



BANCROFT

TENANT MANAGEMENT CO-OPERATIVE
OUR HOMES OUR COMMUNITY

Newsletter January 2025

Dear Residents,

Thank you for supporting us in the continuation ballot and allowing us to provide Housing/Estate Management services for the next five years.

Overall, 91.7% of our residents who voted, wanted BTMC to continue delivering services to the estate. For detailed results please visit our website at <https://bancrofttmc.org.uk/tmc-5-year-continuation-ballot-2024-results/>

Winter Youth Project/Funday

The initial consultation with youth started with a football tournament and a female only workshop in December 2024. Both sessions were well attended where youth shared lots of ideas and visions for future activities. With the external funding secured from the Better Bethnal Green/The London Mayors VRU fund, BTMC is organising a **Youth Funday on Wednesday 19 February**.

If you are a young person aged between 12 and 24 years and want to help organise the event, become a youth champion, or want further information on the project please contact the office on 0207 265 8343 or email: enquiries@bancrofttmc.org.uk.

Traffic Management Order (TMO)

We are liaising with the LBTH parking team to ensure spaces are allocated to BTMC residents first. Following concerns raised by residents regarding communication we asked LBTH to send a further letter and offer residents the opportunity to apply for a space.

Return to New Office in Wickford Street

The new offices are ahead of schedule and due to be completed around April 2025. Once the premises are handed over BTMC will transfer services to the new office.

Damp and Mould

We continue to inspect reports of damp and mould. Please do report any mould/damp in your home as soon as you notice so that we can treat this and prevent it from spreading.

Major Works Programme

External works to Sceptre House is due to be completed within the next month followed by Colebert House. MEARS have moved their base to Pemell House where works are due to start in April and will include roof replacement.

Fire Risk and Obstruction in Communal Areas

We would like to remind all residents not to obstruct communal areas by leaving black bags, bicycle, pram etc. in communal lobby/landings. Any Items left in communal areas will be removed and disposed of with 24 hours' notice. However, any item deemed to be an immediate hazard such as an electric scooter or if something is blocking a means of escape, will be removed straight away.

Cleaning & Caretaking Changes

We are currently reviewing the way we deliver cleaning and caretaking services on the estate. Please be patient with us whilst we implement the changes. If you have any comments or suggestion please do email us at enquiries@bancrofttmc.org.uk with your suggestion.

Residential Noise Nuisance

We are seeing an increase in complaints relating to residential noise. This includes DIY, loud music, domestic appliances etc. If you are doing any DIY, please consider your neighbours. It is a good idea to put a note through the door letting those who are likely to be affected by any noise that you are planning on doing DIY and how long it is likely to take. Please remember you must not do any noisy DIY work before 8am and after 8pm.

Reinstatement of Estate CCTV

We are delighted to let you know that the council has agreed to upgrade the CCTV this year. It took a long time to get this valuable resource restored. BTMC is will be contributing towards the cost of installing two new cameras which will ensure wider coverage of the estate.

Anti-social Behaviour (ASB)

Please report any ASB you witness out of hours to LBTH ASB line on **020 7364 5015** or email Neighbourhoods.ASB@towerhamlets.gov.uk or online at: https://forms.towerhamlets.gov.uk/service/report_anti_social_behaviour.

You can also report ASB/noise nuisance to the LBTH Environmental Protection Team. The daytime noise response is available from **9am to 5pm**.

The Out of Hours Noise Response Service is available from **Thursday to Sunday, (evenings only), 8pm – 3.30am**. Tel: 020 7364 5000. email: environmental.protection@towerhamlets.gov.uk

The local SNT can be contacted on **020 8721 2849** and you can also email them on: CEMailbox.BethnalGreen@met.police.uk.

You can also report ASB and crime online to the Police at: www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour or call **Crime stoppers on 0800 555 111 (Anonymously)**.

Out of Hours

For emergency repairs during out of hours, weekends, bank holidays please call
Tower Hamlets on:
0207 364 5015 / 0800 376 1637