

islandnews



**Summer
activities
for kids...**

see page seven

Star in the Community Awards 2011

Future plans for your estate

Welcome

Welcome to Island News. Following comments made by you we have had a mini makeover. I hope you like the new layout.

We will still be bringing you useful news about your homes along with details of community activities. Operational issues that are important to you are also featured.

In this issue: We introduce you to members of the Island team, tell you what we are doing to tackle the problem of bulk rubbish and detail how residents can get involved in the work of the association. Also, did you know that our chair was amongst those honoured by the Queen? See page eight for more details.

I would like to wish all of our residents a blessed Ramadan and extend our best wishes to all for the Eid-ul-Fitr celebrations.

Catherine Kyne
Managing Director,
Island Homes




Introducing...

Our new anti social behaviour co-ordinator, Kiera Curran joined Island Homes on 16 May.

Kiera is keen to get stuck into her new role. She said "My colleagues and I want to establish improved ways of working so that our residents are more informed about how to report anti social behaviour. We value resident's input and will take action on all reports as far as is practicable."

Kiera is currently working on a number of ASB cases and has already developed good links with the local Safer Neighbourhoods Teams (SNTs). She said: "We are continuing to build a strong relationship with our SNTs... So that we can provide a more responsive and better service to our residents."

Kiera is a keen runner and is currently training to run a half marathon in July. Before joining Island Homes Kiera worked for Affinity Sutton Housing Association in a similar role.

If you wish to discuss any matters related to anti social behaviour with Kiera, please contact:
kcurran@onehousinggroup.co.uk
Direct line: 020 8821 5359
Mobile: 07725 823 474

Parking policy updated

Thank you to residents who took part in our parking policy consultation earlier in the year.

As a result of your suggestions, we have implemented 24 hour controlled parking on the Barkantine, Kingsbridge and St John's estates. These new controls will help to ensure that parking of vehicles is managed in a fair, transparent and effective way.



We have also changed how you pay for parking permits. Now you have to pay upfront for your permits and refunds are no longer available. All vehicles in parking bays should display a current and valid parking permit and permit holders should ensure that their vehicle has a valid tax disc, MOT certificate and insurance. A release fee is payable if vehicles are removed from a bay.

For more information, please contact the administration team:

- **Terry-Ann Milton-White, housing administrator:**
020 8821 5363 / milton@onehousinggroup.co.uk
- **Yemi Fadare, housing administrator:**
020 8821 5362 / ofadare@onehousinggroup.co.uk



Kiera Curran (third from right) with the SNT ready for a door knock at Topmast Point.

Island FC reach final

Island FC took part in the Mayor's Cup, a football tournament co-sponsored by One Housing Group.

They met E7 Football Club at Mile End Stadium in the final on the evening of 9 May.

Island FC started off well and took the lead with an early goal from Jerry Jairette. However, E7 came back strongly to win 2-1 with goals from Enrico Smith and Aiden Thomas.

Despite the loss, former Charlton Athletic player Mickey Ambrose selected Paul Bennett of Island FC as man of the match. It was a tribute to the good football played by Island FC.

Manager of Island FC, Abdul Mahbob (Reza) said: "We competed so well throughout the group stages to get to the final. I am extremely proud of our efforts and we will build on this progress going forward."

Island FC is a football initiative of the Island Neighbourhood Project. It is funded by the Football Foundation and Methodist Church in Tower Hamlets.



Island FC team members.

Introducing...

Our home ownership team are here to help residents who own their homes.

They can help with any leaseholder issues including queries on service charges, major works and the management of your block or estate. They can even provide you with copies of bills received from service providers.



Julie Ritchie, Jon Megan and Benedicta Onasanya.

The home ownership team is based at our Suttons Wharf South offices in Bethnal Green. However, they also hold surgeries on the Island and are happy to visit residents who have difficulty travelling. Please contact the team if you would like to arrange a home visit.

