

Have you thought about Shared Ownership?

THCH has a number of homes available on a shared ownership (part buy / part rent) scheme at Harrison House off Christian Street in Shadwell.

Some of these homes are 3 bed apartments and these may be of particular interest to current THCH shared owners who are looking to move to a larger home but stay within the same area.

All properties have been finished to a high level, with stylish kitchens and bathrooms, energy efficient lighting, balconies, lift service and secure cycle storage.

This scheme is car free, which means you would not be eligible for a council street parking permit.

If you would like to find out



more about these homes, please contact our Development Team on 020 7780 3070.

New Homes for Sale

In partnership with Hill Residential, we are building a new housing scheme on the corner of Old Bethnal Green

Road and Mansford Street in Bethnal Green (more inside about the recent time capsule burial) and these homes will be ready in 2012.

These homes are currently being marketed at www.oldbethnalgreen.co.uk

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From Larger to Smaller

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Details on how to dispose of bulking items the right way

FREE Training

Free job assistance training for the deaf and hear of hearing

You said / We did

Find out the latest example of THCH listening to your suggestions

Join us on Facebook

facebook

Christmas and New Year Wishes

This is the last Update of 2011 and Board Members and staff at THCH would like to take this opportunity to wish all residents, their families and friends a Very Happy Christmas and Best Wishes for the New Year.

Office Opening Times

Our offices will close on Friday, 23 December and re-open on Tuesday, 3 January 2012.

However, a limited service will operate from our Bethnal Green Office (see panel).

Our Emergency Service will operate as normal.

Christmas and New Year Office Opening Times

28 - 30 December 2011
10am to 4pm

Bethnal Green Housing Office
Unit 4, 1 Teesdale Street
London, E2 6GF

Telephone
020 7749 9830

Over 100 visitors at our Black History Exhibition

For 2 weeks in October, we held our annual Black History Exhibition at our Head Office which attracted a large number of residents and visitors to the display where they were able to see an interesting and varied collection of objects, images and artifacts.

Bethnal Green resident, Sharon Ward said the display was "Very interesting" whilst Kayla Blake, who travelled from Walthamstow said it was "Truly amazing display".

Meetings Update

Bethnal Green Area Resident Board 19 October 2011

Responses to a number of issues raised at previous meetings were provided, with requests made for additional information in some cases.

Residents were asked to review the Rent Arrears Policy and made a number of recommendations for consideration at committee.

Estate Inspections was discussed, with members raising a number of issues for the Housing Office to investigate and correct.

Members also asked for the Community Development Report to be amended and for a quote to be obtained to repair/replace the fencing around the Minerva play area.

Spitalfields Area Resident Board 12 October 2011

Members received responses to the issues raised at previous meetings before performance stats for the area were distributed.

A discussion took place on community safety and members were advised of 2 live ASB cases and a drop in envirocrime in the area.

A presentation was made by Jade Onasoga from Crossrail followed by short Q&A session.

Members then voted to elect a representative to the Board and elected Mr Foyez Ahmed for a 3 year term.

Members agreed to carry forward this year's ARB budget to 2012/13 but some suggestions were submitted and quotes will be obtained. Previous minutes are available online at www.thch.org.uk

Do you want to start your own business?

With unemployment on the rise and records showing more and more young people out of work and seeking employment, THCH has, over the last few months, been publicising job brokerage details, training courses and various employment events through this newsletter, our website and our Facebook page.

One other alternative that residents might consider is to start your own business.

The following is a list of some options available to you:

New Enterprise Allowance
Available to those who have been receiving Job Seekers Allowance for at least 6 months offering practical help and support, a mentor, a weekly allowance for 6 weeks and a loan of up to £1000.

For more information and terms and conditions, visit www.directgov.uk

Tower Hamlets Market Stall
You would need either a temporary or permanent Street Trading Licence, which are available from the Council's Market Services Team.

Licences are currently NOT being issued for fruit and veg stalls, bike stalls, telephone cards and DVD stall in Whitechapel and bedding stalls in Bethnal Green Road.

There is a £75 non refundable application fee.

For an application form, call 020 7364 1717 or email streetmarkets@towerhamlets.gov.uk

Other Agencies

There are a number of agencies, both within the borough and further afield that can offer help and assistance to people wanting to start their own business.

