

Winter 2013

HARCA Life



THE MOST WONDERFUL TIME

Useful contacts

Head Office: 167A East India Dock Road, E14 0EA Email: info@poplarharca.co.uk	0800 035 1991	Office open weekdays 9am to 5pm. From a mobile it may be cheaper to call 020 7510 0500.
Estate parking enquiries	01992 764 520	If your vehicle has been ticketed or if a vehicle is parked in your bay.

Neighbourhood centres

Aberfeldy	020 7515 6794	Hind Grove	020 7515 1005
Bromley by Bow	020 8709 9700	Limehouse Youth Club	020 7531 6199
Brownfield Community Cabin	020 3069 7401	Linc Centre	020 7538 5748
Burcham Street	020 7093 3549	Teviot	020 7987 5764
Burdett	020 7538 2553	Trussler Hall	020 7510 9770

Anti Social Behaviour contacts

Poplar HARCA ASB team	07960 031760 5pm-9am	If we are not on patrol please leave a message and we will get back to you the next working day.
Tower Hamlets ASB and hate crime hotline	0800 917 5918	24 hour number
Safer Neighbourhood Teams (SNTs)	http://content.met.police.uk/Borough/TowerHamlets/contact	
Bow East	020 8721 2807	
Bow West	020 8649 3521	
Bromley-by-Bow	020 8721 2041	
East India and Lansbury	020 8721 2806	
Limehouse	020 8721 2852	
Mile End East	020 8721 2848	
Emergency services	999	In emergencies when a crime is happening, someone suspected of a crime is nearby, or if someone is injured, being threatened or in danger.
Police	101	When situations do not require immediate response police@met.police.uk www.met.police.uk
NHS	111	When you need medical help, fast but it's not a 999 emergency
Crimestoppers	0800 555 111	Call anonymously with information about crime

Tower Hamlets Council contacts

General enquiries	020 7364 5020	@towerhamletsnow www.towerhamlets.gov.uk
Emergency out of hours	020 7364 7070	
Adult social care	020 7364 5005	Information, advice and assessment for people with learning disabilities, physical disabilities, older people and support for carers
Children's services	020 7364 5006	Social services and education including child protection
Council Tax	020 7364 5002	
Environmental Health	020 7364 5008	Information and advice regarding food safety, health & safety, animal wardens
Healthline	020 7364 5016	To find a GP and other health services
Bidding for advertised homes	0845 270 2400	www.thhs.org.uk
Housing Benefit	020 7364 5001	
Housing Benefit fraud hotline	020 7364 7443	24 hour answer phone
Parking	020 7364 5003	Street parking, paying/appealing a fine, reporting abandoned vehicle, permits and information on mobility services
Pest and noise nuisance	020 7364 5007	Pest control advice and get help with problems, complaints or enquiries concerning residential and commercial noise.
Streetline	020 7364 5004	Commercial waste service, dumped rubbish, Enviro-Champions, fly-posting, graffiti, litter and litter bins, pavements, potholes, recycling, rubbish collection, street cleaning and street lighting



@poplarharca





The most wonderful time

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Resident editorial board

Dear readers

In this issue of HARCA Life we take a look at some of the key moments in HARCA's 15 year history. Doesn't time fly!

We've got some ideas to help you stay fit during winter with a run down of activities available on the Aberfeldy Estate and the Brownfield Community Cabin and some tips for keeping yourself and your neighbours warm and well during the colder weather.

We celebrate some of the budding entrepreneurs who are busy starting businesses after coming along to our Pop-up Business School and take a look back at some of the events that took place this Autumn.

Gordon has been delving into the area's local history and Fran celebrates the first anniversary of her Naturewatch walks.

We also introduce you to the fantastic volunteers who will be bringing Spotlight to life in the New Year.

We wish you all a Merry Christmas and a happy, healthy New Year.

Fran, Gordon, Joan & Rouf

Please send any snippets or articles to us at: contributions@poplarharca.co.uk



From l - r: Joan, Rouf, Gordon and Fran



Cover: Lansbury Lawrence pupils
celebrate Christmas at
Chrisp Street market

Photo: Rehan Jamil

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This is my favourite time of the year! I really loved the carols, mince pies and happy faces at the Chrisp Street light switch on and am looking forward to going to loads of other festive events over the next few weeks.

It's also the time of year that I feel a bit nostalgic as I reflect on the great things we've achieved – and get as excited as a kid on Christmas morning when I think of all the brilliant things we've got to look forward to next year.

There's the full opening of Spotlight which has attracted some huge names in the world of arts and culture to the area; work starting in earnest on the regeneration of Chrisp Street Market following the appointment of a development partner; ongoing work on Aberfeldy Village ... I could go on!

Looking back over this year - I am so proud of our Resident Satisfaction results. To know that 83% of our tenants think we're doing a good job is the best present ever.

We've also had some lovely gifts (in the form of Awards) from some hugely respected organisations. We are the Sustainable Housing Provider of the Year; and our ASB Team won two awards: Team of the Year and a special award for our Head of ASB, Jamie Lock. Huge congrats to them.

Last but not least, a big thank you to all of you: thanks for filling in our surveys, attending our events, going along to our Neighbourhood Centres, supporting each other and being part of this fabulous community.

Please do keep an eye on each other during the cold weather and make sure everyone stays warm and well.

I wish you all a very Merry Christmas and a fantastic 2014!

Steve Stride

Steve Stride
Chief Executive

 @stevestride_PH

HARCA Life is published four times a year. The next issue is due out in March 2014. If you would like to contribute something, such as a story, poem, photo, letter or recipe, please get in touch before 17th January 2014 and send to contributions@poplarharca.co.uk or phone 020 7510 0535.

Printed on 100% recycled paper.

HARCA Life editorial group

Rouf Ahmed, Fran Jefcoate, Gordon Joly, Joan Parrott

HARCA Life is published by Poplar HARCA, 167A East India Dock Road, London E14 0EA and distributed to 8,600 homes in Poplar.

For large print, audio or braille phone 020 7510 0535

Haddaad Jeclaan lahayd akhbaar ku qoran Soomalli fadlan soo wac 020 75100535

এই নিউজলেটারে প্রকাশিত কোন কিছু আপনি বুঝতে না পারলে, অথবা অডিও, ব্রেইল কিংবা বড় অক্ষরে ছাপানো কপি পেতে হলে অনুগ্রহ করে ০২০ ৭৫১০ ০৫৬০ নম্বরে ফোন করুন।

The most wonderful time

A VERY SPECIAL visitor took time out of his busy list-checking schedule to help residents of the Brownfield Estate to start the Christmas countdown a couple of weeks ago. Meanwhile, over at Crisp Street Market school choirs entertained us (see cover image), Titan the Robot made an appearance and Jim Fitzpatrick MP switched on the Christmas lights (page 1).





WELL GOOD!

THE ABERFELDY WELLBEING Festival back in September was an opportunity to celebrate fantastic results across a number of wellbeing projects including a food co-op and football and boxing training for young people (more about these projects is on page 12).

On the day, entertainment was provided by rapper Sas; singers Haayzel & Trephena; and Embrace Dance group.

Families enjoyed games including a gladiator contest and Zumba classes.

The event was organised by Milestone and Poplar HARCA and sponsored by: Big Lottery Fund, Well London, Tower Hamlets Council, Willmott Dixon, East End Community Foundation & Aberfeldy Big Local.

Calling all Tower Hamlets mums ... and dads

www.towerhamletsmums.com is a new online magazine for families in Tower Hamlets. It features activities, services, education, shopping and all things baby and child-related taking place in and around the borough:

- visit the what's on section to find out about daily local events

- sign up to receive the monthly newsletter
- get hold of the Tower Hamlets Mums discount card.

Follow them on Twitter: @towerhamletmum

Like them on Facebook: www.facebook.com/TowerHamletsMums

MUTUAL EXCHANGE

WE KNOW THAT some of you have 'spare rooms' and are struggling to pay the bedroom tax, while others are living in overcrowded homes. Whatever your reason for moving, Mutual Exchange helps people get the home they want without going through the bidding process.

You find someone whose home you want to live in and who wants to move to your home and swap! You can swap with any housing association or council tenant anywhere in the country – not just Poplar HARCA tenants. You need permission from your landlord before you swap so they can check everything's in order.

In October, 115 tenants came along to our Chrisp Street office to find a Mutual Exchange partner and 71 completed adverts. 29 tenants found a swapper on the day – which is a great result.

Everyone who attended said we should hold this type of event more often – especially the three lucky prize draw winners who each received £100 worth of vouchers.

