



**LEASEHOLDERS &
FREEHOLDERS NEWS**

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**Come to the Leaseholder
Open Day 2 November 2010**

Leaseholder & Freeholder
News is published twice a
year by Hackney Homes.
For more information, visit
www.hackneyhomes.org.uk


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A message from Judith Morrison, Head of Leasehold and Right to Buy Services

I am pleased to introduce this issue of Leaseholder and Freeholder News, our second of the year. It is packed with information that you have told us is of interest.

On page 4, we discuss some of the additional services that you have asked us to consider providing as a paid service to you. These include the essential annual gas safety checks and minor repairs inside your home.

Another big issue that we want to have at the forefront of your mind is fire safety at home. Most fires start within the home, spread quickly and have extremely damaging results. That is why we urge you to protect your home against the risks by taking some very simple steps. (see page 5).

Last but not least, we are looking forward to meeting many of you at the Leasehold Open Day on 2 November 2010 (see page 3). We hope that you can come along and find the day of benefit.

Judith

We are moving! Leasehold offices move across the road

After many years of service from 298 Mare Street, the Leasehold and Right to Buy Team are moving to Christopher Addison House, only two minutes away from our current location.

Christopher Addison House is situated behind the Town Hall. The building is fully accessible and we can continue to provide the services that you ask for.

Several buses operate near and around Christopher Addison House and these include bus numbers 277, 254, 394, 106, 236, W15, 276, 48, 55 and 38.

From 25 October, you can visit us there. Our contact numbers and email address will stay the same, but our new physical address is:

Leasehold and Right to Buy, Christopher Addison House, 72 Wilton Way, Hackney, E8 1BG



A day for all leaseholders and freeholders in Hackney: 2 November 2010

Do you have a question about your service charges? Want to ask about the additional service provided? Want to know when works will be carried out to your block?

Come along to the Leaseholder and Freeholder Open Day on 2 November 2010 in Hackney Town Hall to get your questions answered and find out more about the services available to you.

Staff will be on hand from 1pm to 8pm and you can drop in at anytime to talk to Hackney Homes staff as well as independent specialists who can help with fire safety and financial advice.

Who will be there?

Leasehold, repairs, major works and decent homes teams from Hackney Homes will also be available to speak to you. In addition, we have invited a number of agencies who will have relevant information for you as a leaseholder. Some of these include:

- London Fire Brigade
- Hackney Debt Advice Agency
- Independent Leasehold Advisors
- GERDA Fire Door Specialist



We also want you to enjoy yourself whilst you are there, so will be providing free massages as well as complimentary tea and coffee. We hope that you can come along. If you would like to book in for a massage, please let us know in advance by calling 020 8356 2298 as places are limited.

Do you want to discuss your service charges?

Many of you will have received your annual service charge statements by now. Why not book an appointment to discuss this with a specialist leasehold officer on 2 November who can answer your questions and clarify any issues that you may have?

There will be appointments throughout the day. Simply call **020 8356 2298** or email **service.charges@hackneyhomes.org.uk** and indicate your preferred time. We will try our best to match this time and contact you to confirm this booking.

Please note that the appointments will be on a first come first served basis and all requests must be received by Tuesday 12 October 2010.



Prefer to receive our newsletters by email?

Please let us know by emailing **housingeditor@hackneyhomes.org.uk** or by calling 020 8356 3528. If you have any comments on the newsletter or any suggestions for future articles we'd be more than happy to hear your views and welcome you to join our reader panel. We offer Love2Shop vouchers as a token of appreciation to members of our reader panel to thank them for their feedback.



Too many Section 20 Notices?

You have been telling us that you receive too many Section 20 Notices. We understand that this can be confusing especially as sometimes the works being discussed don't necessarily affect you.

We are legally required to send these Section 20 Notices, as all leaseholders must be notified if we are proposing to assign contractors to provide annual services such as cleaning which may cost affected leaseholders over £100 per year, or to carry out works which may cost over £250 to each property.

We are looking at how we can reduce or combine these notices so that you don't get as many. Please bear with us. If you have any suggestions, please do let us know.