A number of organisations are listed below together with their contact details:

The East London Small Business Centre

Providing business start-up support and advice
www.goeast.org

Tower Hamlets College The Employer Services

Support for small businesses, access to financial advice and mentoring
www.employer-services.co.uk/business-support

Account3 Enterprise Project

Enterprise development advice including help with writing business and marketing plans
www.account3.org.uk

Beyond Business

A project seeking budding entrepreneurs who are committed to creating successful social businesses that deliver jobs and opportunities.
www.bbbc.org.uk/pages/enterprise

Everywoman

The UK's leading provider of training, resources and support services for women in business.
www.everywoman.com

The East London Business Place

Capacity building and procurement support to businesses
www.elbp.co.uk

Tower Hamlets Cooperative

Providing business services that are free and confidential specialising in cooperatives where ownership and control are shared amongst the members.
020 7247 1056

The Princes Trust Enterprise Programme

Supporting unemployed people aged 18-30 to work out if their business ideas are

viable and whether self-employment is right for them.
www.princes-trust.org.uk

Teenbiz

The UK's first business start-up scheme for young people aged 13-18 who have fresh ideas, hunger and drive to get started in business.
www.teenbiz.org.uk

Action for the Blind

Business support for blind and partially sighted people.
0800 915 4666

Prime

Self-employment support for people aged 50+
0800 783 1904

Business Link

An online resource to support existing and helps start-up business
www.businesslink.gov.uk

For more information on starting your own business, please call Muge Dindjer on 020 7780 3070.

Work Placements at THCH

If you are a THCH resident or son/daughter of a resident, aged 14 and over and would like to gain some experience working at THCH, we would like to hear from you.

Please contact Jodie Caya on 020 7780 3070 or email [jodie.caya@thch.org.uk](mailto:caya@thch.org.uk) to register your interest and find out more.



Christmas Fayre



St Mary's Church
Cable Street
Shadwell E1

Saturday, 10 December
11am and 2pm

stalls, gifts, refreshments
and more...



New to the Board

Residents at the October meeting of the Spitalfields Area Resident Board elected Mr Foyez Ahmed to the Board.

We wish a warm welcome to Mr Ahmed, who replaces Mr Mosibbir Ali and look forward to working closely together over the coming years.

We would also like to thank Mosibbir, who has represented residents of Spitalfields since 2002 for his service to THCH.

THCH New Homes

We also welcome the recent appointment of Mr Charles Moran to the Board of THCH New Homes Ltd.

Mr Moran works for a leading independent town planning consultancy and will bring experience and expertise to the Board.

Time Capsule buried in Bethnal Green



Residents and Board Members were joined by pupils from Lawdale Primary School on 7 October as a time capsule was buried at our new joint housing development with Hill Residential.

A range of objects, including issues of Update, our Annual Report, Olympic memorabilia and newspapers from the day were included in the time capsule.

The scheme provides a range of flats and duplex apartments for sale and reservations are currently being taken. Please visit www.oldbethnalgreen.co.uk for details.

Are you affected by roadworks?

Badly managed roadworks are a headache for Londoners and a drain on the economy.

Transport for London (TfL) has introduced new, tighter standards for roadworks and have made it easier for you to tell them when you spot bad examples so they can take action to sort it out.

You can report sites that don't come up to scratch at www.tfl.gov.uk/roadworks

FREE training for the deaf and hard of hearing

Deafroots, a charity working to enhance the lives of the deaf and hard of hearing are holding training courses to help people back to work.

The sessions will cover CV writing, how to write a personal and supporting statement, improving IT skills and how to use job brokerage companies.

The sessions are every Wednesday at 11am and Friday at 2pm at the Durnin Hall Business Centre, Earlam Grove, E7 9AB

For more information, please call or SMS 07505 771 753 or visit www.deafroots.org.uk

Staff 'Wear it Pink' for Breast Cancer Awareness

THCH staff wore a variety of shades of pink, on Friday, 28 October and raised over £100 in aid of the 'Wear it Pink' Breast Cancer Awareness Campaign.

Staff are due to raise even more funds for both Breast Cancer Awareness and the Movember Prostate Cancer Research fund when a charity football tournament takes place at Mile End Park at the end of November.

