

## Communal Area Redesign

THCH's experience has shown that some communal areas are more likely to attract anti social behaviour. Together with residents, THCH will redesign areas to reduce such behaviour.

THCH have succeeded in this on the Estates that transferred to THCH in 2000. For example on a number of the blocks we have introduced "secondary door entry systems". This whereby THCH has fenced off the communal grounds to blocks so that in order to gain access to the communal grounds and the front entrance door to the block itself, you have to go through another gated entryphone system, like the one shown below at Stuttle House in Spitalfields:



## A message from Mike Tyrrell, Chief Executive of THCH



This leaflet explains all about how THCH deals with anti-social behaviour and security on our existing estates. THCH can do similar for the Mansford Estate, under Housing Choice, if you choose to transfer to THCH.

If you have any questions on this or any of our other proposals, please do not hesitate to let us know. You can contact Compton Gustave, THCH's Senior Housing Manager on 020 7780 3092.



Mansford Estate  
Housing Choice Consultation  
**SECURITY**

## **Anti-Social Behaviour**

### **Vigorous policy and procedure**

THCH takes anti social behaviour seriously and makes every effort to resolve issues quickly. Officers are trained on the appropriate action that can be taken and enforce our policy rigorously.

### **Mediation Service**

Disputes between neighbours are not uncommon. The most common reason for disputes is noise nuisance. THCH is able to use trained mediators to bring about a resolution to such disputes.

### **Youth groups**

In order to divert youths away from 'hanging around' with little to do, THCH have formed links with various groups that offer youths activities and guidance.

### **Patrols on all estates**

THCH, in partnership with the Borough, have estate patrols that start at 4pm and end at 11pm. The Wardens travel between estates in a vehicle provided by THCH. There is also a help line number available in case of emergencies.

PLEASE REMEMBER THAT THE COUNCIL ARE STILL YOUR FREEHOLDER. THCH ARE WORKING WITH RESIDENTS ON A PROPOSAL TO TRANSFER TO THCH. THE PROPOSAL WILL THEN BE PUT TO THE RESIDENTS OF THE MANSFORD ESTATE. IT WILL BE UP TO YOU TO DECIDE WHETHER OR NOT TO ACCEPT THE PROPOSAL.