

for better homes, the better choice
is



Spitalfields
Housing Association Ltd

স্পিটালফিল্ডস্ হাউজিং এসোসিয়েশন লি:

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TEL: 0207 392 5400 FAX 0207 392 5401

www.spitalfieldsha.co.uk

DATE: 15/12/07

CHRISTMAS OFFICE CLOSURE

Please note that the office will be closed from 3:30 pm on Monday 24th December 2007 until 9:30 am on Wednesday 2nd January 2008.

The office will re-open and be fully operational on Wednesday 2nd January 2007. Hopefully, any repairs you have will not be of an urgent nature and can wait until the office re-opens in the New Year. However, if you experience a **real emergency**, you can call the emergency call out number:

0207 247 2246 / 07947 875544 (Oriental Contracting Co Ltd (OCC))

Please see the following section for the list of **emergency services** covered by **Oriental Contracting Co Ltd**.

This service will be available from 3:30 pm on 24th December until 8:00 am on 2nd January 2008. It is for **emergency** repairs only. The Association will not be held responsible for any non-emergency repairs resulting from misuse of this service and tenant will be recharged for any misuse of this emergency service.

CRITERIA FOR CHRISTMAS PERIOD COVER FOR SPITALFIELDS HOUSING ASSOCIATION 2007/8

Cover provided by OCC as part of their basic emergency service:

- Boarding up doors and windows,
- Securing property using padlocks including securing after forced entry,
- Clear up of debris after incident including waste and glass,
- Rectification of blocked drain and sewer without jetting, Re firing domestic central heating,
- Central heating and hot water repair/ reinstatement, Electrical fault finding including testing,
- Attendance to gas leak and referral,

- Attendance to Power failure and referral,
- Attendance to water supply failure and referral,
- Rectification of highways large drain or sewer collapse, Jet drains,
- Rectification of toilet blockage,
- Rectification of blockage to kit sink or bath,
- Re instatement of electric power to individual tenanted property and to communally lit areas.

Urgent Hot water and heating problems: **Oriental Contracting Co (OCC): 0207 247 2246 / 07947875544**

Other urgent repairs: Please see the following section for the list of other urgent repairs covered by OCC. Cover provided by Oriental Contracting Company as per of their urgent repair service:

- Re-glazing a broken and previously boarded up window,
- Central heating and hot water repair/ reinstatement,
- Reinstatement of electric storage heater,
- Communal Lighting and Lift Breaks Down.

For Tenants at Latham House out of hours number for lift repair is 0800 652 0692. For all the other tenanted properties please contact OCC for any lift breakdowns.

For the following types of repairs, you are advised to contact the supplier first. (Only if they cannot assist should you contact our contractor).

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

Please note: the emergency boiler/heating/hot water repair service for Latham House tenants is provided by Pargas: 0208 360 4748.

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

Housing Corporation Assessment

The 'traffic light' system used below illustrates Housing Corporation's overall assessment of Spitalfields Housing Association's compliance with the Regulatory Code and development performance. A green symbol indicates no material concerns about performance and the association is complying with the Regulatory Code and also an indicator of a good performance overall by Spitalfields Housing; an amber symbol indicates some material concerns about performance, resulting in Corporation action above the minimum; a red symbol indicates serious concerns about performance.

VIABLE

Measuring compliance with the Regulatory Code part 1
The association meets the requirements set out in the Regulatory Code in terms of financial viability.



PROPERLY GOVERNED

Measuring compliance with the Regulatory Code part 2
The governing body, supported by appropriate governance and executive arrangements, maintains satisfactory control of the organisation.



PROPERLY MANAGED

Measuring compliance with the Regulatory Code part 3
The association generally meets the standard expected given the context in which it works and the available resources.



DEVELOPMENT

Development with Housing Corporation funding
For the 2006/08 National Approved Housing Programme (NAHP) Spitalfields did not receive any direct allocations, but the association continues to work with a number of HC investment partners to receive units for management and ownership. Spitalfields currently works with a number of strategic partners.

