

## Residents' Fair - a real success

### Gateway's Got Talent!

We would like to say a big THANK YOU to all our residents who came along to our Residents' Fair on Saturday 23 July at York Hall and to our resident volunteers who ensured the day was a huge success.

The event proved to be a real success with over 160 residents attending from our diverse communities.

The day was planned by residents and was a celebration of the amazing talents of our residents, the highlight was a superb music performance by our sheltered residents, which was co-ordinated by Barbican and Guildhall School of Music and Drama.

Other highlights included two residents' arts exhibitions, one by young people and the other by sheltered residents, a green stall with organic vegetables grown by residents from John Tucker House

and jewellery making from residents at Central Stepney.

*"Without doubt the highlights were our residents with the fantastic music performance, arts exhibitions and green stall, however we also used the day to get our residents to identify priorities for the coming year through our interactive voting and the Senior Management Team question time. It was also the first opportunity for many of our residents to meet our new Chief Executive, Sheron Carter."*

Mo Ali, Resident Involvement Manager, added "We would like to thank all the partners that supported the event and our contractors Morrison, Topcoat and Millwood who kindly sponsored the day. Most of all we would like to thank our residents and volunteers that came and ensured the day was a success and also Shazna

Khatun, our Resident Involvement Officer, who co-ordinated the event"

Gateway would like to thank the following organisations for supporting the event; Barbican and Guildhall School of Music and Drama, Blue Moon Community Arts, Blue Watch Team Bethnal Green, Common Ground East London Mediation, East London Business Alliance, Employment First, Fair Finance, Limehouse Project, Metropolitan Police, Millwood Fire Safety, Morrison Facilities Service, New Mill Consultants, Safer Neighbourhood Team, Skillsmatch, SPLASH Arts, Topcoat Construction Ltd, Tower Hamlets PCT Cancer Screening and Tower Hamlets Recycling.

*Continued on page 2*



## New Residents' Annual Report – shaped by our residents

Welcome to our Autumn edition of Open Door, we hope you will find this edition interesting.

We are delighted to enclose a copy of our new Residents' Annual Report with this edition.

Our theme this year is 'shaped by our residents' which captures our approach to involving our residents. We hope that you will find the annual report an interesting read and welcome your feedback.

In particular we would like to thank all our residents that have taken the time to help us produce this years annual report; their assistance is much appreciated.

If you haven't received a copy, please contact the Resident Involvement Team on 020 8709 4381 or email [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk).

Details of how you can receive publications in other formats can be found on the back of this newsletter.



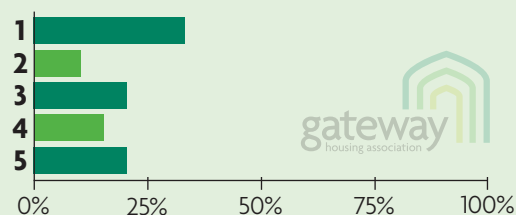
# Residents' fair – interactive voting

**What you told us.** Residents told us what they thought were the most important priorities for Gateway to focus on over the coming year, with repairs continuing to be the top priority. Following is a summary of the key findings:

### Repairs service

How can we improve our repairs and maintenance service?

- 1 Make sure the contractor keeps the appointment. (33.3%)
- 2 Do the job to a better standard. (10.3%)
- 3 Complete the job first time. (20.5%)
- 4 Keep you updated on progress with your job. (15.4%)
- 5 Carry out more inspections once your job is finished. (20.5%)

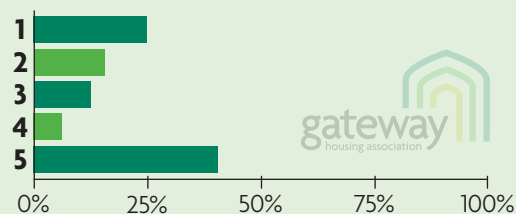


Ensuring the contractor keeps the appointment was chosen by a third of respondents 13 out of 39 (33.3%) as the top priority for improving the repairs service.

### What can we do to improve your customer services experience?

Thinking about the last time you contacted Gateway, what can we do to improve your customer service experience?