Well done to Ms Hoskin of St Leonards Street, Mr Marquis of Alton House and Mr. Hassa of Sadler House.

You can contact your Housing Manager anytime to discuss Mutual Exchange on 0800 035 1991.



Scoring at the **Points**

RESIDENTS OF BALLINGER, Dorrington and Henshall Points celebrated the opening of a new shared garden and children's play space this Autumn.

The work was part of our programme of environmental landscaping which, for these residents, included new footpaths, lawns, fencing, seating, planted beds and feature lighting as well as a new secure car park and children's play area.



Festive Parking

There will be no parking enforcement on our Estates on:

Wednesday 25 Dec
(Christmas Day)

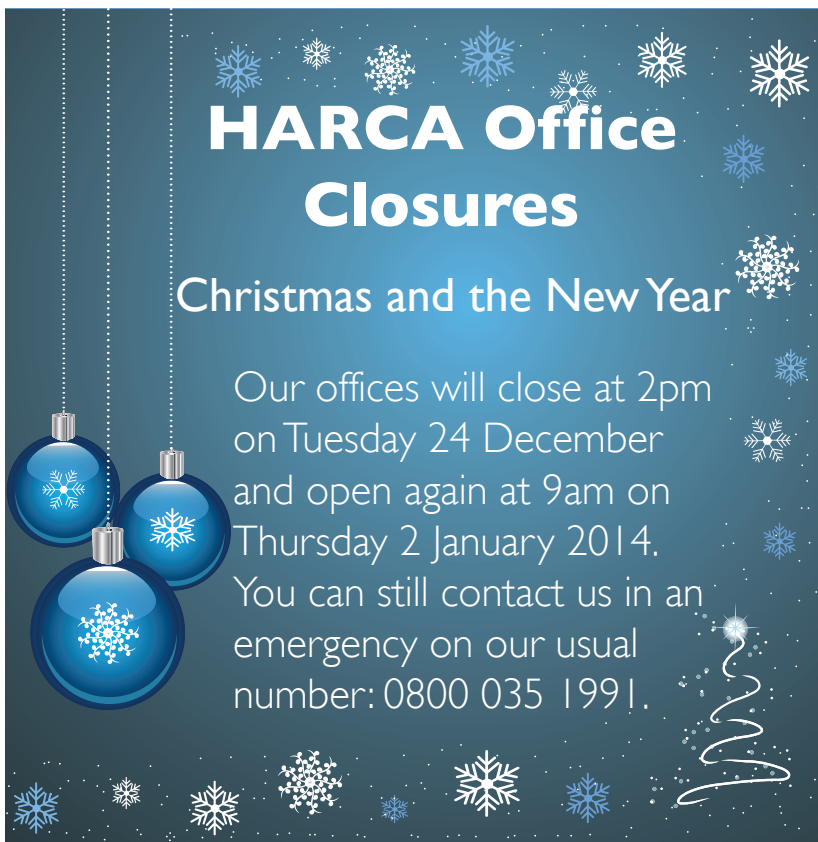
Thursday 26 Dec
(Boxing Day)

Wednesday 1 Jan
(New Year's Day)

HARCA Office Closures

Christmas and the New Year

Our offices will close at 2pm on Tuesday 24 December and open again at 9am on Thursday 2 January 2014. You can still contact us in an emergency on our usual number: 0800 035 1991.





POPLAR HARCA was named the national Sustainable Housing Provider of the Year at the 2013 Sustainable Housing Awards, beating strong competition from 100 entrants from all around the country. Jess McCabe, the editor of Sustainable Housing Magazine said: 'When you look at some of

Green Award

the most ambitious green, affordable projects in the country, you'll find social landlords leading the way.

Our annual awards recognise the best of the best.'

Congrats too to the Poplar & Bow Green Network, Naturewatch's Fran Jefcoate and HARCA's Nick Martin who were all finalists.

Energy prices up again

THE BIG ENERGY providers increased prices again this Autumn, 10% or more in some cases. So it's worth checking comparison websites to get the best deal: uswitch.com, moneysupermarket.com or comparethemarket.com.

We shop around too, to get the best prices for the gas and electricity to light estates and stairwells, and power lifts and door entry systems. If you receive your heating or hot water from a communal boiler then we also buy the gas or oil for those. We try to fix

the prices on the best deal we can get, for as long as we can. We also get together with other Housing Associations to try to get the best bulk deals, and have specialist advisors to help us.

If you are a leaseholder, the law says that we must consult you about the contracts. We'll write to you separately about this shortly.

If you have any questions or comments you can write to us at -

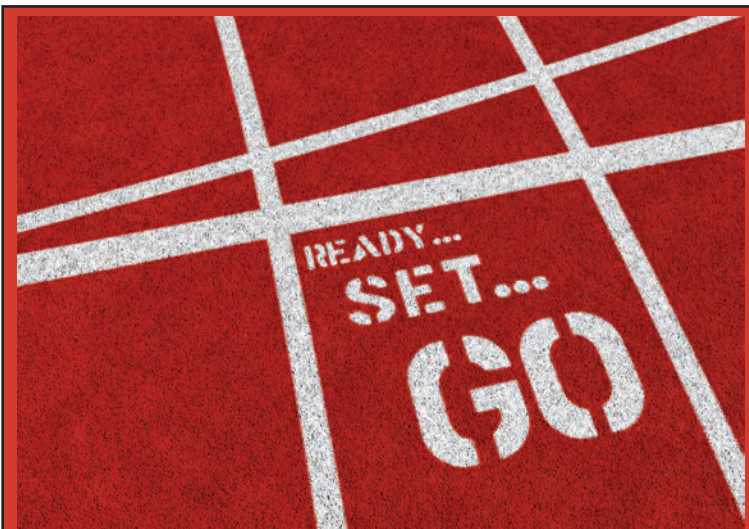
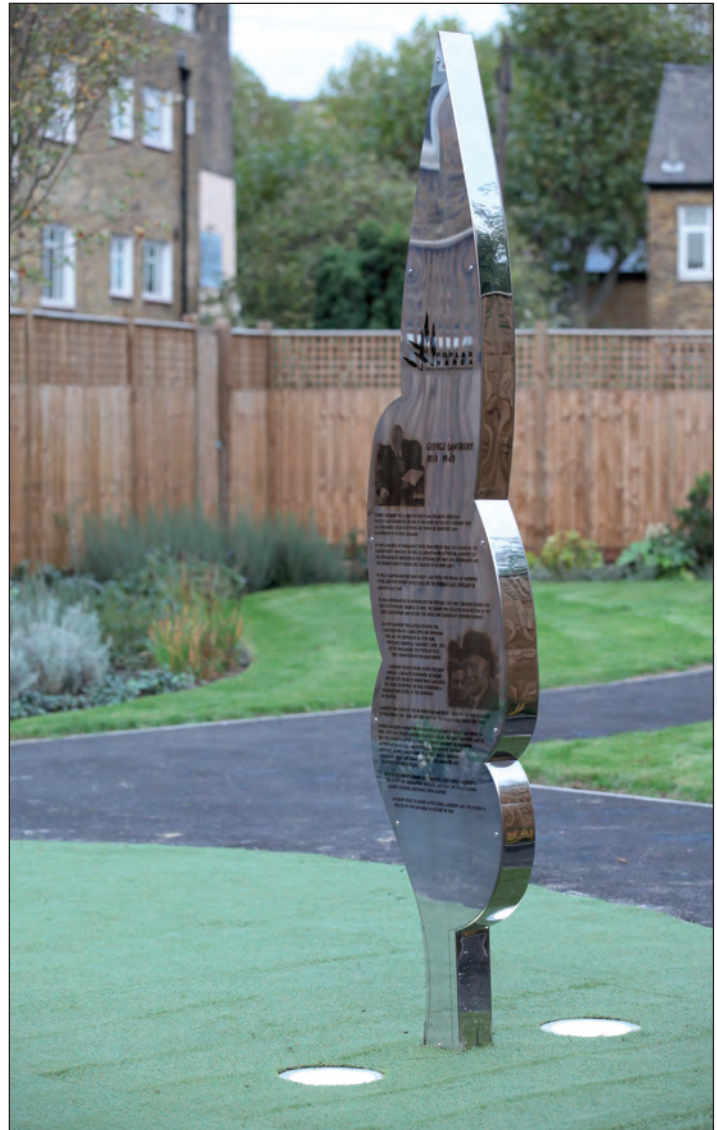
167a East India Dock Road,
London E14 0EA

or email ServiceCharge@poplarharca.co.uk

GEORGE LANSBURY

remembered
with new
memorial

A MEMORIAL COMMEMORATING George Lansbury was unveiled in Rocky Park, Poplar, alongside a plaque marking 1951's Festival of Britain. George Lansbury led the Labour Party from 1932 to 1935 and spent his political life campaigning for social justice. His descendants and members of the George Lansbury Memorial Committee joined local residents to see the memorial unveiled at an event to celebrate the completion of a multi-million pound refurbishment of the Lansbury Estates.