Tenant Services Authority: what this means to you as a leaseholder

From April 2010, the Tenant Services Authority (TSA) started to regulate housing in England. A robust set of standards has been produced by the TSA which outlines how each landlord will be assessed. The standards cover the following areas:

- Tenant involvement and empowerment – including customer service, choice and complaints; involvement and empowerment; and understanding and responding to diverse needs of tenants
- Home – including quality of accommodation; and repairs and maintenance
- Tenancy – allocations; rent; and tenure
- Neighbourhood and community – including neighbourhood management; local area co-operation; and anti-social behaviour
- Value for money

At the heart of the TSA process is the opportunity for tenants to develop what they expect from Hackney Homes. That is why in consultation with tenants, Hackney Homes has produced an Annual Report which details how we are performing in the areas that are important to you. This Report is available to read on the Hackney Homes website

www.hackneyhomes.org.uk

Whilst the remit of the TSA is for tenants, the improvements that will happen will significantly impact on leaseholders. Hackney Homes will continue to welcome your feedback on the services that we deliver to you and consider how improvements impact on your home and environment.

If you have any questions, please read the Frequently Asked Question on the Hackney Homes Website or contact the Customer Services Team on **020 8356 2100**.

Repairs to your home

You may remember in the last issue of Leaseholder and Freeholder News, we asked if you would be interested in taking advantage of a service to carry out repairs in your home. Due to a very good response we will now go ahead and make the service available.

The range of repairs on offer will include garden clearance, lock or door changes, minor plumbing jobs

(unblocking sinks and toilets), internal decoration and glazing. Any works carried out will be between you and the contractor.

If you have already expressed an interest, we will be writing to you shortly. If you would like to register your interest, please contact us at **service.charges@hackneyhomes.org.uk**, or telephone us on **020 8356 2298**.

Fire safety in your home

Fires in and around the home can start and spread very quickly. Therefore, you must ensure that you minimise risks to your safety and that of your neighbours.

As a homeowner, you have additional responsibilities, especially if you sub-let your property, as the council does not inspect the inside of your home. You must ensure any fire risks are removed, for example:

- Do not store anything on balconies that could easily catch fire for example. refuse
- Do not overload electrical sockets
- Install smoke detectors and test them regularly
- Keep communal areas clear
- Do not wedge open fire doors in the corridors
- Don't leave refuse sacks, bicycles, children's buggies, disability scooters, plant pots, washing or other obstructions in communal corridors or walkways
- Keep all exits from your home clear so people can get out easily in case of a fire
- Make sure you stub out cigarettes fully and do not smoke in bed

You should consider the risks to your tenants in the event of a fire and take all necessary precautions to minimise those risks. This includes you, as the landlord, installing smoke detectors. It is also your responsibility to test them regularly – as you cannot pass this responsibility onto your tenants.

It is important that Hackney Homes' Leasehold and Right To Buy Services Team have your contact details in the event of an emergency. If you have changed your details recently or you have not previously provided them, please contact Customer Services on **020 8356 2100**.



Is your front door fire resistant?



Fire resistant doors are built to restrict and delay the path of a fire. As a leaseholder it is your responsibility to ensure that your front door meets the 30 minutes fire resistant standard.

From carrying out fire risk assessments across the borough we noted that many front doors do not meet this standard, therefore we will contact the leaseholders concerned to arrange assessments. If the assessment shows your front door is not a fire resistant door, you will need to replace it.

If you are already aware that your front door does not meet the required standard you should have it replaced with a fire resistant door. Some, but not all, wooden doors are fire resistant. In nearly all cases, new UPVC or plastic doors are not sufficiently fire resistant. Doors should also be self-closing.

To assist you Hackney Homes has enlisted the help of door specialist GERDA. To find out more about options for replacing your front door please contact Phil Bond on **020 8356 2237**.

At the Leaseholder and Freeholder Open Day on 2 November, GERDA will be displaying front doors and will be on hand to discuss specific needs.

Now that summer is over...

...it is getting a little colder at night, and you may be thinking of turning your central heating on. But, have you had your boiler inspected in the last 12 months?

All gas appliances in your home should be inspected and serviced every year to ensure that they are working as safely and efficiently as possible. For owners of flats, this is a legal requirement.

The Gas Safety and Use Regulations (1998) make it a statutory duty for landlords to arrange an annual safety check. When you bought the lease of your flat, you took on the responsibility to 'keep in good and substantial repair and condition...all fixtures and fittings'. All gas appliances are fixtures and fittings, and so you need to ensure that they are properly inspected and serviced.

To help you fulfil your obligations in this, we have arranged for one of our contractors to offer leaseholders a special rate to inspect and service gas equipment at very competitive rates.

If you want to know more, please contact service.charges@hackneyhomes.org.uk, or telephone us on **020 8356 2298**.



Affected by anti social behaviour or want to learn more?

Then come to Hackney Homes' Anti Social Behaviour (ASB) Forum: 'Let's tackle ASB together' on Saturday 13 November at 10am.

