

Date: December 2009

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WWW.SPITALFIELDS  
HA.CO.UK

for *better homes*, the *better choice*  
is



**Spitalfields**  
Housing Association Ltd

স্পিটালফিল্ডস্ হাউজিং এসোসিয়েশন লি:

**SPECIAL  
POINTS OF  
INTEREST:**

-Resident  
Estate  
Inspectors-get  
trained & get  
paid

- Tenant  
Profiling

- Parking  
information

**The office will be closed for Christmas from  
3:00 pm on Thursday 24<sup>th</sup> December 2009 until  
9:30 am on Monday 4th January 2010**

We will only be carrying out **emergency** repairs during the 11 day Christmas break.

If you experience an **emergency** repair please call OCC Ltd on

0207 247 2246 or  
07947 875544

What is an **emergency** repair?

- Electrical hot water and heating problems
- Lift break down

- Unblocking toilets, kitchen sinks and baths
- Securing broken doors and windows,

- Securing property using padlocks
- Clearing up debris after an incident

- Unblocking drains and sewers

- Finding electrical faults

- Gas leaks, power failure, water supply failure

For **gas boiler** and **central heating** please call Robert Heath Heating on 0207 247 6744 or 0208 336 6767

If you experience water, electric or gas failure or leak please call the following numbers first:

Water supply failure:  
Thames Water  
0845 920 0800

Gas leak or supply failure:  
Transco 0800 111 999

Electricity failure or dangerous faults:  
0800 028 0247



*Merry  
Christmas  
and Happy  
New Year*

**Different arrangements for some of our residents**

The emergency boiler/heating/hot water repair service:

**For Latham House Tenants**

Please call Pargas on 08450701761

For Lift repair and entry phone please contact concierge at ground floor

**Please co-operate with us by only using the above mentioned numbers in the event of emergency**

# Tenants' Conference

On 5<sup>th</sup> of December 2009 we had our 2<sup>nd</sup> annual Tenants' Conference at The Davenant Centre. 27 delegates attended the conference including two tenant board members and 1 non tenant board member.

The aims of the conference included reporting back on how we have taken forward what was said at the last conference in January 2009, resident assessment of our progress so far, identifying how far resident involvement has made an impact and to refine exiting goals and set new ones.

During the afternoon session

Cllr Marc Francis informed residents about the lettings policy review and consultation process and answered queries from delegates including parking issues, waiting list for re-housing, security gates etc.

Based on what tenants said to us last time we identified 5 improvement priorities:

Customer Care, Communication, Repairs and Maintenance, Development and Tenant Involvement.

We provided lunch and a crèche for children under 15. Delegates who attended

the day received a £15 gift voucher as a thank you for their time and thoughts. We had Bengali speaking staff to help with interpretation so everyone could fully participate.

A summary of the conference will be published in the next addition in March 2010. We would like to say Thank You once again to everyone who came along and made it such an enjoyable day. See you again soon!

## Development programme



Spitalfields has approved a £10 million loan facility with Abbey National and are working on a number of new developments with our development partners. Recently, our Board of Management approved four new schemes comprising a total of 104 units. The schemes include Caspian Wharf (Limehouse), St Andrew's Hospital (Poplar), Elf Row (Wapping) and Fair House (Bethnal Green), all of which will be completed by December 2010.

### Roman Road

Spitalfields Housing Association's £3.1 million redevelopment of 552-558 Roman Road has proved to be a huge success of which we are very proud. It is hoped that the development will bring much needed prosperity and vibrancy to a rather run-down albeit lively site. Roman Road is the oldest known trade route in Britain at the heart of the East End and is home to



the busy Roman Road market. The project consisted of the demolition of 2 shop units, erection of a concrete/steel frame over an existing shop unit and the construction of a 3-storey timber frame building containing 12 residential units of twelve two bedroomed, four person flats, designed around a central staircase with a communal roof and terrace at the rear. If you are interested in a shop unit then please contact Omar Mapara on 0207 392 5400. Spitalfields have named the development Mannan House after Abdul Mannan, a founder member of the association who recently passed away. Mr Mannan was very active in the community and served on our Board as Chair for a number of years.