Got a query? Call us now. Homeowner liaison officers:

- Julie Ritchie: 020 8821 5358 / jritchie@onehousinggroup.co.uk
- Benedicta Onasanya: 020 8821 5229 / bonasanya@onehousinggroup.co.uk

Group home ownership manager:

Jon Megan: 020 8821 5353 / jmegan@onehousinggroup.co.uk

Pay your service charge

Please contact Julie or Benedicta. You can pay over the phone, by debit card or by standing order.

You may send us a cheque but please write your address on the back and the account you are paying into (for example major works).

STAR in the Community Awards 2011

Community volunteers are often unsung heroes who make a difference to your community.

You may know someone who spends time, without pay, doing something that benefits the community or someone who is an active member of a community group and helps other individuals in the area.

If you know someone like this, why not show them your appreciation by nominating them for a STAR in the community award? There are a number of categories to choose from, including:

- ★ inspirational resident award
- ★ bringing people together award
- ★ young person of the year award
- ★ environmental award
- ★ contribution to resident involvement award

The deadline for entries is 29 July 2011.

For further information and a nomination form please contact:

Mary Riley, community investment officer: 020 8821 5378 / mriley@onehousinggroup.co.uk



Are you covered?

As a tenant you are responsible for all the decorations, carpets, curtains and other belongings inside your home.

If any of these are damaged or ruined by an event such as a fire or flood you will have to pay for them, even if the damage was not caused by you.

The same is true of anything that is lost in a burglary. For example, we would replace a door that had been forced open but we would not be able to replace any articles that had been stolen, such as TVs or jewellery.

To be insured for this kind of loss, we encourage you to purchase home contents insurance, which can be obtained at very little cost.

Farr provides low cost insurance with no excess payment.

For more information contact: Yemi Fadare 020 8821 5362 ofadare@onehousinggroup.co.uk

Application forms are available from Millwall or Castalia Square offices.

Future plans for your estate

In 2010 and early 2011, we asked you to tell us what you think of the type and quality of services we provide in your neighbourhood.

The aim was to find new ways of tailoring our services to your particular estate based on what you wanted. This agreement between you and us is called a local offer.

Pam Cole, resident board member said: "Our residents define their estate as local, we therefore have a local offer for each estate. These are known as the estate management plans which can be viewed on the website. You can also contact your housing or neighbourhood officer for a hard copy."



Pam Cole, resident board member.

Here's a quick update on what we found out. The areas that were most important to you were anti social behaviour, feeling safe and secure, cleaning and grounds maintenance, repairs and maintenance and fly tipping.

“ Our residents define their estate as local, we therefore have a local offer for each estate. ”

The following are some of the examples of the local offers that have now been agreed:

- Complete resident consultation and implement concierge service across the estate.
- Develop and implement fly tipping and bulk rubbish strategy with residents to reduce both the amount of rubbish that is dumped and reduce the money spent on this.
- Introduce easier and more robust reporting and feedback systems to deal with anti social behaviour.

Pam said: "It is important that both individuals and resident organisations become involved in making sure the local offer is implemented in their estate and take part in changing them as the need arises."

Did you know...

One Housing Group has spent £40m refurbishing over 2,000 Island Homes properties over the last five years.

Everything you ever wanted to know about... community projects

Our community investment team holds weekly surgeries where you can find out more on gardening projects, learning English and other community projects. Drop in and see us to find out what initiatives we are running in your area.

- 10am–2pm Mondays at 17 Castalia Square (Kingsbridge office), Isle of Dogs.
- 12–5pm Tuesdays at 12 The Quarterdeck (Millwall office), Isle of Dogs.

Bulk rubbish and fly tipping – the battle continues

Island Homes is still waging war on bulk rubbish across our estates.

Each month, we remove tons of large fly tipped items. At a cost of around £100 per ton, it's a serious issue that won't go away.

