



Bancroft TMC

Newsletter April 2021

Dear Residents,

It has been a year like no other. The Covid-19 pandemic has meant that we had to adapt to a new way of working to protect our residents, staff and contractors.

As the Government starts to ease lockdown the TMC will be reviewing services provided from the estate office. This will be done in accordance with Government guidelines, advice from LBTH and specific risk assessments. We will keep you updated of our plans. In the meantime, please continue to use our email enquiries@bancrofttmc.org.uk to contact us for non-urgent issue and repairs. For emergencies please call us on our usual number 020 7265 8343 and bear in mind that it may take you longer to get through.

Community Garden

As we gradually work towards some normality our plan to make Bancroft a more pleasant place to live remains at the forefront of our priority. We plan to give the community garden a makeover before hopefully opening later this summer. This will be subject to more favourable climate and Governments updated guidelines which is due next month.

New Developments

Mantus Road- Talks continue between stakeholders. We have had an offer of funds to contribute towards the upgrade of the play area.

Wickford Street – LBTH are looking at temporary office space for the TMC during the development of the site. We are in conversation with officers from the Council where we hope to ensure the TMC is relocated within close proximity of, or on the estate.

ASB

We have seen an increase in reports of domestic noise nuisance mainly due to more people being at home. With lockdown gradually easing and children returning to school we hope that this will improve.



Sadly, we have also noticed that the lockdown has affected the mental well-being of some of our residents who have been causing ASB in their blocks. We ask you to be patient whilst we work with other agencies to resolve these cases and get appropriate help/support for our residents. Your patience in this matter is greatly appreciated.

You can report ASB to us in the normal way on 020 7265 8343 (Mon – Fri, 9am – 5pm) or email us on enquiries@bancrofttmc.org.uk. We will follow up your complaint with the resident directly. Please be assured that any information you provide will remain confidential.

During out of hours you can report ASB by phoning the THH ASB line on **020 7364 5015** option 6 or emailing THH.ASB@towerhamletshomes.gov.uk or via the website http://www.towerhamletshomes.org.uk/My_Neighbourhood/Anti_social_behaviour/Report_anti_social_behaviour.aspx

If you witness drug related ASB please contact the Bethnal Green Safer Neighbourhood Team on **0208 721 2849**. In an emergency please call the Police on **999** and for less serious crime and non-emergency ASB please call **101**.

Out of hours repairs

During office closures and out of office hours please call Tower Hamlets Out of Hours Service on: **0207 364 5015 / 0800 376 1637**.

Finally, we would like to wish you all a Happy Easter.

Easter office closure

- Good Friday: 2 April – Closed
- Bank Holiday Monday: 5 April – Closed

The office will reopen on Tuesday 6 April 2021.

May office closure

- May Day: 3rd May 2021 – Closed
- Spring Bank Holiday Monday: 31st May 2021 - Closed

LET'S TALK ABOUT MENTAL WELLBEING

SIGNPOSTING AND INFORMATION SERVICE

Would you like to speak to someone in confidence and access support to help with your issues?

Are your worries & stresses impacting on your daily life?

You can speak to us in confidence on the following days:

Mon & Wed 11.30am-1pm
(Bengali speaking advisor)
Telephone: 07871927320

Tues & Thurs 11am-1.30pm
(Bengali speaking advisor)
Telephone: 07871927324

Calls outside the advertised hours will not be answered, but you can leave a voice or text message and we will get back to you.

You can also email us on support@bangladeshimentalhealth.org to request a call back or book an online consultation.



Important Information

This service is only for signposting and information, staff and volunteers cannot provide professional and ongoing mental health support. However, we will do our best to help you by speaking to you about your issues and referring you to the relevant support service.

🌐 www.bangladeshimentalhealth.org
✉ info@bangladeshimentalhealth.org
📞 0771 607 8840 (General Enquiries)
🌱 Charity Number: 1128579