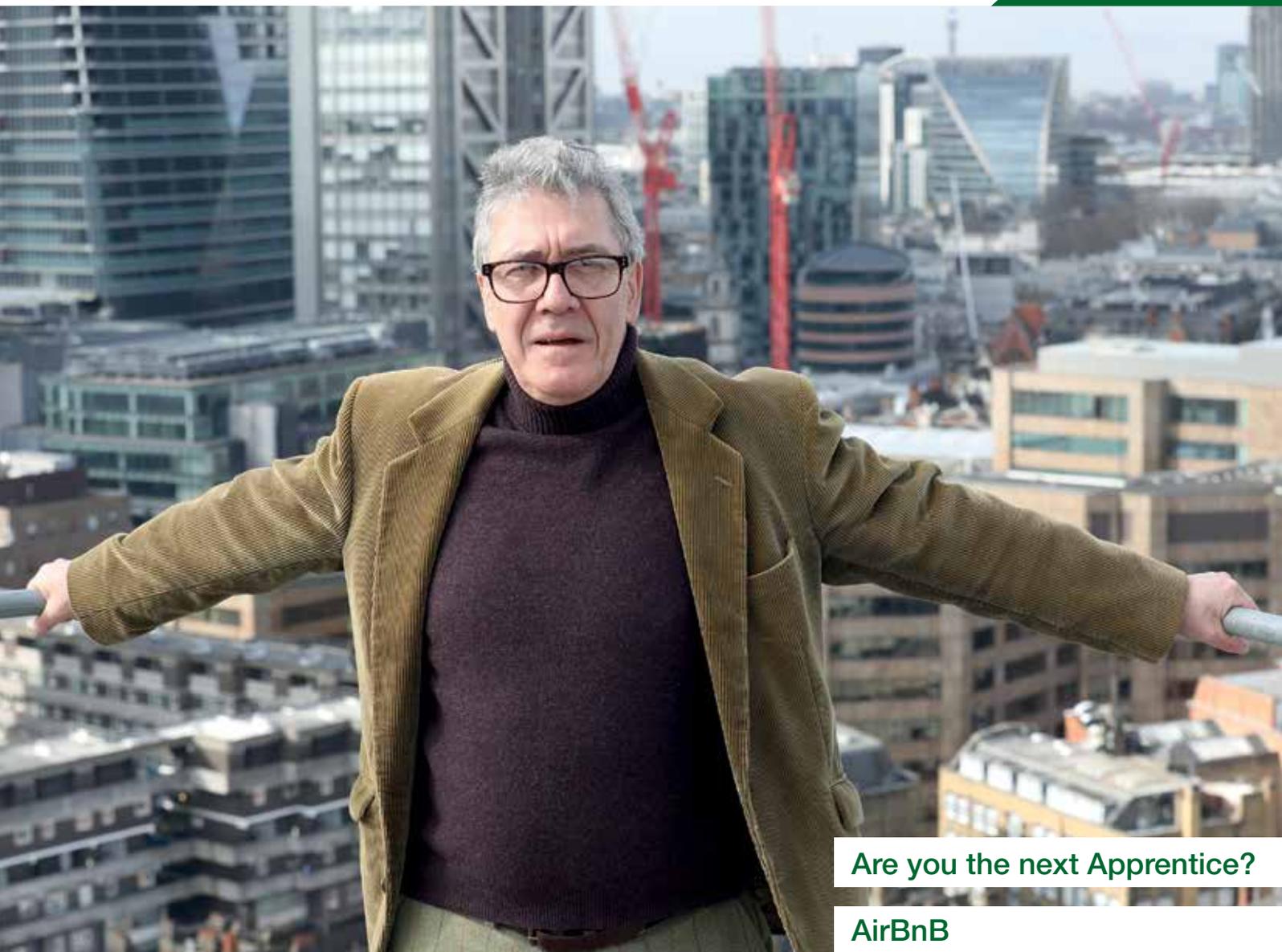


RESIDENTS NEWS

east
end **HOMES**



Over the years
we've got to know
each other pretty well.

Gerry King, resident of the Holland Estate, speaks to EastendHomes News about his role as an estate inspector, his local staff, Moroccan mint tea, and much more besides...

More on page 3.

Are you the next Apprentice?

AirBnB

Dare you face the Fatberg?

Television trouble

Happy Birthday!

