



Hackney Homes news

Autumn 2011

**Get ready for
winter** See page 2

6
2012 Jobs
up for grabs

7
Residents' awards
are back

11
Clamping down on
irresponsible tenants

LOOK OUT FOR OUR FEATURE:
Stories suggested by Hackney Homes residents

www.hackneyhomes.org.uk




HackneyHomes
In partnership with  Hackney Council

Winter is coming – get prepared

With the last two winters being especially cold with lots of snow and sleet, we want to help you get prepared in advance so that the cold weather doesn't come as a surprise.

On the next two pages, you can read some useful advice on staying warm, avoiding common winter issues such as flu and colds and what Hackney Homes will do to ensure your safety during the cold winter months.

Is your boiler ready for winter?

Hackney Homes receives thousands of calls about issues with boilers and heating from September and October. It is common for many of us to have an issue with our heating and boiler systems at the end of the summer months due to the fact that it has been inactive for several months.

To avoid this, Hackney Homes plumbers are advising all residents to:

- Turn the boiler on for 20 minutes a week as regular usage helps to keep the pump clean and clear, even during the summer.

- Your boiler must be checked at least once a year by a registered engineer from the Gas Safe Register. This will ensure that your boiler is running both smoothly and safely and there is no potential risk of it breaking down.

If you are a tenant, Hackney Homes staff will visit you every year to carry out your annual gas safety check. They will check that the gas in your home is safe, advise you about the appliances that you have installed and fit a carbon monoxide alarm to detect any leaks. Please make sure



that you keep this appointment as failure to do so may result in danger to you and your family.

Avoiding Flu

Flu and colds are common during the winter. Simple and easy advice to follow in the next few months include:

- Get a free seasonal flu jab available from local chemists and GPs.
- Eat well - have plenty of

hot food and drinks. Eat regular meals to keep your energy levels up.

- Stay active - exercise is good for your overall health and it can keep you warm in winter. If you can, try to move around at least once an hour.
- Dress for the weather - wear lots of thin layers



- clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat.

- Heat your home at the right temperature. If you can't heat the whole house, heat the room that you spend the most time in and then your bedroom just before you go to bed. You should also draw the curtains and close doors to keep the heat in the room you use the most.



Winter Warmer for elderly residents: Wednesday 16th November 2011

The popular event is back at the Round Chapel, Lower Clapton Road, E5. All residents aged over 55 are invited to come along and get expert advice on keeping warm this winter, how to save energy and money. Trained coaches will be showing residents how to do gentle exercise and you will have an opportunity to meet other residents at the event. This event starts at 11am and usually gets booked very quickly so to register call **020 8356 2066**.

Useful Contacts

Meals on Wheels

Deliver meals to older or vulnerable people in their own homes.
Telephone: **020 8356 4550**

Age UK

Assist older people aged 60+ living in Hackney to stay warm and well.
Telephone: **0800 917 9830**



What **Hackney Homes** provides during the winter months

Gritting

In the event of snow or sleet, Hackney Homes staff will ensure that as many footpaths, walkways to bin chambers, roads on estates are gritted during severe weather. We will do our best to get to the estates as soon as possible after the snow settles, so please do bear with us.



Need to report a repair?

Hackney Homes Repairs Contact Centre will operate a normal service; however we sometimes experience high call volumes due to faults with boilers and pipes freezing. We only have a limited number of plumbers, so you may have to wait some time for a visit.

Telephone: 020 8356 3691

Email: RepairsRCC@hackneyhomes.org.uk

Online: www.hackneyhomes.org.uk/h-housecall.htm

In the case of an emergency repair, you can call 020 8356 3691 24 hours a day, 7 days a week.

Helping elderly and vulnerable residents

Hackney Homes will organise a special service to provide support for as many elderly and vulnerable



residents during severe weather conditions. This includes:

- Checking that they are safe
- Assisting with shopping
- Collecting prescriptions

If you need help or know someone who does, please contact your Local Neighbourhood Office see back page).



