

## Calling all Gateway Residents – Come to the Residents' Fair 2011

This year's residents' fair is taking place at one of Tower Hamlets' most famous venues, York Hall in Bethnal Green.

We would like to warmly invite you and your family to come to YOUR fair.

**Saturday 23 July, 11am to 3pm, York Hall**  
5 Old Ford Road, Bethnal Green, London E2 9PJ  
- Just 2 minutes walk from Bethnal Green Tube Station.



**Gateway's Got Talent!** We will have a celebration of our residents' amazing talents including a music performance from our sheltered residents and two arts exhibitions.

**Community Development Strategy Update** - come and hear what we have done for the first year of the STEP Up joint Community Development Strategy to help to reduce unemployment, create more opportunities for young people and bring together different communities.

**SMT Question Time** - come and meet our new Chief Executive, Sheron Carter. Members of the Senior Management Team, including Sheron, will form a panel to answer questions on Improving Services at Gateway and what it means for Gateway and our residents.

Got a question for the Senior Management Team? Send them to Mo Ali at [haveyoursay@gatewayhousing.org.uk](mailto:haveyoursay@gatewayhousing.org.uk) or call 020 8709 4381 or by post at Gateway, 409-413 Mile End Road, London E3 4PB.



**FOOD** Free curry or pie and mash

**WIN WIN WIN! PRIZES**

Every Gateway resident who attends will get a free raffle ticket to our prize draw! Win a mystery prize worth £100.

Come along and bring the family – The first 50 households will receive a £5 gift voucher.

**ACTIVITIES** • Arts exhibition of our residents • Music from our residents • Learn how to make jewellery • Bouncy castle • Lots of yummy food • Face painter • Henna • Colouring competition • Prizes

### York Hall

Old Ford Road  
Bethnal Green  
London E2 9PJ  
(Just 2 minutes walk from Bethnal Green Tube Station)



# Meet your new Chief Executive – Sheron Carter



We are delighted to have the first interview with our new Chief Executive Sheron Carter who joined Gateway in May.

Sheron, firstly, we would like to welcome you to Gateway.

**Q Please tell us a little about yourself in terms of your housing career before joining Gateway?**

I started my housing career in 1984 when I was employed as a Resettlement Officer for Sandwell Homelessness & Resettlement Project in the West Midlands. I went on to work for 3 housing associations in the West Midlands before moving

to London in 1992 to take up the position of Director for a housing advice service.

I returned to the housing association world in 2000 as Head of Community Development for Ujima Housing Association where I enjoyed establishing the resident involvement structures, getting involved in estate regeneration and setting up a training and enterprise centre to support new start small businesses.

I then delved into consultancy for just over a year before taking up the position of Head of Regeneration at Genesis Housing Group.

Prior to joining Gateway I was the Chief Executive of a small housing association called Arhag and was credited there for transforming a once failing organisation into one that is now performing well and moving in the right direction.

**Q Aside from work, what things interest you, do you have anything that you really have a passion for?**

It's very dull I know but my passion goes into my work. Outside of work I like to relax and spend time with friends and family. I do however enjoy being a passive observer of world politics and get very animated about it from time to time.

**Q How have you found life at Gateway thus far?**

I am enjoying life at Gateway but there is a lot of work to do to get the association to work as effectively as I would like.

**Q As Chief Executive, what do you feel are the key priorities for Gateway?**

We need to improve the quality of services to residents. By that I do not mean that we should be doing lots of things we are not obliged to do. But what we are obliged to do we should be doing well.

**Q Where do you want Gateway to be in 3 years time?**

I would like Gateway to be a more dynamic association that is providing great services to residents, providing better homes for older people to live in, and leading the way on resident engagement and community development.

**Q Finally, what message have you got for our residents?**

It is clear that in some areas we could do better and I am looking forward to working with resident groups to drive up our standards of service.

*Sheron, we would like to thank you for giving us a small insight into yourself and would like to wish you all the best in your new role.*

## Board Talk – We want YOUR views

In the previous edition (Spring 2011), we reported that in order to attract the right calibre of person to the post of Chair of the Risk and Audit Committee, we are thinking of making a modest payment.

The Board is a group of volunteers who oversee and direct what happens at Gateway and take the top level decisions about policy and the direction of the Association.

