

**EastendHomes
and
Mile End Community Housing Trust
Eric / Treby / Brokesley Street Residents**

***“Listening to your concerns
and providing solutions”***



This short booklet has been provided by EastendHomes and Mile End Community Housing Trust to answer some of the questions you have been asking about what we will do if the proposed transfer of your homes goes ahead.

ABOUT EASTENDHOMES AND MILE END COMMUNITY HOUSING TRUST

*“Our aim is to provide high quality homes and housing services to the people who live in this area.
We will be accountable to you and will make sure that you have the power to
make decisions at a local level about the services you receive.”*

EastendHomes is a new form of resident led Social Landlord that is set up on a not-for profit basis to be registered with the Housing Corporation.

EastendHomes will have an Agreement with a number of Community Housing Trusts across the Borough.

Your Housing Trust will be the Mile End Community Housing Trust and be responsible for deciding:

- what services to provide on the Mile End estates
- how these services will be provided
- how the budget will be spent

Your Trust will be:

- independent from the Council
- local to the Mile End area
- tenant and leaseholder led
- community owned

EastendHomes will be responsible for ensuring that service performance and financial management is acceptable to the Housing Corporation, the government body that monitors and regulates RSLs.

east
end **HOMES**


Mile End
community
housing trust

REPAIRS

“One of our key promises is to introduce an efficient repairs service where local residents have a major role to play in letting and monitoring the contracts.”

What you said...

Quality Contractors

“The contractor sometimes doesn’t turn up and if they do they don’t finish the job off on the first visit”

Checking Performance

“No one ever seems to check the work”

Planning the Repairs

“Some repairs never got done, like painting the entrances and stairs”

What we will do...

Local handypersons will be employed to carry out routine day-to-day repairs. They will know the residents and be familiar with the properties.

We will only use good quality contractors chosen by residents

There will be an emphasis on quality, with work allocated to those contractors who perform best

Residents will be directly involved in checking the quality of the completed jobs. If we suspect the contractor is not performing we will increase the percentage of jobs inspected.

We will monitor the contractor’s performance using service standards set by you.

Residents will control the repairs budget and decide how the money is spent.

Communal areas will be decorated at least once every five years as part of the plan management program.

RENTS AND RIGHTS

"We will maintain rents and services charges at affordable levels and will protect your rights."

YOU ASKED...

Rents

"I am worried that rents will shoot up if we go with the transfer."

"if you are going to do much more work to our homes and the estate than the Council, you must have to charge us more."

"I am worried about the level of service charges."

Rights

"I am worried that you may have more powers to evict me."

WE PROMISE...

This will not happen. Your rents will be similar to those you would pay if you had stayed with the Council.

The Government has now taken control of what rents we and the Council can charge – and they are the same.

We will not charge any more than the Council would. We can afford to do more because, unlike the Council, we can borrow the money needed and pay it back over a long period.

Service charges for tenants will be covered by the same limit as the rents.

We will have no extra powers to evict you than the Council has. You will continue to have Security of Tenure. Also, after transfer, if it goes ahead, we will not be able to change your tenancy agreement without your specific consent. This is a new right that you would gain.

"I have heard that I will lose my right to buy my home."

If you have the right to buy your home from the Council, you will have that right protected with us.

"Will I still be able to pass on my home?"

Your right to pass on your home will not change.

"Will I still be able to transfer or exchange homes?"

Yes.

"What about my rights as a leaseholder?"

We will honour the rights you have with the Council. Your contract (lease) will simply transfer from the Council to us without any changes. Your lease cannot be changed without your consent.

ANTI SOCIAL BEHAVIOUR (ASB)

"Anti social behaviour can make people's lives a real misery and spoil the whole feel of an estate. We have listened to what you have said about the problem and come up with some plans for how to deal with it."

What you said...

"...loud music blaring out all day long, going thump, thump, thump."

"Drugs are being dealt from the flats."

What we will do...

Prompt action will be taken to address these problems. We will not tolerate anti social behaviour that causes misery and nuisance to other people.

We will use the full powers of the law against those who cause anti social behaviour including:

- Acceptable Behaviour Contracts (ABCs)
- Anti Social Behaviour Orders
- Injunctions
- Repossession

We will have a specialist officer in your local office to deal with anti social behaviour.

enforcement

SECURITY

control

"They take drugs and leave their silver foil behind, sometimes needles, and we have to walk through it."

"They come here from other estates to cause trouble."

We will employ wardens to patrol the estate. Those who come from other estates to cause trouble will not be tolerated.

We will use CCTV to combat nuisance.

information

"No one knows who throws rubbish out of the window but there could be a serious injury one day."

Professional Witnesses and Covert Surveillance will be used to identify perpetrators of anti social behaviour and help secure convictions.

We will use improved window designs to reduce incidents occurring.

responsibility

"When they've finished, they throw their crisp packets and cans on the floor in the lift."

"Spitting and peeing in the lift –its disgusting."

"A person on my landing just leaves any big bags of rubbish next to the chute."

We will encourage residents to take pride in the communal areas.

All new tenants will be visited by us. We will make sure they understand their responsibilities and what they can expect from us. A video presentation and information pack will be provided to enforce this.

poor design

"The estate has been designed badly. The entrance to the stairwells is a mugger's paradise – especially at night. It's like a maze – you would never catch anyone."

"I don't feel safe at night."

"People drive through the estate like a race track."

community facilities

"There's nowhere for the youngsters to go so they just hang around by the shops or on the stairs. Some are bored and will cause trouble. Some just frighten people unintentionally."

"There's nothing to do for young people here."

We will work with residents, architects and the police to re-design the estates to help get rid of these problems.

We will introduce a number of security improvements in the design proposals, including:

- Better lighting on the estate
- Door entry systems
- Proper railings to restrict access
- Proper planting & maintenance of flowerbeds
- Restrictions on estate roads

We will work with young people to:

- Introduce ball play areas
- Develop community facilities
- Work up community schemes to support and train young people.

CARETAKING

“The proper care and maintenance of an estate by a local caretaker can make a dramatic difference to the appearance of an estate.”

What you said

A Clear Service

“We never know what’s supposed to be cleaned and when.”

Quality of work

“Dirty water is just slopped in the lift.”

“No one inspects the cleaning.”

Cleaning backlog

“There’s years of built up grime in some places.”

Special mobile team

“The caretakers are fighting a losing battle. They can’t be everywhere at once.”

What we will do

We will publish a Cleaning Programme agreed with residents. This will show what cleaning tasks will take place on what days on your estate.

We will clearly set out the way cleaning should be done and agree this with residents.

Residents will be involved in monitoring the service. Their findings will be reported to the Mile End Board with recommendations for action.

The cleaning record for your estate would be completed daily and kept on display.

At the start of the new service, we will carry out a cleaning “blitz” on the communal areas.

We will have a special mobile cleaning team to tackle emergency cleans, leaving estate caretakers free to keep to their programme.

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