



HackneyHomes news

In partnership with  Hackney Council

April 2006

www.hackneyhomes.org.uk

The start of a new era

Welcome to the first issue of Hackney Homes News.

This will be a regular magazine for tenants and leaseholders. From now on Hackney Homes Ltd will manage council housing in partnership with Hackney Council and oversee the day to day management of Council homes including repairs and maintenance.

The board of Hackney Homes will work with staff to support the effort of our front line housing workers, ensuring that we improve our performance and deliver Decent Homes and services to our residents. The board is made up of councillors, residents and independents so we are more in touch with your needs and point of view.

The changeover to Hackney Homes shouldn't change the way you do things on your estate -like paying rent or reporting repairs. But you should notice in the future better performance in the services we provide you.

Hackney Homes aims to become a 'two-star' housing service so we can release additional Government money

to spend on getting our houses up to the Decent Homes Standard. But the staff of Hackney and the board are confident we can get there.

We are committed to making Hackney Homes a success and making Hackney residents' lives better. I'm looking forward to the challenges ahead and working with you to achieve this.



Chair of Hackney
Homes Ltd Board
David Curley

What's inside...

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Fresh Start: Fresh Priorities

Welcome to the first issue for Hackney Homes News. Along with the new-look newsletter we have a fresh set of priorities to ensure we deliver an excellent housing service in Hackney.

The new arms length management organisation, Hackney Homes, will manage your homes in a different way. We will still work in partnership with Hackney Council, but by achieving two stars we hope to have more money to invest in homes, so that by 2010 every home reaches the Decent Homes

Standard and is safe, dry and warm.

Whether it's through neighbourhood performance and delivery groups or local forums, from now on there will be more ways for you to get involved in decision-making on your estate.

The board of Hackney Homes, which will oversee the work of Hackney Homes' services, includes leaseholder and tenant's representatives. This means we are more accountable and in touch with your needs as residents.

We want to be more responsive and acknowledge we have a lot of work to do to communicate more effectively. We are committed to improving customer care, from answering your enquiry the first time you call, to making

sure that every neighbourhood office has a kiosk where at the touch of a button you can pay your rent and find travel information.

This is just the start; we have a long way to go. But I am confident that we can make a real difference and I look forward to travelling with you on the journey to excellence.



Chief Executive
Hackney Homes
Steve Tucker

Building Excellence is Our Mission

From April 1st 2006 Hackney Homes in partnership with Hackney Council will manage most of Hackney's housing services.

The change will mean better services and facilities for residents but won't change the way they go about paying rent, reporting repairs etc.

The mission for Hackney Homes is to deliver excellent, responsive housing

services with decent homes and estates and to help residents lead healthy lives in safe and sustainable communities.

Hackney Homes, together we can make a difference:

- We put customers first
- We treat everyone with dignity, fairness and respect
- We involve and empower residents to improve our services
- We are efficient and effective, making best use of resources

- We embrace equality and celebrate diversity
- We are honest, accountable and open
- We value, develop and empower staff, to achieve their potential
- We work together with Hackney Council and our partners
- We are positive, responsive and strive to achieve excellence
- We are a listening, learning and improving organisation

New Uniforms - Same People

Hackney Homes staff will wear new uniforms when working on your estate or visiting your home. The new uniform is in black, white and grey and bears our new logo.

As usual, staff will show their ID before they enter your home. This ID will have the new logo on it. Although the uniforms may have changed the way you go about making complaints and reporting repairs will remain the same and the service you receive will start improving.



NEW AND IMPROVED

Next time you visit your local neighbourhood office you may find it a lot more comfortable. New paint, carpet and furniture adorns some of the offices.

As well as making the offices more comfortable for people accessing housing services they have also been made Disability Discrimination Act compliant.

You should find the offices have a much friendlier environment with increased security, disability access and low level counters. They will all have more information on service standards,



The Shoreditch Neighbourhood Office reception

which the council is looking for feedback on (see story page 6), and leaflets.

An example of the work already undertaken is at the Shoreditch neighbourhood office where an additional desk at reception, and a plasma screen displaying up-to-date and relevant information about what is going on in the area has been added. The new reception area also offers more privacy

to residents with the introduction of glass paneled interview rooms and it provides easy access to disabled customers to these rooms and the counter.

Along with refreshed premises there will also be more of an emphasis on training staff who will be tested with mystery shoppers in the future.