The East End in colour

Spring 2018
Issue 42

Licensing scheme for private landlords

Private landlords renting properties on the Holland Estate must obtain a licence from the Council before a property can be rented out to a tenant.

The Council has a page on its [website](#) with full details of how to apply for a licence. This can be done online.

Landlords must have the following in place:

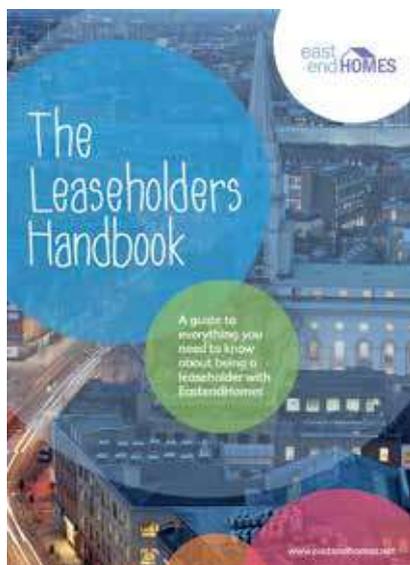
- an up-to-date gas safety certificate if there is a gas supply
- electrical appliances and furniture that are in a safe condition
- a tenancy agreement
- references from the tenants
- a procedure in place to deal with any anti-social behaviour.

The scheme helps to reduce anti-social behaviour and improves the management and housing standards of privately rented homes, and protects private tenants.

Additionally leaseholders of EastendHomes on all estates - not just on the Holland estate - are reminded that they are also asked to inform us if they intend to sub-let their home. If you have a mortgage secured on the property, you may also require agreement from the lender.

Please get in touch if you have concerns about a privately rented home on your estate.

Email homeowners@eastendhomes.net or call **020 7517 0424** for more on this.



Important news for homeowners

Tower Hamlets Council has launched a free scheme to replace old inefficient gas boilers and faulty radiators as well as upgrade heating controls. It's a great way to heat your home more efficiently, and save money on gas bills, whilst saving the cost of replacing your existing boiler. In addition to any boiler replacements, residents may also be eligible for draught proofing and insulation.



A home owner must live in the property and be in receipt of at least one State benefit. But if the home owner is not in receipt of any of the qualifying benefits, a family member who also lives in the property can qualify if they are on one or more State benefits. For a full list of those benefits eligible for the scheme, please visit www.towerhamlets.gov.uk or call **020 7364 2521** or email abdul.monnan@towerhamlets.gov.uk

Among the eligible benefits are Attendance Allowance, Child Tax Credit, Council Tax Benefit, Disability Living Allowance, Jobseeker's Allowance (JSA), Pension Credit, and Working Tax Credit.

There must be an existing non-condensing gas boiler in the home. You can check the make and model on the Home Heating Guide website to verify this.

The existing boiler will be replaced with a like-for-like Vaillant A rated condensing boiler with upgraded heating controls, and is subject to a technical survey.

A replacement combi boiler installation can cost around £2000 so it is well worth considering!

Right to Buy/Acquire advice

Right to Buy or Right to Acquire applicants are reminded that their rent account should be clear, without any rent arrears at the time they serve their application on EastendHomes. Furthermore, an application can be denied if a court grants a Possession Order including a Suspended Possession Order. For more advice please contact the Home Ownership Team at homeowners@eastendhomes.net or call **020 7517 0424**.

Estate Inspector, Gerry King

My name is Gerry King. I am a tenant living on the Holland Estate in Spitalfields and have been working as an Estates Inspector with EastendHomes since 2012. I had previously lived in Bristol, and while I was there I worked for a charity engaging 'hard to reach' clients in training, education and ultimately employment. Some of the issues I had to deal with involved contact with Bristol City Council Housing services. It was then I realised it would be good for the charity and my clients to get familiar with housing policy, so I became a tenant liaison board member and later a full tenant board member. I have never taken social housing for granted and when I was given my own home I felt such a huge sense of relief and security that came with my door keys. I believe that what we have we must look after.

I was born in London, south of the river in Battersea, but I never thought it was imaginable to get back to London again. However, through a mutual exchange it was made possible and I have come to love the area I live in and predominately everything in it. I remember signing the relevant papers with my housing officer Edgar Tannah at the old EastendHomes office. I expressed an interest to get involved and Edgar suggested applying to become an Estates Inspector. It followed that I met Edgar's colleague Kamal Uddin and over the years we've got to know each other pretty well.