Report your repair face to face

Do you have a housing repair? You can report your repair at one of the Housing Repairs Outreach Surgeries and speak directly with one of our dedicated staff members who can help. Your Estate Managers can also be present if you have questions. For more information on the dates and locations of the surgeries visit the Hackney Homes website or contact the repairs contact centre on **020 8356 3691**.

Get rid of unwanted pests

The presence of unsightly pests can cause discomfort and irritation, contaminate food and be a nuisance generally. Hackney Homes can assist should you experience a pest problem in your home or on your estate. We can provide you with advice to ensure you don't get rats, fleas or other unwanted pests in your home, just visit the Hackney Homes website. To report any pest problems contact the repairs contact centre on **020 8356 3691**.



Satellite dishes are disappearing

Just walking through estates in Hackney, you will start noticing that the hundreds of satellite dishes which used to clutter the outside of the blocks are now disappearing.

This is due to the programme to replace these with one system that will provide digital television for the whole block.

This system will not only improve the look of the blocks, it will also allow residents to receive good quality digital TV, digital audio broadcasting (DAB) and a range of satellite services without the need to buy or erect aerials or satellite dishes. The deadline to get these works completed is April 2012, after this, all individual satellite dishes will be removed. The contractor carrying out these works for us is Avonline.

Received a letter with an appointment from Avonline?

This will tell you when the engineer will visit your home to carry out the works needed. Please ensure that you keep this appointment or call to rearrange if

this is inconvenient. If you do not arrange for an engineer to visit your home by April 2012, you will not be able to watch digital television and you will be required to pay for any works that are needed to connect you to the system for your block.

Haven't received a letter?

If you live on a street property or your block has less than six flats, you will be required to make separate arrangements to get digital TV after April 2012. We will be writing to advise you about how you can make these arrangements and will assist in any way that we can. There is also a government help scheme for those who are over 75 or disabled, which you can access direct.

For more information, visit the government website for digital switchover, call at your local neighbourhood office or email

digitalswitchover2012@hackneyhomes.org.uk

You can also check **www.digitaluk.co.uk**

Is your bedtime routine fire proof?

Did you know that majority of fires happen after 10pm at night? Here are some quick and simple checks at night to make sure that you are not at risk of a fire.

- Switch off and unplug electrical equipment.
- Check the cooker – make sure the grill, hobs and oven are all turned off.
- Put cigarettes right out – never smoke in bed!

- Check your escape route is clear.
- Make sure the keys are where they are meant to be.
- Close doors – this can slow down the spread of a fire.

You can request a home fire safety visit directly from the London Fire Brigade. Call **0800 028 4428** or log on to the website **www.london-fire.gov.uk**



Need help letting your property?

Thank you to everyone who responded stating that they are interested in a letting service to be managed by Hackney Homes. We are still considering whether to begin this service at a reasonable price and a key consideration is whether we receive sufficient demand from you. To find out more about this service and to register your interest, please email us at: service.charges@hackneyhomes.org.uk or call **020 8356 2298**.



Come and talk about your service charges at your local office

All leaseholders will have received their actual service charge invoice for the 2010/11 financial period. To talk to a staff member about this invoice, why not come along to a surgery at your local Neighbourhood Office?

Dates are being finalised but in the meantime, please get in touch if you would like to book an appointment.

Please call **020 8356 2298** if you wish to find out more about the surgery and book an appointment.

Switch to Direct Debit - its quick and easy



Direct Debit is the easiest and most convenient way to pay your service charges. You can pay your bill monthly and we offer two different payment dates to suit your needs.

If you sign up you'll:

- Save time, your bank pays the bill without you having to do anything.
- Know your bill is always paid on time, even if you're on holiday.
- You are protected by the Direct Debit Guarantee. You have an immediate money back guarantee from your bank in the event of an error, 10 working days advance notice if the date or amount change and the right to cancel at any time.
- It is simple to set-up and only needs to be set-up once.

If you need a direct debit form you can download this from the website or call us on **020 8356 2100**.