A one-stop-shop for all your housing services

What if housing services were as straightforward to access as a cash machine and you could find what you wanted, in your language at whatever time of the day?

From mid-April you'll be able to do just that when each neighbourhood office will have a Housing Information Point installed. These will look like cash machines and be used in the same way with touch screens. While Hackney isn't the first to install these information points we are one of the first to programme them with a number of language options including French, Somali, Chinese and Turkish. This will prove very helpful for residents as we can't always guarantee multi-lingual reception staff!

The information points are just part of a whole array of options to make housing services more accessible to residents. The information points will contain information about housing

services, up to date community information and links to certain parts of the council website although it will not be a direct portal to the web. Residents will also be able to pay their rent from them, report repairs work and check when planned maintenance and Decent Homes work is due to be carried out on their property.

Hackney Homes has worked hard to ensure that the machines are as user-friendly as possible so residents won't have to be expert web-users to be able to navigate around them. There will be simple instructions to follow.

Eventually we would like people to be able to use them even when the neighbourhood offices are closed like a 'hole in the wall' or bank machine. They may even eventually be put into libraries and supermarkets. In the future they will also have Gujarati and Vietnamese added to them. Phase two of the project will see them fitted with handsets so people can find a number then touch the screen to dial it and talk to staff. Following this, phase three, will include



video conferencing abilities so residents can have face to face contact with someone who speaks their own language or an expert with a translator on line.

For more information see your local neighbourhood office.

CLEAN AND GREEN

Hackney Homes cares about the environment and wants to know if you aren't happy with something on your estate or in your neighbourhood.

The Estate Environment Service takes care of cleaning and ground maintenance on council properties. The service's main objective is to provide a holistic approach to making our estates cleaner and greener.

The work residents can expect to see on their estates is on display in each block. This includes the specific dates when they can expect to see the inside of their blocks cleaned, when

bulk refuse and white goods are collected and when mechanical sweepers will visit specified estates.

If, when this work is done, you need to report something for cleaning or for our attention then please phone from midday Friday to 4pm on Sunday, 07976 342273.

The Estate Environment Service also operates at weekends offering a responsive service to anti-social hotspots, areas of high pedestrian traffic and known areas where the standard of cleanliness drops significantly during a weekend. To report anything the service can be contacted from midday Friday to 4pm on Sunday on 07976 342273.

The Service also has a dedicated



Graffiti removal/deep cleansing team. The number for this is 0208 356 2032.

The team provide a three hour response to sexist or racist graffiti and also provide an urgent response service to issues relating to the health & safety of residents ie sharps, broken glass, hazardous items etc.

We're Serious about Complaints

With the launch of Hackney Homes, residents and leaseholders can expect many improvements and changes to Hackney's housing services. But some things will stay the same like the way you make complaints.

Hackney Council has drafted a new complaints procedure which will see Hackney Homes deal with stage 1 and 2 complaints and the council's Standards and Complaints team handle stage 3 complaints. The complaints procedure has been developed to encourage local people to tell us what we are doing wrong so that we can try to put it right and improve services. Hackney Homes takes complaints seriously

If you need to make a complaint regarding repairs, anti-social behaviour, council spending for housing projects and decent homes or any other housing related matter, here's how you go about it:

- In the first instance get in contact with your local housing officer who will attempt to resolve the problem.
- If your problem is not resolved you can ask for your complaint to be investigated at stage 1.
- If you are unhappy with the stage 1 response then you will be advised in a letter how you can escalate your complaint to stage 2 and your complaint will then be handled by an officer of Hackney Homes Complaints Team.
- If you are still unhappy with the outcome you have an opportunity to escalate your claim to stage 3 where it will be handled by an officer of the council's Standards and Complaints Team.

If you need any further information about the complaints procedure itself please contact Patricia Clarke, 020 8356 6448.

Get the help you need on the spot

Take advantage of Hackney Homes outreach surgeries for black and minority ethnic groups.

Do you need help with your repairs query or want more information about re-housing in your language? Every month Hackney Homes holds outreach surgeries for black and minority ethnic (BME) groups. These surgeries are drop-in sessions for people to come and find out information on any aspect of Hackney's housing service.

The surgeries are held for different language groups at different times and have a translator present to help people understand and be understood. Neighbourhood staff are available to respond to a range of housing related issues like anti-social behaviour, rent arrears and cleaning.