Have you heard about the Attlee Girls Project?



Based at 103 Hanbury Street, the Attlee Girls Project is a youth group for 13 to 19 year old girls and is open every Thursday between 4:30pm and 7:00pm.

The group hope to hold many events, such as health and fitness workshops, advice and support sessions, creative activities and day trips.

It's a great place to meet new friends so why not pop along one Thursday or call 020 7375 3212 or visit www.attlee.org.uk for more information.

Martial Arts at Zander Court

Silat Buka Lingkaran martial arts classes are being held every Tuesday evening between 8:30pm and 9:30pm at the Zander Court Club Room in Bethnal Green.

For more information on this dynamic martial art, which hails from Indonesia, please contact Ashraj Miah on 07723 006 164, by email ash@sabrsilat.co.uk or visit www.sabrsilat.co.uk.

Groups benefit from Aspire Grants

In the last few months, four community groups operating from our centres have received £100 grants from Aspire Community Works.

The following grants have been provided:

July

Bethnal Green Gardening Club from the Minerva Community Centre for tools and equipment

August

DIVA Women's Zumba Dance Group also based at Minerva for help towards instructor costs

September

The Cable St Pensioners Club for help towards their Christmas trip

October

The WISE Youth Group from the Minerva Community Centre for help towards outside lighting

Grants are only available to groups operating from any THCH Community Centre.

Group leaders should write explaining how the funds would be used to:

Shah Rahman, Aspire Community Works, Minerva Community Centre, 10 Minerva Street, E2 9EH



Energy Saving

The following advice and tips have been put together with the aim of helping you be more energy efficient, reduce your fuel bills and save money. Most of the information included can be of help to all residents, however, some will only apply to certain households - such as water butts in the garden, loft insulation or water tank jackets.

Simple ways to stop wasting energy and to save money

Turn your heating down

Reducing your room temperature by 1 degree could cut your heating bills by up to 10 per cent and save about £60 per year. Ideally, you should set your temperature to between 18 and 21 degrees centigrade

Check your water temperature

Is your water too hot? Your cylinder thermostat should be set to 60°C/140°F

Close your curtains

Closing your curtains at dusk will stop heat escaping through your windows

Switch it off

Always turn off your lights when you leave a room and don't leave appliances, such as laptops and mobiles on charge unnecessarily

A full wash

Always ensure you fill up the washing machine to its maximum load - a full load uses less energy than two half loaded washes

Boiling the kettle

Only boil as much water as you need when making a cup of tea or coffee - but remember to ensure enough water to cover the element

Stop that drip

A dripping hot water tap wastes energy in one week wastes enough hot water to fill a bath - fix dripping taps quickly and also make sure they are fully turned off

Lighting

Energy saving lightbulbs last up to 10 times longer than ordinary bulbs and can save you over £50 over the lifetime of the bulb

Put a jacket on

An insulating jacket for your hot water tank only costs a few pounds and could pay for itself within months

Be nice to your freezer

Your fridge/freezer is one of the hardest working appliances in your home - do not leave the door open longer than required and defrost your freezer regularly to ensure it's working at its most efficient

Loft insulation

Insulation of 270mm will stop heat escaping through your roof and could save over £150 a year off your heating bills

Water saving advice

Getting water to your taps uses a lot of energy, especially when it's heated up - so using less water can save you a lot of money.

Snub the tub

If everybody in your family replaced one bath a week with a five-minute shower, you can save up to £21 a year on water bills

Change your head

If a family of four replace their inefficient shower head with a water-efficient one they could save around £72 off their gas bills and around £72 off their water bills

Suds law

Using a sink of water to wash up twice a day rather than having the hot tap running could save around £34 a year on your gas bill and around £25 on your water bill

If you need to rinse utensils or wash vegetables, use cold water if possible and don't leave the tap running

Make it go further

Try to reuse unused water: for example, pour leftover glasses of water on houseplants and avoid wasting water from running taps while waiting for hot water.

And outside your home...