Over 200 leaseholders get advice at the annual Open Day

Residents came out to talk to staff about services, mingled with fellow leaseholders and received financial advice. Children were entertained by a Harry Potter wizard, whilst leaseholders received free massages and joined in the 'Zumba' workshop. Shoreditch leaseholder, Denise Bingham who attended said "The day was vibrant and informative." Hackney Homes Head of Leasehold and Right to Buy, Judith Morrison said "We were pleased to see so many residents and we hope that the event provided useful advice and information."





New Tenancy Agreement coming soon

Hackney Council is currently reviewing the conditions of tenancy to ensure that these meet current legislative requirements and the issues that tenants face, such as nuisance dogs. We would like your feedback on these proposed conditions. If you are a secure tenant, you will shortly receive a consultation document with the proposed tenancy conditions for you to comment on and provide any feedback. For further information, contact Neville Elliott on **020 8356 8802** or email neville.elliott@hackneyhomes.org.uk

60 Seconds with...

Tao Geoghegan
Hackney Cycling Club Star



How did you get into competitive cycling?

I have always loved cycling, but first got involved competitively through Cycling Club Hackney workshops on Nightingale Estate.

What are some of your key achievements?

Definitely getting three silver medals at the National Championships. Placing fourth in the European Youth Championships, Turkey which was another huge achievement for me.

Any advice for those wanting to take up an Olympic sport?

It's a good idea to find local coaches and clubs in your area. Get in touch with the national governing body of that sport by going online is a good place to start. You can also try contacting community leisure centres who often have sports activities available. Visit the Hackney Council website on www.hackney.gov.uk for a list of local leisure centres.

2012 Games jobs up for grabs this autumn

Thousands of job opportunities in the lead up to and during the Olympic and Paralympic Games are due to be advertised over the next seven months, with a series of events taking place in Hackney and the other five host boroughs this autumn.

Jobs will be available in and around the Olympic Park in security, catering and hospitality, retail and customer service, and cleaning and waste.

"We are encouraging as many Hackney residents as possible to come along to the events this autumn," says Councillor Guy Nicholson, Cabinet Member for the 2012 Olympic and Paralympic Games. "Although most jobs are temporary, lasting up to nine weeks, they will provide a unique opportunity for people to build their skills and boost their prospects, while taking part in the biggest event East London has ever seen."

Former ambulance driver and Hackney resident, Stephen Yoxall, 57, has been working as a security officer on the Olympic Park for nearly two years, thanks to support from On Site and Job Centre Plus: "I was very grateful for the opportunity to get back to work after two years unemployed," he says. "I've seen the Park change from a building site to nearly complete. My ambition after the Games is to go into corporate security."

For more information, check www.hackney.gov.uk/2012-jobs

Have you received your Orange Bag?

If you live in a flat, you will have received an orange re-usable recycling bag allowing you to collect and store recycling within your flat and take it down to the recycling bins when it is convenient for you.



Vivienne Green of St Johns Estate says: 'the bag is very useful and handy. It makes it much easier for me to take my recycling from my kitchen to the recycling bin downstairs.'

Please note that the bag will not be collected from the front door - it is only to assist with recycling. The bag should not to be left outside the front door; if it is, it will be removed.

If you did not receive a bag, please call the recycling hotline on **020 8356 6688**, email recycling@hackney.gov.uk or visit www.hackney.gov.uk/recycling

Resident Participation team launch online community site

Hackney Homes' resident participation team have launched a new, interactive community website for Hackney residents groups. The new website has been set up as a community space for residents and officers to share information, experiences and best practice in housing matters. The website is called "Hackney Homes – Resident Participation Community Group". Resident groups can visit the site and register via the following web-link: www.communities.idea.gov.uk/comm/landing-home.do?id=11528322



Residents Awards are back

It's that time again when we want you to tell us about the many unsung heroes living on Hackney Homes' estates who work tirelessly to make your community a better place to live.

We want to know who they are so we can thank them for their efforts as part of our annual Residents Awards. If you have someone in mind who always goes the extra mile in your community, why not nominate them for an award?