BME Outreach sessions:

Vietnamese

First Thursday of every month. 2pm-4pm. An Viet House, Englefield Road, N1

Turkish/Kurdish

Last Monday of every month. 10am-12pm. Alevi Cultural Centre, Ridley Road, E8

Muslim (Indian/Bangladeshi)

First Tuesday of every month. 2pm-4pm. North London Muslim Community Centre, N16

Somali

Last Wednesday of every month. 11am-1pm. Sahil Housing Association, Leroy House, Essex Rd, N1

Zero tolerance for anti-social behaviour

Hackney Homes is committed to tackling anti-social behaviour - whether it be persistent noise or crimes such as drug dealing, theft, vandalism and prostitution.

Complaints are dealt with thoroughly, and where action is needed, it's taken.

This could be a warning letter, an injunction, an Anti-Social Behaviour Order or eviction.

If you think you are a victim of anti-social behaviour, get in contact with your neighbourhood office. We have a specialist team of neighbourhood relation managers in each neighbourhood office, who will help tackle the anti-social behaviour:

- **Homerton Housing Neighbourhood Office:** David Saxon 0208 356 7846
- **North East Housing Neighbourhood Office:** Dawn Henry 020 8356 6479
- **Shoreditch Neighbourhood Office:** Claudette Stewart 0208 356 6734
- **Queensbridge and De Beauvoir Housing Neighbourhood Office:** Brian Doran, Tel: 0208 356 5951
- **North West Housing Neighbourhood Office:** Celestine Fenton 020 8356 6104

How we can help:

Neighbourhood Relations Managers can help tackle a variety of problems by putting you in contact with the right people. Here, a Neighbourhood Relations Manager explains how we helped a tenant with alcohol issues turn their life around.

"We received a petition from residents in a block complaining about one tenant who was noisy, drunken, violent at times and often inviting other drinkers to the property. As a result of their alcohol problems they had accrued rent arrears. We referred them to an alcohol support agency. Despite our initial support the tenant missed appointments and continued drinking. Our last resort was to serve a notice seeking possession on the grounds of rent arrears and nuisance. As a result the tenant agreed to sign up to an Acceptable Behaviour Agreement which included the condition that they attend the alcohol support agency. In recent weeks the tenant has been alcohol free, and has reduced their arrears substantially. This is a fantastic outcome for everyone."

Hackney's Extraordinary Residents

Sid Curtis and Ron Devoti

By their own admission they "tend to get around a bit" and it's hardly surprising given the work Ron Devoti and Sid Curtis do for their estate and community.

Between this hardworking pair they are on the Avenue House Tenants and Residents Association (TRA), Clapton Neighbourhood sub committee panel, North East Executive Panel, members of the Tenants Convention, Clapton Neighbourhood Leaseholders Association and the Avenue House/Tower Gardens Estate Committee. Individually they are on even more committees and boards!

They started with their TRA 20 years ago which they were instrumental in forming and have continued helping their community since then. "You hear about another committee...you join... and that's the way it goes" says Mr Curtis.

They say the most memorable projects they have worked on are the

ones on their own estate. They have done so much work that the council now uses their estate as an example of what can be achieved. For Ron and Sid this is the best reward- the respect of the council officers. "We want to keep the place looking nice and if you don't make the effort it won't look nice."

Ron and Sid encourage others to get involved and start up TRAs as a good way of sharing knowledge. "It's where you live so you should do what you can." They say you need to be prepared to get your hands dirty and get in behind everything.

"Start with the small things on your estate that people will notice like street lighting and notice boards. The only reward you get is the personal reward you feel for doing the work. It's a thankless job and there aren't a lot slaps on the back from your neighbours. And you certainly don't do it for the money because there isn't any!"



Hackney Homes wants to work more with residents like Sid and Ron. When residents get involved Hackney Homes can find out more readily what customers want and residents get to know the constraints that exist in delivering services. Tom Hunt, head of Estate Environment Services, says when residents share in the upkeep and future of their estates, there is a realistic view of what can be achieved.

Service Standards - What do you think?

In October last year we launched our service standards. They set out the way in which we expect staff to conduct themselves and the standard of service that should be supplied to residents.

We have service standards for the full range of services, but for tenants and leaseholders we would like your views on the following:

1. Landlord Services Reception Standards
2. Repairs Reporting Standards
3. Estate Cleaning and grounds Maintenance Standards
4. Leasehold Income Standards

The services standards are displayed on posters in all neighbourhood and housing offices.

We need feedback on whether we are heading in the right direction with the services standards. We want to know from you: **Have we got them right? What are we missing?**

We have consulted the Estate Committees and asked for comments from visitors to Neighbourhood offices.