One of the key posts on the Board is that of Chair of the Risk and Audit Committee. The Chair has to assess the financial and other risks Gateway faces as well as ensure that all accounts and financial practices are as they should be. We feel we are more likely to attract a candidate with these skills if a

modest payment of no more than £6000 per year is made for these services.

It can often be difficult to recruit to this post, particularly in view of the hours involved, the responsibility shouldered and the complexity of the task and to date this has been carried out totally on a voluntary basis.

To date we have not received any comments from our residents on this proposal.

We would like to offer you a final opportunity to comment on this proposal, so we can take your views into account. We would therefore appreciate any comments you have by **Monday 1 August 2011** to Sheron Carter, Chief Executive at Gateway Housing Association, 409-413 Mile End Road, London E3 4PB.

## Thank you

A big thank you to all our residents who suggested items for this newsletter.

If you would like to submit anything, please contact Mo Ali on 020 8709 4381 or [mo.ali@gatewayhousing.org.uk](mailto:mo.ali@gatewayhousing.org.uk).

# Do you know a star in your community?

Gateway is calling on residents to nominate local heroes for a community awards event.

Nominations for the second annual STAR in the Community Awards are now open and a search has begun to find residents who devote their time to benefit the community without pay.

This could be someone who does community or youth work, someone who has overcome a personal obstacle to achieve success, someone who organises events for local people, or who supports and helps others in their local area?

If you know someone like this, why not show them how much you appreciate what they are doing by nominating them for a STAR in the Community Award? Last year Gateway had two winners, Sue Izzet and Muna Mohamad.

We are looking for people who have made a difference to a neighbourhood in Tower Hamlets managed by Gateway HA.

Sue Izzet, winner of Gateway's 'Inspirational Resident' award in 2010, said, "I was really surprised to win last year. I think the STAR awards show that it is good to bring communities together and celebrate people's achievements. I know that I wouldn't have won my award without the help of the people in my community."

The five categories are:

- Inspirational resident award
- Young person of the year award (Under 25s only)
- Contribution to resident involvement award
- Bringing people together award
- Environmental award

Winners will be judged by a panel of independent resident judges and

announced at a special award ceremony held at a prestigious local venue, in November.

Nomination forms can be picked up from our office, or by calling 020 8709 4381 or you can nominate online at [www.thch.org.uk](http://www.thch.org.uk)

The deadline to return nomination forms is 5 August 2011.



Sue Izzet (front) with Jim Fitzpatrick MP (right) and David Orr, Chief Executive of the National Housing Federation (left), at the 2010 awards ceremony.

## Get involved in producing this years Residents Annual Report

Please email [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk) or call on 020 8709 4320, if you can spare a few hours to:

- agree the report content;
- proofread the document ensuring that it is plain English and easy to understand and
- approve the design.



## Betty May Gray Charity Grants 2011

We are pleased to announce that the Betty May Gray Charity grant is running again this year.

The Charity was established in 1930 and is administered by Gateway Housing Association.

Since then the Charity has assisted many Gateway community groups and tenant associations enhance the quality of life for residents living in their communities; especially those who are considered to be in a condition of need, hardship or distress. Priority is given to those groups that have limited access to funds.

This year the fund has been matched equally by Gateway. This means a total of £6,000, providing a grant of up to £800 per group.

We encourage all Gateway resident groups in Tower Hamlets to apply.

Further details and an application form can be obtained from Shazna Khatun - 020 8709 4360 or by emailing [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk)

The closing date for applications is Friday 22 July 2011.

## Resident Scrutiny here to stay!

We are pleased to announce that the Residents' Scrutiny Panel is now up and running.

Following months of setting up, we now have a Scrutiny Panel of 11 Gateway residents, with one leaseholder position vacant.

### Resident Scrutiny Panel

- Shahi Alom (Tenant)
- Pauline Canning (Sheltered)
- Sue Izzet (Tenant)
- Andre Jeoffroy (Tenant)
- Ian Marks (Tenant)
- Lolita Mohamed (Tenant)
- Muna Mohamed (Tenant)
- Ahmed Nahi (Tenant)
- Alan Pullen (Sheltered)
- Alasdair Rendall (Leaseholder)
- Jahira Siddika (Young person)

The Scrutiny Panel is currently looking at its Terms of Reference and will be meeting six times during the next year.