- 1 Speed - Improve speed of handling your query by dealing with it quicker. (25.0%)
- 2 Value - Make you feel more valued as a customer with more staff empathy. (15.6%)
- 3 Professionalism - Handle your query more professionally with staff aware of the local area. (12.5%)
- 4 Closure - Ensure your query is resolved with final closure. (6.3%)
- 5 Follow up - Ensure that the query is followed up by doing what we say, e.g. return call. (40.6%)

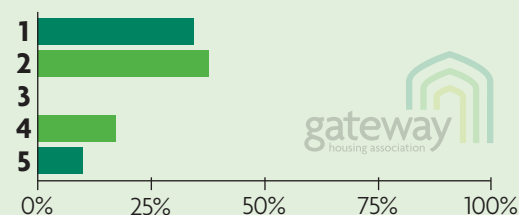


Ensuring that the query is followed up, by doing what we say was chosen by 13 out of 32 (40.6%) as the top priority for improving the customer services experience

### Satisfaction with Gateway

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Gateway?

- 1 Very satisfied. (34.5%)
- 2 Fairly satisfied. (37.9%)
- 3 Neither satisfied or dissatisfied. (0%)
- 4 Fairly dissatisfied. (17.2%)
- 5 Very dissatisfied. (10%)

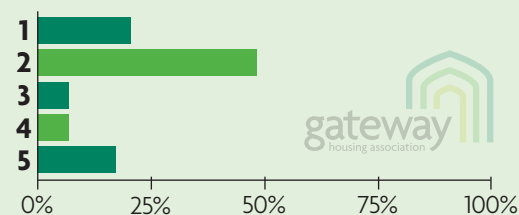


Of the 29 residents who responded to the question of satisfaction with overall services provided by Gateway, over a third 10 respondents (34.5%) stated they are very satisfied and 11 (37.9%) fairly satisfied.

### Satisfaction with your views

How satisfied or dissatisfied are you that your views are taken into account by Gateway?

- 1 Very satisfied. (20.7%)
- 2 Fairly satisfied. (48.3%)
- 3 Neither satisfied or dissatisfied. (6.9%)
- 4 Fairly dissatisfied. (6.9%)
- 5 Very dissatisfied. (17.2%)



When asked 'How satisfied are you that your views are taken into account?', over a fifth (20.7%) stated they are very satisfied and just under a half, 14 out of 29, respondents (48.3%) stated they are fairly satisfied.



Thank you to everyone who took part in the interactive voting.

## Resident Scrutiny Panel update

Our Resident Scrutiny Panel is now fully operational and has recently agreed its Terms of Reference and Work Plan for the year. Scrutiny Panel members attended a Scrutiny training session on Saturday 24 September 2011, which was hosted by Gateway and included residents from two other local housing associations.

On 27 September 2011, the Scrutiny Panel elected its interim Officers for the year.

We are pleased to announce that Ian Marks has been elected Interim Chair and Lolita Mohamed elected Interim Vice-Chair.

- Shahi Alom (Tenant)
- Pauline Canning (Sheltered)
- Sue Izzet (Tenant)
- Andre Jeoffroy (Tenant)
- Ian Marks (Tenant) -Chair
- Lolita Mohamed (Tenant) –Vice Chair
- Muna Mohamed (Tenant)
- Nahi Ahmed (Tenant)
- Alasdair Rendall (Leaseholder)
- Vacant - Sheltered
- Vacant - Leaseholder
- Vacant -Young person

We currently have a Scrutiny Panel of nine residents out of twelve places and therefore have three positions vacant.

### Interested in scrutiny?

If you are a Gateway Sheltered tenant, Leaseholder, or young person interested in improving services at Gateway or are interested in finding out more about Scrutiny, please contact Mo Ali - Resident Involvement Manager for an informal chat on either 020 8709 4381 or email [mo.ali@gatewayhousing.org.uk](mailto:mo.ali@gatewayhousing.org.uk)

## The difference your involvement has made



Each year we review the projects our residents have been involved in to assess the impact of these activities. Two Scrutiny Panel members scored each involvement activities based on the aim of the activity, number of residents involved, costs and the level of impact.

They assessed 28 activities and gave the following scoring:

Rating:	Excellent	Good	Fair	Poor	Very Poor
Number of activities:	8	9	10	1	0

They particularly praised the fantastic work done by some of our Tenants and Residents Associations (TRA's).

The findings and recommendations from the impact assessment will be used to review the objectives of the Resident Involvement Strategy.

A copy of the 2010/11 impact assessment is available from the Resident Involvement team on 020 8709 4381 or [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk).