I learnt very quickly that I was privileged in working with these men as they'd built up a lot of goodwill with the residents of the various estates we were to inspect on a roughly six-week basis, my work permitting. There is a familiarity that comes from taking time to care about people – being invited into people's homes for refreshment, celebrating births and looking out for the elderly residents who have lost their partners. The board meetings are an ongoing learning experience and socially I've had a few surprises. It was through a board member Max Reeves that I actually found a day job doing something I love. Initially when I moved to London I worked in a high support hostel that was very demanding. My neighbours are international and I've reaped the benefits of their collective cookery skills, from mint tea and spices from Morocco through to curries from Bangladesh and hipster fish fingers in artisan bread. While this all comes over as fabulously diverse the reality is it is a huge asset as the residents count amongst their numbers bus drivers, supermarket workers, student welfare officers, high flying City types, academics, artists and writers. This is a community that really works together when faced with challenges.



The duties of an Estates Inspector involve accompanying a housing officer and caretaker on a walk around a chosen estate and checking health and safety, maintenance and the cleanliness of the buildings and the area. It can involve tenants raising issues with the housing officer, covering things such as repairs, parking, refuse collection and anti-social behaviour. The recent Grenfell tragedy has certainly brought to the fore fire regulation responsibilities and EastendHomes have responded robustly in their precautions in all their high-rise blocks.

I have always found the caretakers, Michael, Trevor, Efosa, and Friday, hardworking and courteous individuals who have gained quite an extensive knowledge of the buildings they look after and are sensitive to their needs. There is

the occasional issue but nothing that isn't put right and usually with good grace. Leading up the team is the Hammers supporter Dave Camilleri who takes his lead from our main sparring partner Keith Brown who is Head of Housing Management services. It hasn't always been easy over the past four years or so, what with the pervading re-development climate literally threatening the roofs over our heads. There were

some dark times, but it now looks like there is light at the end of the tunnel. Through meetings and resident involvement a mutual respect has been nurtured and the residents and EastendHomes have worked towards building good relations. Nothing is ever perfect but many things have got better and as long as you can still corner a chief executive on the estate and have a gripe, it's a good thing.

It is terrific to be part of a Housing Association that is now committed to maintaining these fabulous estates that date from the 1920s - London brick structures with Canadian pine floorboards once brought in from the local docks, where sailors brought monkeys and tigers off their ships in kit bags to sell on Club Row by Bethnal Green Road. Carter House on Brune Street opposite the Jewish Soup Kitchen was named after Ernest Carter, a vicar who led the hymns on the deck of the Titanic as it sank, his church was St Jude's on Commercial Street – long gone.

I will continue to be an Estates Inspector as I love seeing the constant change and positive development going on in our neighbourhood. This is one of the most vibrant areas in Europe and possibly the world. Witnessing the improvements that are taking place on the EastendHomes estates is truly magnificent and the names trip off my tongue like stations of the Underground: Wheler House, Herbert and Jacobson, Brunswick and Wentworth Dwellings, Denning Point, Ladbroke and Bradbury Court, Brune, Bernard, Barnett and Carter House. It really is an honour to be part of their history and care.

Apprenticeship Opportunities at Morgan Sindall

If you are an EastendHomes resident and are interested in applying for the **Property Maintenance Operative apprenticeship** with Morgan Sindall, please contact **Amy.Ross@morgansindall.com** with your CV.



**John
Potter**

“I have benefitted from working really closely from qualified engineers to learn the tricks of the trade, MSPS continued to support my development beyond the apprenticeship.”

“It’s great that Morgan Sindall invest in their apprentices, they’ve really supported my career progression and I’m pleased I can continue to grow with the business.”



**Chloe
Frost**

Your details will kept on file and you will be contacted with opportunities as and when they arise.

Easy ways to pay your way

EastendHomes offers a wide range of payment options to make it as easy and convenient as possible for you to pay your rent or leasehold service charges.