We are delighted that the Scrutiny Panel has a healthy mix of newer residents and residents that have been involved with Gateway previously and we have residents from all parts of Gateway.

We believe the Scrutiny Panel will play a pivotal role in ensuring that Gateway delivers its 'Offer to tenants' and improves its services to its customers.

Over the coming months, we will have updates from the Scrutiny Panel as Gateway moves into a new era of resident scrutiny.



## Resident Estate Inspectors Needed!

We would like to say a big thank you to our residents that have come forward and become Resident Estate Inspectors.

We are pleased that the first round of estate inspections have now taken place and went really well, and our resident estate inspectors have fed back to us their findings.

With the success we have had with the first round of inspections, we are really keen on rolling this out to more areas.

### It is not too late to get involved!

As well as playing a key part in improving the standard of cleaning on our estates, being a Resident Estate Inspector will also be a useful addition to your CV.

So, if you are interested in becoming a resident estate inspector or would like to find out more, please contact Paulette Noble on 020 8709 4338.

## Out and About

Welcome to our new section, 'Out and About' where we go and meet one of our residents.

This edition, we are pleased to visit Brian O'Keefe of Strahan Road, who has done some fantastic work on his garden.

Brian has transformed his garden into an oasis and it has helped improve his quality of life

Brian is really proud of his garden and feels it has helped to improve the local landscape and given him an escape from the hustle and bustle of life in a big city.

*"This garden is my escape from everyday stress"*

We would like to congratulate Brian for the way he has made a positive difference to the environment.

If you have something you would like to share with us for the next edition, please contact Mo Ali on 020 8709 4381 or email: [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk)



## Grow your own Garden Project

Residents' at John Tucker House who last year secured funding from the Healthy Borough Programme and Gateway for a 'grow your own' garden project, have really done the project proud.

Genevieve St George, who has been one of the key residents with Dave Stackable and Donald Campbell behind the successful project, is delighted at the way the project has led to a better, more healthier diet for local residents.

"For me the real success of the project is that we have grown and given organic greens to our local community, in this current climate, where the price of food has been rising and with quality vegetables not being cheap, we are proud that we have given our residents a wide

choice of vegetable's they may otherwise not have had from January 2011 till now.

The highlight for me, was when the carer for one of our residents, who usually cooks the meals, used our vegetables to improve both the taste and diet. This resident, has not had freshly grown greens for a number of years, this change in diet has improved their health"

Gateway is proud that our residents have really taken the lead with the project and enhanced the quality of life for our residents and the local community.

One of the positive successes of the project is the way the local community have become involved in many ways and the vegetables have been shared with the wider community.



## Sheltered Forum Needs You!

The Sheltered Housing Forum warmly invites you to come to its next meeting.

**Wednesday 17 August 2011, 12noon to 2pm**  
at Gateway Offices,  
409-413 Mile End Road,  
E3 4PB

The Sheltered Forum meets four times a year and meetings last about an hour, which are followed by light refreshments.

Meetings are open to any Gateway sheltered resident, so please come along.

If you would like to attend the Sheltered Forum or would like assistance with transport, please contact the Resident Involvement Team on 020 8709 4381.

## Sheltered Quiz 2011: And the winners are.... Lawrence Close

Congratulations to Lawrence Close, who won this years Sheltered quiz.



The winners left to right Alan, Joan and Jessie

This years event was held on Friday 10 June 2011 at John Tucker House, we had a fantastic turnout with seven teams entered representing Ruth Court, Vic Johnson House, John Tucker House (2 teams), Lawrence Close and St Johns House (2 teams).

At the half time break we had an 'indoor' BBQ, as rain prevented us

from christening the newly redesigned garden at the rear of John Tucker House. We even gave the tenants the smokey feel of an out door BBQ as some burgers were left in the oven a bit longer than recommended! Needless to say the fire alarm works and everyone was in fine form and healthy.

It was a very close competition, however in the end Lawrence Close won, pipping last years winners John Tucker House into second, with Ruth Court coming third. This years wooden spoon went to St John's House (Team B).

The winners get to keep the Trophy in their scheme for the coming year and also took the prize money of £50.00.