## Annual Lettings Survey

Congratulations to James Nagle who was the lucky winner of a £50 gift voucher drawn from the completion of the Annual Lettings Survey of Gateway tenants on the Housing register. The Annual Lettings survey is to find out how we can improve our services to tenants.

Photo: James Nagle being presented with the gift voucher by Rachel Newland - Lettings Officer.



*Congratulations* ★★

## Out and about

This edition we were pleased to visit **Fred Scarrott**, one of our relatively new residents who moved into his flat in Turners Road in December 2009.

As a keen gardener, Fred was overjoyed to discover that the flat has its own private back garden.

Fred has worked very hard and transformed the garden into his 'Garden of Eden' a place where he relaxes and entertains his family and friends.

Fred continued with his gardening skills and transformed the communal area at the front of the block making it a very pleasant space to the delight of his neighbours.

We are very pleased that residents like Fred are looking

after the environment and taking pride in the area they live in.

Fred said: *'Having my own private open space is very important to me as I come from a travelling background.'*

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)



## Environmental Improvements Grant

### Do you have ideas for improving your environment?

We are re-launching the environmental improvement scheme, where funding has been set aside for small scale environmental improvement initiatives.

#### Type of initiative

The works generally cover four main headings:

- **Security improvement related works**  
Estate Lighting, gates to a block, block lighting, security signage
- **Environmental improvement works**  
Landscaping works, planting, window boxes
- **Green Initiatives**  
Recycling bins, upgrading lighting, green awareness campaigns
- **Community Amenities**  
Installing play equipment, improving community rooms

Previously we have funded applications for initiatives such as improved lighting, installing additional security gates, landscaping, Installation of railings to prevent anti social behaviour (drug selling), fencing to prevent illegal dumping.

So, if you feel your area could do with some funding, please contact the Resident Involvement Team on 020 8709 4381 or email [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk)

## Betty May Gray Charity awards grants to 21 organisations in Tower Hamlets

We are pleased to announce that our Board, which oversees the Betty May Gray Charity, awarded grant funding totalling £6000 to 21 community groups in Tower Hamlets, including all 10 Gateway groups that applied.

This year was particularly difficult as we had a very high number of applications, but Gateway is proud to have been able to support so many community groups in the borough.

## Is your group looking for some funding? £££ Community Chest funding

We are pleased to announce that the second round of community chest funding is available and we would welcome applications from Gateway resident groups or associations.

Small grants of up to £500 are available for community activities, such as Christmas/Eid parties, fundays and trips that benefit Gateway residents and the local community.

Please contact Shazna Khatun, Resident Involvement Officer, on 020 8709 4360 for more details.

## Sheltered Housing Forum

Alan Pullen has been Chair of the Sheltered Housing Forum for the last two years and is keen on having more sheltered residents attend Sheltered Forum meetings.

Alan is particularly keen to attract new residents from those schemes that are underrepresented.

*"I want to thank everyone that has supported the Sheltered Forum over the year and would like to warmly invite all our sheltered residents to attend this years AGM"*

"I am delighted to have a fantastic committee support me and am really keen on ensuring that the Sheltered Forum continues to go from strength to strength.

I want to say a big thanks in particular to Roger Bardet who has been Secretary for the last three years and is standing down, Roger has been a great help to me and I would like to thank him for all his support.

With all the fantastic knowledge and experience we have within our sheltered schemes, I am confident that we have someone who will be interested in taking on the role of Secretary. We are really keen to get some fresh faces come to meetings and I would



left-right: Ivy Healey, Jean Emmins, Roger Bardet and Alan Pullen

particularly like to invite residents from our cultural schemes, Mosque Tower and Bustaan Radhaa."

### Sheltered Forum Committee 2011

- Alan Pullen – Chair (Lawrence Close)
- Belle Harris – Vice Chair (Rochester Court)
- Roger Bardet – Secretary (Appian Court)
- Ivy Healey – Committee (Ruth Court)
- Jean Emmins – Committee (Ruth Court)

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

## Amazing lives

In this section, we are inviting our sheltered residents to share their amazing life stories.

So, if any of you has something amazing to share, please let us know.

Like for example, not many people know that Gateway has a former champion living amongst us.



**Alan Pullen** of Lawrence Close is actually a former two time European tenpin bowling champion!

Alan has been incredibly modest with his record and confesses that the

bowling trophies he has won does take up a lot of space.

