# BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

OUR HOMES OUR COMMUNITY

# Newsletter October 2026

Dear Residents,

We are pleased to report that with external funding we delivered another amazing funday with our partners, the Osmani Trust. We also arranged sports and football session for young people and day trip to Southend.

As we do not receive any allowance from the council to deliver community development, we are currently seeking options for external funding to deliver a programme of community events and activities throughout the year. Please do let us know your views on future events and activities either via our website or by emailing us on enquiries@bancrofttmc.org.uk.

**Annual General Meeting (AGM)**
The AGM will be held on Thursday 26 November at our offices – 34 Wickford Street. A proportion of the current committee will stand down and residents will have the opportunity to stand for election onto the Management Committee. If you are interested, think you have the skills to work in a team and want to help make a difference to the Bancroft Estate, please send us an email on enquiries@bancrofttmc.org.uk with your details.

To join the management committee and to vote at the AGM you will need to be a member. Therefore, now is a good time to check whether you are a member of the TMC. Membership only costs 10p.

We hope to see you at the Annual General Meeting (AGM) on Thursday 26 September.

**Food Waste**
Food waste collection is now in place for the whole of Bancroft Estate. You will have received your food waste caddy together with a starter pack of compostable liners to line the caddy. You will need to tie the caddy liner and empty it in the new food waste bin located outside the block in communal area.

It is your responsibility to purchase more caddy liners when you run out of the ones supplied. These are available in supermarkets.

Food waste will be collected weekly. To find out collection day for your block please visit:

https://towerhamlets-self.achieveservice.com/service/Check_your_waste_and_recycling_collection_days

***Please do not use plastic bags to line your food waste caddy.***

**Condensation, Damp & Mould**
At the General Meeting residents were informed that the Council are looking to deliver this service themselves. However, they have now decided that Bancroft should carry on delivering this service.

**If you are concerned about condensation, damp, or mould in your home, please contact us on 0207 265 8343 to arrange an inspection.**

During the colder months, most homes get small patches of mould. If the cause is left untreated mould can grow and spread very quickly.

Mould can be managed by reducing moisture in the air, ventilation, and heating. You will find some useful tips on the following link https://www.towerhamlets.gov.uk/lgnl/housing/Damp_and_mould.aspx.

Awaab's Law, introduced by the Government has introduced requires social landlords to investigate significant hazards caused by mould or damp. All emergency hazards in your home have to be made safe within set deadlines. For further information please visit https://www.gov.uk/government/publications/awaabs-law-guidance-for-tenants-in-social-housing/awaabs-law-guidance-for-tenants-in-social-housing#what-is-a-hazard

**Private Garden Maintenance**
We have noted that a number of private gardens are overgrown and are not maintained. Overgrown gardens attract vermin such as rats which affects others residents as well as the general appearance of the estate. Therefore, it is important they are kept clean, tidy and clutter free. It is the responsibility of the residents to maintain private gardens and is a breach of tenancy condition if you fail to keep your garden tidy.

If you are having difficulties managing your garden, please contact us and we maybe able to put you in contact with support services.

**Fire Risk**
We have noticed residents are putting up clothes lines outside their front doors in the communal walkway. Please note, this is a fire hazard, and our Caretakers will remove them immediately.

**Anti-Social Behaviour (ASB)**
If you witness ASB please call the Live Incident Line on **020 7364 2332** while the ASB is taking place. This is the best way to report especially if you do not wish to be directly involved in any investigation. *You should provide details of what is happening, the location, and, where possible, those involved.* Based on the information you provide appropriate follow-up intervention or enforcement action will be taken by LBTH. Please be assured that any information you provide will be handled in the strict confidence.

You can also report ABS 24/7 by completing the form at https://forms.towerhamlets.gov.uk/service/THH_ASB_repotrting.

For on going cases please email: Neighbourhood.ASB@towerhamlets.gov.uk

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