Get set to get fit

A number of exciting fitness events are under starters orders for the New Year. Keep an eye on our website and at your Neighbourhood Centres for more details of our Sports Sunday activities.

And wwwwe're off!

IT'S FINALLY ARRIVED. The new Poplar HARCA website is now live. We've tried to make it cleaner, more colourful and – above all – interesting.

You can still pay your rent, report repairs and ASB and send us compliments and complaints but we've introduced a 'pin board' for each Estate with details of events and activities. Check it out at www.poplarharca.co.uk and please drop us a line to let us know what you think at Comms@poplarharca.co.uk



Photo by Pop-up graduate Dan McGrath ♦ www.speedsale.co.uk

PoplarPreneurs

IN OCTOBER, 70 people found out how to be business-gurus with Pop-up Business School.

The two-weeks of fun sessions covered how to start a new venture, or expand an existing business - often with little or even no money involved.

Jim Fitzpatrick MP handed out certificates to our Pop-up graduates. He said: "Small businesses are vitally important for the economy. It's not all about the guys in Canary Wharf; it is small entrepreneurs that make the difference."

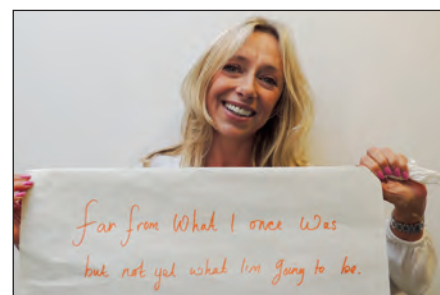
Poplar HARCA's Steve Stride added: "We've been so impressed with the professionalism and dedication of everyone who came along, whether for one session or all of them. It's great to know local entrepreneurs will be building businesses as we carry on our regeneration of the area."

We asked our Popper Uppers what they learned and how they felt about our Pop-up Business School.



Ruhi Akthar ▲
@Rubys_Poplar

▶ Jeanne Pring
www.jkhooDesigns.weebly.com



▶ Jacque Hall
@jacque174419345



Luc Povey ▲
www.chipfix.org



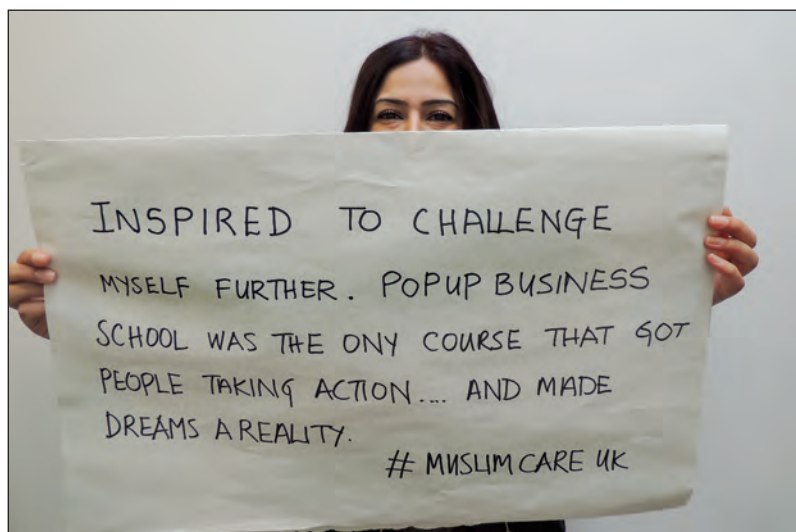
Shuily Akthar ▲
www.saharaexclusive.weebly.com



Grace Apantaku & Wendy Mansuo ▲
www.therightousevents.weebly.com



Laraine St Clair ▲
stclairsclothes.weebly.com



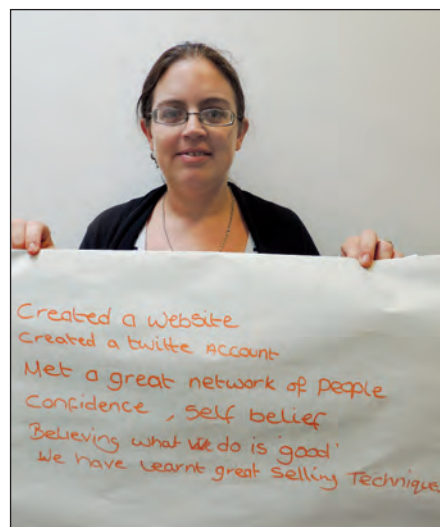
Noor Shahzad ▲
www.muslimcarecampaign.weebly.com



Zinia Khan ▲
www.ziniak.weebly.com



Balal Arshad ▲
www.facebook.com/FRSHjuice



Jane Davis ▲
www.smartypartie.weebly.com

Jo Douglass

www.zombiesurvivortraining.com



Karen Shand & Joanna Whelan

www.useitupwearitout.com



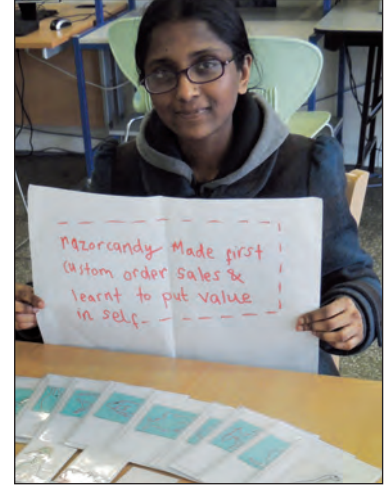
Christina More

www.organamama.com



Lizzamah Akinlade

www.theqoolclub.co.uk

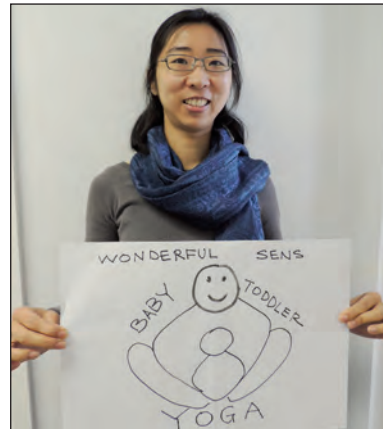


Zayneea Nesat

www.Razorcandy.net

Germaine Matondo

www.facebook.com/matondogermaine



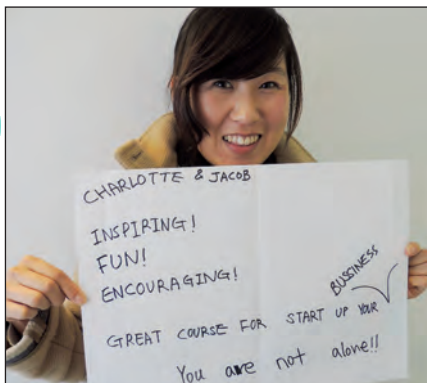
Wang Wang Lee

@wang2lee



Chloe McDonald

@chloemcdonald20

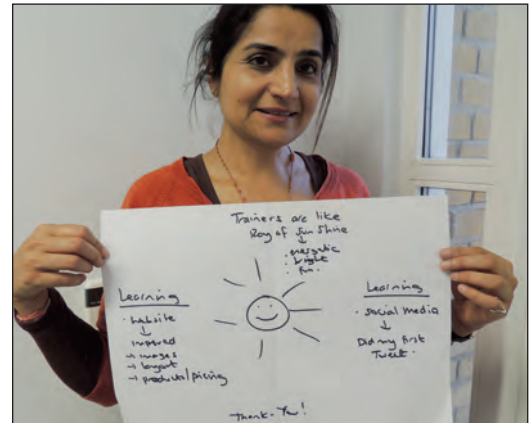


Charlotte Soyoon

www.thefurnitureupcycle.wix.com

Bala Thakrar

www.aftp.org.uk/naitika-shop



THANK YOU

ANOTHER YEAR, ANOTHER increase in the proportion of residents satisfied with our services.

We're really proud that 82% of you would recommend Poplar HARCA to friends and family, and 93% would recommend our Centres.

We know that you would only recommend something you had confidence in. The figures from our independently run resident survey show that you are more confident in us than ever before.