In the tradition of the sheltered quiz, the winners host the event, so

next years quiz will take place at Lawrence Close.

**Big thanks** go to our residents from all the schemes for taking part in the quiz and to the hosts John Tucker House and the helpers who did a fantastic job.

Thanks also to the staff including – score mistress Debbie Davis, Scheme Manager (Vic Johnson House), Joyce Ahwieh, Scheme Manager (John Tucker House) for hosting, Sarah Escott (Ruth Court), Sue Flemming (Regency Court) for supporting the event and last but not least to the quiz mistress Nicky Anderson, Scheme Manager (St John's House).

It would be great to get more of our schemes attending next year and perhaps we could get a Gateway team together to try and give the sheltered tenants a run for their knowledge!!!

## Shared ownership as popular as ever!

Proof as ever that this tenure is the preferred and possibly only scheme available that enables first time buyers to reach their aspirations of home ownership.



Our latest shared ownership development of 1, 2 and 3 bedroom apartments at Emerald Court in Bow is now fully sold.



We still have a few 1, 2 and 3 bedroom apartments left in this popular shared ownership development at Bookbinders Court, Bethnal Green.

Coming soon a new shared ownership development of 1 and 2 bedroom apartments, to be known as Ducere House in Bethnal Green. Release date in July 2011.

Further information can be found on our website [www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk) or contact Ron Augley on 020 8709 4352.

## Paying for major works

### Shared Owners of Houses:

Under the terms of the shared ownership lease of houses, it is the lessee who is responsible for the whole cost of the repair and maintenance of the property.

### Leaseholders of flats where there is no reserve fund:

Leaseholders who have purchased their homes through the Right to Acquire or Right to Buy schemes may encounter problems in saving sufficient funds to carry out their obligations towards major works

to the block. These leases do not provide for the collection of a reserve fund (sinking fund) to pay for future major works.

In an endeavour to provide assistance to our lessees we have an advisory leaflet:

'Paying for major repairs' sets out various options that are available to help our shared owners and leaseholders.

Further information can be obtained by contacting Steve Patching on 020 8709 4302.

## Leaseholders' Forum Meetings

The Forum is open to all Gateway shared owners and leaseholders and meets four times a year.

### The next meetings are:

Wednesday 12 October 2011, 7pm

Wednesday 7 December 2011, 7pm

Meetings take place at Gateway Offices and start at 7pm and usually finish at 9pm. Refreshments are provided.

We also provide a **surgeries between 6-7pm** on these evenings where you can come and discuss your individual issues with our officers.

### Service improvements for leaseholders.

Gateway is determined to improve services for our leaseholders and shared owners and we believe working in partnership with the leaseholders Forum is key to improving services.

## Lease Extensions

The shared ownership lease was first introduced in the late 1970's early 1980's and some of the leases issued by Gateway commenced in the mid 1980's. Most of these leases would have been issued for terms of 99 years and accordingly the remaining term will have reduced significantly.

Find out more about your rights to be able to extend your lease as a shared owner or leaseholder by requesting our advisory leaflet: 'All you need to know about extending your lease' or telephone Steve Patching on 020 8709 4302.

## Your contacts in the Leasehold Team



### Steve Patching

Development and Leasehold Manager  
020 8709 4302  
[steve.patching@gatewayhousing.org.uk](mailto:steve.patching@gatewayhousing.org.uk)



### Shopna Rob

Leasehold Services Officer  
020 8709 4355  
[shopna.rob@gatewayhousing.org.uk](mailto:shopna.rob@gatewayhousing.org.uk)



### Ron Augley

Marketing Services Officer  
020 8709 4352  
[ron.augley@gatewayhousing.org.uk](mailto:ron.augley@gatewayhousing.org.uk)

## £100 Book Tokens available for students living in Bethnal Green

If you or someone in your household is planning on going to University this year, then you may be entitled to a £100 contribution to help pay for the cost of your books.

Tokens are offered through a local charity, Parmiter's Bethnal Green Educational Fund, and available to people living within the boundaries of the old Metropolitan Borough of Bethnal Green.

