

Bancroft TMC Newsletter

Dear Residents,

It has been another busy and challenging year for the TMC. The much needed community funday in the summer following the lifting of Covid lockdown was the highlight of the year. This outdoor event was a huge success and enjoyed by all those who attended.



We re-opened the office and resumed normal services from September. However, sadly, due to the emergence of the new Coronavirus Omicron variant, in line with Government Guidance we had to again make some changes to the services provided from the office to keep staff and residents safe.

Estate Office

The estate office will be closed to visitors and we will see residents via appointment only. You can continue to contact us on our usual number 0207 265 8343 from 9:00 am to 5:00 pm. However, you are likely to experience longer waiting times than usual when contacting us by telephone and we encourage everyone to utilise the website www.bancrofttmc.org.uk for information and email us at enquiries@bancrofttmc.org.uk for non-urgent matters. Please remember to include your contact number if you require us to contact you by phone.

Some staff maybe working remotely and will be on hand to help residents with accessing essential services.

Carrying out Repairs in your Home Safely

We will continue to carry out essential repairs and our contractors will adhere to the safety measures by wearing PPE to help keep you and themselves safe while they work in your home.

As a minimum inside buildings and homes, contractors will maintain the social distance guidance and wear gloves and face masks. Our contractors use hand sanitiser and have cleaning materials to ensure surfaces they come into contact with are clean before and after work.

Please keep your distance while contractors are working in your home. If possible elderly, pregnant or vulnerable residents should stay in a different room or keep at least 2 metres away.

Christmas and New Year bin collection and recycling service

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.

Household rubbish - 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/waste collections.aspx](http://www.towerhamlets.gov.uk/ignl/environment%20and%20waste/recycling%20and%20waste/waste%20collections.aspx)

If you have any comments or suggestions please feel free to email us on enquiries@bancrofttmc.org.uk or use the contact form on our website at www.bancrofttmc.org.uk.

We wish everyone happy holidays.

Office hours during the festive season are as follows:

Friday 24 th December— Closed at 1pm	Thursday 30 th December—Open
Monday 27 th December— CLOSED	Friday 31 st December—Closed at 1pm
Tuesday 28 th December—CLOSED	Monday 3 rd January—Close
Wednesday 29 th December— Open	Tuesday 4 th January—Open

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

Wickford Street Developments and Office relocation

The TMC has a busy year ahead with the office relocation planned for early next year. We are working with the Council to relocate the TMC office temporarily on the estate whilst 12 Wickford Street/new office is redeveloped. Details of the development scheme can be found at: <https://development.towerhamlets.gov.uk/online-applications/>

Mantus Road

The Mantus Road development by Tower Hamlets Community Housing (THCH) is now expected to start in 2023. The TMC continues to liaise with THCH ensuring the site is managed and looked after whilst waiting for the development to start.

Upgrading the Play Area

THCH has confirmed their contribution towards the upgrading of the play area and the TMC is applying to other external sources for funding. The aim is to upgrade and redesign the play area to a high standard which is inclusive for all our younger residents to enjoy safely.

We have some ideas and comments from parents and children from the Funday in August about how they want the play area improved. We would like to hear from you if you have any ideas on improving the play area. Please email us your ideas to: enquiries@bancrofttmc.org.uk or call us on 0207 265 8343 and speak to a member of staff.

Fire Risk Assessments (FRA).

Following the FRA inspection earlier this year we have been inspecting communal areas; removing combustible items; informing residents to remove obstructions from communal areas; making improvements to bin store areas and signage.

We would like to thank the residents who have removed items/obstructions from the communal areas. This helps to reduce the risk to everyone in the block. Where residents have not complied with the request we will be removing any obstructions found in communal areas during our next inspections.

If you have any questions about fire safety please email us on enquiries@bancrofttmc.org.uk or call on 0207 265 8343.

COVID-19 Remains a Risk

The festive season is traditionally a time when friends and family get together. It is very important that we are all sensible over the festive period as Covid 19 hasn't gone away and is still taking lives. The best way to look after yourselves and your families is to ensure you get a vaccine, or booster if eligible, and following the latest guidance.

Book your covid-19 Vaccine or Booster here: www.towerhamlets.gov.uk/lgnl/health_social_care/health_and_medical_advice/Coronavirus/Coronavirus.aspx

New measures to respond to emergence of Omicron variant includes:

- Face coverings are compulsory in shops and settings such as banks, post offices and hairdressers, as well as on public transport unless individuals are exempt from doing so.
- All international arrivals must take a PCR test by the end of the second day after arrival and self-isolate until they receive a negative result. The PCR tests are available online from private providers.
- All contacts of suspected Omicron cases must self-isolate, regardless of their age or vaccination status. They will be contacted by NHS Test and Trace.

What to do if you have symptoms

If you have any of these symptoms you can book a FREE test by calling 119 or online at www.nhs.uk/coronavirus

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.

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

WHERE TO GET OTHER HELP

Emergency - 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

Reporting Anti-Social Behaviour 24/7 – 0207 364 5016 or email: THH.ASB@towerhamlets.gov.uk

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/>

24/7 NHS Mental Health Support Tower Hamlets free telephone service, open 365 days a year, supported by trained mental health advisors and clinicians, to enable children, young people and their families to get free urgent mental health support 24/7. Call 0800 073 0003 <https://bit.ly/3yn3uTd>

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 Raine's Foundation School, Approach Road, London, E2 9LY. Open: Every Wednesday 2pm to 7pm

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:

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.mensadvice.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 are available for everyone regardless of background, financial situation, nationality or immigration status.

CORONAVIRUS CASES ARE RISING: PLEASE FOLLOW THIS ADVICE



**LOCAL COVID LEVEL
HIGH ALERT**



Take extra precautions if you need to visit vulnerable people



Only socialise indoors with people you live with or those in your bubble



Work from home if you can



Travel less



You can socialise outdoors with people who are not in your bubble or household in groups of up to 6



MAYOR OF
TOWER HAMLETS



NHS
Test and Trace



**KEEP
TOWER HAMLETS
SAFE**



NHS
Test and Trace

TO PROTECT YOURSELF AND OTHERS:



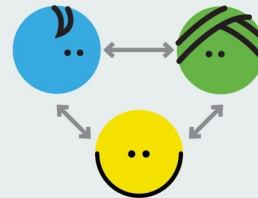
HANDS

Wash hands regularly



FACE

Wear a face covering



SPACE

Keep a safe distance

COVID-19 CASES ARE INCREASING IN TOWER HAMLETS

We can beat it together, by staying apart

nhs.uk/coronavirus OR CALL 119



NHS
Test and Trace