

Date: September 2009

SPECIAL POINTS OF INTEREST:

- Enclosed: survey for Summer Trip 2009
- Conference registration form

'I liked the friendly helpful advisors, and the fact they really took time, talked, listened and give information.'



for *better homes, the better choice*

is



Spitalfields

Housing Association Ltd

স্পিটালফিল্ডস্ হাউজিং এসোসিয়েশন লি:

78 QUAKER STREET, LONDON E1 6SW TEL: 0207 392 5400

FAX 0207 392 5401

Be Safe - Follow our fire precautions below

Early summer there was a serious fire in a Southwark council block that led to the loss of 6 lives. This event has been widely reported in the press. It has caused considerable concern to many of our residents.

Here are a series of safety tips that should help you to keep safe from fire and help you and those you live with to get out quickly and safely if a fire does occur.

Fit smoke alarms on each level in your home

test the batteries in your smoke alarm every week and change them every year never remove them

avoid leaving children in the kitchen alone when cooking - keep matches and saucepan handles out of their reach

take care when cooking with hot oil - it can catch fire easily

don't overload electrical sockets - try and keep to one plug per socket

stub cigarettes out properly and dispose of them carefully

be careful with candles and make sure they are secured in a proper holder

be prepared by making a plan of escape

don't tackle a fire yourself: - get out, stay out and call 999

make a bedtime check

What is a bedtime check?

The last person to go to bed in the house should always follow this routine:

- close inside doors at night to stop a fire from spreading
- turn off and unplug electrical appliances unless they are designed to be left on - like your freezer
- check your cooker is turned off
- don't leave the washing machine on
- turn heaters off and put up fireguards to protect open fires
- put candles and cigarettes out properly
- make sure exits are kept clear
- keep door and window keys where you can find them

Home seekers event

Those residents that attended the Homeseekers Open Day event organized by LBTH, hosted by East End Homes and held on Saturday 12 September will know that it was a huge success. The aim was to give residents more information about opportunities for rehousing. Faruque Uddin, and Stephanie McDonald, represented Spitalfields Housing Association on the day. There was a fantastic turnout with more than 330 residents attending the event. Judging by the exit survey results an overwhelming majority of residents enjoyed the event, and found the information provided on the exhibition stalls easy to understand.

Summer Play

Summer of 2009 saw the 7th Spitalfields Play Day, a series of fun day activities for residents and their children.

The play days were held in five different places in May, July and August, so more of our residents could join in the fun this year than ever before. The events took place at Princelet St garden, Ford Square, Dinmont Estate, Shahjalal Estate, Fakrudin Street, and Spelman Street playground. Children bounced on castles, painted t-shirts, canvases, masks, and their faces, and made jewelry. Overall more than 600-700 people were able to enjoy a family fun day out.

Each event had a character of its own reflecting the



space, what local people said they would like to do and the community participating.

At Princelet Street we had fruit carving workshops, at Ford Square the theme was health with free smoothies



health checks and advice, Fakrudin Street promoted sports with a football tournament and fun races, Dinmont began with a planting session and from 1pm a DJ provided background music to the fun. Most events included a barbecue with residents preparing and serving the food.

Several organisations attended the events to promote their services and provide information including Tower Hamlets recycling, Robert Heath Heating, Apollo Construction, Co operative Development Agency and Fair Finance.



Tower Hamlets mainstream grants, Apollo and FFT financially supported some of the events making it possible for us to put on more activity this year than ever before. A

big thank you should go to the 5 people, Tahima, Fatima, Syma, Hannah and Rebecca who volunteered to help with the events. Great fun was had by all (particularly Jessica and Murselin) and we are already looking forward to Play Day 8.

On August 18th we had our first clean up day at Steve-dore Street finishing with a BBQ at Selby Street community centre cooked by staff for residents that joined in the event.



Supported by Keep Britain Tidy, not only did we clean up rubbish and hire a skip for bulky items for the week of the event but did a treasure hunt for the children and a prize for the weirdest piece of rubbish found. We hope to do more of these if you are interested in a clean up event in your area please get in touch. **Murselin Islam on 0207 392 5407**

Officers Election

Following the Board meeting on 28th September 2009 the following officers have been elected by the Management Committee of the Spitalfields Housing Association LTD.

Chair - Md Shamsul Hoque,
Secretary - Clare Murphy,
Joint Treasurer - Supi Miah,

Vice Chair - Ala Uddin,
Treasurer - Askandar Ali,
Welfare Officer - Md Saiful Alam



Tenants Conference 2009-2010

SHA is organising its 2nd Resident Conference

**Saturday December 5th
Davenant Centre
179-181 Whitchapel Road
E1 1DN**

10.00 to 3.30pm

Crèche facilities, lunch, and Bengali translators provided.

In January SHA held its first tenants conference. As a result of what you said to us we identified 5 improvement priorities:

Customer Care, Communication, Repairs and Maintenance, Decent Homes Work, and Tenant Involvement.

SHA has been working hard to deliver improvements in these areas.

We want to know what you feel about the changes we have made so far, hear your suggestions about our

action plan.

To help us do this we have organized our second conference for Saturday December 5th 2009.

The TSA which regulates all housing associations has been consulting with residents and landlords nationally about how it should regulate social housing. One of the questions it has asked is should it judge our performance based on local as well as national standards? If you think local standards are important, what standards would you like to see set for SHA and others providing housing services in the local area? The afternoon session of the conference will look at these issues and the conference will choose delegates to go to the Tower Hamlets Housing Association Conference to represent your views.