Get a butt

Your roof collects tens of thousands of litres of water each year, but it runs straight into the drains. Collect it in a water butt and you can use it to water your garden and wash your car. There's a bonus: rainwater is softer than tap water, so it's better for plants - use it for your houseplants too

Use a bucket

Avoid jet washes and energy-wasting car washes. Wash your car using a good old bucket and sponge, preferably using water from your water butt

Tips & Advice

Keeping your home free of condensation, damp and mold

Condensation mainly occurs during cold weather regardless of whether it is raining. It tends to appear on cold surfaces and places where there is little or no movement of air.

Simple steps to prevent condensation

Put less water into the air

- Put lids on saucepans
- If using a tumble dryer, make sure it is vented to the outside
- Put cold water in the bath before hot water
- Do not run your shower longer than needed
- Mop up any condensation or water immediately

Stop water vapour spreading

- Shut kitchen and bathroom doors when bathing and cooking
- Use cooker hoods and extractor fans or open a window when cooking

Heating your home

- Heat your home more evenly
- Avoid using bottled gas or paraffin heaters

Ventilate your home

- Ventilate kitchens and bathrooms when in use by opening windows to remove the humid air
- Use extractor fans if you have them
- Make sure bedroom doors are closed when cooking, as these are usually slightly colder and will attract moisture
- Avoid over filling cupboards and wardrobes as this stops air circulating
- Avoid putting wardrobes against external walls
- Keep furniture away from walls to allow air to circulate

Dealing with mould

Treat any mould you have by washing walls and window frames with a fungicidal wash that carries a Health & Safety Executive approval number and follow the manufacturer's guidelines.

The only way to avoid serious mould is to reduce the relative humidity and condensation by properly heating and ventilating your home.

Where to go for more help and advice

www.energysavingtrust.org.uk

Providing a wealth of information and advice, the Energy Saving Trust should be your first stop for independent and impartial advice about how to save energy and money.

www.homeheathelpline.org.uk

Advice you on benefits, grants for free home insulation and special payment options your energy company provides to help those struggling with their fuel bills.

If you do not have internet access, you can speak to a specially trained advisor for free on 0800 33 66 99 between 9 am-8pm Monday to Friday and 10am-2pm on Saturdays.

You can call yourself, on behalf of a relative, friend, patient, client or neighbour that you're worried about.

www.uswitch.com

Compare energy providers and see if you could save money by changing, plus tips on being energy efficient, grants and renewable energy.

Tower Hamlets Council Energy Efficiency

Search on the Council's website (www.towerhamlets.gov.uk) for energy efficiency help or call 020 7364 5000.

The Council's energy advisers are able to provide one-to-one tailored energy advice in a resident's home using qualified surveyors/advisors with many years of frontline experience.

Two schemes on offer to local residents are:

- East End Energy Savers Scheme - where you can have an interest free loan to upgrade the energy efficiency of your home (subject to status)
- Warm Zone Grant, which is available to private residents on means tested benefit. This provides energy efficiency measures such as loft insulation, cavity wall insulation, draught proofing, hot water tank insulation and low energy bulbs

Toynebee Hall

Help to clear gas, water and electricity debts - call 020 7392 2952 or email advice@toynebeehall.org.uk putting 'Energy Fit' in the title of your email.

Dealing with loan sharks

The best advice for dealing with loan sharks is 'don't'. They are unlicensed money lenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan.

What is a loan shark?

A loan shark is an unlicensed moneylender. Licensed moneylenders are regulated by the Office of Fair Trading (OFT) and must follow the OFT's codes of practice.

Because they're not licensed, loan sharks operate outside the law. If you borrow from them it's likely you'll:

- get a loan on very bad terms
- pay an extortionate rate of interest (rates as high as 131,000% APR have been recorded)
- be harassed if you get behind with your repayments
- be pressured into borrowing more from them to repay one debt with another

If you have borrowed from an illegal money lender, you haven't committed a crime, they have, and they could receive a prison sentence.

How to spot a loan shark

Loan sharks will often:

- start out being friendly, their behaviour only changes when repayments are missed
- offer little or no paperwork
- increase the debt or add additional amounts
- resort to intimidation, threats or violence

How to find out if a lender is licensed

The Consumer Credit Public Register lists everyone with an OFT licence. It also lists everyone who has applied for one or has had one taken away or suspended.



You can get basic information from the register free of charge, including trading names and the activities for which a business is licensed.