Applications for assistance close on **9 September 2011**. If you think you or someone in your household is eligible for this scheme, please email [rsorrell@sorrells.org.uk](mailto:rsorrell@sorrells.org.uk) or write to:  
Mr Robin Sorrell  
Clerk to the Trustees  
157 High Street,  
Chipping Ongar,  
Essex, CM5 9JD.



## Resident volunteers start at Gateway

We are pleased to announce that we have taken on two Gateway resident volunteers for an initial 3 months, working with the Resident Involvement Team for 2-3 days a week.

Saleh Ahmed and Alimul Islam started in late June 2011. They will be busy working with the Resident Involvement Team in the build up to the Residents' Fair.

This is a fantastic opportunity for our residents to work with us and gain some invaluable work experience and to build up their CV's.

We would like to welcome Saleh and Alimul to Gateway and hope that their experiences are positive.

You may meet them over the next three months, if you do, we would like to thank you in advance for making them welcome.



Alimul Islam



Saleh Ahmed

## New Development - Welcome to Gateway

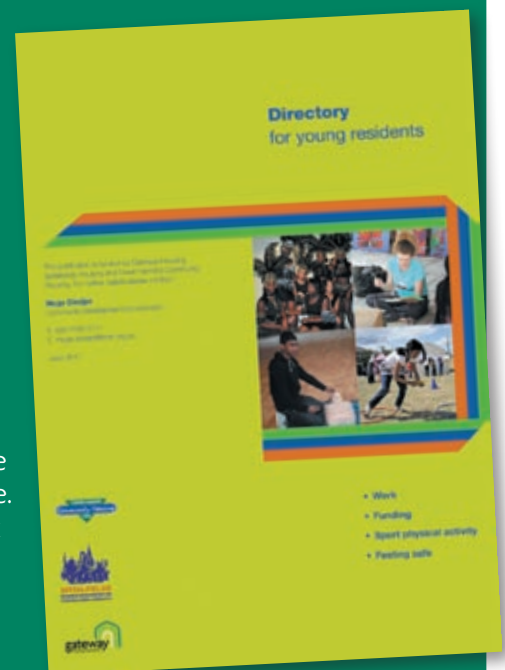
Gateway HA is pleased to welcome its new development of 8 properties in Newham - Antigua Mews, we would like to welcome all our new residents at Antigua Mews to Gateway.



## Directory of Service for Young People

As part of our **Step Up Community Development** work, young residents that we worked with said they wanted information in one place. We have therefore produced a directory of services for young residents that covers agencies that can help young people find work and training, access to funding, sport and physical activity and feeling safe.

If you would like a copy please contact Muge Dindjer on [muge.dindjer@gatewayhousing.org.uk](mailto:muge.dindjer@gatewayhousing.org.uk) or call 07949 059 087. Alternatively you can download an electronic copy from our website.



## Your Housing Officer Below is a list of housing officers and the areas they are responsible for.



**Mohammad Haque**

Abbot Row  
Antigua Mews (Newham)  
Aste St  
Betty May Gray House  
Bethell Ave  
Brunton Place  
Burdett Rd  
Cable Street  
Coldhambour Rd  
Constant & Holmsdale  
Crosby House  
Devons Road  
Fairland Rd (Newham)  
Ferry Street  
Follett Street  
Grove Dwelling  
Hatherley Gardens (Newham)  
Hockley Ave (Newham)  
Horatio Place  
Hubert Rd (Newham)  
Ida Street  
Ida Street (new development)  
Invicta Close  
John Tucker House  
Jubilee St  
Kempton Rd (Newham)  
Leven St  
Lindley House  
Manchester Road  
Mellish Street  
Pier Street  
Portree Street  
Purdy Street  
Prestons Road  
Princes Terrace (Newham)

Ranelagh Rd (Newham)  
Reeves Road  
Rhodeswell Road  
St Bernard Rd (Newham)  
St Huberts House  
St James Close (Newham)  
St Johns House (no lettings)  
St Marys Approach (Newham)  
Sheringham Ave (Newham)  
Stork Road (Newham)  
Shaw Crescent  
Sidney Square  
Sidney Street  
Susanah St  
Teviot St  
Thomas Rd  
Three Colt Street  
Tibbatts Road  
Walton Rd (Newham)  
Warwick Rd (Newham)  
Woodstock Terrace  
Zetland St