### Dinmont Estate

On Wednesday 30 September 2009, Ahmed Adam Omer (Mayor of Tower Hamlets), Anthony Mayer (Chair of Tenants Services Authority), and local councillors attended the

opening ceremony of Spitalfields Housing Association's Dinmont Estate scheme. We were delighted to welcome a number of illustrious guests at the event which celebrated the completion of a £3 million refurbishment of the Dinmont Estate which brought these homes well beyond Decent Homes Standards.

The Dinmont Estate consists of 106 homes which were transferred to Spitalfields Housing Association after a particularly successful ballot by the Council in the Housing Choice process. The works involved the installation of new bathrooms, kitchens, windows, heating and electrical systems. Major works were also carried out to communal areas and environmental works including new entry systems, play areas, planting, pergola and new floor surfacing.

## Free and confidential Debt Advice

In the current economic climate, many people are feeling the pinch money-wise and this can be quite a burden in the run up to Christmas. Being in debt not only deprives you of financial resources but can sometimes take away your sense of worth and well being because you can see no way out. Getting constructive and sympathetic help and advice can help you turn around your debt problems, and see a welcome light at the end of the tunnel, releasing you from the burden of worry.

The association offers free, independent and confidential debt advice to residents who are in need of assistance. If you would like to be referred to our debt advisors [Fair Finance] or if you would like to get more information about this service please contact your housing officer.

## Bulk Rubbish

Its that time of year again and some lucky ones among us might be getting a new TV or DVD player. Don't let your fun spoil everyone else's Christmas by dumping your old equipment on your estate or in the bin room.

The council provides a free bulk rubbish collection service for all residents in the borough. Just call 0207 364 5004 and you can book an appointment or you can go online at [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk) and look in Recycling, Rubbish and Waste to arrange a special collection.

### Tenancy Audits

Some of you may already have been contacted by your housing officer with regard to your tenancy audit. This is where your housing officer visits you at your home and together you complete a short form giving up to date details of who lives with you at your home, so that our records are as accurate as possible. If you have not already completed a tenancy audit form with your housing officer and would like to make an appointment please contact the main office on 0207 392 5400 or alternatively contact your housing officer direct [Faruque Uddin 0207 392 5415 or Nurul Islam 0207 392 5406].

### Resident Estate Inspectors

Once a month your housing officer visits your estate to ensure that the estate is clean and free from rubbish and graffiti, and to meet any residents who are there on the day. You can get involved in monitoring and reporting on the performance of our cleaning contractors and influencing future choices of cleaning contractors by becoming a resident estate inspector. We will pay you £10 per monthly estate inspection and you will be provided with training. If you are interested in getting involved, please contact Murselin Islam on 0207 392 5407.

### Tenant Profiling

In order to make sure that the services we provide are meeting your needs and do not exclude people who may have special requirements, we are carrying out tenant profiling which entails gathering as much information as we can from you about yourselves and your personal circumstances and needs – for example, if you have a disability or impaired mobility. Shahidur Rahman and Ayesha Ali will be working with us over the next couple of months, carrying out these surveys over the telephone, so you may well get a call from them.



### Khairun Nessa, Maintenance Assistant

In October Khairun Nessa joined the maintenance team as our new Maintenance Assistant. Khairun deals with repairs and maintenance queries, pre and post inspects the repairs that we carry

out and also undertakes satisfaction surveys over the phone. She can be reached on 0207 392 5426.



### Parking Information

To renew your parking permit you must bring in the following document to our office:

Valid insurance certificate  
Vehicle Log book

Valid MOT  
Valid Tax Disc

Please display your parking permit at your allocated bay at all times to avoid being penalised. If you require further information please do not hesitate to contact us on 020 7392 5400.