To search the public register, telephone 020 7211 8608 between 9.30am and 4.00pm Monday to Friday.

If a lender isn't listed as having a current licence, don't borrow money from them.

What to do if you have borrowed from a loan shark

Loan sharks sometimes frighten people by saying they'll be prosecuted and even sent to prison if they don't pay up. This can't happen – an unlicensed lender has no legal right to recover the debt.

What to do if you're being harassed

Any lender - licensed or unlicensed - who harasses you is breaking the law. You should report any loan shark to the Illegal Money Lending Team and contact the police if you are in immediate danger.

Reporting a loan shark

You can report a loan shark in confidence to an Illegal Money Lending Team by calling 0300 555 2222, texting LOAN SHARK and the details you want to pass on to 60003 or by sending an email to reportaloan shark@stoploan sharks.gov.uk

Don't dump bulk rubbish

People continue to dump large items of waste on our estates, costing us thousands of pounds each year to dispose of these items.

This is a complete waste because THCH residents benefit from **2 free** bulk rubbish collections each year.

Senior citizens and residents with disabilities are entitled to unlimited collections.

The Council will collect items that are too big for the usual

refuse collection – for example items of furniture, white goods, rolls of carpet, computer equipment, etc.

Each collection can comprise of up to five items.

To arrange a bulk collection, please telephone 020 7364 5004.

If we find bulk rubbish dumped on our estates, we will investigate and re-charge who is responsible.

Moving from larger to smaller

Many THCH tenants live in homes that are larger than the make up of their family, meaning one, two or possibly three bedrooms are unused.

Under the Lettings Policy, people in this situation are called under-occupiers and are given extra priority to move and a cash sum based on the number of bedrooms you give up.

Example

Mr Smith lives on his own in a 3 bed flat.

Under the policy, he can apply to move to all 1 or 2 bed properties that are advertised.

If Mr Smith moves to a 1 bed home, he will receive £1000. If he moves to a 2 bed home, he will receive £500.

Moving to a smaller home should also see a reduction in household bills, as rent and fuel charges are likely to be lower.

If you live in a home that is larger than you need and would like to move to a smaller home, please contact our Lettings Team on 020 7780 3070 who would be happy to talk through some options with you and help you with your move.

THCH is ready for digital.

All THCH homes are ready for the switch-over when the current analogue TV signal is switched off on 4 April 2012.



Is your TV?

In order to keep your TV service you will need to convert your TV to digital before the switchover.

The Help Scheme

Although it is relatively simple to switch to digital, some older or disabled residents may need more support.

People aged 75 and over, eligible for certain disability benefits, registered blind or partially sighted or who have lived in a care home more than 6 months are entitled to help from the BBC's Switchover Help Scheme.

To find out more about the Switchover Help Scheme please visit: www.helpscheme.co.uk or to find out more about the switchover from analogue to digital, please call 08456 50 50 50, Monday to Friday between 8am and 7pm and Saturday's between 9am and 5pm.

Looking deeper into complaints

We've recently carried out some analysis into the 94 complaints we received in 2010/11 and detail below the findings:

Nature of Complaint

Repairs & Maintenance	34
Major Works	4
Lettings	3
Parking	9
Staff Behaviour	15
Rent	3
Cleaning	3
Neighbour Nuisance	4
Other	19

Complaints about repairs was by far the largest area of concern and looking closer at the nature of the complaints, 26% were for delays in completing the works and our failure to keep you informed of any delays.

Seven complaints related to who was responsible for the repair and four were for missed appointments.

Direct Debit Promotion

In order to encourage more leaseholders to pay their service charge or major works bills by Direct Debit, we are offering an incentive to anyone who signs up to pay by this method.

Any leaseholder who switches to Direct Debit by the end of November will be entered into a prize draw and the chance to win either a TV, a washing machine or a cash prize.

Direct Debit offers convenient payment methods spread over an agreed period of time, so if you would like to pay by this method and be entered into the prize draw, please contact Gabriel Yeboah on 020 7780 3080 to ask for a DD mandate and to discuss the terms and conditions of this promotion.

Looking closer at the 15 complaints about staff behaviour, the underlying issue is the tone used by staff when enforcing tenancy or lease conditions.

