

Newsletter - October 08

Our Aims

- To listen to and represent the concerns of the borough's leaseholders and freeholders
- To assist leaseholders and freeholders who pay service charges on individual disputes
- To educate leaseholders and freeholders who pay service charges about their rights
- To communicate all progress made by the Forum on leasehold and freehold issues
- To work alongside Hackney Homes and Hackney Council to come to fair resolutions on issues affecting all leaseholders and freeholders who pay service charges
- To monitor Hackney Homes' service standards and facilitate improvements

Forum AGM

The Forum will be holding its annual general meeting on **Tuesday 4th November 2008** from 7pm to 9pm. This will be at Regan Way Community Centre, Regan Way (off Hoxton Street), the same venue as the Forum's last three open meetings.

Buses to the venue are:

Kingsland Road - 67, 149, 242, 243, 394 - Pearson Street bus stop

New North Road - 21, 76, 141, 271, 394 - Hoxton bus stop

The Agenda will be as follows:

Main session

1. Apologies
2. Minutes of last AGM
3. Matters arising from the minutes
4. Chair's report
5. Treasurer's report
6. Amendments to the Constitution
7. Election of new committee
8. AOB

Committee only session

1. Election of committee officers
2. AOB

If you wish to stand for the committee, you will need to support your nomination by saying a few words at the meeting. A couple of short sentences will be sufficient.

Please bring this agenda with you to the meeting.

Open Meetings in 2009

Open meetings proved very popular in 2008, allowing us to exchange useful information and share solutions to our problems. We also had the opportunity to find out about the plans of Hackney Homes and quiz its representatives, like the Chief Executive and the Head of Leasehold & Right to Buy Services.

Next year's open meetings will be on:

Tuesday 3rd March

Tuesday 5th May

Tuesday 7th July

Tuesday 4th August

Tuesday 3rd November

They will all be at 7pm and be held at Regan Way Community Centre (details above).

Neighbourhood Leasehold Liaison Officers

Last year the Forum was involved in discussions to create Leasehold Liaison Officers for each of Hackney's five neighbourhoods.

Their role is to act as a link between the Neighbourhood Office and Leasehold & Right to Buy Services. They will be involved in all aspects of leasehold management within the neighbourhoods and they will ensure that staff have a thorough knowledge of current leasehold issues, through training and other initiatives. It is hoped that in time this will improve the standard of services given to leaseholders.

They will also liaise and lead on more complex leasehold queries/enquiries, without absolving other Housing Managers from their responsibilities.

Therefore, for enquiries on the day to day management of your estates, including cleaning, maintenance, repairs, anti-social behaviour, making improvements and alterations to your property, you still need to speak to your housing manager.

Also, for enquiries relating to the calculation, billing and payment of your services charges and major works, subletting or selling your property, you still need to speak to Leasehold & Right to Buy Services.

However, if, when you make an enquiry of a member of the neighbourhood staff, you ever feel you are not being dealt adequately as a leaseholder, you should take the name of that staff member and get in contact with your Neighbourhood Leasehold Liaison Officer.

The contact details are:

Homerton - 020 8356 7857 - tba

North West - 020 8356 6385 - Tom Nolan

North East - 020 8356 6539 - Diane Otieno

De Beauvoir & Queensbridge - 020 8356 6737 - Yvonne Lewis

Shoreditch - 020 8356 6737 - Marie-Teclaire Ngangoum

How to contact Hackney Borough Wide Leaseholder & Freeholder Forum

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