



Bancroft TMC Newsletter

Dear Residents,

It has been a challenging year due to the Covid-19 pandemic. We have worked with local organisations to support our residents in various ways which included making welfare calls to the most vulnerable to ensure they were safe, securing external finding to source hygiene packs at the onset of the pandemic, delivering food parcels and linking up with other organisations to secure additional food delivery.

The festive season is traditionally a time when friends and family of faiths get together but we know that this year it will be different for many of us so to bring some much needed joy we will be delivering Christmas hampers to approximately 100 residents over the festive period.

Real Christmas trees

There will be a collection for the recycling of real Christmas trees. For more information please contact Tower Hamlets on 0207 364 5004.

If you currently receive a kerbside food and garden waste collection, please remove any decorations from the tree and leave out for collection on your scheduled day during this period. If you do not have kerbside services, please contact us and so that we can advise you of the nominated communal collection points.

Christmas bulky waste collection

Please contact the Tower Hamlets bulk rubbish collection line on **0207 364 5004** to arrange for bulky items to be removed.

Please kindly remember, particularly Leaseholders, if you are carrying out work to your property it is vital that you take responsibility for removal of any building rubble as it is not deemed household waste so should not be placed in communal bins or recycling bins. All household rubbish must

be suitably bagged and dispose in the correct manner. Please be extra mindful when disposing household rubbish, larger items must be placed in the bin chambers and smaller items will need to be disposed using the bin chutes on each landing. You can find out more information on bin collection and recycling at

www.towerhamlets.gov.uk/ignl/environment_and_waste/recycling_and_waste/Recycling_and_waste.aspx

To Report Anti-Social Behaviour 24/7 please call: 020 7364 5015 or email: THH.ASB@towerhamlets.gov.uk

To report non-emergency crime please call 101. For serious crime and emergencies please call: 999

Please check out our regular newsletters for details of events and trips and feel free to email us on:

enquiries@bancrofttmc.org.uk if you have any suggestions for next year.

We will be carrying out emergency repairs only during the Christmas period. Please report all other repairs by emailing enquiries@bancrofttmc.org.uk and we will respond after our return on 4 January 2021. All boiler, lift, door entry, blocked drains should be reported to THH.

Finally, we wish everyone happy holidays.



Office hours during the festive season are as follows:

Thursday 24 th December— Closed at 1pm	Wednesday 30th December—Open
Friday 25th December— CLOSED	Thursday 31 st December—Closed at 1pm
Monday 28th December—CLOSED	Friday 1st January—Closed
Tuesday 29th December— Open	Monday 4th January – Open

**Should you require any emergency repairs please contact the out of hours service on:
020 7364 5015 or 0800 376 1637**

COVID-19 this Christmas

The government has announced that between 23 and 27 December 2020, people can form festive bubbles of up to three households.

- you can form an exclusive 'festive bubble' with people from no more than three households
- you can only be in one festive bubble
- you cannot change your festive bubble
- you can travel between tiers and UK nations for the purposes of meeting your festive bubble
- you can only meet your festive bubble in private homes or in your garden, places of worship, or public outdoor spaces
- you can continue to meet people who are not in your festive bubble outside your home according to current rules which can be found at: www.towerhamlets.gov.uk/ignl/health_social_care/health_and_medical_advice/Coronavirus/Coronavirus.aspx
- if you form a festive bubble, you should not meet socially with friends and family that you do not live with in your home or garden unless they are part of your festive bubble. For more information on festive bubbles please visit: www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family

This is a temporary relaxation of the current rules in place as part of the Covid-19 local alerts system which can be found at: www.towerhamlets.gov.uk/ignl/health_social_care/health_and_medical_advice/Coronavirus/Coronavirus.aspx. After 27 December everyone will need to continue to follow the rules in place.

What to do if you live with someone with Covid-19

There are rules you need to follow if you live with someone who has Covid-19 even if you don't. This is really important to help stop the spread of the virus. Please visit www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/ for advice on self-isolating.

Government advice can change.

- For the latest information about what you can and can't do this Christmas, please visit www.gov.uk/coronavirus
- For the latest NHS and local advice to help protect yourself and others please visit: www.towerhamlets.gov.uk/ignl/health_social_care/health_and_medical_advice/Coronavirus/Coronavirus.aspx

Covid-19 Community Champion – Tower Hamlets www.towerhamlets.gov.uk

Covid-19 community champions. Covid-19, and the measures taken in response, continue to impact all of us in Tower Hamlets. Our Covid-19 community champions network has been established to empower and support Tower Hamlets residents to stay up to date with the latest advice about Covid-19.