This interactive event will be at Morley Hall, 125-127 Mare Street, E8 3RH. There will be workshops on noise nuisance to tenant rights, a chance to ask the panel questions and a theatre performance to challenge beliefs about ASB.

You can also find out more about what we and our partners are doing to tackle ASB in your area. Please register to attend morning and/or afternoon workshops before Friday 22 October 2010. Contact Estate Safety on **020 8356 1911**.

Did you come to our summer events?



Thank you to the leaseholders who came along to the dedicated leaseholder events this summer. We hosted two during the summer with information and advice on financial related issues. The event for the over 55s was a big hit.

You told us that these smaller events work better so we will be organising more of them next year.

If you have any feedback, please do send it to us at housingeditor@hackneyhomes.org.uk

Procurement 2010: Update

In the last issue of this newsletter, we included an article about the ongoing discussions around the contracts for Decent Homes works. Following an extensive procurement process, three contractors have been appointed: Mulalley, Lakehouse and Mansell.

The three contractors will work on homes right across the borough concentrating on Decent Homes, capital works, planned works and maintenance. All contractors will carry photo ID so please check before you let them into your home

Are you reporting issues on your estate?

Hackney Homes is mindful that some residents may be concerned about anti-social behaviour on their estate or area. You can report anti-social behaviour by:

- calling or visiting your Local Neighbourhood Office during office hours
- reporting it online at www.hackneyhomes.org.uk
- calling the phoneline on **020 8356 3310**.

When you make a report, we will tell you exactly what we are going to do and keep you updated throughout the investigation.

Energy Saving Week: 25 – 30 October 2010

Are you saving energy at home? If not, this month is a great time to start – in time for Energy Saving Week which runs from 25 to 30 October.

It is really easy to save energy and what's even better, you save money on your energy bills too. So, whether you don't know where to start or you simply want to do more, this page gives you some simple things to do around the home.

In the kitchen

- Always use the right sized pan for the hob.
- Defrost food in the fridge overnight rather than microwaving it.
- Ensure warm foods cool down before placing them in the fridge.
- Freeze your leftovers, or eat them the next day. Wasted food makes a big contribution towards carbon dioxide (CO2) emissions.
- Only boil the water you need in your kettle, and de-scale it from time to time.
- Make sure your fridge and freezer are set to the right temperature, not too cold and not too warm. This ensures food is kept effectively and ensures energy is not

being used to keep the appliance running at too low a temperature.

- Make sure you have a full load before you use the washing machine - a half load setting usually uses more than half the energy of a full load.

In the living room

- Make sure items that are not in use are unplugged or switched off at the wall (when was the last time you used your video recorder?!)
- Close internal doors to keep the heat in the rooms you are in and turn radiators off in unused rooms.
- If you are replacing old TVs or other electrical equipment, dispose of them in a way that they can be recycled, rather than sending it to a landfill. Whenever you buy new electrical appliances, the retailer is obliged under legislation introduced in 2007 to either take back the old equipment, or tell you where you can take it to recycle it. You can also find out where to recycle electrical equipment locally by ringing the council, or using the 'Bank Locator' search tool on the Recycle-more.co.uk website.

In the bedroom

- Use the right tog duvet for the weather (low tog in summer and high tog in winter) to avoid having to use the heating (or air conditioning) unnecessarily.
- Wear socks to bed in cold weather to keep toasty.
- Towel dry your hair thoroughly to cut down the time you'll have to use your hairdryer for.
- Use a hot water bottle to warm the bed up, rather than an electric blanket.
- Make sure all the lights are turned off when you go to bed, or use a low wattage energy saving night light if you do need to leave one on.
- Don't leave your mobile phone on charge all night – it only needs a couple of hours.
- During winter, set the heating to switch off a short while before you go to bed – that way it'll still be nice and warm as you get ready for bed but the heating won't stay on unnecessarily once you're tucked up.
- Keep extra blankets by the bed so you can easily adjust your temperature during the night.

Contact us

There are lots of ways you can contact us...
Phone or visit our Neighbourhood Offices:

North East (Stamford Hill)

Clock House, 149 Stamford Hill,
London N16 5LG
Telephone: 020 8356 6500

Nightingale Estate Office

20 Olympus Square, London E5 8PL
Telephone: 020 8356 1914

North West (Stoke Newington)

Stoke Newington Municipal Offices,
Stoke Newington Church Street,
London N16 0JR
Telephone: 020 8356 6100