We're particularly pleased that the areas where we've improved most are those that you think are the most important: safety and security and value for money.

Steve Stride, Chief Executive, said 'I'm well chuffed. We were delighted last year by the increase in the number of residents telling us we had improved, and this year even more so. Poplar HARCA's staff work incredibly hard, for and with our residents. Together, we are improving what we do and how we do it.'

As we did last year, we'll be working with your Estate Board to put together local improvement plans. Look out for details and update reports in your estate newsletter.



Repairs 78%

Green spaces 62%

Quality of contractors 83%

Quality of your home 84%

Helpfulness of staff 79%

Quality of estate 87%

Opportunities for being involved 77%

Completing repairs on time 73%

Value for money 73%

Here's a taster of what's been happening on the Aberfeldy Estate - a Well London project getting people working together to improve health and wellbeing.

Aberfeldy Food Co-op

FED-UP WITH NOT being able to buy quality fruit and vegetables locally at a reasonable price, women on the Estate decided to get together to do something about it.

With the support of Well London they were awarded funding to set up the Aberfeldy Fruit and Vegetable Food Co-op.

You can find them outside the Aberfeldy Centre Tuesdays - Fridays from 10am. Rain or Shine. 100 people have now bought from the Co-op and it's now so popular they have a fan club! One local



resident said: "Even if I don't need anything I go along and buy something to support the group. I am made welcome, and have a cup of tea and a chat. It's nice to feel part of a community."

Football and boxing for young people



MORE YOUNG PEOPLE doing more physical activity was one of the priorities for Aberfeldy residents, as it is for many parents.

Milestone Community Organisation grabbed the opportunity and now runs sessions for Boxing and Football with professional coaching. Those professionals also providing coaching to become coaches...!

Youngsters getting fitter and learning new skills can't be bad - and the group is making plans to carry on even when initial funding has long gone.

Rikki's Hatha Yoga

THE MY WEIGH programme in the Aberfeldy Centre introduced Rikki to the health-enhancing power of yoga. So she started a class with just three stalwarts, which soon grew to a lively group of 20. Many of the students were beginners, with English their second language. "I have been amazed how quickly everyone can learn the basics. Each week they come in and help set-up, and spend a few moments catching-up. It's very relaxed!" Rikki said.



Delivery Team Volunteers

THE WELL LONDON Delivery Team provides a variety of opportunities to support local people to make a healthy difference to their lives.

The group meets and shares information about services and activities so that when they talk with neighbours they can make healthy suggestions – from exercise classes through to stop-smoking support. Volunteers can take part in formal and informal training to help with language skills and build a better understanding of health issues.

For more information or to get involved, please contact Vicky Coakley on 020 7515 6794 or victoria.coakley@poplarharca.co.uk

Going to the dogs

Dogs can be a best friend - but some dog owners definitely aren't!



Dog mess, damaged trees, barking, uncontrolled dogs running around ... a few bad dog owners can make life unpleasant for everyone. And in some tragic cases, thoughtlessness can lead to serious eye damage or even blindness from Toxocariasis - a disease spread by dog mess. 100 cases are diagnosed each year; nearly all victims are children who contract the disease as toddlers.

Tower Hamlets Council's 'Dog Control Order' sets out that owners are responsible for cleaning up after their dog, keeping it on a lead and stopping it from being anywhere it shouldn't be.

If you don't want to tackle an owner directly, don't just tut and have a quiet grumble, contact Tower Hamlets Council. They can send out their Dog Warden who can also help with complaints about excessive barking, damaging trees or aggressive dogs.

There's a Fixed Penalty fine of £75 for each offence, and the Magistrate's Court can fine £1,000.

So call in confidence: Tel: 020 7364 5008

Out of Office Hours Tel: 020 7364 7070

Email: environmentalhealth@towerhamlets.gov.uk

Beauty and the Blaze

HAVE YOU BEEN running-in, having a quick smooth with the hair straighteners and rushing back out to a pre-Christmas "do"? or lighting a couple of Christmas candles for when friends pop-in?

Every two weeks the London Fire Brigade is called to a 'beauty blaze' – fires caused by hairdryers, straighteners or candles.

Tom George, Acting Deputy Head of Community Safety at London Fire Brigade, said: "Many of the straighteners available today can reach temperatures of over 200°. That's hotter than the oil in a deep fat fryer so it's vital that people take care.

"Candles are popular in the bathroom, but if they're not placed on a heat proof surface they can melt through your bath or toilet. This is especially true for tea lights, the bases of which get very hot."



So the message is:

- Switch off hairdryers, tongs and straighteners. Leave them to cool on a heatproof surface – definitely not on the bed or near clothes
- Never leave candles unattended

E-CAR TEST DRIVE

BACK IN OCTOBER, we launched the first entirely electric car club in the UK, with our partners E-Car.

The Transport Minister Baroness Kramer, Shadow Transport Minister Richard Burden MP and electric vehicle enthusiast Robert Llewellyn (best known as Kryten from Red Dwarf) joined the HARCA and E-Car teams to cut the ribbon and launch the scheme.

Peter Harrold, Poplar HARCA's Lead Electrical Engineer, tested the car for a few days and came over all Jeremy Clarkson:

"Picked up the keys to the Renault Fluence ZE and decided to have a good old look around, in, under and over the car.

Good looking saloon on par with a Volkswagen Passat: 4 doors and a boot. Hang on, half a boot the other half is filled with a battery unit behind the rear passenger seats. Very comfortable seats they are too with plenty of leg room. You can easily fit five adults.

Under the bonnet I was surprised to see what appears at first glance to be an engine, was my leg being pulled? Decided to read the owners handbook, and this engine is actually all electric. Seems to me that they have produced a car that employs a lot of the existing production line kit, but at the last minute they fit an electric unit.

The driver's controls reveal a dash that displays how far the car can be driven and how hard the batteries are working/being drained. Says I can go 42 miles but on checking, that is on a partial charge, so decided to give the batteries a boost. Found two types of charging lead in the boot. One

to connect to a dedicated charging post (like you get at Sainsbury's, Tesco, Asda and co need to catch up), and one to plug in at home. Gave it a couple of hours charge and the range at full charge read 52 miles.

So off I went. Acceleration is smooth, and there are no gear changes in the Auto box, it is totally seamless. Feels rather weird, but that is due to a new experience and not a criticism.

I drove up the A13 and decided I really needed to feel what the car could do, so I put my foot down. The car was quick to respond and very quickly got to 50MPH. It was quicker than my Citroen 1600 cc - and the car is much bigger than my Citroen, so I judged that the electric engine must be performing as near as a 2 Litre.

Saw our corner shop owner and gave him a demo of how fast the car can pull away from a standing start, shocked myself, (no pun intended). The front wheel span as I accelerated around into my road. Gosh I thought, this car has serious attitude. I didn't actually say 'gosh' but you know what I mean!

Parked up and the range said 46 miles, but I judged that I had driven more. Checked the paperwork: decelerating rather than the braking puts energy back into the battery. So my usual laid back





www.mattphoto.co.uk

style of driving where I try not to use my breaks pays off even more in an electric car.

Friday night is usually Kebab night so had a sensible drive there and back, then took future son in law for a spin up the A13. He drives a Ford Focus ST which is very swift, and even he was impressed by the Renault.

Saturday I took my wife to Asda, she liked the car's size and comfort but she informed me that she did not like the ride. Why? She said that it was too smooth and felt like the acceleration on a theme park ride. I must admit that the Renault does feel a bit boaty, but it is really smooth, and near silent - spooky.

So I drove much more sensibly and she started to warm to the car. So much so, she asked when I was going to buy one. I will say nothing more there.

Big mistake going to Asda on a Saturday when West Ham is playing at home, late kick off. Got home and could not park outside my house.

Went out Saturday night so had no chance to top up the charge. Sunday was totally washed out by

rain, I could get the car outside my house but I would not chance running an extension lead outside. Bit disappointed, as I really wanted to see how the range would decrease fully loaded. The full recharge time in the book says 8 to 12 hours.

If I could have got the car on charge outside my house I was going to measure how many amps it actually drew on charge and do a calculation of pence per mile for the electric car. Maybe next time.

What I experienced dispelled some of the misconceptions that I had about electric cars but reinforced some others. The car is great for short range journeys and will serve very well around Poplar HARCA. It drives and performs extremely well. It is in no way akin to a milk float.

Longer journeys need planning if you are hiring the car for more than a day at a time.