**Evelyn Rose Green**

Bale Road  
Blount Street  
Bohn Road  
Boyton Close  
Brenton Street  
Camdenhurst St  
Carr Street  
Cavell Street  
Clemence St  
Commercial Road  
Dongola Road

Duckett Street  
Edith Ramsay House  
Elizabeth Blount Ct  
Fordham Street  
Galsworthy Ave  
Harford St  
Havering St  
Hawgood St  
Hearnshaw Street  
Hudson Close  
Lowell Street  
Maroon Street  
Miranda Close  
Mosque Terrace  
Mosque Tower  
Myrdle Street  
New Road  
Ocean Street  
Parfett Street  
Peter Best House  
Powersland Court  
Rayners Terrace  
Repton Street  
St Thomas Hse  
Salmon Lane  
Scarborough/  
Sth Tenter St  
Swedenborg Gds  
Whitehorse Rd  
Wheeler House  
White Tower Way  
Wood Close



**Karl Clayden**

Abberavon Road  
Appian Court  
Antill Road  
Arbery Road  
Arrow Rd  
Bow Road  
Bow Road (new development)  
Bruce Rd  
Brokesley Street  
Burgess Street  
Cadogan Terrace  
Cephas Avenue  
Cephas Street  
Chisenhale Rd  
Coborn Road  
Compton Close  
Dalo Lodge  
Drapers Almshouses  
Edgar Road  
Fairfield Road  
Ford Street  
Grove Road  
Hartfield Terrace  
John Bond Court  
Knapp Rd  
Lawrence Close  
Lichfield Road  
Locksley Rd  
Lyal Road  
Medhurst Close  
Medway Road  
Morgan Street  
Mossford St  
Norman Grove  
Old Ford Road  
Regency Court  
Ruth Court  
Roman Road

St Lenoads St  
St Marks Gate  
Selwyn Road  
Stanfield Road  
Strahan Road  
Swaton Rd  
Tomlins Grove  
Tredegar Road  
Turners Rd  
Vic Johnson House  
Wrights Road



**Paulette Felix (temp)**

Bishops Way  
Bustaan Radaa  
Cheshire Street  
Derbyshire Street  
Douro Street  
Edinburgh Close  
Hereford Street  
Huddleston Close  
Hugh Platt House  
Kay Street  
Lennox House  
Mandela House  
Menai Place  
Mill Hill Buildings  
Peridot Court  
Queen Adelaides  
Queen Margarets F  
Redgrave Terrace  
Rochester Court  
Seabright Street  
Tarrant House  
Ted Roberts House  
Viaduct St (new development)  
Victoria Park Road  
Weaver House

**Ramadan Mubarak.** We would like to wish our Muslim residents' the very best of health during the holy month of Ramadan. This year will be particularly testing as it will be throughout the month of August. Our thoughts will be with you. May we also take this opportunity to wish Eid Mubarak.

You can ask for this information in **large print**, in Braille, on audio tape or in your language. We will also provide an interpretation service. Please contact us on 020 8709 4300 to arrange this.

আপনি এই লেখাটি বড় ছাপায়, অডিও টেপে, ব্রায়েল লেখায় বা আপনার ভাষায় পেতে পারেন। এ ছাড়াও আমরা অনুবাদ সেবা প্রদান করি। এই সেবার জন্য দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa macluumaadkan oo ku daabacan farta waawayn, ama ku daabacan farta loogu talagalay dadka indhaha la, ama ku duuban cajeladaha maqalka ama ku qoran luqaddaada. Waxa kale oo aannu kuu fidin karnaa adeeg ah tarjamad. Fadlan nagala soo xidhiidh 020 8709 4300 si aannu kuugu qabanqaabinno. [Somali]

Quý vị có thể xin cấp thông tin này bằng bản in chữ to, Braille (dành cho người mù), trên băng ghi âm hoặc bằng tiếng nói của quý vị. Chúng tôi cũng cung cấp dịch vụ thông dịch. Xin liên lạc với chúng tôi theo điện thoại số 020 8709 4300 để thu xếp việc này. [Vietnamese]

你可索取這份資訊的大字印刷體、盲文、錄音帶或你的語言譯本。同時，我們也提供傳譯服務，請致電 020 8709 4300 與我們聯絡安排。 [Chinese]