For more information, please see our **Make a payment** page at www.eastendhomes.net/residents



Mutual Exchange

As well as being a partner to the UK's largest exchange provider HomeSwapper, EastendHomes also operates an in-house exchange scheme exclusively for our tenants. Interested? Phone the Lettings Team on **020 7517 0433**.

www.homeswapper.co.uk

Housing fraud investigations under way

An EastendHomes tenant under investigation for illegally subletting their home has returned their keys and ended their tenancy. The tenant had been identified by the Council's specialist Social Housing Anti-Fraud Team, and tenancy fraud is a criminal offence. Prosecution by the Council can incur a prison sentence, a criminal record or a fine for £5,000. Housing fraud is not limited to subletting, but also includes:

- obtaining housing by deception
- wrongly claimed succession
- tenants who apply for the Right-to-Buy but are actually living somewhere else
- tenants who are working but haven't told the Housing Benefits team about their income.

EastendHomes takes housing fraud very seriously so if you suspect someone is committing housing fraud, you can report it to us or to Tower Hamlets Council on the Fraud Reporting Hotline – **0800 528 0294** or socialhousingfraud@towerhamlets.gov.uk.

You don't need to leave your details when giving us the fraud information. If you do want to leave your details, they will be kept in the strictest confidence.

Airbnb

Airbnb is still less than ten years old, but already has over four million lodgings advertised on their website and the internet powered business has grown massively, in a relatively short time. With properties on offer in 191 countries around the world, and 65,000 cities, it is no great surprise to see many properties in the East End available, but less expected perhaps is the fact that these short term holiday lets may well be in the flat next door to you.

The Deregulation Act 2015 allows leaseholders to let their property as temporary sleeping accommodation up to a maximum period of 90 days as long as the leaseholder is liable to pay council tax. Similarly, the Income Tax (Trading and other Income) Act 2005 exempts the leaseholder from taxation in regards to this type of business unless the income exceeds £7,500. However, the exemption may not apply if the lease does not allow for AirBnB. For example if the lease states that the property must not be used for trade or business then such short term letting may be in breach of the lease. Similarly, if the lease prohibits the leaseholder from causing nuisance, or prevents part subletting this could also be in breach of the lease.

Leaseholders are therefore advised before listing for AirBnB to review their lease, as the consequences of a breach could result in EastendHomes instigating legal proceedings which may result in seeking possession of the property including legal costs.



Hence, before the leaseholder proceeds to advertise the property on a rental website, a review of their lease terms is recommended to check as follows:

- the Lease covenant
- Current Health & Safety Regulations
- Insurance cover
- Mortgagee's terms

Some residents have contacted EastendHomes to express concern about the impact Airbnb guests are having. Issues such as late night noise from arrivals, and lost visitors knocking on doors looking for their lodgings have been heard by EastendHomes

Have your say

Have you been affected by Airbnb lets? Or are you happy to see tourists and visitors staying in your building? EastendHomes would like to hear your views on this modern phenomenon.

Please email letmeknow@eastendhomes.net or speak to a member of staff to have your opinion heard.

Fatberg!

Are you helping to create a 'monster'?

The highly anticipated display of the last remaining parts of the Whitechapel fatberg is now open at the Museum of London. A 'fatberg' is a huge clump of oil, rubbish, waste and wet wipes which block up the sewers below the city. The enormous sewer blocker became an international media sensation when it was discovered in September 2017. Weighing 130 tonnes – the equivalent of eleven double decker buses - and over 250 metres long – or twice the length of a football pitch - it was the largest fatberg ever found in the UK.

You can find out more about the challenges of curating and conserving this disgusting, fascinating and dangerous mass, and see the fatberg samples close-up – if you dare!

Come face the Fatberg!

Free at the Museum of London,
9 February - 1 July 2018.