We understand that situations can arise which are often tense and challenging and at these times, THCH staff may appear assertive.

We will also aim to improve communication in relation to possible delays in repair cases, and to inform you as soon as possible if we become aware of a delay in completing the problem.

If you have a complaint about the service you have received from THCH, you can inform us using the formal complaints procedure by completing an online form, by post, email, the complaints form, via a Councillor or Board Member or by telephone.

New Youth Group in Bethnal Green

The Shadow Youth Alliance (SYA) has recently started a Youth Group at the Minerva Community Centre in Bethnal Green.

The group, which is open every Monday and Friday between 5:30pm and 8pm provides a mix of educational and recreational activities and welcomes new members.

For more information about the SYA, please visit www.shadowyouthalliance.co.uk

Spitting on our Estates

Spitting is unhygienic and unpleasant and something we wish to discourage.

If you feel there is a particular problem where you live, please inform your Housing Officer.

Diamond Jubilee Celebrations



Next June will mark 60 years of the Queen's reign, and to honour the occasion, we plan to hold a photographic exhibition of past celebrations, such as street parties held in the East End when the Queen's coronation took place in June 1953 or from 1977 when the Silver Jubilee was celebrated.

The East End has a rich history of street parties celebrating special occasions, including VE Day parties and the Royal Wedding in 1981 and if you have any photos of these occasions, we would love to hear from you. Please contact Rene Poole on 020 7780 3070 or by email at irene.poole@thch.org.uk

Shadwell centre wants your support

The Shadwell Basin Outdoor Activity Centre was started in 1976 by local residents and over the last 35 years has turned a derelict site into a superb facility for learning watersports and outdoor activities.

The centre provides a range of activities for young people in Tower Hamlets which are heavily subsidised to make them affordable.

In order to continue to provide such activities, the centre is asking for donations via www.charitygiving.co.uk and would also like to hear your ideas on supporting the centre at mike.thomas@shadwell-basin.org.uk

External Jobs on the THCH website

Unemployment in Tower Hamlets is double the national average, and THCH recognises that finding work is one of the key factors to improving the lives of residents and has been shown to reduce crime and have a positive impact on health and education.

As a result, we are working closely with external job brokerage agencies and specialist organisations that provide job training skills and will be promoting both jobs and training courses on our website and Facebook page.

Please see our website or Facebook page for details of current vacancies and training courses or contact Muge Dindjer on 07949 059 087 to find how we can help you.

Cancer Awareness Workshops

Sessions are being held highlighting the benefits of the early detection of cancer and how people can make changes to their lifestyle in order to reduce risks of catching the illness and living a healthier life.

22 December 2011
2:30pm - 4pm

Women Only Session
Zander Court Club Room
Nelson Gardens, E2 7AY

11 January 2012
10:30am - 12:30pm

Women Only Session
Tarling East Community Centre, Martha Street, E1 2PA

20 January 2012
10:30am - 12:30pm

Woman Only Session
103 Hanbury Street, E1 5JQ

1 February 2012
10:30am - 12:30pm

Men Only Session
Minerva Community Centre
Minerva Street, E2 9EH

Meet the Board - Co-opted Members

The following list details THCH co-opted members and the committees they sit on:

Manjeet Edwards - Service Delivery Committee
Anamul Khan - Service Delivery Committee
Jusna Begum - Personnel Committee
Tim Archer - Finance and Development Committee
Thaine Wilson - Finance and Development Committee
Tim O'Flaherty - Audit Committee
Ann Wright - Audit Committee

What's on at our Community Centres

Each month, this section will list *some of the activities* taking place from one of our Community Centres. For full details, please call 020 7780 3076/3095 or see our website.

Focus on...

Tarling East Community Centre (Main Hall)
63 martha Street, E1 2PA

Monday

11:00am - noon
Woman's Aerobic Session

7:00pm - 9:00pm
Men's Boxing Session

Tuesday

10:00am - noon
Early Years Network
Parents & Toddlers Group

12:30pm - 1:30pm
Zumba Class

4:00pm - 7:00pm
Rooted Forum Girl's Youth Club

Wednesday

12:30pm - 1:30pm
Zumba Class

Thursday

10:00am - noon
Woman's Arabic Class

7:00pm - 9:00pm
Adults Martial Arts

Saturday

1:00pm - 3:00pm
Somali Mother Tongue Class

4:00pm - 7:00pm
Rooted Forum Girl's Youth Club

Sunday

10:00am - noon
Adults Martial Arts

2:00pm - 4:00pm
Soul Fire Theatre Children's Drumming Session

You Said / We Did

You said could THCH request more Police patrols in the Spitalfields area?