Support for residents

LBTH have a dedicated phone line to support vulnerable residents and people identified by the NHS as being at the highest risk of severe illness from Covid-19. The phone line can be used by vulnerable residents (or their families or carers) that need help or have an urgent requirement during this difficult time including:

- Residents that have been identified as being extremely vulnerable,
- Those at the highest risk of severe illness,
- Very elderly
- People with disabilities
- Those self-isolating with underlying health conditions
- Or those isolating as a result of NHS Test and Trace.

Tel: 0207 364 3030

The phone line is open: Monday to Friday 09.00 – 17.00pm

Welfare Benefits

Rents account questions – Tower Hamlets Homes can take calls for urgent questions only. For information in regards to rent balances, these can be found on: www.towerhamletshomes.org.uk/Tenants/MyTHH.aspx

Financial Health Centre – The office based in Massingham Street is closed. However, if residents need urgent help or advice on benefits, universal credit, debt or other financial issues, please contact them in 0207 364 2200 between 10.00am – 4.00pm Monday – Friday or email them on: fhc@thh.org.uk

Money Advice Service – For free and impartial money advice visit: <https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

DOMESTIC ABUSE

WHERE TO GET HELP DURING THE COVID-19 PANDEMIC

Are you feeling threatened or unsafe in your home? COVID-19 may have a serious impact on those experiencing domestic abuse due to enforced social isolation. Restrictions may leave you feeling like there is nowhere to turn for help. However, the police, local and national organisations are working hard to support you.

Call 999 if you or someone else is in danger. If it is not an emergency, please call 101 or visit www.met.police.uk

Refuge – Freephone 24hr National Domestic Abuse Helpline: 0808 2000 247 (available 24/7) www.nationaldahelpline.org.uk

Respect Phone Line: 0808 802 4040 an anonymous and confidential helpline for men and women who are harming their partners and families www.respectphoneline.org.uk

Men's Advice Line: 0808 801 0327 a confidential helpline for male victims of domestic violence and those supporting them www.mensadviceline.org.uk

Karma Nirvana: 0800 5999 247 Mon to Fri 9am–5pm supporting victims of honour based abuse and forced marriage www.karmanirvana.org.uk

Hour Glass: 0808 808 8141 challenging the abuse of older people in all its forms www.wearehourglass.org

Galop LGBT+ Domestic Abuse Helpline: 0800 999 5428 www.galop.org.uk

Childline: 0800 1111 If you're a child or young person and domestic abuse is happening in your home or relationship.

Advice and support is available for everyone regardless of background, financial situation, nationality or immigration status.

Other Help

NHS – Register online if you have received a letter from the NHS because you are extremely vulnerable: www.gov.uk/coronavirus-extremely-vulnerable

NHS – Get medical help near you: 111 or: <https://111.nhs.uk/>

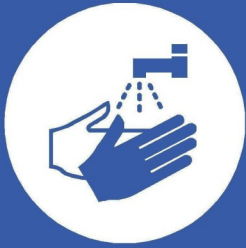
Age UK – For advice or information on money, care and health: 0800 678 1602 or www.ageuk.org.uk

Mental Health – You may be worried about Covid-19 and how it could affect your life, contact Mind Infoline: 0300 123 3393 or: www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/

Emotional Support – Samaritans provide 24-hour emotional support for anyone who needs to talk: 116 123 or: www.samaritans.org/ or email: jo@samaritans.org

Food Banks – Bethnal Green Food Bank is open at St Matthew's Church (E2 6DT) on Wednesdays (2-7pm). Food Bank Clients are able to visit and collect non-perishable food and toiletries parcels from us up to 15 visits. <http://st-matthews.org.uk/food-bank/>

WhatsApp – Covid-19 support group for Bancroft & Cleveland Estate: <https://chat.whatsapp.com/KhywqPGSUNaEF9SKef3kl7>



HANDS

Wash your hands with soap and water for at least 20 seconds or use hand sanitiser regularly to reduce the risk of spreading the virus



FACE

Face Coverings reduce the risk of dispersion from respiratory droplets which travel in the air, meaning if you carry the virus you're less likely to spread it.



SPACE

Transmission of the virus is most likely to happen within 2 metres. Keep a distance where at all possible.



CORONAVIRUS STAY ALERT TO THE SYMPTOMS

**HIGH TEMPERATURE
OR NEW CONTINUOUS COUGH
OR LOSS OF TASTE OR SMELL?**

No one in your household should leave home if any one person has symptoms.

Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

CORONAVIRUS GOT SYMPTOMS? GET TESTED

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OR NEW CONTINUOUS COUGH
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