



# BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

OUR HOMES OUR COMMUNITY

**Newsletter November 2024**

## Continuation Ballot



VOTE  
**YES**

## TO KEEP BANCROFT TMC

**Local residents at the heart of decision making**  
**Local residents supporting local community**  
**Local services accessible from**  
**Local offices**

# Vote 'YES' to keep Bancroft TMC

Bancroft Tenant Management Co Operative (BTMC) is a Tenant Management Organisation, we have been managing the estate since 1994 on behalf of Tower Hamlets Council. Our management agreement with the Council says that every 5 years we must ask all the tenants and leaseholders on the estate whether or not they are happy for us to continue to provide the housing services.

We believe we have consistently delivered a better service than you would have received if the Council directly provided the services. The last ballot was in 2019 and over the last 5 years we have made a number of improvements to make the estate a nicer, safer place for residents to live in.

We go the extra mile to deliver projects and services for our residents such as annual funday, trips to the seaside, educational trips to the Zoo, football sessions and art workshops during school holidays, support our elderly and vulnerable residents with gardening.

***With your support we hope to offer many more projects to benefit our residents in the coming years.***

BTMC continuation ballot will start on 20 November 2024 and will run for 4 weeks. The choice is yours, to decide who manages the estate and housing management services for the next 5 years. You can either choose BTMC and *retain local control and accountability* over housing management, maintenance and estate services or you can choose to go back to Tower Hamlets Council. As you know LBTH operate from a call centre and do not have a local office where you can go and speak to your housing officer. The day-to-day repairs that you get done within a few days of reporting to BTMC will take longer for the Council to do and where emergency repairs are done within a few hours of reporting this will take up to 24 hours. When you call BTMC office your call is answered within seconds, whereas with the Council you will be waiting on average for over half an hour.

The ballot process will be managed by CIVICA an independent organisation specialising in delivering ballots. It is CIVICA's role to maximise responses and to ensure the ballot is administered correctly. You will be able to vote electronically online or by completing and returning the accompanying ballot paper to reach CIVICA Election Services by no later than 5pm on Friday 20th December 2024.

## BANCROFT TMC MAKES THINGS HAPPEN!

In addition to delivering excellent day to day services we go the extra mile for our residents. Below are some of our key achievements over the last 5 years.

- ✓ Upgraded the play area
- ✓ Play area mural
- ✓ Designing out crime
- ✓ Community garden
- ✓ Rickman House community mural
- ✓ Increased number of community events

# Benefits of Being a Bancroft TMC Resident

## **Locally Managed Accessible Services**

Local service from local office with reception open 5 days a week for face-to-face visits, responses to emails sent on the same day and phone calls answered within five rings. Council staff mostly work from home and do not have the same level of one-to-one contact with their residents.

## **Bring the Community Together, Events and Trips**

Annual trips at concessionary rates, fun days and other events organised for residents promoting neighbourliness, reducing isolation, and fostering community cohesion. Council Estates do not run community trips for residents.

We are always looking at ways to offer our residents a variety of events and activities. We secured tickets at a huge discount for residents to Kew Gardens and a family trip to the Zoo. This new community partnership means that in future we can organise these trips at concessionary rates allowing residents to enjoy days out with family and friends at an affordable cost.

## **Community Project**

We have a successful community garden which is always oversubscribed. Priority is given to OAPs to alleviate social isolation and to those who do not have access to a private garden. We ensure that the troughs are looked after for use by residents and have renewed/repared with external funding and help from contractors we work with.

## **External Fundraising to deliver extra Projects**

We are always looking for ways to raise external funding to support community development work as well as one off projects. Over the last 5 years we have raised over £100K to improve the environment and facilities for residents which included upgrading the play area and commissioning murals. Leaseholders are not charged for these extra benefits.

If the Council upgraded the play area, they would have added the £90k, (cost to upgrade), to the service charges whereas we fundraised so that residents did not pay for this improvement.

## **Excellent Services**

BTMC's priority is to provide excellent housing management services to residents. We have a small, dedicated office team with 5 out of 6 staff Chartered institute of Housing qualified. We are far more flexible on repairs appointments; our contractors are on the estate every day and therefore most emergency jobs for tenants such as leaks are attended to within an hour or so of being reported. We have an in-house Estate Services Team with four Caretakers.

## **Extra Cleaning**

We have provided extra cleaning service without increasing costs. We delivered a program of cleaning bin chambers, communal windows, block lobbies and landings to ensure the blocks are kept clean and hygienic. We have also cleaned the external paving areas around all the blocks. These works have been carried out in addition to the day-to-day cleaning.

### **Designing out Crime**

We have installed gallows gates and gated off alley ways with metal gates to restrict access, reduce ASB, crime and fly tipping. We have also added railings on top of low walls to stop youth loitering.