Homerton

92 Well Street, London E9 7JA
Telephone: 020 8356 7800

De Beauvoir & Queensbridge

31 De Beauvoir Road, London N1 5SJ
Telephone: 020 8356 6600

Shoreditch

1 Cropley Street, London N1 7PT
Telephone: 020 8356 6705

Whiston Road

2 Whiston Road, London E2 8BW
Telephone: 020 8356 1731

Leaseholder and freeholder queries

298 Mare Street, London E8 1HE
Telephone: 020 8356 2100
Email:

Leaseholders@Hackneyhomes.org.uk
service.charges@hackneyhomes.org.uk
major.works@hackneyhomes.org.uk

Report a repair

Telephone: 020 8356 3691
Email:
RepairsRCC@hackneyhomes.org.uk
Online: www.hackneyhomes.org.uk/
h-housecall.htm

Give us a compliment or complaint

Phone: 020 8356 5022
Fax: 020 8356 5091
Email: housing.complaints@
hackneyhomes.org.uk
Online: www.hackneyhomes.org.uk/
hc-complaints.htm

Report domestic violence or hate crime

Phone: 020 8356 4459 or
Freephone 0800 056 0905

Other useful phone numbers

Noise reporting: 020 8356 4455
Bulky waste/street cleaning:
020 8356 6688
Recycling: 020 8356 6688
Housing and council tax benefit:
020 8356 3807
Council tax queries: 020 8356 3154
Estate Cleaning and Grounds
Maintenance: 020 8356 1722
Housing Mobility Team:
020 8356 5765
Street lights: 020 8356 2897
Street parking permits:
020 8356 8877
(contact your Neighbourhood office
for estate parking permits)
Equipment and Adaptations
Service: 020 8356 6262
CrackDown Project: 020 8356 3333

This newsletter is for Hackney leaseholders and freeholders. It gives you up to date news and information on matters that affect you. Why not get a friend to translate this for you? If you would like any part of this newsletter translated, please tick the appropriate box CLEARLY fill out the form and send freepost to the address below.

এই নিউজলেটারটি হ্যাকনি লীজহোল্ডার ও ফ্রিহোল্ডারের জন্য। এটিতে আপনাদের উপরে প্রভাব দেবে এমন বিষয়গুলির উপরে সর্বাঙ্গীণ খবরাদেশ ও তথ্য রয়েছে। এটিতে আপনাদের জন্য অনুবাদ করে দিতে বেশ একজন বন্ধুকে বলতে পারেন? যদি আপনি এই নিউজলেটারটির কোন অংশের অনুবাদ চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে চিহ্ন দিন স্পষ্ট করে খামটি পূরণ করুন এবং নীচের ফ্রিপোস্ট ঠিকানায় এটি ফেরত পাঠান। (Bengali)

這封新聞通信供哈克尼的租戶和免費住戶閱讀。提供影響到您的各種新聞和資訊。您可以請朋友為您翻譯。如果您希望得到這個新聞通信的翻譯版本，請在對應的方格裡打勾 ，字跡清晰，填好表格，寄到以下免費地址。(Cantonese)

Cette lettre d'informations est pour les locataires et les propriétaires de Hackney. Elle vous donne nouvelles et des informations actualisées sur les sujets qui vous concernent. Pourquoi quelqu'un ne la traduirait-il pas pour vous? Si vous désirez qu'une partie de cette lettre d'informations soit traduite, veuillez COCHER la case correspondante remplir LISIBLEMENT le formulaire et l'envoyer à l'adresse ci-dessous sans affranchissement. (French)

આ ન્યૂઝલેટર છેકનીલીઝર અને ફ્રીહોલ્ડર્સ માટે છે. આ તમને અસર કરતી બાબતો માટે અદ્યતન સમાચારો અને તથ્યો આપે છે. શા માટે તમે કોઈ મિત્રથી તેનું ભાષાંતર વધી કરાવી દેતા? જો તમને આ સમાચાર પઠવા કોઈ ભાગનું ભાષાંતર જોઈતું હોય તો, કૃપા કરી યોગ્ય બોક્સ પર ટીક કરો, ક્લેર સ્પષ્ટ રીતે ભરો અને ધીરે આપેલ સરનામે ફ્રીપોસ્ટ કરો. (Gujarati)

Ev nûçename ji bo Xwedî Lease û Xwedî Milkên Hackney e. Li ser mijarên ku bandorê li we dike, nûçe û agahiya nûjen dide we. Çima wê ji bo xwe bi hevarekî nadin wergerandin? Heke hûn dixwazin ku beşeke wê nûçenamêyê bê wergerandin, ji kerema xwe qutika li gora wê ÎŞARET BIKIN, formê BI ZELALÎ tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin. (Kurdish)