There are four categories to choose from:

- Resident of the Year
- Group of the Year
- Young Resident of the Year
- Ron Devoti Award for lifelong service to Hackney

You can nominate online at www.hackneyhomes.org.uk or complete a form in your local neighbourhood office. All short listed residents will be invited to a special awards ceremony hosted by Hackney Homes and they each could be the winner of £500 prize money to spend on local projects.



Celebrate Black History Month with a traditional African Meal

To celebrate Black History Month this October, Hackney Homes are giving you the chance to win a meal for two at the acclaimed Shaka Zulu's restaurant. To have a chance of winning, answer this question correctly 'Who was the first black newsreader to appear on British TV?' Send an email with the answer to housingeditor@hackneyhomes.org.uk or on a postcard to Communications Team, 1st Floor, Christopher Addison House, 72 Wilton Way, E8 1BJ.

How are we performing?

Repairs and Maintenance is a significant area of work in Hackney Homes. Every year, we carry out around 120,000 repairs in homes and we work hard to get the repair completed first time and to your satisfaction.

Every month, we collate important information about

how we have performed on all repairs carried out and we monitor these to ensure that issues are addressed quickly and appropriately.

Below outlines how we are performing when carrying our repairs and maintenance in your home.



	09/10	Performance 10/11	Targets 10/11	Meeting Target	Target 2011/12
We aim to keep to 96% of repairs appointments (year to date performance)	96.16%	97.20%	96%		96%
We aim to complete 85% of repairs on the first visit	72.43%	77.73%	85%		76%
We aim to completed 95% of all repairs within target time	93.70%	95.51%	95%		96.50%
We aim for 90% of residents to be satisfied with the quality of the repairs work	82.77%	87.45%	90%		90%
Our aim is to ensure 76% of new tenants are satisfied the property met the standard	61.50%	61.54%	76%		76%

For more information about our performance, check the Hackney Homes website, call 020 8356 6023 or email housing.performance@hackneyhomes.org.uk



Supporting deaf and hard of hearing residents

Hackney Homes has been working with deafPLUS to help develop the services provided to deaf and hard of hearing people living in council properties. The key worker for deafPLUS, Leo Mansell has met with residents regularly to provide one on one support, advice on local needs and also encourage residents to take part in group learning and social events.

If you are deaf or hard of hearing and you would like some advice, you can contact Leo via email leo.mansell@deafplus.org, 020 7001 1793 (voice/text), 020 7790 6147 (fax) or 0780 5723310 (SMS).

Get a free money health check

The Money Advice Service has launched a new health check which aims to put people in charge of their money. In less than ten minutes, the free and unbiased health check (at www.moneyadviceservice.org.uk/healthcheck) provides a personal action plan to help you stay on top of your money and plan to meet future goals. The health check will produce a personal action plan and give suggestions to stay on top of your day-to-day money and how to cope with a change in circumstances.



Report for tenants is now available

Like last year, a report has been produced for all tenants which gives you an account about how Hackney Homes is performing and the plans in place to make improvements.

Hackney Council wanted the report to reflect what residents are interested in and that is why the report focuses on the Local Offer, which you will remember are the

areas that you have said are the most important to you.

These are repairs, cleaning and anti-social behaviour and throughout the report, you will see that these are highlighted in detail and you can see how Hackney Homes is performing.

You can read the report on the Hackney Homes website www.hackneyhomes.org.uk or

Hackney Council's website www.hackney.gov.uk. You can also request a copy from your local neighbourhood housing office.

We would like to thank all residents who have been involved with reading and commenting on this report for all your input. This is greatly appreciated.

Come and talk about Greener Hackney Saturday 15 October 2011

Would you like to meet like minded residents and discuss what is impacting on the environment? If so, come along to Arcola Tent, 2 Ashwin Street, London E8 3DL on Saturday 15 October from 10:30am and hear talks and join in workshops on making Hackney a greener and more sustainable place to live in. It will also be a good opportunity to hear from Hackney Council, Hackney Homes and other local organisations.

To register to attend contact Fran Bury on francesca.bury@hackney.gov.uk or 020 8356 7915.