N/A

Donation in Cyclone Sidr Fund



On 13th of December 2007 the Chairmen of Spitalfields Housing Association Mr Askandar Ali and the members of the board handed over a cheque for £5000 to the High Commissioner of Bangladesh Mr Shofi U Ahmed for the victims of the devastating Cyclone Sidr which have killed up to 15000 people in Bangladesh. He welcomed the High Commissioner at the SHA office and hoped that the help and donation for the victims of the Cyclone provided by the international community as well the Bangladeshi Community living in Britain will be adequately distributed where it's needed most. The High Commissioner highlighted the effort by Bangladeshi Government to provide shelter and help with rebuilding as well as setting up programmes to re-stock the country's farms with seeds and fertiliser and also working on long term strategy on how to tackle such natural devastation.

Respect Standard for Housing Management –tackling Anti-Social Behaviour/Looking After your Estates

Spitalfields HA is a signatory landlord to the government's Respect Standard for Housing Management initiative. In signing up, the association is committing itself to tackling the causes and the consequences of ASB as well as future prevention. We are working in partnership with a number of other housing association's in Tower Hamlets and by pooling our collective knowledge, experience and resources we hope to achieve a considerable improvement in the quality of life of all our residents. We will be involving you, our residents, in focus groups, initiatives, projects and schemes to help make this good idea a reality. If you are interested in how you could become involved in helping us make your local environments great places to be please contact Murselin Islam on 0207 392 5407 or Stephanie McDonald on 0207 392 5400.

Put your rubbish out right

Sometimes residents living on estates with lockable bin stores are not always locking the doors after disposing of their rubbish. It is very important that you lock it after each use to prevent outsiders dumping their rubbish and other ASB such as drug use. All residents are also reminded to keep the bin areas clear at all times since obstructing the bins and bin areas will prevent the rubbish from being collected on the collection days as the bin men will not be able to empty them.

Nusrat Akthar : My experience at SHA

To those of you who don't know me, my name is Nusrat Akthar. I started working for Spitalfields HA in October 2007 as a Housing Management Trainee. As part of my training, I am studying a CIH (Certificate in Housing) course at The College of North East London. In addition, I hope to obtain an accredited certificate and broaden my skills and abilities.

When I first started at Spitalfields I did not have much knowledge and experience in housing. As a few weeks passed I started to get the feel of SHA, how they work, what their goals and achievements are. Having grown up and lived in Tower Hamlets, I have an in-depth understanding of the local community and of the difficulties faced by local children and parents.

I am keen to draw on this knowledge and experience in a role where my work can be of direct benefit to the local community and for this reason, I think Housing Management Trainee is a great opportunity for me. Spitalfields have given me the opportunity to take my first step in to housing and enabled me to develop my skills further.

I enjoy contact with a wide cross-section of the public, dealing directly with tenants, their needs and their options. I have helped family members with matters arising from housing, to advising, to helping them with housing benefit forms, how to report repairs etc.

I am reliable and hardworking person who takes pride in excellent punctuality, attendance and have a responsible attitude towards my work with good communication and interpersonal skills. I hope to grow within SHA, I am here to assist you with any queries and problems you have.

News from Best Value Panel

Over the last six months Spitalfields staff and its tenants have been meeting regularly for the Best Value process to drive to secure continuous improvement and delivery of high quality services. The process provides the necessary ingredients to help management in planning, reviewing and managing their performance in order to deliver continuous improvement in all services and to meet the needs and expectations of tenants. This year the panel made various suggestions that includes re-designing of the repair order form, a bold reminder to residents to remember to fill out the QS form, carry out regular training on

accurate policy and procedure, introduce more statistical reporting to board on the time taken to resolve repairs following variation orders, a question in the next Tenants Survey that asks residents about their satisfaction with resolution of nuisance issues, introduction of reports to board on nuisance and racial harassment so that formal monitoring can begin. reach agencies on a regular basis to help guide the prevention and enforcement elements of tackling nuisance, current IT system to be investigated to allow the production of statistics that can show trends, i.e. by post code to indicate where a particular problem is reoccurring etc. Intensive Panels to be set up to tackle problem areas of nuisance with the involvement of the Housing Officer, Housing Manager, Maintenance Officer and Community Development team as a mechanism for helping to guide the Housing Officer toward resolution of difficult problems.