### **Communal Painting**

We carry out a programme of external railing and gate painting to improve the appearance of the block entrances and communal areas. This work is carried out in partnership with Community Payback who provide labour free of charge and we only pay for material saving us thousands of pounds each year which is ploughed back into supporting community beneficial projects. Leaseholders also benefit from this as they save on their service charge.

### **Extra support for vulnerable residents and OAP's**

We know our residents and provide extra support to those who need it to meet their individual needs. We provided food packs in the past and this winter will be providing winter warmer packs.

### **Effective Communication**

We are the only council estate to have its own website and regular informative newsletters which are posted through the door to all residents.

### **Bike Shelter**

We match funded a number of safe and secure bike shelters to supporting health and well-being by providing a place to store bicycles without causing obstructions in communal areas.

### **Recycling, Waste Management and Going Green**

BTMC is pro-actively looking at going green and has invested in improving the way recycling is managed on the estate. We have improved refuse management and recycling facilities. BTMC is the first LBTH Council estate to be in the pilot scheme for food waste collections.

### **Cost of living support**

We took the initiative to support our residents by renewing light bulbs with the LED ones which cost less to run and installed radiator reflectors to retain heat in the property. These were funded from our own efficiency savings.

### **Value for Money/Lower Service Charges**

We manage our finances effectively and make modest efficiency savings each year. These savings have been ploughed back into improving the estate which includes deep cleaning communal areas, improving lighting, designing out crime etc. We do not charge residents for improvements we carry out from our efficiency savings which in turn provides value for money for all our residents including leaseholders.

### **Local Decision Making**

Decisions are made at a local level by the Board members who live here on Bancroft Estate! Resident Board Members who are residents like yourself set the priorities for the year ahead and set a budget tailored to local needs.

**Local  
Housing Office**

**Accessible and  
friendly staff**

**Local  
Accountability**

**Excellent Housing  
Management and  
Estate Services**

**Tailored Services  
to Individual  
Needs**

**Low Service  
Charges for  
Leaseholders**

**Regular and  
effective  
Communication**

**Efficient  
Repairs Service**

**External  
Funding for  
community  
events/ estate  
improvements**

**Support for  
Elderly and  
Vulnerable  
Residents**

**WHAT YOU WILL  
LOSE WITHOUT  
BANCROFT TMC**

**Subsidised  
Community  
Events**

**Environmental  
Improvements**

**Value for Money from  
Partnership work with  
Community Payback**

**Trips and  
Funds**

**Going Green  
Initiatives**

**Scrutiny to Hold  
the Council to  
Account**

**New TMC  
Office/Community  
Centre**

**Lobby the Council to  
Prioritise BTMC for  
Improvements**

# Who Does What Repairs?

## BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

- Plumbing beyond the main stopcock
- Plumbed fittings: plumbed fittings including baths, sinks, basins, WC suites, tap and waste fittings
- Electrical services from the meter
- Kitchen, bathroom and toilet doors and locks
- Re-glazing of broken windows and windowsills
- Doors and ironmongery
- Cupboards and kitchen units
- Roofing
- Aerials
- Internal redecoration of voids
- Communal staircases and landings
- Refuse chutes and chambers
- Electrical services to communal areas
- Fences, enclosure walls and gates
- Aids and adaptation repairs (excluding stair lift)
- Over-ground pipe works
- Guttering

## Tower Hamlets Council

- Lifts
- All Gas functions inc. heating, hot water
- Entry door and entry phone inc. handsets
- All underground works, inc. drains
- Major works
- Decent homes
- Aids and adaptation
- CCTV
- Structural repairs
- Pest control
- Out of office hours emergencies

# Our Plans for the Next 5 Years

- ✓ Continue to represent the interest of residents. This year we have successfully arranged for fans to be included in the major repairs program for Colebert, Pemell and Sceptre House.
- ✓ Re-instate the redundant CCTV on the estate and upgrade cameras.
- ✓ Improve roads and paths from efficiency savings and partnership working benefitting both tenants and leaseholder whilst keeping service charges unaffected.
- ✓ Lobby the Council for equal investment for Bancroft TMC managed blocks.
- ✓ Moving to new offices and delivering social and educational activities for all ages to improve community engagement and community cohesion.
- ✓ Assist leaseholders in setting up a forum to engage with the Council on leasehold specific issues.
- ✓ Continue to seek and listen to your views on services and how we can make further improvements.
- ✓ Deliver on the 5-year Business Plan.

# YOUR VOTE COUNTS!



## TO KEEP BANCROFT TMC

*Award winning TMC which puts residents first was recognised for sustaining services and supporting the community during lockdown.*

Contact us:

4 Redclyf House  
Cephas Street  
London E1 4JD

 020 7265 8343

 [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk)

 [www.bancrofttmc.org.uk](http://www.bancrofttmc.org.uk)