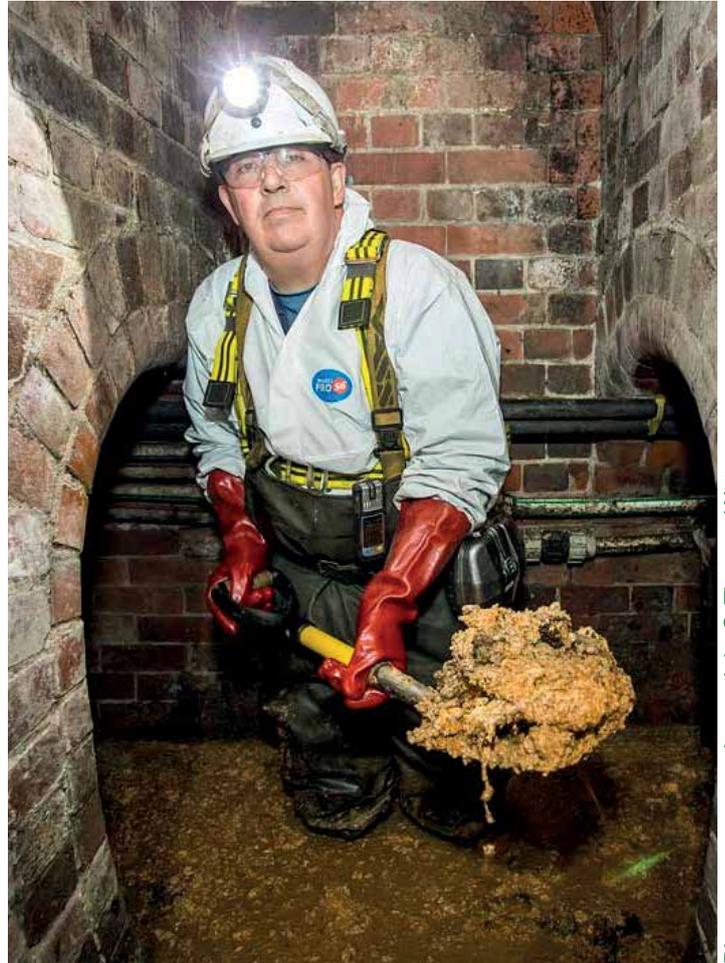
Bin it Don't Block it

Whether it's through sanitary items or wet wipes down the toilet, or leftover cooking oil being poured down the sink, pipes and drains are still becoming blocked due to misuse, adding to the fatberg menace.

Please remember that if you report a blockage and the plumber finds that the blockage was due to misuse, you will be charged the cost of clearing the blockage. If you report a further blockage of a sink, basin or toilet, and have an unpaid invoice from a previous blockage being cleared, we will not do the second repair until the invoice is paid.

Please contact your housing officer for further advice if needed.

EastendHomes spends thousands of pounds every year remedying blockages. So please don't contribute to the creation of a new monster fatberg!



Picture courtesy and copyright © Thames Water

“Even flushable wipes should be put in a bin, not in the toilet. The majority of London’s 80,000 annual blockages are caused by cooking fats and oils. Think before you put it down the sink!”

Myth buster:

Wipes also contain plastics and other man-made materials which persist in the environment. Even if they say ‘flushable’ they should never go down the toilet.

www.binit.thameswater.co.uk

TV picture on the blink?

Simple checks to test your television reception before making a repair call

If you are experiencing poor picture quality or a break up of signal, there are some simple checks that you can carry out before contacting your local office.

- Always check that your cables are connected at the outlet plate and that they are in the correct outlet socket.
- Check that your cables to your TV/Freeview Box/Satellite Box are connected properly.
- Check with a neighbour to see if their TV is working.

Once the above has been carried out and there is still no signal, please carry out the following two steps:



REMEMBER:

Please undertake these simple checks before calling us. In the event of our contractors visiting and finding that your connections or your equipment, or both, are at fault, you will have to pay the service charge presently at £63.36, so please make these simple checks before calling anyone out!

A standard TV outlet plate within most properties.

- Check the power to the socket. Are any lights lit up on your box or TV? If not, check whether the circuit breaker in your fuse board has tripped and is off. If electrical power is present, then carry out the following:
- Is the screen blank/blue/breaking up? If so, switch the box off from the mains electrical socket outlet. Wait for one minute, then switch back on. Is the screen still blank/breaking up? If so, and you've followed the steps above, contact your local Housing Centre for assistance. Our staff will be happy to help.

Connecting you to your potential

WorkPath is a unique employment service for all Tower Hamlets residents, providing support for people at all levels of work, skills or experience.

If you live in Tower Hamlets, Workpath can provide employment support tailored to your needs, whether you need basic skills or advanced training; access to work experience, apprenticeships or graduate schemes; CV help, interview preparation and more.

If you are already working, they can even help you make a fresh start in a new career direction, or offer

support for you to progress higher in your chosen area of work. Workpath want to help you get the right mentoring and support that you need, so that you can move forward on your path to employment and realise your ambition.

One-to-one employment support designed for you

Starting any journey can be daunting at first. You may even have personal circumstances that make finding work an even greater challenge. That is why WorkPath have a specialist team of experienced professional advisors to help. They are there to mentor, train and support you to overcome any difficulties you may have in reaching your goals.