This is one of the last chances for you to tell us what you think of them. The Service Standards will be approved in April.

If you have any comments or views please forward them to housingservicestandards@hackney.gov.uk or write to Tracey Dunn, Consultation Officer, Housing Services, Christopher Addison House, 72 Wilton Way, London E8 1BJ



ESTATE CLEANING, GROUNDS MAINTENANCE AND WASTE MANAGEMENT SERVICE STANDARDS

What you can expect
We will ensure that Hackney's estates are well managed with high environmental standards. We will carry out regular estate inspections and invite local residents to attend in order to ensure that they are involved in maintaining, monitoring and improving the service with us.

On a daily basis we will...

- sweep and wash communal entrances and lifts where necessary
- move dumped refuse to waste containers
- pick up litter from estate roads, paths and lawns
- tidy bin rooms and rotate bin containers
- report any defective bin containers
- check rubbish chutes and unblock or report repairs
- check lights and replace bulbs or report repairs needed

Once a week we will...

- wash stairs and bin chambers where necessary
- collect household refuse from bin containers, recyclables from near entry sites and bulk refuse from all estates ensuring that
 - any breakages or spillages caused by the Waste Collection Service are cleared immediately
 - bins are returned to their correct place immediately after emptying without damage


In addition we will...

- let you know the days we will collect domestic and bulk refuse from your estate.
- publish a programme of cyclical maintenance including chutes, balustrades, window cleaning where safely accessible and cleaning light fittings
- adjust time clocks for estate lighting (where applicable)
- remove graffiti within four working days and remove offensive graffiti within 3 hours (extensive patches of graffiti may take longer).
- mechanically sweep roadways and footpaths, where appropriate

We also will provide your estate with the following Grounds Maintenance services:

- cut grass approximately 16 times a year between March and November, and 4 times between December and February
- prune shrubs between November and March each year
- weed shrub and flower beds according to need
- maintain all trees on communal land to a safe and healthy standard within seasonal constraints

These standards are subject to change and are for information only. For more information please contact your Neighbourhood Office or call 020 8356 2100.



LEASEHOLD & INCOME SERVICES SERVICE STANDARDS

What you can expect
Leasehold and Income Services aim to provide a quality service at all times. We promise to work in a professional manner when dealing with you and at all stages of the Right to Buy, Service Charge and Major Works process.

We will take into account your views and opinions and use them to continuously review what we do to ensure that we provide not only an effective service, but also the service you want.

Our staff will...

- greet you within 5 minutes of your arrival
- always wear a name badge
- ensure that you are seen by someone who can deal with your query within 20 minutes
- offer a private appointment if needed
- answer your Right to Buy, Service Charge and Major Works query in a professional manner
- arrange for an interpreter if needed

When you contact us...

- we aim to answer your call within 3 rings and give our name
- try to be as helpful as possible

Responding to your letters, faxes and e-mails...

- acknowledge your letters within 3 working days
- answer your letter within 10 working days
- provide translation and interpretation services on request

Dealing with complaints...

- acknowledge your complaint within 3 working days
- we will respond in full within 15 working days
- if your complaint cannot be answered fully, we will contact you explaining why and give you a new date for our response
- for more information about our Complaint Procedure, please get a copy of "How to make a complaint" leaflet or visit our website.

To contact us...

- you can visit us or phone us at Leasehold & Income Services, 298 Mare Street, London E8 1HE between 9am and 5pm, Monday to Friday. Or phone us on 020 8356 2100 alternatively you can visit our website at www.hackney.gov.uk/housing

These standards are subject to change and are for information only. For more information please contact your Neighbourhood Office or call 020 8356 2100.



LANDLORD SERVICES RECEPTION STANDARDS

In order to monitor and provide an efficient service to you, please ensure you take a ticket to have your matter dealt with by our staff.

What you can expect

Our staff will...

- be welcoming, polite and professional
- always wear a name badge
- ensure that once you are initially seen and may need to see another member of staff you will not wait longer than 20 minutes.
- answer your questions courteously and check that you understand what is going to happen next
- respect your privacy and confidentiality
- offer a private appointment or interpreter if needed
- arrange for you to be seen by a female or male member of staff according to your preference

Our reception area will...


- be clean and tidy and provide a children's play area if possible
- have toilets checked and cleaned daily
- have up to date information racks and notice boards

You can help us achieve these standards by...