As an Electrical Engineer I can tell you that the tag on the glove compartment ZE means "Earth Return" nice one Renault

Looking forward to driving another but smaller, longer range electric car.

To find out more about joining the scheme, go to www.e-carclub.org or give them a call on 020 3603 2259

15 years of HARCA

A lot has happened here, and in was set up 15 years ago. Here's a f

1998

- Poplar HARCA born: **3,897** homes transferred from the London Borough of Tower Hamlets



- Google is founded



2001

- Commended for Best in Community Regeneration from BURA



- Apple releases the first iPod



2003

- Refurbished over **3** properties over **5**



- Congestion Charge introduced



2008

- Further **3000+** homes transferred, bringing the total to **8,500+**.
- Transfer allows us to secure **£46** million in Government grants



- Stock markets crash and Northern Rock is taken into public ownership

2009

- Guardian Best Public Service Award



- Barack Obama becomes America's first African President



2010

- Lochnagar pedestrian opens – fu



- Kate and

the World, since Poplar HARCA
flavour of some of those key events.

15 years of HARCA

2004

- Chiltern Green wins best resident led initiative at the UK Housing Awards



- Facebook founded



2007

- Langdon Park DLR opens – lobbied for by PH, residents & Tower Hamlets Council
- Gold Award for Empowering Communities



- Tony Blair steps down as Prime Minister
- Smoking ban comes into effect in the UK

,500
years



I

Crossing (first
crossing over the A12)
ended by our partners



William marry

2012

- Screening of Super Saturday in Langdon Park



- London Olympics
- Queen's Diamond Jubilee



2013

- PH passes the **10,000** homes milestone
- **£140m** Bond secured



- Royal baby born
- Andy Murray is the first British man to win Wimbledon for **77** years



What's in a Name?

Editorial Panel member and local resident Gordon Joly explores the history - and misconceptions - about a few local place and street names.

"THE NAME LIMEHOUSE has nothing to do with limes. Despite there being wharves in the area which could, conceivably, have been the unloading point for citrus fruit from overseas. The name actually comes from the lime kilns that used to operate in the area.

While we're on the subject of food, in some old maps Salmon Lane is shown as Sermon Lane. As the road led to the old Parish Church, the variation of the name seems natural enough. Dare I suggest that the long and tedious road may also have borne some resemblance to a few of the church sermons!"

Love Lane appears on maps dated 1895 and was the site of a workhouse. Now known as Talwin Street, locals used 'Love Lane' until very recently – but the name Talwin goes back almost as far. Joseph Talwin and Company, calico printers from Bromley Hall near Bow, operated in the area in 1776 and may be the inspiration for the current name.

Many other streets are named after the landowners who lived here. The Cotton Family gave us both Cotton Street and the "William Cotton Estate" – which later became the Bow Common Estate. Similarly, the Lansbury Estate is named after George Lansbury (a plaque was erected in his memory in November).

Pigott Street, Stainsby Road and The Conant Arms (a pub that has now been demolished) were all named after one person: Francis Pigott Stainsby Conant - a 19th Century politician in the Whig Party. His middle names were added through his acquisition of the estates of deceased members of the Pigott and Stainsby families.

Father Philip Bartlett gave his name to the park nearby, which was created after the Second World War when the bombing and subsequent demolition of rows of streets created an open space.



Prisca Coborn, meanwhile, gave her name to roads, a school and a pub. She was born in 1622 and married into wealth - her husband was a brewer. She established a co-educational school in Bow in 1701, named "Coopers' Company and Coborn School".

She may not have approved of Charles Whitton McCallum (1852-1945), a musical hall entertainer who was born in Stepney, appropriating her name as his stage name ("Charles Coborn"). He sang "Two Lovely Black Eyes" for the first time at the Paragon Theatre, in the Mile End Road.

Bow itself is named after Bow Bridge, built for Queen Mathhilda in the 12th Century, it is thought to be the first stone-arched bridge built in Britain.

Nearby Twelvetrees Crescent, near Bow Bridge and Coventry Cross, was named after Harper Twelvetrees, who lived between 1823 and 1881. He was an industrialist, who managed Imperial Works at Bromley-by-Bow. Imperial Street still remains, but the Imperial Crown (a public house) in St. Leonards Street is now a block of flats.

Bob's Park? That's an easy one. Named after the park keeper (Robert Grenfell) who was so popular that the park (Grace Street Park) was eventually officially named after him. The park was also known as Bromley Recreation Ground at one time."

What has Gordon missed? Drop us a line at contributions@poplarharca.co.uk

Capital Market



DID YOU NOTICE that smart new office that popped-up in Crisp Street Market a few months ago? Yes, the one with 'Capital Properties' over the door.

We've been working with CP on sprucing the Market up. And yes, again, we know it needed it.

Fran Burgess, Capital Properties' Director of Events & Communications 'fessed up to what they've been up to:

"We pride ourselves on breathing new life into places that are feeling a bit tired. We work up and down the country to create areas that people are proud to be in."

Since March this year, they've been busy and have:

- jet washed
- planted flowers
- pruned and treated all those gorgeous trees
- painted the bollards, gates, columns, street lights and pillars

- deep-cleaned the roof canopy and steel works
- revived the fountain
- repaired broken flagstones, and
- repaired broken bollards

The Capital Life Team also understands how to have fun. In September they worked with us to put on the Crisp Street Festival, which included Lindy Hop dancing, cooking demos and lots and lots of fun.

We also worked together on the fantastic Christmas events on 29th November and 14th December. You can find out more at www.chrispstreet.org.uk.

More about Capital Properties is here: www.capitalpropertiesltd.com, you can email them at change@capitalpropertiesltd.com or pop-in to the Crisp Street office for a chat.



HARCA resident, Editorial Panel member and Naturewatch Queen, Fran Jefcoate, has been getting to know some of the HARCA contractors that keep our homes safe and warm.

"IT WAS ANOTHER early morning start when I popped along to meet K&T's Team. K&T heating has been working with Poplar HARCA right from the start 15 years ago.

The team of 10 is local and deals with heating and hot water breakdowns. But one of the most important jobs is the annual gas safety check. Poplar HARCA has to do this check in tenants' homes by law, but it also helps keep us all safe so it's important that everyone gives access when requested.

The most common problems are boiler breakdowns. The annual check can pick these problems up early so even more reason to let the engineers in. And with the colder weather already upon us I was reminded to turn room thermostats back up and to keep an eye on elderly or disabled neighbours that may need a helping hand.

The K&T team are regular visitors to most of our homes and you may know many of their faces. But they all wear uniforms and have photo ID so if in doubt ALWAYS ask. The guys will happily wait while you phone Poplar HARCA to check.

With over 6,000 homes to get to in a year, missed appointments can cause problems so if

you have made an appointment please make sure someone is in or call to rearrange.

All contractors are monitored by a panel of residents and Sayed Ali has been monitoring K&T for over a year now. I spoke with him about residents' views on K&T. He told me that generally residents are very happy with the service, but assured me that when anything came up it was picked-up immediately and at quarterly review meetings."

Tenants can book an appointment with K&T online at www.poplarharca.co.uk/content/repairs or by email to service@ktheating.co.uk or repairs@ktheating.co.uk

The most common problems are boiler breakdowns. The annual check can pick these problems up early so even more reason to let the engineers in.



EXTRA **HELP**(ING)

INSTEAD OF SECOND helpings at dinner time, how about using the leftovers to help someone who would love a home-cooked meal?

Casserole Club puts together people who agree to cook an extra portion of their usual grub with older neighbours who could do with a cooked meal, and maybe a bit of company.

If you're the chef, you don't have to provide food every day - not even every week. You agree with your 'Diner' when and how often you will drop-in with dinner.

If you want to share some of your home cooking sign up at www.casseroleclub.com.

If you know someone who would like a hot meal then Sister Christine and the Neighbours in Poplar team can refer diners or you can call 020 3475 3444 or drop a line to hello@casseroleclub.com

As cooks will be going into people's homes, everyone is security checked. But the process is painless and definitely worth it!



IF YOU ARE a HARCA tenant, renting out your home to someone else became a criminal offence in October. Anyone found guilty of committing tenancy fraud will face fines of up to £50,000 and a two year jail sentence. Previously, tenants subletting their homes faced little more than having to hand back the keys. For every property that is sub-let, there is a family on the housing list waiting for a home.

JAIL for subletting a HARCA home

We now have the power to stop this but we need your help.

Leaseholders can sub-let their homes, but they should let Poplar HARCA and their mortgage company know – and make sure they are complying with their legal responsibilities to their tenants.