The Working Start programme provides long term unemployed residents access to paid work experience to help develop skills to prepare for future employment. And they support employers to recruit local graduates.

Phone **020 7364 0626** or email

workpath@towerhamlets.gov.uk to find out more.

TOWER HAMLETS
WORKPATH →
CONNECTING PEOPLE TO POTENTIAL



Struggling to pay your bill?

We can help you!

East End Energy Fit can help you with:

- Clearing gas, electricity and water debts**
- applying for grants to clear arrears and setting up payment plans
- Reducing utility bills**
- comparing tariffs and providers, improving energy efficiency at home and applying for discounts
- Applying for grants for appliances** including white goods (fridge, cooker, washing machine) and boilers

Contact us on:
020 8709 9745
or 020 8709 9747
eastendenergyfit@bbc.org.uk

Appointments available at:
Bromley by Bow Centre
St Leonards Street
London
E3 3BT
Limited home visits available for housebound residents.

The British Gas energy trust

Nearest transport connections:
Bromley by Bow underground,
Bow Church or Devons Road DLR,
488 or D8 buses
(Grace Street stop)

Local resident praised in award ceremony

Mile End resident, **Tania Nalywajko**, has been shortlisted in the 2018 TPAS awards for her outstanding contribution to her local community in Mile End.

TPAS are England's leading Tenant Engagement experts. The Awards, now in their eleventh year, seek to recognise the work of unsung heroes in our communities. Tania who has lived in Mile End since 1984, attended the South Region Tenant of the Year Awards ceremony in London in February.

When entering Tania for the tpas awards, local housing association EastendHomes were inundated with messages of support from local residents and local partners such as Friends of Tower Hamlets Cemetery Park, Mile End Community Project and Shuffle Film Festival.

Paul Wilson, EastendHomes Community Engagement Manager said:

"It is fantastic to see Tania get this type of recognition. She is a true community ambassador. EastendHomes have welcomed her ideas, her energy and her belief that things can be done differently and better for her community."



Happy Hundredth Daniel!

Daniel Morgorosi, a resident of the Island Gardens estates, celebrated his 100th birthday in January. He received his letter from the Queen and was presented with gifts and birthday cake by EastendHomes staff.

Daniel was born in South Africa and moved to London in 1965. Since then he has always lived in Tower Hamlets, first in Bethnal Green, and then he moved to Island Gardens in 1975 where he has lived ever since.

When asked what is the secret of long life, Daniel said:

"I think its good luck, staying active, interest in life and history, and eating lots of vegetables."



Since retiring and keen to keep his brain active, Daniel has taught himself French, and is a keen follower of sports, especially football and tennis.

For one of his birthday gifts, EastendHomes staff presented Daniel with a new widescreen TV so he can enjoy watching sport on a big screen.

Alison Clarke, EastendHomes' Neighbourhood Housing Manager said:

"It is a real privilege to celebrate Daniel's 100th birthday. He is such a great character and an inspiration to us all. On behalf of everyone at EastendHomes and our local community at Island Gardens we wish him a very happy 100th birthday."

Votes for Women



It's not just Mr Mgorosi celebrating a centenary this year, it is also of course the centenary of the 1918 Representation of the People Act which, for the first time, granted some women, but not all, the right to vote, and extended the vote to men aged over 21. East End women had played a very prominent role in the Votes for Women struggle but the new law required that they had to be aged over thirty and, unlike men, were still subject to a property qualification, so many of our local campaigners remained without a vote. It took another ten years before the rules were equalised, and the voting age was lowered to 21.

The Women's Hall exhibition at Tower Hamlets Local History Library & Archives is on from **Tuesday 29 May to Saturday 20 October 2018**, and will commemorate the role of the East End in the suffrage movement. Visitors will be able to learn about the campaigners as well as view original materials, handle replicas, and



Picture courtesy East End Women's Museum

attend events and workshops. A pop-up community kitchen will serve hot meals for the public at set times throughout the exhibition's run, and a crèche facility will be available one day per week.