We will provide lunch and a crèche for children under 12 if you tell us you need a place by Friday 20th of

November. Anyone who attends for the day will receive a £10 gift voucher as a thank you for your time and thoughts. Places are limited and will have to be pre booked. We will have Bengali speaking staff to help with interpretation so everyone can fully participate. (If you would like to come and have other language needs please let us know and we will try our best to accommodate you). For most of the event discussions will be in small groups, at least one group will be women only.

The event is open to anyone who lives in our properties rented or leasehold. Places are limited and will be allocated on a first come first served basis. If you would like to come, or want to find out more **please call 0207 392 5407/8.** Leave a message if no one answers the phone. Or **complete the form enclosed and return to us.**

Save money save the world

Join the rich and famous, people like you, small and large companies. Sign up to 10:10. Commit to cutting your carbon emissions by 10% by 2010, and save money while you help save the planet. To sign up contact www.10:10uk.org. A nation wide campaign has been launched to encourage people to cut back on their carbon emissions over the next year. While governments meet in December to discuss actions for reducing global warming, scientists say targets for reductions set for 20 and 40 years time are not enough and action is needed now. Follow our energy saving tips below and you will be on your way to saving 10% of your carbon footprint and saving yourself money as well, by reducing your gas and electricity bills.

Energy Tips

Set your heating to go off 30 minutes before you leave the house, and come on again 30 minutes before you expect to return. Turn the room thermostat down by 1 degree. Make sure your radiators are not covered. Draw your curtains at dusk. Use energy efficient light bulbs. Turn off household appliances such as microwaves,	TVs, videos, music systems, as they continue to use energy when they are left on standby. Don't leave the fridge door open or put warm food into the fridge. Defrost your fridge frequently and check the door seals. Avoid putting your fridge next to an radiator, oven or boiler. Keep the freezer in a cool room or garage.	Use a low temperature for washing machines, tumble dryers and dishwashers. In summer, dry your clothes outside rather than using a tumble dryer. When drying your clothes indoors, use a clothes rail instead of a radiator. Modern dishwashers use less energy and water than washing up by hand. Use a saucepan which is the same size as the cooker ring. Use a lid on	saucepans. Use pressure cookers, steamers and microwaves which use less energy. When using a kettle, only boil as much water as you need. Look out for a buildup of lime scale in your kettle and treat with vinegar or descaling solutions. Turn the thermostat on your hot water tank down to 60 degrees centigrade. Use a shower.
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Repairs
Hotline
Free
phone

0800
644
6441

NEW TRA's

Dinmont Estate. Following the completion of the refurbishment works the ESG has come to an end. Residents would like to form a tenants and residents association. This will make it easier for people who live on the estate to continue to raise problems and issues with SHA collectively. An inaugural meeting for **Dinmont TRA was held on Tuesday 6th of October at St Peters North Community Centre | Marian Place Bethnal Green E2 9AX. 6.30pm to 8.30pm**

Ashfield Street, Clarke Street, , Ford Square, Greenfield Road, Parfett Street and Settles St. SHA and residents from these areas have been meeting to discuss the setting up of a TRA for our properties in this area. **There will be an inaugural meeting for the Stepney TRA on Thursday 15th of October at Cornwood Drive Hall.** Everybody is welcome refreshments will be provided.

TRA NEWS

TENANTS' NEWS

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

Selby Street TRA held their AGM on 6th of August the meeting was attended by both SHA and Southern Housing representatives. A new seven person committee was elected the officers are now: chairperson - Joygun Bibi-Ali; vice chairperson - Dilwar Miah; treasurer - Hosna Begum; secretary - Larry Herman. If you have a problem you would like the committee to raise on your behalf please contact a committee member or leave a note with Larry Herman at 46 Granary Road.

Fakruddin Street. Shahjahal Community Group held their AGM on 6th July and elected a new committee. Key discussions were about planning for the play day held on 5th of August. The group is planning to work with SHA to improve and update their policies and work with the association about both housing issues and wider community concerns about activity for young people the environment and any redevelopment. If you are interested in getting involved contact the group at the portacabin.

TRA UPDATE –SOLVING COMMUNITY ISSUES

SHA has been working with STAG and Spelman Street TA to resolve problems relating to waste management. In March the planning department rejected our proposal to raise the gates at Princelet Street car park and our proposal to install gates across Sheba Place. We have resubmitted to planning our proposal for Princelet Street Car Park with some amendments, and appealed against the decision for Sheba Place Gates.

If you would like to set up a TRA in your area please contact Jessica 0207 392 5408 or Murselin 0207 392 5407.

Report
your gas
boiler or
annual
gas
Service
to
0207 247
6744

How well we are doing

Measure	Performance April-Sept	Target	
How long it takes to let a property	3.5	4 weeks	👍
Lets to BME residents	71%	50%	👍
Rent Arrears	3%	5%	👍
	Completed on time	Target	
Emergency Repairs (24 hours)	97%	90%	👍
Urgent Repairs (7 days)	90%	95%	👍
Routine Repairs (28 days)	96%	95%	👍

PLEASE SEND YOUR 'TENANTS' NEWS' BY 9TH DECEMBER 2009 TO
MURSELIN@SPITALFIELDSHA.CO.UK