If you suspect someone is subletting their home, please call us on 0800 035 1991.

You could get a £500 reward and also give a family the home they deserve.



Here are some tips for getting the right benefits;
and keeping warm and well this winter.

THERE ARE TWO extra benefits paid during the winter, plus a scheme run by energy providers.

Are you getting your due?

Winter Fuel Payments

Born before 5 January 1952? You could be entitled to between £100 and £300 tax-free to help with heating bills. The payments aren't means-tested and are automatically paid out between November and December.

If you've not had it already, you should get your money by Christmas. If you think you qualify but haven't had a payment call 08459 151515 (8.30am-4.30pm Monday-Friday, textphone 0845 601 5613) or visit <https://www.gov.uk/winter-fuel-payment>

Cold Weather Payments

When it's exceptionally cold there is additional help for those fuel bills. If the temperature drops below freezing for seven days in a row - or if the Met Office forecasts a spell of very cold weather - the Cold Weather Payment is triggered if you get certain benefits or have a child who is disabled or under 5. To find out if you qualify, contact Jobcentre Plus or visit <https://www.gov.uk/cold-weather-payment>.

Warm Home Discount

You may also be entitled to a Warm Home Discount on your electricity bill if you receive Pension Credit or are on a low income. It's a one-off discount usually made between October and March. Check with your energy supplier or contact Age UK for a benefits check. You can find out more at www.gov.uk/the-warm-home-discount-scheme or call Age UK free on 0800 169 18 19.

Heat, eat and meet

Here are some suggestions to stay warmer this winter:

- try to keep at least one room in the house at a constant temperature. The recommended temperature is 21°C (70°F) for living rooms – a bit less in bedrooms. It works out cheaper to maintain the temperature all day (all night in the bedroom) rather than allowing a room to get really cold and then blasting out the heating to warm it up
- wearing lots of thinner layers will keep you warmer than one thick layer
- don't cover radiators with washing or furniture as this cuts the heat and also increases condensation
- keep moving as much as possible to keep warm, make a hot drink every couple of hours and eat a hot meal each day, with



potatoes, rice or pasta to give you energy as well as vegetables to ward off winter colds and flu

- if snow or bad weather is forecast, make sure you have a supply of any prescription medicines and some extra food (in the freezer or tinned) in case you can't get out
- except in extreme weather; try to get out if you can. Catching up with friends helps ward off the winter blues; or why not head to the Ideas Store or a Poplar HARCA Neighbourhood Centre for warmth and company

Other Help

The Energy Saving Trust (EST) has advice on how to reduce bills and make your home more energy efficient. They can also advise on grants. Find out more at www.energysavingtrust.org.uk or call 0300 123 1234 (9am-8pm Mon-Fri and 10am-2pm Sat).

Age UK's Spread the Warmth campaign is designed to help

older people keep warm and well in winter. They provide support packs including warm clothing, plus free information and advice and their Campaign for Warm Homes seeks a long term solution to older people suffering ill health because of the cold.

To find out more, or get help, visit www.spreadthewarmth.org.uk or call 0800 169 18 19

And finally, if you have an elderly neighbour or relative, check on them a bit more often during cold weather – especially if it's slippery outside.



#tackling ASB

SOMETIMES TACKLING ASB requires taking the toughest of actions. Eviction is a last resort, and never an easy decision for Poplar HARCA's ASB Team. But sometimes it's the only option left if tenants or leaseholders cause distress to their neighbours.

A Court evicted a St Leonard's Road tenant for on-going and persistent harassment, racial abuse, threats and on one occasion assault of neighbours. One of the neighbours affected told us: "I know it has not been easy, but Poplar HARCA has shown tenacity and thank God for having people like you".

The Court also evicted another resident from Charlesworth House because her two dogs were causing serious problems to neighbours by roaming around without a lead and biting one passer-by.

Head of Poplar HARCA's ASB Team, Jamie Lock, said "It can take a long time to get a case to Court, and we need to make sure that the evidence we have can persuade a Judge that it is the only way left for us to protect other residents."

SUPPORTING #TACKLING

As much part of #tackling ASB as enforcement, Poplar HARCA also provides a range of support for those involved in ASB.

Our Family Intervention Project (FIP) supported one resident whose son was getting more involved with ASB which was putting their home at risk. When FIP got involved they discovered not only was the tenant worrying about her son's behaviour, she also had

her own mental health concerns and big financial problems. 'Until the crunch happened and Poplar HARCA threatened eviction, the family wouldn't work with us' said Joe Williams, Poplar HARCA's ASB Manager. 'The threat was real as before FIP got involved this mum was denying everything.' Now this young man's behaviour has really turned around and mum is getting treatment from the community mental health team and is so improved that she is considering taking up some training to help her find work.

DOMESTIC #TACKLING

Anyone can experience domestic abuse regardless of social background, age, gender, religion, sexuality or ethnicity. Although men can be abused too, the statistics show that in most cases it is women who are abused:

- One in four women is abused during her lifetime.
- One in nine is severely physically abused each year.
- Two are killed each week.

Poplar HARCA has two specially trained Support Coordinators who work closely with people who have experienced domestic abuse. They supported one resident to get an injunction against her ex-partner who had been physically abusive. He was banned from the whole of the estate that she lives on, and is not allowed to come within a certain distance of her because he will be arrested.

Cindi Williams, one of the Coordinators said: "Our residents deserve to feel safe, particularly in their own home. Domestic abuse is particularly insidious as it often happens behind closed doors. We try to support residents in whatever way they need, and at the pace they want to go at. It's never easy to say 'I've had enough.'"

Specialist help and advice about domestic abuse is also available from the National Domestic Violence Freephone Helpline on 0808 2000 247 or visit Refuge at www.refuge.org.uk



AWARD-WINNING #TACKLING

POPLAR HARCA'S WORK #tackling ASB was recognised with National Awards this year. The Social Landlord Crime & Nuisance Group Annual Awards were judged by an expert panel, with hundreds of nominations from housing providers across the country.

Poplar HARCA's Team won Team of the Year for providing exceptional service in resolving anti social behaviour in the community for a new way of working with the Police and London Fire

Brigade that has saved residents over £250,000 so far by confronting the dangers of dumped rubbish and fire-setting.

Jamie Lock, Poplar HARCA's Head of ASB was the recipient of the Tim Winter Award for tackling anti-social behaviour effectively and inspiring others.

And Shahema Begum, a Poplar HARCA tenant and the Team's first ASB intern, was runner-up in the Resident of the Year Award.

CRIME PREVENTION

Keeping your home and possession safe is important at any time of year, so the Police's Operation Bumblebee has given us their top 10 tips for #tackling burglars:

1. Mark or etch property with your postcode, house or flat number or the first three letters of your house name.
2. Register items with a serial number at: www.immobilise.com
3. Do not leave car keys or ID documents near doors, letterbox or windows.
4. Always check who's at the door and don't open it if you feel anxious.
5. Close and lock all doors and windows, even if you are only going out for a few minutes.
6. Keep valuables out of sight.
7. Leave some lights on if it will be dark before you get home.
8. Install a visible burglar alarm.
9. Always keep sheds and outbuildings locked.
10. Cancel milk or other deliveries if you will be away for days or weeks at a time.

For more staying-safe advice visit <http://content.met.police.uk/Site/crimeprevention>

The contacts to report ASB are on our Contacts Page in every issue.

365

Days of Being Green

We've been getting steadily greener for a lot longer than a year, but here are some of the green highlights from the last 12 months.

3 local residents are now trained bee-keepers

We have purchased three beehives for them to look after next year. We have given another beehive to the Poplar the Place to Bee project – our first harvest this year gave us 51 lbs of honey



We have built the 1st chicken coop in Poplar, using scrap wood donated by one of our contractors - which is now home to 10 ex battery chickens



Created 4 new food growing gardens.

We've helped residents to turn unloved patches of land into great community spaces: Zetland Street, Burdett, Aberfeldy and Bromley Hall Road Community Gardens



52 people have attended our Balcony Gardening workshops across all Estates this year.



4 E-cars have been introduced to staff and residents

12

months of Naturewatch walks - hosted by Fran Jefcoate, Naturewatch celebrated its first anniversary last month



We were shortlisted for

4

Sustainable Housing Awards





The Naturewatch Club has visited Tower Hamlets Cemetery Park, Mile End Park and Bow Creek Ecology Park several times this year where we've enjoyed pond dipping, bird watching and bug hunting.