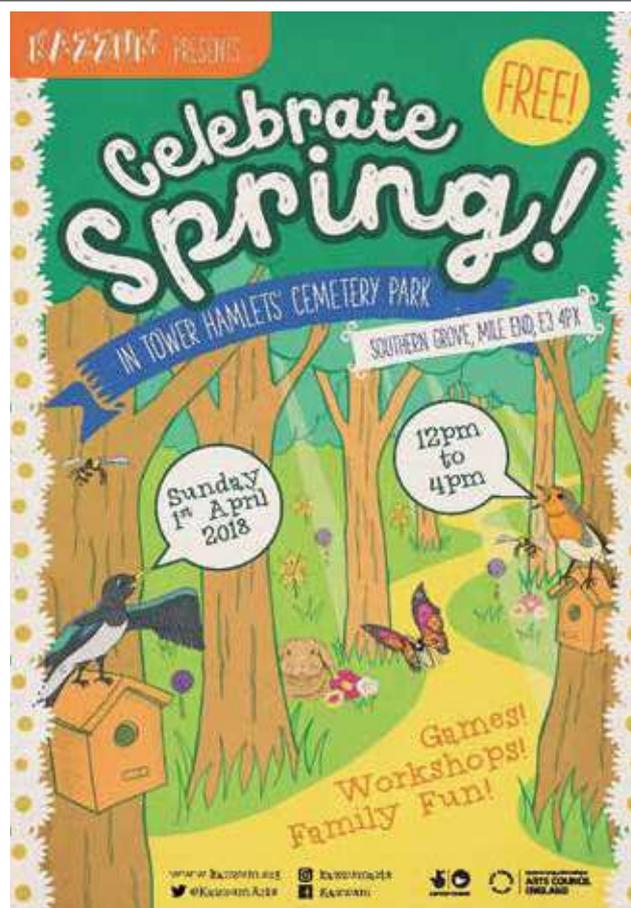
To find out more on this and much more, visit www.eastendwomensmuseum.org

Spring is in the Air!

Join local arts company Kazzum on Sunday 1st April at Tower Hamlets' Cemetery Park to 'Celebrate Spring' in a free and fun afternoon of outdoor activities, suitable for all ages!

Come and explore the beautiful spaces of the Cemetery Park, learn about local bird and plant life and take part in fun arts activities.

Open from Midday to 4pm in Horse Chestnut Glade.
Meet at the Soanes Centre: Southern Grove, Mile End, London, E3 4PX.



The Big Lunch

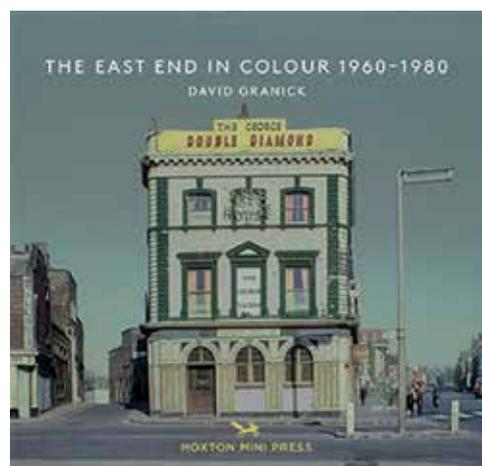
If you're thinking about organising a Big Lunch event in your neighbourhood, or perhaps are willing to help others, please email paul.wilson@eastendhomes.net or ring **020 7517 0409**. Visit www.edenprojectcommunities.com to find out more.

The East End in Colour 1960-1980

David Granick lived and died in Stepney. A keen photographer and member of the East London History Society, he gave lectures on various local history themes which he illustrated with images taken by himself or his fellow members of the Stepney Camera Club. On his death in 1980, his Kodachrome slides were deposited at Tower Hamlets Local History Library & Archives (THLHLA) – the Victorian public library only five minutes' walk from his home, where they have been securely preserved ever since.

An exhibition of photographs by David Granick is now on display at the archive at **277 Bancroft Road, London E1 4DQ** until **Saturday 5th May**.

To win a copy of the book accompanying the exhibition, please email editor@eastendhomes.net with your name and address. Include an old photo if you'd like to see it published in this newsletter! Entries by Bank Holiday Monday 28th May please.



Noticeboard

LOW COST PARKING AND STORAGE

Do you want to rent a garage, a parking space or shed? EastendHomes has some availability and, if not, your name can be placed on a waiting list. Our residents are given priority, and rates are reasonable. If you are interested, please phone your local office.

DAY TRIPPER

The EastendHomes mini-bus takes groups of residents out on trips. We need more volunteer drivers, who will receive training and support. So if you'd like to become a volunteer mini-bus driver, helping your community enjoy days out, please ring **020 7517 0409**.