We asked Alan if he had any tips to us lesser mortals on bowling:

"The most important thing for people to remember is not to concentrate on hitting the pins, but focus on the line markings in front of you. Once you have got a rhythm and a line you are happy with, aim for that line marking and not the pins, this should mean that your game will become more consistent."

## Sheltered Housing Forum Annual General Meeting (AGM)



Wednesday 23 November 2011, 12 noon at Gateway Office, 409-413 Mile End Road, E3 4PB

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

## Octavia Hill Museum

Gateway sheltered residents recently visited the Octavia Hill Museum in Wisbech, Cambridgeshire, Octavia Hill's birthplace, and found the museum fascinating and interesting.

**Octavia Hill (1838-1912)** is best remembered for her innovations in housing as a social reformer and was committed to working directly with those in need and made a defining contribution to the provision and management of housing for working people.



The Octavia Hill Museum is open until the end of October 2011.



**Did you know?** Gateway is the largest provider of sheltered accommodation in Tower Hamlets. We currently own and manage 14 sheltered schemes across the borough.

## Leasehold advice

Our leasehold team are available to provide you with expert advice on all matters relating to your home or lease:

- Understanding your lease terms
- Staircasing
- Resales/assignments
- Lease extensions
- Moving to larger accommodation
- Re-mortgaging
- Information on independent financial advisors and solicitors
- Debt counselling
- Permissions to sub let
- Rent setting/arrears policy
- Service charges and sinking funds
- Assisting leaseholders in financial difficulty
- Cleaning and day to day repairs
- Security issues
- Major works. Section 20 consultations
- Permissions to carry out works in your home
- Dealing with defects on new homes
- Resident involvement
- Anti social behaviour
- Right to Acquire
- Right to Buy
- How to feed back things we do well
- What to do if you have a complaint

If you would like help or advice on any of the above, or have any other queries relating to your home or lease, please contact the team on the details below.

## New Gateway Housing Development in Bethnal Green



Ducere House, Viaduct Street, E2 0BZ

Duc/er/e in Latin means 'to lead' and this exciting new mixed tenure development is leading in design and improving the environment around Weavers Fields Park.

The block consists of sixteen flats including one and two bedroom shared ownership flats. Purchasing through the shared ownership scheme enables you to part buy/part rent your home. Registering with First Steps opens the door to purchasing shared ownership homes. You can register at [www.firststepslondon.org](http://www.firststepslondon.org) and if you require assistance you can email [firststeps@mht.co.uk](mailto:firststeps@mht.co.uk) or phone 020 3535 2760.

For information on shared ownership homes, please contact Ron Augley on 020 8709 4352.

## Staircasing explained

As a shared owner you have the right to buy more shares in your home or even buy it outright. This process is known as **staircasing**.

The shared ownership lease sets out the procedure for you and we are able to explain and give advice on your individual circumstances on request.

You are able to buy further equity shares (staircasing) a maximum of three times during the term of your lease to reach full 100% ownership. The minimum share you can purchase is normally 10% and all share purchases are in multiples of 5%.

Find out more about staircasing by requesting our advisory leaflet or by contacting any member of the team.

## Your contacts in the Leasehold Team



**Steve Patching**  
Leasehold and Development Services 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 (temporary)  
020 8709 4352  
[ron.augley@gatewayhousing.org.uk](mailto:ron.augley@gatewayhousing.org.uk)

## New Resident Volunteers wanted

We would like to say a big thank you to our two resident volunteers Saleh Ahmed and Alimul Islam.

They have both made a tremendous difference during their time at Gateway.

We are pleased to announce that Alimul has successfully found employment with a local housing association and Saleh is back at university concentrating on the final year of his degree.

We would like to wish them both the very best for the future.

Alimul has stated that he found the volunteering experience gave him invaluable work experience in the housing sector, many skills which will help with his new post.

Alimul, Resident Involvement Volunteer, said: "I would like to thank Gateway Housing and in particular the Resident Involvement Team for making my time at Gateway so worthwhile. I have gained valuable work experience which has been very helpful in me securing employment within the housing sector.



Alimul Islam



Saleh Ahmed

I would highly recommend other residents to get involved with Gateway Housing. It has been a pleasure for me to work with the staff and residents and I wish them all the best of luck for the future."

Due to the great success, we are now looking to take on a further two resident volunteers.

