment, it would be greatly appreciated if you did not smoke immediately before the appointed time.



### Stopping smoking

For smokers who want to give up, the NHS offers a range of excellent free support including local NHS Stop Smoking Services. If you would like support and advice on stopping smoking, call the NHS Smoking Helpline on **0800 169 0 169** or visit the website **[www.gosmokefree.co.uk](http://www.gosmokefree.co.uk)**



# Slivers of Time is working

**In the autumn edition of this newsletter we told you about a pilot scheme we were running to help local residents who are unable to work regular hours get back into the job market.**

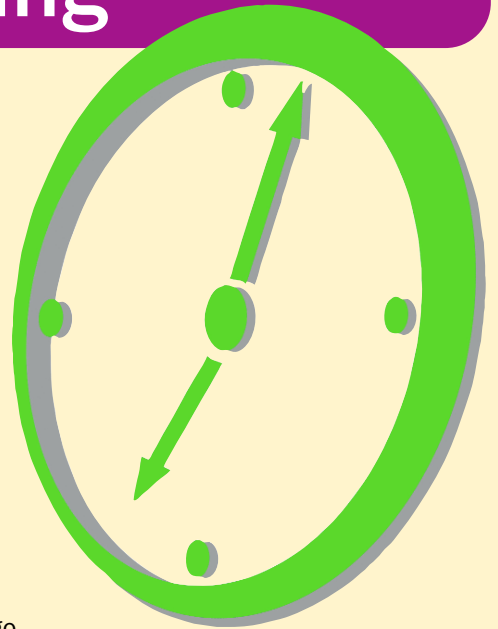
There are lots of people who find it hard to work around their commitments e.g. childcare, disability, caring for a dependant, studying or maybe they are retired and just wish to work a few hours a week. The scheme is government backed and is called "Slivers of Time". The pilot scheme has now been running four months. In March we had a visit from Yvonne Ogden from the Worklink Team Kirklees Metropolitan Council, Huddersfield. Yvonne & her Team were to set up their own employment project with Slivers of Time and were keen to see how our scheme was working.

Les Eldon is a resident at EastendHomes' Holland Estate. He retired two years ago after a lifetime as a publican. "I was running three pubs, working 7 days a week from 11.00 in the morning to 11.00 at night with just a few hours off in the afternoon," he recalls.

So, once Les hung up his beer mats you'd expect him to relish life as a carefree pensioner? Absolutely not. "I see lots of retired people who just vegetate," he says. "They sit in front of the box all day." Now Les regularly does internal mail runs between EastendHomes' offices. It allows him to play golf with his friends and do jobs around the flat, but he has enough work to keep him happy. "It gets me out, meeting people," he says. And it's working for EastendHomes. "We often have small jobs that need doing and we now have a pool of enthusiastic residents who are looking for work – some for a few hours, others for a few days. Sometimes, that work can be key to an active lifestyle. We are very pleased with Les and the rest of our Slivers of Time Team and we hope to expand our pool of resident workers later this year," says Project Manager Dave Eccles.



Les does his stuff



## Catch them while you can

Greenwich & Docklands International Festival runs 18th to 25th June 2007. Worth catching is **Oposito**, France's leading outdoor theatre company who will be presenting a cast of 40 performers who will evoke the landscapes & traditions of Africa. A series of breathtaking images will be revealed in the streets & parks of Bow including a caravan of outsized camels created by local people & schoolchildren.



**Tel: 020 8305 1818 for times and details.**

## M&S Winners

Congratulations to the winners of M&S Vouchers from the Winter edition of the EastendHomes Newsletter.

- MISS J. MARSH, BERKELEY HOUSE, E3
- MS RAKHEE HINDOCHA, WAGER STREET, E3
- MS ANITA COOMBS, CABLE STREET, E1
- MRS J. BENNETT, NOBLE COURT, E1