Fair Finance – A help with your money

Over the last 2 years Spitalfields Housing Association has been working with Fair Finance to offer a range of financial services to tenants including rent arrears, debt counselling, sensible repayment arrangements, outstanding bills, existing loans and debts. Through a referral system via their housing officer tenants can now access a confidential and independent debt counselling service to help them avoid legal action for recovery of rent arrears and to help deal with multiple debts.

If you are in rent arrears and feel your situation is worsening, don't wait for legal action, contact your Housing Officer, Nurul Islam or Faruque Uddin and speak to them about being referred to the Money Matters project for debt advice. Through this service residents can access confidential and independent debt counselling. Alternatively if you would prefer contact Fair Finance directly on 02077801777 to discuss your situation and you could also find out about accessing personal and

Tenants Survey: A Reminder

In our continuing effort to improve our service through your participation, we have sent you The Tenants Survey 2006/2007 with the previous newsletter in October 2007. Since then over the last 4 weeks we have been sending reminder letters to those who have not completed and returned the survey to us.

If you have not completed the survey yet then please complete the survey by 23rd December 2007 and return it to our office at 78 Quaker Street London E1 6SW. It is your opportunity to give us your views on the service we currently provide to you and on how we can improve this service in the future. As an enticement we will hold a prize draw of all tenants who complete and return the survey, the winners will receive vouchers. The winners will receive vouchers of

One 1st Prize > £50 Argos voucher

Two 2nd Prizes > £30 Argos voucher

Three 3rd Prizes > £20 Argos voucher

If you have any further question please do not hesitate to contact me on 0207 392 5407. Thank you in advance for your time and effort in completing the questionnaire. Your help is greatly appreciated.

Improving Environment - Princelet Street Garden and Play Facility

Following the successful improvement of the Spelman Street Garden and Play Facility Spitalfields HA are in the process of setting up a 2nd project at Princelet Street that will create a publicly accessible, 792m² play facility and discovery garden for local children and families. Commencing in July 2007 with estimated completion in July 2008, we aim to involve the community local to this site in a project to establish a discovery garden.

We have already secured £2828 from the Woodland Grant trust to pay for 20 trees and 200 shrubs. We have also secured £5000 from Lap 2, Neighbourhood Renewal fund to pay for adventure play equipment and we have set aside £4000 our selves for labour and hard landscaping but we will be perusing other funds

Development of the space will be based on incorporating the principals of recycling, forest gardening and with using plants and natural materials to encourage play and interaction with nature, thereby helping combat the development of 'bio phobia' in children. (Bio phobia is the development of an aversion to nature believed to occur where the human natural attraction to nature is not given opportunities to flourish)

The result will be a play/ discovery garden which will as much as possible bring children and their families into contact with a diverse natural habitat which will invite their interaction and wonder. As part of a series of consultation events and community planting workshops to encourage community participation in the project we have already conduct a door-to-door survey for the project. One of our objectives for such consultation events and community planting is to help our tenants and residents to improve social interaction and a sense of community and help safeguard the long term care of the site.

It will, in partnership with Tower Hamlets, install the second of Spitalfields H.A resident composting schemes to help improve recycling and resident awareness of recycling and waste minimization. The garden will create an exciting discovery play space for children as well as a relaxing environment for adults. The presence of fruiting varieties of tree and shrubs will be used to reinforce healthy eating patterns with young children.

Biodiversity: Native species will be incorporated. The development of the space will adhere to the principals used in forest gardening to provide a 'high yield', low input space. Social and Community: Participation in consultation about development of the space as well as participation in community planting workshops and recycling / waste minimisation sessions will provide enhanced opportunities for community involvement. Education: Residents and their children will be educated on the benefits of recycling and waste minimisation through information workshops and through participation in a community composting scheme.

Residential: The site is next to residential development and residents from there will directly benefit from the project. Landscape: The physical improvement of the space will transform a neglected under used space into a vibrant community facility.



May you be blessed
with divine grace
of Allah....

On occasion of this
festival of sacrifice we
wish you happiness,
peace and prosperity on
EID-UL-ADHA

EID MUBARAK

*Wishing you peace, hope
and all the joys of the
season*



*Merry Christmas and
Happy New Year*