- respecting the privacy of others in the reception area
- attending appointments in good time
- bringing any documentation we have requested
- treating the reception area and staff with respect

If you have a complaint or suggestion about how we can improve the services we provide, please let us know. You can do this by completing the exit survey, asking to see a member of staff or making a complaint. Please post your form in the box provided or hand to the reception staff.

These standards are subject to change and are for information only. For more information please contact your Neighbourhood Office or call 020 8356 2100.



HOUSING CONTRACTORS Our promise to residents

Our teams of skilled and experienced craftspeople carry out over 70,000 repairs to Council properties each year and undertake comprehensive planned maintenance and improvement programmes within the London Borough of Hackney. Some of our operatives are not employed directly by the council, but carry out work on our behalf. We expect all employees working for us on

All our craftspeople are required and trained to...

- maintain appointments which have been made
- present their ID card to you before entering your property
- be smartly presented in their protective clothing or uniform
- accommodate any special needs which you may have, e.g. female operatives for female tenants
- carry out minor domestic tasks for the elderly, disabled, vulnerable tenants whilst they are in their homes, e.g. change light bulbs etc.
- explain to you how the work will be done
- complete the work to the standard that meets your satisfaction
- be courteous and helpful and work within a reasonable time
- carry out the work safely and securely in and around your home
- carry out work having due regard to your property and belongings
- leave the area tidy on completion of the work

These standards are subject to change and are for information only. For more information please contact your Neighbourhood Office or call 020 8356 2100.

Just One Number

Hackney Homes has a one-stop number for you to call for all your housing enquiries: Tel. 0208 3563691

The office is open 8am to 7pm during the week and 9am to 1pm on Saturdays.

The emergency out-of hours number is: 0208 3526 2300

You can also e-mail us at Repairs.RCC@Hackney.gov.uk

Report your repairs online www.hackney.gov.uk

If you're Turkish or Kurdish you can text us and one of our Turkish or Kurdish Officers will contact you to discuss your repair Text 07797 800 800.



Leaseholder News

Your estate manager and housing officer are there to help you - all you have to do is ask.

Leasehold management is an integral part of the Housing Improvement Plan. An implementation Planning Group has been formed to discuss important issues and concerns of leaseholders. Through this engagement with our customers we are learning and improving the quality and value for money of all services provided by the Council.

From the 1st April 2006 a new charge will be applicable to leaseholders and freeholders for the provision of neighbourhood management services. The Council has not recovered this charge in the past and does not intend to recover this retrospectively.

Look out for the Leaseholder and Freeholder Newsletter twice a year.

It covers leaseholders responsibilities for checking their individual gas appliances, interim billing for major works. The Leaseholders Handbook has also been revised and will be circulated to all leaseholders and freeholders after consultancy and feedback from leaseholder representatives.

With effect from 1 April 2006 Hackney Homes Limited will work in partnership with Hackney Council and will collect any payments on behalf of the council. You should continue to make cheques payable to the Council. By now you should have received your estimates for 2006/07 and an information booklet explaining these charges.

If you have any queries please contact 0208 356 2100.

Borough wide Leaseholder and Freeholder Forum:

The Forum is an Independent body that was formed to improve communications

and consultation between the Council and Leaseholders and Freeholders who pay service charges.

If you wish to become a member of the Forum or raise any issues or concerns please contact the Chair.

Mr Fred Filce
Chair of Borough Wide Leaseholder and Freeholder Forum
15 Marsworth House
Whiston Road
London
E8 8RU

Frederickfilce@btinternet.com
 or
 Leaseholderandfreeholderforum@gmail.com

Please refer to the Forum's website for the latest news and developments:
www.hackney.gov.uk/h-leaseholder-forum.htm

HEALTHY EATING FOR HACKNEY

Low cost crunchy carrots, tasty tomatoes and perfect pears could soon be on dinner tables on your estate thanks to new fruit & veg co-ops being set up in the Borough.

East London Food Access is now looking for volunteers to help out with the scheme.

Food Development Worker Michael Calderbank said "Each co-op needs only three or four volunteers and then we can have a co-op running in a month."

Research has shown that a trip to the nearest affordable fruit and vegetables shop poses problems: it is a fair walk especially with shopping in hand and children in tow.

Many people with low incomes find fruit and vegetables in supermarkets too expensive.

Food co-ops enable local people to get involved in the life of a community and contribute to the regeneration of the local economy.

