



December 2022

Bancroft TMC Newsletter

Dear Residents,

The TMC office has moved temporarily whilst new offices are developed in Wickford Street. The office address is now:

4 Redclyf House, Cephas Street, London E1 4JD

Please note, resident access is via Stothard Street. The contact details remain the same:

Telephone: 0207 265 8343, **Email:** enquiries@bancrofttmc.org.uk, **Website:** www.bancrofttmc.org.uk

Cost of Living Help

We have been busy installing radiator reflectors and replacing bathroom light bulbs with LED ones in tenanted properties. The radiator reflectors, installed behind radiators which are on the external walls help keep the heat in and the LED lights will help reduce energy costs. The feedback from residents has been positive. The scheme will continue to be rolled out after Christmas. Please visit the Councils https://www.towerhamlets.gov.uk/ignl/advice_and_benefits/cost-of-living/Cost-of-living.aspx and the Governments website <https://www.gov.uk/cost-of-living> to find out about other help you may be entitled to.

Anti-Social Behaviour (ASB)

We continue to receive reports of persons, not from our estate, acting in an anti-social manner in a number of blocks. It is vital that residents report these incidents as it will help the estate receive more visits to those areas affected from the Police/Park Guards. Following the recent stabbing incident on the estate and as part of our endeavours to design out crime, we will be bringing forward plans to install railings in Ibbot St. and are in discussions with Tower Hamlet Homes to improve lighting in external areas. Please report these incidents to the Police on **101** or online at <https://www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour/> You can also report ASB to LBTH on: **020 7364 5007** or email: environmental.protection@towerhamlets.gov.uk

Drug related ASB

If you witness drug taking in communal areas, please report this to the office during office hours. 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 or via the website: http://www.towerhamletshomes.org.uk/My_Neighbourhood/Anti_social_behaviour/Report_anti_social_behaviour.aspx

The local SNT can be contacted on **020 8721 2849** and you can also email them on: CEMailbox.BethnalGreen@met.police.uk. The action we can take may be limited, if residents do not come forward and report incidents when they take place. Therefore, by reporting incidents you could play your part in making a difference.

Gallows Gate Consultation

We will be writing to those living in Braintree, Wickford & Doveton House where residents will be encouraged to feedback on plans to install a gallows gate and girder lock to this area which has suffered from abuse of parking bays and fly tipping.

Electric Vehicle Charging Points

The future is electric and we are delighted to let you know that our estate has been chosen as one of a dozen sites where LBTH will be rolling out a program of installing points on housing land in Tower Hamlets. Colebert Avenue has been identified as a suitable site for 4 charging points and we remain determined for our estate to be at the front of the queue for such communal innovations.

Play Area Update

The work on the much awaited play area upgrade will start we hope by the beginning of February and it is anticipated that it will be ready in early spring for our younger residents to enjoy.

Christmas and New Year bin collection and recycling service

Household rubbish - 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. If you have bulky items that needs collecting, please contact Tower Hamlets Streetline on: 0207 364 5004.

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. 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

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 and a prosperous and healthy new year.

Office hours during the festive season are as follows:

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|-------------------------------------|------------------------------------|
| Friday 23rd December— Closed at 1pm | Thursday 29th December—Open |
| Monday 26th December— CLOSED | Friday 30th December—Closed at 1pm |
| Tuesday 27th December—CLOSED | Monday 2nd January—Close |
| Wednesday 28th December— Open | Tuesday 3rd January—Open |

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



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