So, if you are interested, this is a fantastic opportunity for you to work with us, gain some invaluable work experience and to build up your CV's. Please contact Mo Ali for an informal chat on 020 8709 4381 or email [mo.ali@gatewayhousing.org.uk](mailto:mo.ali@gatewayhousing.org.uk)

## Thank You

We would like to thank you for allowing us to successfully carry out 100% gas safety checks and we want to continue our 100% record this year.

We could not have achieved this without your help, so please let us know when is the best time to carry out the gas service.

Please phone Patrick Rogan, Technical Support Officer (Gas), on 020 8709 4353 or email [patrick.rogan@gatewayhousing.org.uk](mailto:patrick.rogan@gatewayhousing.org.uk) to let us know what times suit you best.



## Anti Social Behaviour

In the last six months we have obtained evictions due to anti social behaviour experienced within two of our general need schemes.

We successfully gained possession of a property at Lennox House based in Hackney. We received numerous complaints from tenants about persistent noise, verbal abuse and drunken behaviour.

With the help from the victims of these acts of Anti Social Behaviour we gathered the evidence needed to deal with the perpetrator at court.

We worked closely with the Metropolitan Police and we were successful in obtaining a Closure Order to prevent the perpetrator from entering their home.

We succeeded in obtaining an extension of the order because the perpetrator continued to be a nuisance around the area of Lennox



Lennox House in Hackney

House. After obtaining a possession order from the court the perpetrator was evicted and the property relet.

We also gained possession of a property at Powesland Court based in Tower Hamlets. The perpetrator was responsible for vandalism to the communal lifts and stairs which cost Gateway thousands of pounds. The perpetrator was served with a notice to leave the property and left before the eviction took place.

## Report it!

If you feel you are a victim of anti social behaviour, whether it takes the form of noise, financial, verbal or physical abuse, or if you just want to talk about your concerns about anti social behaviour, please contact your housing officer and report it.

It's really important to report anti-social behaviour whenever it occurs. We can't help you if you don't let us know what's going on.

So get in touch, and you'll start getting the help you need.

## How we are doing - as at June 2011 (Quarter 1)

Performance Indicator	Target	Achieved	Performance against target
Calls answered by Customer Services Team within 10 rings (30 seconds)	75%	78.85%	
Repairs completed 'first time fix'	70%	77.51%	
Emergency repairs completed within target	99%	95.41%	
Repairs satisfaction rate	79%	79.12%	
Complaints responded to within target timescales (10 working days)	81%	91.43%	
Complaints resolved at stage 1	85%	83.33	
Homes with a current gas safety certificate	100%	100%	

## Safeguarding Policy – we want your views

We are reviewing our Safeguarding Policy and are looking for a focus group for our tenants to give their views.

The Safeguarding Policy is about our approach to safeguarding the welfare of vulnerable adults, children and young people. It outlines the different types of abuse and how to identify abuse and the action to take when there is a suspected case.

The Safeguarding Policy explains how we work in partnership with the local authorities, voluntary groups and the police when dealing with abuse cases.

We have consulted with these groups on our Safeguarding Policy and their comments have been incorporated.

We would also like to seek the views of tenants and appreciate any comments you may have about the Safeguarding Policy.

**Focus Group: Wednesday 2 November, 6.30pm at Gateway head office.**

If you are interested in attending, or finding out more about our approach to safeguarding, please contact Grace Okon, Housing Administrator, on 020 8709 4300 or email [grace.okon@gatewayhousing.org.uk](mailto:grace.okon@gatewayhousing.org.uk)

**Did you know?...** At a recent meeting one of our residents enquired why we are spending so much money on glossy newsletters instead of using ordinary paper. **Actually...** having sought prices, the paper used for this newsletter is cheaper than non-gloss paper. So if you are one of our residents wondering about the costs of this newsletter, we have reduced costs by over 50% from last year.

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]

## Gateway Celebrates Black History Month

**Thursday 27 October, Gateway Head Office, 409-413 Mile End Road, E3 4PB 12 noon to 3pm**

We are hosting a lunchtime celebration of Black History for residents. There will be live steel drum music, food and black history inspired art.

This is a FREE event but please confirm if you will be attending by contacting Shazna Khatun, Resident Involvement Officer, on 020 8709 4360 or email [Shazna.Khatun@gatewayhousing.org.uk](mailto:Shazna.Khatun@gatewayhousing.org.uk)

**Please come along and celebrate with us.**

Jointly supported by Tower Hamlets Council.

