



# Bancroft TMC Newsletter

## Dear Residents,

Ramadan Mubarak to all our residents who are observing the month of Ramadan.

### Welfare calls

We are calling residents to check on their welfare so if you have not yet been contacted you will be receiving a call from one of our staff member. If you need any help please do not hesitate to ask and they will try their best to either refer you to an appropriate organisation or sign post you. If you are worried about an elderly or vulnerable neighbour, please also let us know and we will find out what support is needed and get them in touch with relevant agencies if we are unable to assist.

### Caretaking and communal cleaning

Public Health England (PHE) and the Centre for Disease Control and Prevention (CDC) have recommended that regular cleaning of communal areas can help prevent the spread of Covid-19. Therefore, our caretakers are focusing on keeping high touch areas such as lifts, handles and stair handrails clean.

In addition, we have engaged a separate team to deep clean the blocks on a rolling programme ensuring that our cleaning is in line with the government guidelines. It also helps to keep residents and visitors safe by continuing to deliver this essential service.

### Refuse Collection

London Borough of Tower Hamlets is facing an exceptional challenge in continuing to deliver services while responding to the Covid-19. It is inevitable that sickness, isolation measures and increased childcare responsibilities means reduction in the number of staff available at different times. Due to this, the Council has suspended bulky waste collections temporarily therefore please do not leave any bulky items out on the estate.

### ASB

We all need to work together and support each other at this unprecedented time. Please take extra care if you have laminate flooring particularly if you have young children at home. We advise that you try to put down some additional floor covering such as a rug in the high traffic areas and put felts under your furniture. We ask all our residents to be neighbourly; look out for elderly/vulnerable residents - maintaining the governments advice on social distancing; be considerate to neighbours, keeping noise to a minimum as more people will be home working, recovering from illness.

You can also report ASB during out of hours by phoning the THH ASB line on **020 7364 5015** option 6 or emailing [THH.ASB@towerhamletshomes.gov.uk](mailto:THH.ASB@towerhamletshomes.gov.uk) or via the website [http://www.towerhamletshomes.org.uk/My\\_Neighbourhood/Anti\\_social\\_behaviour/Report\\_anti\\_social\\_behaviour.aspx](http://www.towerhamletshomes.org.uk/My_Neighbourhood/Anti_social_behaviour/Report_anti_social_behaviour.aspx)

Drug related ASB is a crime and therefore please report this to the police.

• In an emergency please call the Police on **999**

- Non-emergency ASB can be reported to the Police on **101**

You can call **Crimestoppers 0800 555 111 (Anonymously)**

The local SNT can be contacted on **02087212849** and you can also email them on [CEMailbox.BethnalGreen@met.police.uk](mailto:CEMailbox.BethnalGreen@met.police.uk)

### Repairs

All non-essential repairs are suspended until further notice. We will let you know as soon as our normal service resumes. If your heating and hot system breaks down, have an out of hours or an emergency repair please contact Tower Hamlets Homes on: **0207 364 5015/0800 376 1637**

### Bike Shelters

We are currently unable to sign up new users until our office reopens. If you are interested in hiring a space for your bike, please email us at [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk) or call us on 0207 265 8343 and we will place your details on the list. We will contact all current users whose contract is due for renewal this year in due course.

### Community Garden

The community garden is closed until further notice to comply with the Government's advice on social distancing due to Covid-19. If you are interested in renting a plot please contact us at [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk) or call us on 0207 265 8343 to be placed on the waiting list for next year.

### Contacting the Office

We remain delivering our services, but our focus has changed. Our staff are busy trying to focus on helping those who need us most, as a result communication and responses may be slower than our usual high standards. But rest assured, we will get back to you as quickly as possible so please bear with us. We are working behind the scenes, and we are actively planning and brainstorming ways we can help, support, and add value to you and your family. We are still here for you, to help in any way we can. You can still get us on our office phone number: 0207 265 8343 or email us on [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk) we are more than happy to assist. You can also find more information on our website and we are working hard in updating it regularly.

### Coronavirus Government Advice

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 meters (6ft) way from other people at all times
- Wash your hands as soon as you get home
- Do not meet other, even friends or family. You can spread the virus even if you don't have symptoms.

For more information please visit: <https://www.gov.uk/coronavirus>

If you suspect of anyone breaching the Covid-19 measures please report it on the link below: <https://www.met.police.uk/tua/tell-us-about/c19/tell-us-about-possible-breach-coronavirus-measures/>

### Support for Leaseholders

If you are financially impacted by the Coronavirus outbreak please contact the leasehold services to consider a temporary reduction on payments or deferral of payments. If you need urgent help or advice on benefits, universal credit, debt or other financial issues please contact leasehold services Mon-Fri between 10am-4pm 0207 364 2200 or email at [fhc@thh.org.uk](mailto:fhc@thh.org.uk).

Finally, we will be closed on Bank Holiday **Friday 8 May 2020** and **Monday 25 May 2020**.

If you have an emergency repair during out of hours, weekends and the above mentioned dates please contact Tower Hamlets Homes on 020 7364 7070/ 0800 376 1637.

We appreciate your understanding during these exceptional circumstances.