



# BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

OUR HOMES OUR COMMUNITY

## Newsletter April 2024

Dear Residents,

We plan to celebrate our 30<sup>th</sup> Anniversary this year with various events for residents to enjoy. We will be discussing this along with other issues such as estate improvements at the General Meeting which will be held on Thursday 23 May.

### **General Meeting – Thursday 23 May 2024 at 6.15pm**

The management committee have decided to call a General Meeting which will be held at the Bethnal Green Library. We will update you on the estate improvements, summer activities such as fun day and football sessions, vote on the destination of our summer seaside trips. If you are not a member you cannot vote at the General Meeting on decision items therefore, please contact us before the meeting for a membership form.

**Traffic Management Order (TMO)** - Parking enforcement is coming back this summer to our estate. You will receive communication from the Council shortly with details of how the TMO/enforcement will be implemented. We have been in discussions with the council with the aim to ensuring residents living on the estate have priority for allocated bays. We are fully aware of the importance of this topic to residents and there will be an opportunity to ask questions at our forthcoming General Meeting.

**CCTV** – We hope to provide further update on progress with our discussion with LBTH to upgrade the CCTV at the General Meeting.

**Major Works Programme** – Scaffolding has gone up in Sceptre House. We expect scaffolding to go up in Pemell House shortly.

### **Wickford Street Development**

The properties on the garage site which are expected to be ready in the next few months will be advertised in Homeseekers in the usual way. If you are on the waiting list, please check homeseekers every week where you will be able to bid for properties suitable for your needs. There will be a small number of properties which will be prioritised for BTMC residents under the local lettings scheme.

The office site is likely to be completed in 2025 and therefore the TMC office will continue to operate from the current temporary office until the new office is ready.

### **Out of Hours**

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

To report ASB please contact Tower Hamlets Homes on **0207 364 5015**. If you witness drug related ASB please contact the Bethnal Green Safer Neighbourhood Team on **0208 721 2849**. Call **999** for serious crime and for less serious crime call **101**.

**The TMC office will be closed on Monday 6 May 2024 and reopen on Tuesday 7 May 2024**

# REPAIRS RESPONSIBILITIES FOR TENANTS, BANCROFT TMC AND TOWER HAMLETS COUNCIL

## What we do:

- Plumbing: plumbed fittings including baths, sinks, basins, WC suites, tap and waste fittings
- Electrical services
- Kitchen, bathroom and toilet doors and locks
- Windows and glazing
- Roofing & Aerials
- Aids and adaptation repairs (excluding stair lift)
- Over-ground pipe works
- Guttering
- Communal Lights

**Bancroft TMC: 020 7265 8343**



## Repairs you are responsible for:

- Keeping your home and any fixtures and fittings provided clean and in good condition and decorative order
- Repairing or replacing of internal doors and internal door furniture (excluding fire doors and kitchen doors)
- Clearing of blockages to sinks, baths and basins where blockage is caused by resident
- Repairing or replacing of draught excluders
- Repairing or replacing of internal glazing (except to make safe in which case you will be recharged)
- Repairing or replacing of wall tiles (except splash backs)
- Repairing or replacing of gates, garden paths and fences (except those leading to the property or adjacent to public walkways or play area)
- Repairing or replacing of kitchen furniture (except damaged worktops as a result of normal wear and tear)
- Repairing or replacing of faulty external door furniture not fitted by the landlord (except Yale locks or night latch locks)
- Renewal of any lock required as a result of lost or damaged keys
- Repairing or replacing of plugs and chains for sanitary ware

*We carry out all repairs for tenants over 60 and for tenants who are disabled (for example, in receipt of Disability Working Allowance, Disability Living Allowance, Severe Disability Allowance or Incapacity Benefit).*

## What Tower Hamlets do:

- Lifts,
- All Gas functions
- All Boiler functions and Heating, Hot water
- Entry door and Entry Phone (Handsets),
- All underground works, including drains
- Major works
- Decent Homes
- Aids and adaptation
- CCTV
- Structural Repairs

**Tower Hamlets: 020 7364 5015 / 0800 376 1637**

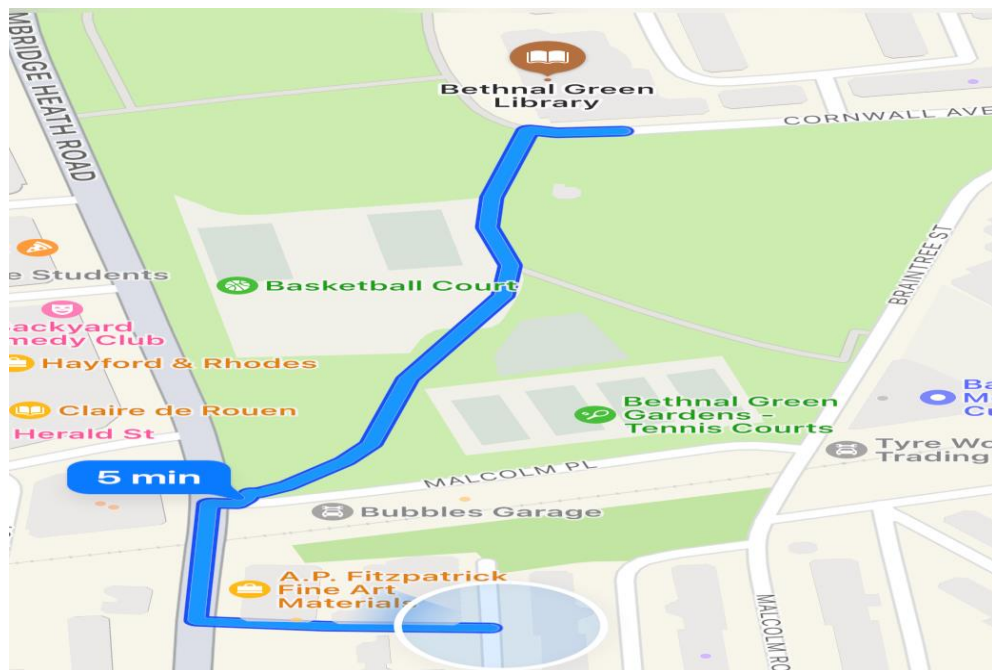


# NOTICE OF GENERAL MEETING

The General Meeting will be held at the:  
**Bethnal Green Library,**  
**Cambridge Heath Road, Bethnal Green, E2 0HL**  
**ON**

**Thursday 23 May at 6.15pm**

*Refreshments will be available from 6pm*



***Some of the issues we will be discussing on the night:***

- Estate improvements from Efficiency Savings
- Summer Trips / Funday
- Parking/Traffic Management Order
- Improving Roads and Paths
- Upgrading CCTV

**We look forward to seeing you on the day.**