Island Homes is planning pilot events over the summer to highlight the dangers and the cost of illegal disposal of household items with the London Borough of Tower Hamlets. If the events are successful they will be rolled out further.

“ I hope these events will get across the message that this type of anti social behaviour spoils our local neighbourhood, it can harm wildlife and is a serious risk to human health. ”

Marcus Affleck, estates services manager said: “I hope these events will get across the message that this type of anti social behaviour spoils our local neighbourhood, it can harm wildlife and is a serious risk to human health.”

Any resident caught fly tipping could risk losing their tenancy.

Fly tipping is also a criminal offence punishable with a prison sentence or a fine of up to £5,000.

Thank you to all of you who are disposing of bulky items responsibly.

Remember, if you witness any fly tipping, please contact your housing officer immediately about what you have seen.



Tell us what you think

We need local residents to help us review how we provide caretaking and estate services across the Island.

Marcus Affleck, estates services manager says “We know it's important to listen and we welcome the views of as many local residents as possible.”

If you would like to be part of a focus group or contribute in some other way to the review, please contact Marcus: 020 8821 5331 or maffleck@onehousinggroup.co.uk

Want to get involved?

Island Homes is holding open days in July to explain the different ways you can get involved in running your estates.

You can come along to our housing offices to find out more information on key areas such as the event planning group, the special interest forum and estate and interview panel representatives.

The next open days will take place on:

- 10am–4pm Monday 18 July
Castalia Square
- 10am–4pm Tuesday 19 July
Millwall Housing

To attend or find out more about resident engagement activities, please call the community investment team on 020 8821 5162.

You can also pick up a copy of our new resident engagement statement at local offices.

Building a path to work

Tower Hamlets resident Trevor Phillips, is taking part in a four-month paid apprenticeship as part of our construction training scheme.

18 year old Trevor works on a building site in Southwark for four days and spends one day a week at college to complete his NVQ. He shares his thoughts with us on his experience so far.

Trevor said: "Being accepted on the apprenticeship has given me a chance to do what I have always wanted. I have acquired a lot of experience of plumbing work and going to college helps me to focus on the learning. I am really enjoying this opportunity and there is so much fun in

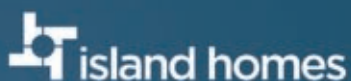
being able to apply my learning when I am on site! Above all, this gives me a better chance of gaining employment once I have finished, as my supervisor is very impressed with the enthusiasm that I have shown."

To find out more on employment and training opportunities in your area, contact:

Rusunara Begum Ali,
employment consultant
020 7428 4259
rubezum@onehousinggroup.co.uk



Trevor Phillips learning his trade.



Become a
homeowner
by the end of the year

With

£32,000

towards the
cost of purchasing
your own home



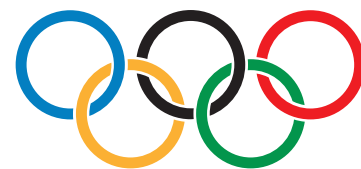
Call us now on **0300 123 2033**
or visit onehousinggroup.co.uk/righttobuy

Free training

Train with One Housing Group to become an event steward and you could be working at the O2, Glastonbury or even the London 2012 Olympics.

One Housing Group is offering free NCFE Level 2 Event Steward Certificate training on Tuesday 19 and Wednesday 20 July 2011 at Phoenix Heights Community Centre.

Spaces are limited so to book your place on the course contact:
Sadiq Ali 020 8821 5161
sali@onehousinggroup.co.uk



O₂ arena





Are you interested in organising events? If so, read on...

One Housing Group is looking for volunteers to help plan a one day family event for the local community.

To apply, please complete a short form explaining what you can bring to the board and why you want to participate.

Application deadline: Friday 22 July, 2011

For further information please contact Harun Rashid at [hrashid@onehousinggroup.co.uk](mailto:h rashid@onehousinggroup.co.uk) or on 020 8821 5374.

