

# The Hackney Offer



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**For the first time, Hackney Council, Hackney Homes and a number of key social landlords in the borough have agreed a common set of service standards for all tenants in Hackney.**

The Hackney Offer takes effect from April 2011 and aims to improve services to all tenants in Hackney, no matter who their landlord is. The Hackney Offer is based on three shared priorities agreed with tenants and housing providers:

- More reliable and more flexible response to repairs
- Quicker and more reliable response to anti social behaviour.
- Cleaner and more attractive surrounding environment

## **How can tenants ensure Hackney Offer standards are being met?**

Social landlords will report back to tenants on their performance against the Hackney Offer, through a number of means including annual reports, tenant panels, and information published on their websites.

The Council will work with other social landlords in Hackney to monitor this offer using this information on how landlords are performing in the three priority areas.

There will also be opportunities for landlords and tenants to compare performance and what action they are taking to support these priorities.

The Hackney Offer will be reviewed on annual basis.





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