WHAT A WONDERFUL year it's been for green projects in our neighbourhood. There are community gardens dotted all over the borough growing fruit, vegetables and flowers, more flowering plants means more food for bees and butterflies which in turn feed birds and small mammals and so on up the food chain. The Green Network is flourishing; helping like-minded people to link up and swap innovative ideas, manpower, materials, seeds and seedlings.

The first honey harvest yielded 51lbs of honey from the Silver Wharf hives, new bee-keepers have been trained for next season and the Poplar Naturewatch Club has celebrated its first birthday. These are just a few of the many projects running throughout Poplar HARCA estates and Tower Hamlets and there are many more in adjoining boroughs all helping to make our part of London a much more pleasant and healthier place to live.



The Naturewatch Club has visited Tower Hamlets Cemetery Park, Mile End Park and Bow Creek Ecology Park several times this year where we've enjoyed pond dipping, bird watching and bug hunting. Up until now we've been quite limited with our activities as we've been operating with very little equipment but thanks to generous grants from AJH Ashby and the Wakeham Trust we will now be able to

expand our activities. We are planning a guided tour around Lee Valley Park with one of the park rangers sometime in the Spring, so a huge thank you to our sponsors. I hope to see some new faces when we start up our walks again in January, I'd like the opportunity to introduce more people to the nature on our doorsteps.

Now, you may think that during the winter months there's nothing to see out there but there is plenty. A lot of our birds stay here through winter and there is always the chance of an unusual visitor passing through. The best part of winter for me is that birds are easier to spot when they don't have heavy foliage to hide in. If we experience milder days, squirrels and other small mammals will come out of

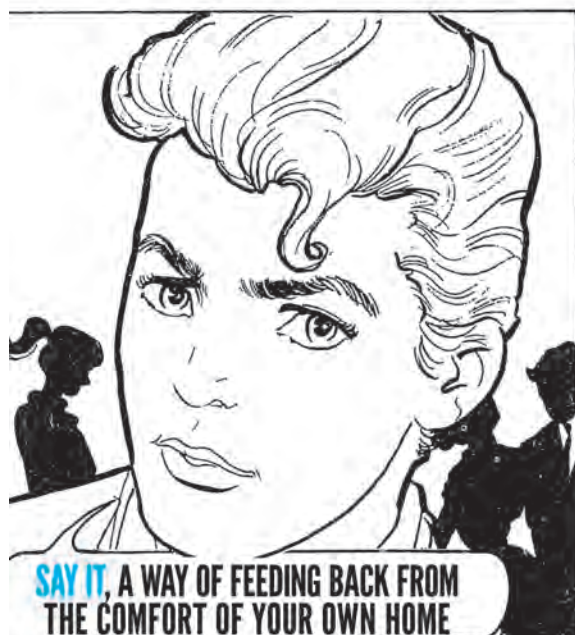
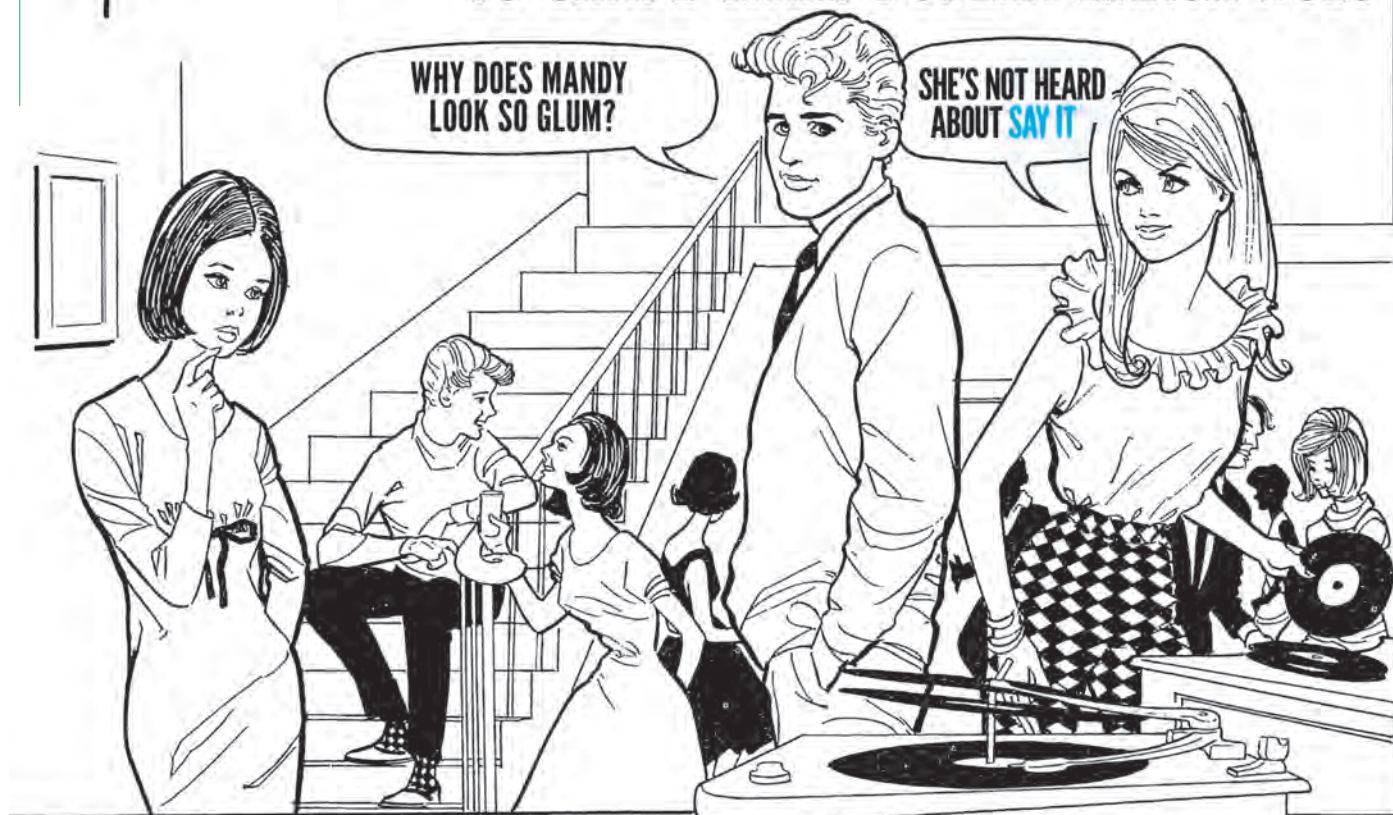


their nests to make the most of the winter sunshine. Foxes don't hibernate and can be seen easily on a stroll through the Cemetery Park and though things may look dead and uninteresting, closer inspection will show you that everything is just waiting to burst into life come Spring. I can't think of a better way to shed the extra pounds we all put on during the festive period than a good walk with nature. Enjoy.



SAY IT!

AN INTERACTIVE WAY FOR RESIDENTS
TO SHAPE WHAT POPLAR HARCA DOES



SAY IT, A WAY OF FEEDING BACK FROM
THE COMFORT OF YOUR OWN HOME



EACH MONTH YOU RECEIVE AN **EMAIL / TEXT**
ALLOWING YOU TO HELP IMPROVE SERVICES



SIMPLE, BUT
BRILLIANT IDEA

NOW I HAVE SIGNED UP TO **SAY IT** I FEEL LIKE JIVING



NOW WE CAN **FEEDBACK OUR IDEAS**
WITHOUT ATTENDING
MEETINGS, AND HAVE
MORE TIME FOR
DANCING



SURE THING !



I CAN'T WAIT
TO TELL MY
NEIGHBOURS
ABOUT **SAY IT**



SAY IT PROVIDES MONTHLY UPDATES ABOUT WHAT'S HAPPENING, A CHANCE TO SHAPE SERVICES AND QUIZZES & GAMES
EMAIL SAYIT@POPLARHARCA.CO.UK OR TEXT **07852 998909** FOR MORE INFO

FESTIVE FI^{NESS}

Looking for some last minute fitness inspiration before Christmas – or planning your New Year health kick? Check out what's going on at the Brownfield Community Cabin, just at the bottom of Balfron Tower.