## TENANTS' NEWS

**We would like to save this space for you to let us and other residents know what's happening in your neighbourhood.**

**Do you organise tenants' meeting, community events? We would like to publish the details here so more of our tenants can get involved.**

**Do you have family news that you would like to let other residents know about? We can let them know here about new births, marriages and deaths.**

**Please send your story to [murselin@spitalfieldsha.co.uk](mailto:murselin@spitalfieldsha.co.uk)**

## Keep in touch stay safe

Safer Neighbourhood Team's (SNT) role is to tackle and solve community problems; such as anti-social behaviour, criminal damage, abandoned cars and graffiti. They do this by having a physical presence on the street, talking to residents, community groups and organizations. They gather local knowledge and use this to support better policing.

SNT cannot provide a 24-hour response. This is the role of the police response team officers. Below are the contact details for your local SNT. These contact details should not be used for any communication that might require an emergency response.

**In an emergency dial 999**

**Other calls to the Metropolitan Police Service dial 0300 123 1212.**

**Bethnal Green North Team -**  
Phone: 020 8721 2851,  
07887634548  
[bethnalgreen-north.snt@met.police.uk](mailto:bethnalgreen-north.snt@met.police.uk)

**Bethnal Green South Team -**  
Phone: 020 8721 2849,  
07887 633458  
[BethnalGreen-South.snt@met.police.uk](mailto:BethnalGreen-South.snt@met.police.uk)

**Bow East Team -**  
Phone: 020 8721 2807,  
07818 076199  
[BowEast.snt@met.police.uk](mailto:BowEast.snt@met.police.uk)

**Bromley by Bow Team -**  
Phone: 020 8721 2041  
07843 291121  
[Bromleyby-Bow.snt@met.police.uk](mailto:Bromleyby-Bow.snt@met.police.uk)

**East India and Lansbury Team -**  
Phone: 020 8 721 2806,  
07818 012082  
[EastIndia.Lansbury.snt@met.police.uk](mailto:EastIndia.Lansbury.snt@met.police.uk)

**Limehouse Team -**  
Phone: 020 8721 2852  
[Limehouse.snt@met.police.uk](mailto:Limehouse.snt@met.police.uk)

**Mile End and Globe Town Team -**  
Phone: 020 8721 2853,  
07771 941411  
[MileEnd.GlobeTown.snt@met.police.uk](mailto:MileEnd.GlobeTown.snt@met.police.uk)

**Mile End East Team -**  
Phone: 020 8721 2848,  
07769 641849  
[MileEndEast.snt@met.police.uk](mailto:MileEndEast.snt@met.police.uk)

**Spitalfields and Banglatown Team -**  
Phone: 020 8721 2042,  
[Spitalfields.snt@met.police.uk](mailto:Spitalfields.snt@met.police.uk)

**St Dunstons and Stepney Team -**  
Phone: 020 8721 2808,  
07818 452178  
[StDunstons.Stepney.snt@met.police.uk](mailto:StDunstons.Stepney.snt@met.police.uk)

**St Katharine's and Wapping Team -**  
Phone: 020 8721 2854,  
07887 821816  
[StKatharines.Wapping.snt@met.police.uk](mailto:StKatharines.Wapping.snt@met.police.uk)

**Whitechapel Team -**  
Phone: 020 8649 3520,  
07843 065867  
[Whitechapel.snt@met.police.uk](mailto:Whitechapel.snt@met.police.uk)

**Weavers Team -**  
Phone: 020 8721 2043,  
07843 291123,  
[Weavers.snt@met.police.uk](mailto:Weavers.snt@met.police.uk)

## Christmas and New Year Refuse and Recycling Collections

Revised dates will be advertised on [www.towerhamlets.gov.uk/data/environment](http://www.towerhamlets.gov.uk/data/environment) and in *Eastendlife* during December. If you would like to request a free special collection of bulky items, know your normal Refuse and Recycling collection day, find out the collection dates for public holidays then please call Tel: 020 7364 5004, Fax: 020 7364 3121 or Email: [generalenquiries@towerhamlets.gov.uk](mailto:generalenquiries@towerhamlets.gov.uk)

**Please be a considerate neighbour this Christmas and don't dump your rubbish where or when you shouldn't.**