Summer activities for kids – five fun ideas... and they're free!

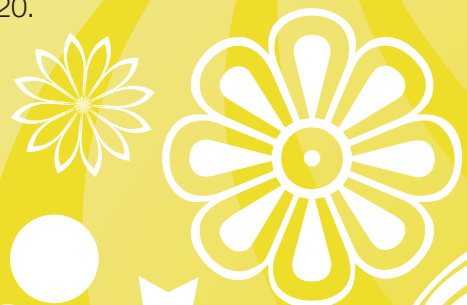
Museum of London Docklands: Fun and educational, with an informative and interactive play area for under 12s and a soft play section for under fives. The museum is located just moments away from West India Quay station. Call 020 7001 9844 for more information.

City Farms: Tower Hamlets is home to three city farms (Mudchute, Stepney and Spitalfields); with sheep, goats and the odd llama. Why not treat the family to some farmhouse fun! Mudchute Park and Farm is on Pier Street. Call them on 020 7515 5901 to find out what's on and when. More details on all city farms in our borough can be found on the council's website: towerhamlets.gov.uk

The Woodlands, Bushy Park: The Woodland Gardens includes two enclosed micro-parks within Bushy Park. There are ducks ponds, rabbits and a child friendly cafe. The park is open from Monday to Saturday between 9am – 6pm. Ring them on 020 8979 1586 to find out a little more...

Diana, Princess of Wales Memorial Playground: Located in Kensington gardens and focused around a giant submerged pirate ship, this is possibly the coolest children's playground in the country. Call the information line on 020 7298 2141 for more details.

Shoreditch Festival (5-24 July): The best of East London with live music, film screenings, floating stages, dance performances and plenty more with crafts, floats and boats. Visit their website for more details: shoreditchfestival.org.uk or call 020 7033 8520.



Would you like to improve the services you receive?

The Island Homes regional consumer panel needs new members.

The panel looks at the quality and standard of our services and gives feedback and suggestions for improvement. It reviews areas like customer services, housing management, service charges and rents. The maintenance forum works in the same way, but is focused on repair issues.

We currently have vacancies on both panels. So, if you think you can help us improve our services, please contact us: 020 8821 5162 or email

communityinvestment@onehousinggroup.co.uk.

Dates of future consumer panel meetings:

- Monday 5 September 2011
- Monday 14 November 2011

Dates of future maintenance forum (London) meetings:

- Thursday 18 August 2011
- Thursday 8 December 2011

As thanks for your time and input, a £25 allowance is paid to you for your attendance at the meeting. ☺



Terry Stacy honoured

Island Homes Board chairman Terry Stacy was rewarded for his hard work in the housing sector in the Queen's Birthday Honours list last month.

He received an MBE for services in the housing sector. Terry has worked tirelessly over the years to improve housing in London.

Responding to the news, Terry Stacy said: "This is a tremendous honour. Never in my wildest dreams did I imagine after more than 20 years fighting to improve housing that I would receive an award like this."



Contact us

Telephone: 0300 123 9966

Website: onehousinggroup.co.uk

Email: islandhomesresidentsbox@onehousinggroup.co.uk

Local housing offices

• Millwall Housing

12 The Quarterdeck,
Isle of Dogs

London E14 8SJ

Telephone: 0300 123 9966

Opening hours: 9am–5pm Mon–Fri

• Castalia Square

17 Castalia Square

London E14 3PQ

Telephone: 0300 123 9966

Opening hours: 9am–5pm Mon–Fri

Community investment team

Telephone: 020 8821 5162

Repairs

To report repairs please call:
0300 123 9966
(daytime and out of hours)

Translation

This document is also available in other languages, large print, Braille and audio format upon request.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষরিত) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে 0300 123 9966 নাম্বারে ফোন করুন। (Bengali)

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966. (Somali)

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Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966. (Vietnamese)