Minor adaptations on demand

Did you know that Hackney Homes will now carry out minor adaptations for elderly and disabled residents on demand? You will no longer need to wait for an Occupational Therapist to carry out an assessment. Examples of what works can be done include grab rails, stair rails, raised wall sockets, lever tap tops and WC flush pedals. To request for a minor adaptation in your home, contact the repairs contact centre on **020 8356 3691**. They will ask you a number of health related questions to determine eligibility.

African Caribbean Forum are making waves in Hackney

Tenants and leaseholders from African and Caribbean backgrounds living in council properties in Hackney will be pleased to know that there is a dedicated forum to address their needs and concerns.

The African Caribbean Consultation Forum's (ACCF) main responsibility is to consult, discuss and make recommendations to improve housing for all residents. Forum members bring their own personal and cultural experiences and through discussion are able to make constructive suggestions.

The ACCF also discuss matters which are part of general community life including younger and older people, and equality issues. From an educational perspective, the ACCF have contributed their views to assist Hackney Homes staff with developing their understanding of cultural perceptions and participated within events marking black history and culture.

The ACCF will continue to work in partnership with voluntary groups to expand its knowledge and understanding of particular community issues, and to apply this within a housing context where appropriate.

“The ACCF will continue to work in partnership with voluntary groups to expand its knowledge and understanding of particular community issues”



Bi-monthly meetings are held, with December and February meetings open to anyone to come along and join up.

To find out more about the ACCF, you can contact the resident participation team on **020 8356 7845**.

Changes on the Hackney Homes Board

Following the recent Hackney Homes Board elections, Chair of the Board, Rupert Tyson MBE, Vice Chair, Alice Burke, and Resident Board Member, Audrey Villas have all been re-elected into their previous posts.

Hackney Homes welcomes Councillor Susan Fajana-Thomas to the Board. Cllr Fajana-Thomas has lived in Hackney for over 20 years and after being elected as Stoke Newington Ward Councillor in 2010, she is now the current Speaker of Hackney.

For more information on the Hackney Homes Board, contact the Hackney Homes Governance Team on **020 8356 3432**.



Ensure your safety with scaffolding

Scaffolding is being erected across Hackney as a result of works. If your home is affected, remember to take extra care to keep your windows and doors locked. You should contact your insurance company as soon as you receive notification of erection of scaffolding as this could be affected. For further advice contact Hackney Council Community Safety Coordinator on **020 8356 3170**.



Clamping down on irresponsible tenants

Most of us take pride in our homes and will make sure that we keep them clean and safe. However, there are a small minority of people who damage things deliberately and thoughtlessly and Hackney Homes is clamping down on them.

We don't think it's fair that responsible tenants should pay for

putting right things that are damaged intentionally. That is why from now on, residents who cause damage deliberately or by neglect will have to pay for the repair.

Jim Paterson, Head of Building Maintenance said: "From time to time, we have to put off genuine repairs because we are dealing with

repairs that are caused intentionally. This is not fair and that is why we are making it clear that where things are damaged deliberately, residents will be charged.

Hackney Homes will continue to support elderly and vulnerable residents who may have difficulties with their repairs.

Here are some common examples that we encounter and will now charge for:

- 1** Intentional damage e.g. broken window, damage to doors.



- 2** Moving out and leaving the property in an unfit state of repair e.g. holes in walls.

- 3** When the Police have to gain entry to the property to investigate criminal activities.

- 4** When a tenant reports a blocked WC/basin/bath and it is later found that this is through tenant neglect e.g. Flushing nappies/oil /wet wipes/food waste down the WC/basin or drains.

5



When a tenant makes an appointment and then fails to allow access on the appointed date.

6

Misuse of the Out Of Hours make safe service

7

When a tenant fails to report a repair and this has caused damage e.g. a leak under sink causing damage to kitchen base unit.



