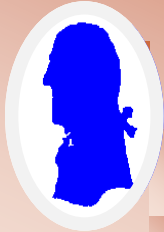


JUNE 2021



Bancroft TMC Newsletter

Dear Residents,

The last year has been a difficult year for everyone and we would like to thank you for your patience. Our plan to make Bancroft a more pleasant place to live remains at the forefront of our priority as we gradually work towards some normality.

Re-opening estate office

We are implementing a phased return as Covid restrictions ease. Staff returned to the office and reception service resumed on an appointment basis until further notice. Staff have also been carrying out some home visits and we will continue to ask that you observe safe practices such as maintaining a safe distance.

We will continue to review the way we provide services from the estate office to help keep everyone safe. 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, we will see residents in the office by appointment and in emergencies only. Please continue to use our enquiries@bancrofttmc.org.uk to contact us for non-urgent issue.

Repairs in your Home

We have started carrying out non-essential repairs. Our contractors are taking extra safety measures to help keep you and themselves safe while they work in your home.

Estate Cleaning

Our caretakers have continued working during the lockdown focusing on health and safety areas such as increased cleaning of communal areas including door handles, lift buttons, handrails and switches etc. We have also carried additional steam cleaning/jet washed communal areas.

Waste Collection

There have been some changes to waste collection and we have seen issues with collections for both refuse and recycling. We are working with LBTH & THH to improve this. Please ensure that rubbish is disposed of properly in the allocated bins and continue to be mindful and respectful of other residents.

ASB

We have noticed that the lockdown has affected the mental well-being of some of our residents and sadly this has resulted in an increase in ASB in some blocks/estate. We ask you to be patient whilst we work with other agencies/partners to resolve these cases and get appropriate help and support for our residents. Your patience in this matter is greatly appreciated.

If you are disturbed by ASB caused by your neighbour, please do report this to us in the normal way on 020 7265 8343 during office hours 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**.

Maintaining Private Gardens

This is a reminder to all residents who have private gardens to ensure it is maintained and not allowed to overgrow. Gardens that are not maintained attract vermin such as rats, overspill into neighbouring gardens and is not how we want our estate to look. If for any reason you are unable to maintain your garden, please contact us and we will try to find support for you.

Community Garden

We have given the community garden a makeover and will remain closed until further notice. For more information, please email us at enquires@bancrofttmc.org.uk or call office on 0207 265 8343 during working hours.

Supporting Residents

We continue to support residents in any way. We delivered hot meals to approximately 100 households during Ramadan with support from Helping Humanity Charity.

Covid-19

As more people get vaccinated we may be inclined to think that Covid is over but the truth is that there is still a long way to go. It is important that we all continue to work together to keep residents and staff safe. Remember you can order free home test kit from <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> or collect from your local Pharmacy.

Please do not forget to inform us if anyone is self-isolating in your household so that we can advise our contractors and staff while sign posting you to extra support if this is required.

If you have any of these 3 coronavirus (COVID-19) symptoms, use this service to get a polymerase chain reaction (PCR) test as soon as possible:

- a high temperature
- a new, continuous cough
- you've lost your sense of smell or taste or it's changed

You can order a PCR test kit to be sent to your home or book an appointment at a walk-in or drive-through test site.

If you have symptoms, you and everyone you live with must immediately [self-isolate](#). Do not leave home until you get your test results, except to post a test kit or for a PCR test appointment.


Out of Hours

During office closures and out of office hours please contact Tower Hamlets Homes Out of Hours Services on: **0207 364 5015** or **0800 376 1637** to report any repairs

**Please remember to scan the QR code
when you enter any venues or when you
visit the office.**

**NHS**
Test and Trace

**LET'S HELP STOP
THE SPREAD OF CORONAVIRUS**



Scan this QR code with your
NHS COVID-19 App to check-in



Bancroft Tenant Management Co-operative
Bancroft Tenant Managment Co-Operative Ltd, 12 Wickford Street, E1 5QN

**DOWNLOAD THE
NHS COVID-19 APP**

