

# Welcome to Gateway Housing Association





## Who we are

**Gateway Housing Association** is the new name for Bethnal Green and Victoria Park Housing Association (BGVPHA) and Labo Housing Association. These two community-based housing associations merged on 31 March 2008.

Having worked together in Tower Hamlets for over 20 years, we believe that we will be able to achieve more for the local community by joining forces.

## Why Gateway?

We chose the name '**Gateway**' for three reasons, which draw on our history and describe our ambition.

1. Tower Hamlets has been the traditional **gateway** for migrant communities entering the UK.
2. We operate within East London, which forms part of the **Thames Gateway** region.
3. We believe that decent affordable housing is a **gateway** into a good quality of life for people on below average incomes.



## Our mission

**We aim to promote our residents' well-being through providing:**

- good homes;
- good places to live; and
- excellent and improving services.

**We aim to help:**

- raise the quality of life of local people in housing need through the provision of high quality, affordable housing and excellent services;
- create mixed and sustainable communities within East London for people of all ethnic backgrounds; and
- challenge inequality, injustice and poverty when providing housing.

**We will seek to become an acknowledged expert in building and sustaining social cohesion and integration within our diverse communities.**

## Working in partnership

**We will** work positively with our residents, stakeholders and partners.

**We will** continue as a key partner in the Tower Hamlets Partnership to support cohesion and reduce inequality. We will use this experience in Hackney and Newham.

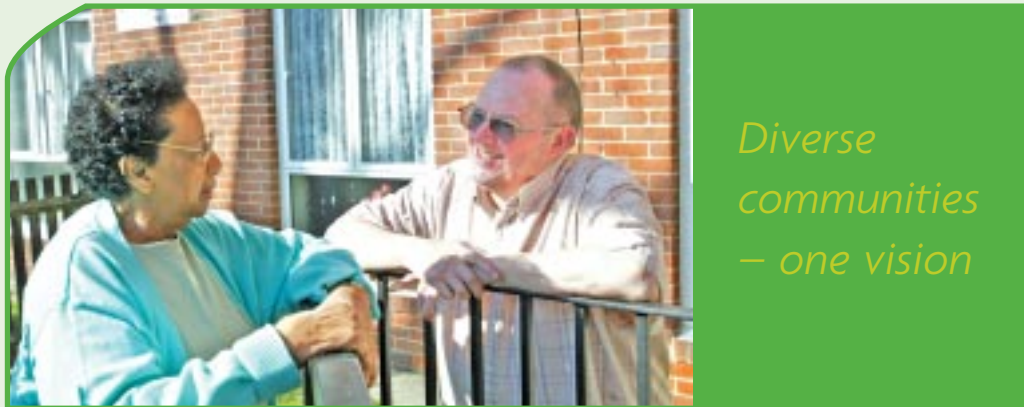
**We will** seek to remain a key development partner for the new Homes and Communities Agency.

**We will** continue to develop strong partnerships with other local housing associations and agencies, consultants and contractors, as well as our stakeholders.

## How will Gateway Housing Association benefit our residents?

We will provide services which are relevant to all local cultures and communities, whilst aiming for integration and cohesion.

We will put the needs of our communities and residents first. We will listen to and engage with our residents and communities to respond to new housing needs in East London.



**We will improve services to residents by:**

- making sure our office is fully accessible and meets all current regulations;
- tackling antisocial behaviour;
- creating a customer service team to improve the contact our residents have with us;
- improving our website;
- responding positively to complaints;
- updating our policies and procedures;
- improving rent collection;
- improving quality and getting value for money;
- appointing a new day-to-day maintenance contractor; and
- increasing Gateway's residents' influence by creating an enhanced Residents' Panel.



## Our board

Gateway, as a new organisation, has created a new board. There is space for up to 12 elected and three co-opted members. Co-opted places could be used, for example, for two resident members and one local authority representative.

Ten board members come from the boards of BGVPHA and Labo. We hope to recruit two new members during 2008.

Because many of the people we provide housing for are of black or minority ethnic (BME) origin, we have agreed that the majority of our board will be of BME origin.

Our Chair is Afsana Shukur (former Chair of Labo - pictured left) and our Deputy Chair is Dino Patel (former Deputy Chair of BGVPHA - pictured right).



## Useful information

Number of tenancies in management	1757
Number of leases in management	336
Number of staff	130
Estimated total cost of properties	£167 million as at 31 Mar 08
Estimated reserves	£24 million 31 Mar 08
Number of Category 2 Sheltered housing schemes and tenancies	479 flats in 17 schemes

## Senior Management Team



Adrian Greenwood



John Brewster



Rose Wilson



Stuart Veysey



Chris Edwards



Madeleine Glaisher

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## How to contact us

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