GREENER GARDENS

Around 3,000 snowdrops bulbs were planted around the St George's Estate last autumn. Thank you to those residents who let us know how much they enjoyed seeing the pretty flowers brighten up their neighbourhood. EastendHomes has planted tens of thousands of bulbs across all estates. If you'd like to see more cheery spring flowers on your estate, please email greenergardens@eastendhomes.net

COMMUNITY FUNDING

With funding support for local initiatives available through the EastendHomes Community Chest, the combination of residents working together with staff, plus modest sums spent to assist, is proving successful. Community Chest funding helped sponsor the Glamis Estate St George's Day party for residents, and has supported community food growing on the Holland Estate. To find out more about community funding support, please call **020 7517 0409**.

TIME FOR TEA!

A warm welcome is always to be found at the afternoon tea sessions on the St George's Estate. The club meets every Wednesday lunchtime in Stockholm House. For more info, ring **020 7517 0409** or pop into the local office.

GET INVOLVED

Every EastendHomes estate and block has a thorough inspection every eight weeks. A £20 incentive voucher is there for residents who would like to become an estate inspector and join housing staff on the estate walkabout. If you've got a good eye for detail and want to help check that estates are well kept, please email info@eastendhomes.net or ring your local housing team.

WHEN I'M CLEANING WINDOWS



Communal window cleaning, Glamis Estate

No other London location offers such a choice of vibrant and contrasting markets. Each one is an open air theatre, a sight and taste of genuine East End London, where bargains and surprises abound.

Become a market trader
in the London Borough of tower Hamlets

Contact Tower Hamlets Councils' Markets Team on 020 7364 1717

or email streetmarkets@towerhamlets.gov.uk

For more information, visit www.towerhamlets.gov.uk/markettraders

PERFORMANCE

EMPTY HOMES

Short term void
turnaround times
34.3 empty days
Q3 17/18



**ANTI SOCIAL
BEHAVIOUR**
Satisfaction with complaint
100%
outcome



GAS SAFETY

percent of properties with a
**valid gas safety
certificate**



100%
have them
achieved Q3 17/18
100%
is what we're
aiming for

REPAIRS

Completed on target
81% **98%**
Q3 17/18 Target

Appointments Kept
97% **98%**
Q3 17/18 Target

Satisfaction with work
95% **98%**
Q3 17/18 Target



ESTATE CLEANING



External areas
grade B
or above
97%
Q3 17/18

100%
is what we're
aiming for

RENTS

Rent collection
106%
Q3 17/18



Target **98.0%**

RESIDENT ENGAGEMENT



8 per week
target minimum number of
public sessions in directly
managed community halls

12 per week
average no of
sessions offered
in Q2 17/18



88% Performance
85% Target

CONTACT US

EastendHomes Head Office & Holland Housing Centre

3 Resolution Plaza
London E1 6PS

Head Office General Enquiries
Phone 020 7517 4700

Holland Housing Centre
Phone 020 7517 0430/0443

Rents

020 7517 0440

Lettings

020 7515 0407

Mile End Housing Centre

123 Hamlets Way
London E3 4TY
Phone 020 8880 7055

Island Gardens Housing Centre

137 Manchester Road
Isle of Dogs, London E14 3DN
Phone 020 7538 2340

St George's & Glamis Housing Centre

61a Swedenborg Gardens
London E1 8HP
Phone 020 7680 8640
Freephone 0800 028 1587

Out of Hours Emergency Repairs

0300 123 0728

Emails:

enquiries@eastendhomes.net
holland@eastendhomes.net
homeowners@eastendhomes.net
islandgardens@eastendhomes.net
mileend@eastendhomes.net
rents@eastendhomes.net
stgeorgesandglamis@eastendhomes.net
lettingsteam@eastendhomes.net

Text Phone

07961 941584

Right to Buy & Home Ownership

020 7517 0424

Our mission:

EastendHomes will provide a local housing service which is efficient, gives value for money and meets the needs, priorities and aspirations of all residents.

Our vision:

To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents.

Our core values:

The core values which support, inform and guide our work at all levels in the organisation are:

- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff
- We always strive to provide the best possible service
- We welcome and support diversity and we are committed to equality
- We want to improve and succeed in all aspects of our work