80s STYLE AEROBICS: Mondays 6pm – 7pm

Cardio workout to improve fitness and strength and burn calories. The 80s soundtrack will help keep energy levels up and make the session fun

HATHA YOGA: Tuesdays 6.30pm – 7.30pm

Gentle set of yoga exercises to revitalise and relax. Eliminate tension, strengthen muscles and improve flexibility. Meditation and breathing techniques will enhance a sense of wellbeing and relaxation

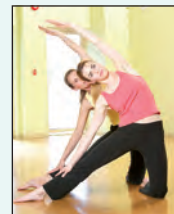


TAI CHI: Wednesdays 6pm – 7pm

Gentle low impact activity proven to improve balance, increase joint flexibility and muscle strength and reduce stress

PILATES: Wednesdays 7.30pm – 8.30pm

Natural, gentle flowing movements to improve posture and develop core strength and flexibility. Enhances control and coordination and develops mind-body awareness



ZUMBA: Saturdays 10.30am – 11.30am


Exhilarating high-energy Latin & international beats to burn away those calories! Develops joint flexibility and stamina, great for boosting your confidence!

Everyone welcome.

Please wear comfortable loose clothing and trainers/similar footwear.

Brownfield Community Cabin, 82 St Leonards Road, E14 0QU

For full details and timings: Call 020 3069 7401 / 07534 763 480

Email: jayne.clavering@poplarharca.co.uk  @brownf965brown

NEW YEAR. NEW YOU. NEW



Spotlight



CAN YOU BELIEVE 2014 is nearly with us? Have you thought about those midnight resolutions you'll make as Big Ben tolls? Get fit (again). Stop smoking (again). Working with young people?

Sorry, what was that last one? Sounds like it could be fun. How do I do that?

Spotlight is a unique creative arts space opening in January 2014.

Four years and £7million in the making, the National Theatre and the BFI are beating a trail to Langdon Park bringing with them world-class opportunities and amazing creativity.

Spotlight will succeed because the young people and team are a force to be reckoned with. The

team includes our staff, our partners and our volunteers.

Yes, that's where you come in to this. We have volunteer opportunities of all shapes and sizes for as many of YOU as want to be involved.

We dare you to come along to our open evening on 20th January and not end up signed-up for the Spotlight Experience. You can take a tour around the fabulous building, check out the state-of-the-art facilities, speak to our team and get excited about how you can be involved.

If you want more information get in touch with Izzi at izzi@wearespotlight.com or 07958 963198. Be warned, once you speak with her you WILL want to be part of SPOTLIGHT.

Meet the Team



Khadija



Rosie



Ollie



Roseanne



Haneke



Miles



Hussina



Izzi



Arnaud

There is another chance for under 7s to have fun and colour in this picture. Please send to HARCA Life colouring competition, 167a East India Dock Road, E14 0EA by **14th February 2014**. The prize is a £20 voucher for the Early Learning Centre. Please let us know if you want it returned. **The winner of the Autumn competition was Trevor Durdan, age 6. Well done!**



Name: _____ Age: _____ Phone (parent/carer) _____

Address: _____

SUDOKU PUZZLE

You asked for more competitions so here's a chance to tax your brain with our Sudoku quiz. There's a £25 Love2Shop high street voucher for the first correct entry out of the hat. Send your entries to Sudoku, 167a East India Dock Road, London E14 0EA by **14th February 2014**.

You need to fill the grid so that every row, every column and every 3x3 box contains the numbers 1 to 9.

		1	9	7				
	3				8	7		
						5		9
			2		7			
	5				9	3		
6							9	5
8						1	3	
2	6	3		1			4	
		9		8	2			

Name: _____

Address: _____

Postcode: _____

Phone: _____

Find the wintry words in our grid below to win £25 worth of Love2Shop high street vouchers which can be spent at 85 leading retailers.

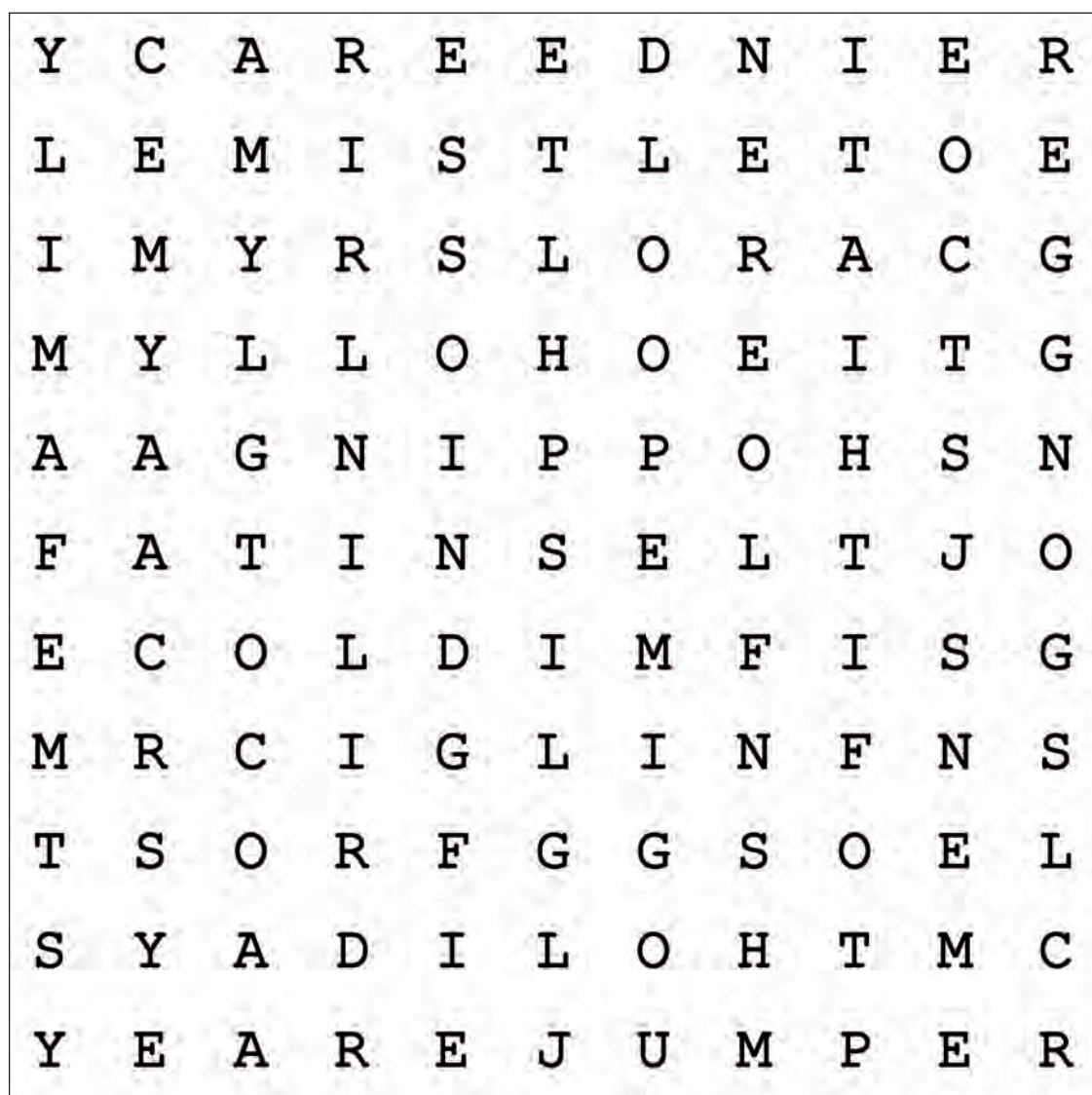
Send this page to the address below with your circled answers no later than 14th February 2014.

HARCA Life word search competition

C/O Communications Team

167a East India Dock Road

London E14 0EA



Find and circle the following hidden words in the grid above

COLD
GIFTS
MISTLETOE

HOLIDAYS
SHOPPING
CAROLS

YEAR
FAMILY
EGGNOG

JUMPER
FROST
TINSEL

REINDEER
HOLLY
JINGLE

Name:

Phone:

Address:

Postcode:

Training Communities –

RSPH
Royal Society for Public Health
VISION, VOICE AND PRACTICE

The programme designed for you...

Do you want to improve your skills?

Do you want to make yourself more employable?

Do you want to make more friends and live in a community that you feel proud of?

Now is your chance to make a positive difference in your life and others. It is free and only requires your time and motivation.

Benefits – what you will gain

- Improved communication skills – learn how to engage and motivate others
- Improved confidence and sense of belief
- Increased understanding on how to improve health and wellbeing
- Working as part of a team – a great way to make friends and meet new people
- A pathway to employment
- An opportunity to have a voice and influence your community

Our new programme is Fun, Interactive and Interesting

Find out more:

For more information on the programme, please visit your local coordinator and get in touch today!

Coordinator Name: [Victoria Coakley / Rujina Ali](#)

Email: victoria.coakey@poplarharca.co.uk

Phone: **020 7515 6794**