We agreed to request this and have been advised of an increase in patrols

Prize Winners

Repairs Satisfaction Survey Winner

Miss Crowley from **Wodeham Gardens**

Always return your satisfaction slip to stand a chance of winning £50

Translations

Update can be requested in Bengali, Somali, Braille, Large Print and on Audio Tape by calling our Policy & Communications Manager on 020 7780 3070.

বাংলা ও সোমালী ভাষায়, ব্রেইল (বন্দ্যুর্দীর্ঘ), বড় ছাপায় এবং অডিও টেপে (শুনার ক্যাসেটে) 'আপডেট'(Update) বা সমর উপযোগী করণ পেতে হলে 020 7780 3070 ফোন নাম্বারে আমাদের পলিসি এন্ড কমিউনিকেশন ম্যানেজার এর সাথে যোগাযোগ করুন।

Daabacaadda 'Update' waxaa lagu codsan karaa af Bengaali, Soomaali, farta Braille ee dadka indhaha la', Far Waaweyn iyo Cajalad Dhegeysi marka Maamulaha Siyaasadda iyo Waxdaxirirka (Policy & Communications Manager) laga soo waco 020 7780 3070

Contacting THCH

Head Office

285 Commercial Road
Stepney, London, E1 2PS
Tel: 020 7780 3070
Fax: 020 7780 9739
Minicom: 020 7780 2750

Bethnal Green Community Housing Office

Unit 4, 1 Teesdale Street
London, E2 6GF
Tel: 020 7749 9830
Fax: 020 7613 1432
Minicom: 020 7749 9831

Spitalfields Community Housing Office

47 Hobsons Place
Woodseer St, London, E1 5HH
Tel: 020 7655 0380
Fax: 020 7247 9337
Minicom: 020 7655 0385

Shadwell & Wapping Community Housing Office

54 Bigland Street
Shadwell, London, E1 2ND
Tel: 020 7791 9790
Fax: 020 7791 0861
Minicom: 020 7709 8573

Email: thch@thch.org.uk
Web: www.thch.org.uk

Meetings

Please call 020 7780 3070 for information about these meetings or to discuss transportation for elderly or disabled residents.

7 December 6:30pm
Shadwell & Wapping ARB
285 Commercial Road
Stepney, E1 2PS (side entrance)

8 December 6:30pm
THCH Board
285 Commercial Road

14 December 1:30pm
Spitalfields ARB
47 Hobsons Place, E1 5HH

17 January 6:30pm
Leaseholder Steering Group
285 Commercial Road

18 January 6:30pm
Bethnal Green ARB
Zander Court Club Room
Nelson Gardens, E2

26 January 6:30pm
Joint Area Resident Board
285 Commercial Road

SNT Numbers

Safer Neighbourhood Teams Telephone Numbers

Bethnal Green North
020 8721 2851

Bethnal Green South
020 8721 2849

Shadwell
020 8649 3524

Spitalfields & Banglatown
020 8721 2042

St Katharine's & Wapping
020 8721 2854

Weavers
020 8721 2043

Whitechapel
020 8649 3520

Useful Contacts

Emergency Call Out Service
020 7364 7070

Noise Nuisance
020 7364 5007

Bulk Rubbish Collection
020 7364 5004

Crime Stoppers
0800 555 111

LBTH
020 7364 5000

LBTH Recycling Team
020 7364 5004

Choice Based Lettings Bidding Line
0845 270 2400

Citizens Advice Bureau
020 7247 1050

Car Parking Partnership Ticket Payment Line
08712 277 275

Car Parking Partnership Tow Away Line
020 8803 2741

National Domestic Violence Line
0808 2000 247

Contacting Update

Contributions from residents are always welcome. Please contact Andy Coleborn by:

Email - andy.coleborn@thch.org.uk
Tel - 020 7780 3087