Food co-ops bring fresh, quality fruit and vegetables at affordable prices to the centre of an estate and encourage residents to prepare healthier meals.

For more details on the scheme or to volunteer call ELFA on 020 7254 4593, email enquiries@elfaweb.org.uk or visit www.elfaweb.org.uk

Food Co-ops in Hackney include:

Pembury Estate, Thursdays 3.00 - 5.00pm Pembury Estate Community Hall E5



Landfield Estate, Thursdays 10.30am-2.30pm Landfield Estate Community Hall, Stelman Close E5
 Granard House, Tuesdays 11.00am-1.30pm Hartlake Rd E9

Haggerston Community Centre, Thursdays 10am-4pm, Haggerston Road E8

Useful Telephone Contacts

Neighbourhood/Management

De Beauvoir & Queensbridge/ Mouchel Parkman
Homerton/Mouchel Parkman
North East/Pathmeads (PCHA)
Shoreditch/Pinnacle PSG
Shoreditch (Whiston Road)/Pinnacle PSG
Stoke Newington/Pathmeads (PCHA)

Out of Hours (Housing)
Bulky Waste/Street Cleaning (five free items per visit)
Housing & Council Tax Benefit
Council Tax Queries
Street Lights
Parking Permits

General

020 8356 6600
020 8356 7800
020 8356 6500
020 8356 6705
020 8356 1731
020 8356 6100

Repairs

020 8356 3691
020 8356 3691
020 8356 3691
020 8356 3691
020 8356 3691
020 8356 3691

020 8356 2300
020 8356 6688 (Wasteline)
020 8356 3399
020 8356 3154
020 8356 8145
020 8356 8877

English

This is Hackney Homes News, the publication for tenants and leaseholders. Our interpreters can help you over the phone on 020 8356 3691.

French

Voici Hackney Homes News, la revue à l'attention des locataires. Vous pouvez accéder aux services de nos interprètes par téléphone au 020 8356 3691.

Spanish

Esto es Hackney Homes News, la publicación para inquilinos y arrendatarios. Nuestros intérpretes le pueden ayudar por teléfono, núm. 020 8356 3691.

Turkish

Elinizdeki bu yayın, Hackney Belediyesi kiracıları ve kat mülkiyeti sahipleri için çıkarılan Hackney Konut Haberleri - Hackney Homes News - olup çevirmenlerimiz size bu konuda telefonla yardımcı olabilir. Tel: 020 8356 3691.

Polish

Oto Hackney Homes News, publikacja dla najemców i dzierżawców. Nasi tłumacze mogą służyć Państwu pomocą przez telefon pod numerem: 020 8356 3691.

Somali

Kani waa akhbaarta Hackney Homes, daabaacadda loogu talagalay kiraystaha iyo kiraystaha waqtiga dheer. Turjibaanadeena waxay kugu caawin karaan telefoonka markaad soo wacdo 020 8356 3691.

Bengali

এই প্রকাশনার নাম হ্যাকনি হোমস নিউজ। টেনেন্ট ও দীর্ঘকালজাদের জন্য এই প্রকাশনা। 020 8356 3691 নম্বর টেলিফোনের মাধ্যমে আমাদের দোভাষীরা আপনাকে সহায়তা করতে পারে।

Vietnamese

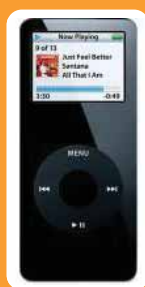
Đây là Bản tin về Nhà ở tại Hackney, phát hành nhằm cung cấp thông tin cho những người thuê nhà. Phiên dịch của chúng tôi có thể giúp quý vị dịch bản tin này thông qua điện thoại số 020 8356 3691.

WIN! WIN! WIN! WIN!

Hackney Homes competition

Win an iPod by spotting our new Hackney Homes vans.

All you have to do to win the iPod is tell us where you see any of our vans featuring the new Hackney Homes logo and the registration number of the vehicle.



Send your entries to
housingeditor@hackney.gov.uk
or post to Housing Editor,
4b Hillman St,
London E8 1DY

Deadline date
30th April 2006


HackneyHomes
In partnership with Hackney Council

Language Line - making communicating easier

Don't speak English? Don't worry, we can help. Language Line is a 24-hour interpretation service available in over 100 languages. Hackney Homes uses the service to communicate with non-English speaking residents. When a non-English resident comes into a neighbourhood office or phones in we will ring Language Line and an interpreter will help you.

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