Thank you letters flood in for Decent Homes works

Works have started in hundreds of homes to refurbish roofs, kitchens and bathrooms and the feedback from residents has been very positive. An example of a tenant who wrote in to thank staff was Mr Issadi. His letter stated "They are always working from the time they are on site till the time they leave. Your staff are very good communicators and explain in detail every step of the way what they are doing. I am sure they are appreciated for the exemplary way they conduct themselves liaising with tenants. Please could you send my many thanks for the wonderful job they have done with my flat".



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 Croyley Street, London N1 7PT
Telephone: 020 8356 6705

Whiston Road

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

Leaseholder and freeholder queries

Christopher Addison House,
72 Wilton Way, London E8 1BJ
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 nuisance and issues such as dogs, domestic violence, noise

Phone: 020 8356 3310

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 is Hackney Homes News, the newsletter for tenants and leaseholders. You can phone our contact centre on 020 8356 3691 who can put you in touch with someone to interpret this for you.

এটি হ্যাকনি হোমস নিউজ, টেন্যান্ট এবং লীজহোল্ডারদের জন্য। আপনি 020 8356 3691 নম্বরে আমাদের কন্টাক্ট সেন্টারে ফোন করতে পারেন যারা আপনাকে এমন কোন ব্যক্তির সঙ্গে যোগাযোগ করিয়ে দেয়ার ব্যবস্থা করবেন যিনি আপনার জন্য এটির অনুবাদ করতে পারেন। (Bengali)

這是『哈克尼之家新聞』(Hackney Homes News)·是為房主和房客提供的新聞通訊·您可以電話聯繫我們的聯絡中心 020 8356 3691 幫您聯繫人員為您翻譯· (Cantonese)

Ceci est Hackney Homes News, la lettre circulaire des locataires et des locataires à bail. Vous pouvez appeler ou contacter le centre au 020 8356 3691 où l'on vous dira à qui vous adresser pour la faire traduire. (French)

Nûçeyên Hackney Homes ji bo kirêdar û xwedî-leasan nûçenamêyê e. Heke hun bi 020 8356 3691 telefonî navenda me ya têkiliyan bikin, ew ê bikanibin bi kesekî re têkiliya we çêbikin ku wê ji bo we wergerîne. (Kurdish)

Hackney Homes News, informator dla lokatorów i najemców. Możesz zadzwonić do naszego centrum pod numer telefonu 020 8356 3691, gdzie połączą Cię z kimś, kto pomoże w przetłumaczeniu informatora. (Polish)

Kani waa Hackney Homes News, warsidaha kiraystayaasha iyo heshiis-kiro heystayaasha. Waxaad ka wici kartaa xarunta yada xiriirka halka 020 8356 3691 kuwaas oo kuu gudbin karo qof arintan kuu tarjuma. (Somali)

Esto es Hackney Homes News, el boletín para propietarios e inquilinos. Puede llamar a nuestro centro de contacto al número 020 8356 3691, donde se le pondrá en contacto con alguien que pueda interpretar este documento. (Spanish)

Hackney Homes Haberleri kiracılar ve lease sahiplerine yönelik bir haber bültenidir. 020 8356 3691'dan ilişki merkezimize telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

ہے Hackney Homes News کرائے داروں اور بٹے داروں کے لئے خبرنامہ ہے۔ آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر فون کر سکتے ہیں جو آپ کا رابطہ کسی ایسے شخص سے کروا سکتا ہے جو آپ کے لئے اس کی ترجمانی کر سکے۔ (Urdu)

Đây là Hackney Homes News, bản tin cho những người thuê và cho thuê nhà. Bạn có thể điện thoại tới trung tâm liên lạc của chúng tôi số 020 8356 3691 và họ sẽ nối máy cho bạn với ai đó dịch những thông tin này ra cho bạn. (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
Interview with British sign language interpreter

In another language, please state:

Name:	
Address:	
Tel:	E-mail:

Return to: Communications Team
Freeport RLTS-GHGU-UUTR,
Hackney Homes, Christopher
Addison House, 72 Wilton Way,
London E8 1BJ



HackneyHomes

In partnership with Hackney Council

www.hackneyhomes.org.uk

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

Printed on 100% recyclable paper