ਇਹ ਨਿਊਜ਼ਲੇਟਰ ਹੈਕਨੀ ਦੇ ਲੀਜ਼ਹੋਲਡਰਾਂ ਅਤੇ ਫ੍ਰੀਹੋਲਡਰਾਂ ਲਈ ਹੈ। ਇਹ ਤੁਹਾਡੇ 'ਤੇ ਅਸਰ ਪਾਉਣ ਵਾਲੇ ਮਸ਼ਾਲਿਆਂ ਬਾਰੇ ਤੁਹਾਨੂੰ ਨਵੀਨਤਮ ਖਬਰਾਂ ਅਤੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਇਸ ਨੂੰ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਅਪਣੇ ਦੋਸਤ ਨੂੰ ਕਿਉਂ ਨਹੀਂ ਕਹਿੰਦੇ? ਜੇ ਤੁਸੀਂ ਇਸ ਨਿਊਜ਼ਲੇਟਰ ਦੇ ਕਿਸੇ ਵੀ ਹਿੱਸੇ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਢੁਕਵੇਂ ਖਾਨੇ 'ਤੇ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾਓ, ਫਾਰਮ ਨੂੰ ਸਫ਼ ਸਫ਼ ਭਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਫ੍ਰੀਪੋਸਟ ਭੇਜੋ। (Punjabi)

La presente hoja informativa está dirigida a las arrendatarios y propietarios de Hackney. E ofrece noticias e información actualizadas sobre asuntos que le afectan. ¿Porqué no buscar a alguien para que se lo traduzca? Si desea obtener la traducción de alguna de las partes de esta hoja informativa, MARQUE la casilla correspondiente rellene el formulario de forma CLARA y envíelo a la siguiente dirección (franqueo pagado). (Spanish)

Warqadan waxaa loogu talagalay kireystayaasha iyo degenayaasha xaafada Hackney warqadan waxay ku siinaysaa warkii ugu dambeeye iyo arrimo kaloo ku khuseeya, Maxaad u heli weyday qof kuu turjuma amma saaxiibkaagaba? Haddi aad Rabtid qof kuu turjuma hadalada ku qoran warqadan faadlan calaamadee godka ku haboon si saxahna u buuxi foomka foomkana ku soo dir boostada lacag la aanta. (Somali)

Bu yeni haber bülteni Hackney Lease Sahipleri ve Mülk Sahipleri için. Sizi etkileyen konularda size güncel haber ve bilgi verir. Neden bir arkadaşınıza bunu sizin için tercüme ettirmiyorsunuz? Bu haber bülteninin herhangi bir kısmının tercüme edilmesini istiyorsanız lütfen uygun kutuyu İŞARETLEYEREK, formu ANLAŞILIR ŞEKİLDE doldurun, aşağıdaki ücretsiz posta adresine gönderin. (Turkish)

یہ خبرنامہ ہیکنی کے لئے داروں اور مالکوں کے لئے ہے۔ یہ آپ کو ان معاملات کے بارے میں تازہ ترین خبریں اور معلومات فراہم کرتا ہے جو آپ کو متاثر کرتے ہیں۔ کسی دوست سے اپنے لئے اس کا ترجمہ کیوں نہیں کرتے؟ اگر آپ اس خبرنامے کے کسی حصہ کا ترجمہ چاہتے ہیں تو براہ مہربانی مناسب خانے پر ٹیک لگائیں، فارم کو صاف صاف پوری اور نیچے درج مفت ڈاک پتے پر بھیج دیں۔ (Urdu)

Bản tin này dành cho người thuê theo hợp đồng và người có toàn quyền sử dụng của Hackney. Bản tin này cung cấp cho quý vị thông tin và tin tức cập nhật về các vấn đề ảnh hưởng đến quý vị. Tai sao quý vị không tìm một người bạn dịch bản tin này cho mình? Nếu quý vị muốn dịch bất kỳ phần nào của bản tin này, vui lòng đánh dấu chọn phù hợp, điền RÕ RÀNG màu đen và gửi qua thư miễn cước tem đến địa chỉ bên dưới. (Vietnamese)

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print In Braille
On Disk On audio tape

In another language, please state:

Name:

Address:

Tel:

Return to: Communications Team, L&F News, Freepost
RLTS-GHGU-UUTR, Hackney Homes, Christopher
Addison House, 72 Wilton Way, London E8 1JL



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Hackney Homes Limited. Registered in England No. 5663757
Registered Office: Christopher Addison House, 72 Wilton Way, London E8 1BJ
Hackney Homes Limited is a company controlled by the London Borough of Hackney
Produced by Design & Communications • Hackney Council • September 2010 • PJ42739
Printed on 100% recyclable paper

