



HackneyHomes news

In partnership with **Hackney Council**

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

June 2006

www.hackneyhomes.org.uk

Winning awards is **child's play**

Bright and colourful paint, new play equipment and landscaping features have transformed previously uninviting estate parks and play areas into award-winning places to play.



Hackney Homes has received five awards from the Royal Society for Prevention of Accidents (RoSPA) for the playgrounds in Pitfield Estate, Nightingale Estate, Nelson Mandela House, Nisbet House and Sherry's Wharf.

The awards acknowledge the quality of these playgrounds. Hackney Homes has also received a RoSPA award for operating estate playgrounds and ball parks with good inspection and maintenance regimes as well as excellence in promoting high play value with inclusion of disabled people.

In the past two years more than half of the borough's play areas and ball parks

have undergone a make-over. Not only do they look appealing, they also have improved safety characteristics.

The work has involved the installation of new fences, park benches, play equipment, sports equipment such as basketball rings as well as painting and planting lawn and trees.

"This year we will be refurbishing another 18 sites and maintaining the other sites to ensure they retain their current high standard," says Gary Penticost from the Hackney Homes maintenance team.

Residents have been enjoying the new facilities as well since their makeovers. Recently Clapton resident Sara Lee took

her daughter Zoe (pictured) to the park and says the bright colours and clean and welcoming environment convinced them to try out the swings. "It is a good place to meet with other mums and kids on a sunny day," she says.

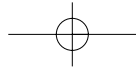
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Equality & Diversity

Don't let crime go unreported

Hackney Homes is trying to make all its services equally accessible to residents irrespective of age, disability, gender, faith or belief and sexual orientation.

As a result the Equalities and Diversity Strategy has been introduced to achieve Hackney Homes' mission and objectives and to respond to feedback from residents.

We are committed to improving our services and listening to customers. If you would like to take part in focus groups for the strategy or want a copy of it please contact Belinda Jones: **020 8356 4043**.

This month we are focusing on two issues covered in the strategy – hate crime and domestic violence. You told us you wanted more information about what we provide for you. So did you know?

Hate Crime

Hate crime is motivated by prejudice or hate. Hate crime incidents could take the form of physical assault, threats, harassment, written or verbal abuse, arson or neighbour disputes.

You could be victimised because of

your race, faith, disability, age or because of your sexual orientation or you are a refugee.

Domestic Violence

Domestic violence doesn't only happen between man and wife, it can happen within any relationship. Men and women can both suffer violence. Domestic violence may include physical assault, threats of violence, sexual violence, bullying, violence or threats to children, humiliation, deprivation of money or food, confinement in the home or prevention of working.

Hackney Sanctuary Project

We also try to provide additional security measures to the homes of domestic violence and violent crime survivors. The scheme allows victims to remain in their home and feel safe. For further information on the project please contact **0208 356 5740**.



Third party reporting

It is not always possible for victims or witnesses to report crime at a police station. Hackney has third party reporting sites which are non-police sites for victims and witnesses to report hate crimes.

To find out where these are, please phone Tom Willets, Community Safety Co-ordinator (Hate Crime) on **0208 356 2207**.

Report hate crime and domestic violence immediately.

What you can do

You can report it to:

- In an emergency call : **999**
- The Police : Hackney Police Community Safety Unit on **020 7275 3087**
- Your housing manager
- The Hackney Homes BME outreach sessions
- Domestic Violence and Hate Crime Team on Freephone: **0800 056 0905**

Facelift for garages

The timely renovation of garages at The Mount in Hackney has completed the facelift for the estate which now boasts a number of new facilities.

Secretary of The Mount Tenants and Residents Association, Maureen Pitt, has lived on the estate for 20 years and says this is the first time the garages have had any work done on them while she has been living there.

She says the Hackney Homes workers who were charged with renovating the dilapidated garages did a brilliant job and even cleaned up after themselves! "Two



BEFORE

young men came to do the work and were excellent. They even came back the next day to do some extra work. Now that's what I call going beyond the call of duty."

The garages were unusable before but are now renovated and repainted and available for renting. This latest upgrade adds to the new community hall on the estate and a new children's playground.



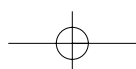
AFTER



Let us know

If you would like to tell us about some good work that has been done or is going on in your estate then email

housingeditor@hackneyhomes.org.uk or phone **020 8356 3835**



Dealing with **noisy** neighbours

Noisy neighbours can make your life miserable but Hackney Council's Pollution Team may be able to help you.

Noise from neighbours is one of the most frequent sources of disturbance. It could be loud music, barking dogs, the television or DIY work.

If you are being disturbed by your neighbour try talking to them politely about what is troubling you. If you feel you are not in a position to do this then phone the pollution team on **0208 985 7711**.

If the problem continues then someone from the pollution team will come and see you at a time when the noise is happening. It is a legal requirement to assess the problem and witness the noise from inside your home. They will decide whether there is a statutory nuisance. Factors they will take into account are location, time of day, duration, frequency, convention, importance and value to the community of the activity.

If a nuisance exists there are a number of measures that can be used to help such as warning letters, abatement notices, seizure of equipment and prosecution.

Just because you can hear noise, doesn't mean it's a nuisance. We cannot take into account sensitivities, medical conditions, lifestyle etc when making our assessment. The decision is based on the effect of the noise on an average, reasonable person.

There is case law which prevents the Council taking action in the case of poor sound insulation between adjoining properties. We cannot expect neighbours to behave particularly quietly because sound insulation between properties is poor.

i Information

If you would like more information contact the Pollution Team or Out of Hour's Noise Service on **0208 985 7711**:

Monday to Friday 9am - 5pm

Out of Hour's:

Thursday 6:30pm - 2am

Friday and Saturday 9pm - 5am

Sunday 6:30pm - 2am

Noisy no more

In the continuing fight against anti-social behaviour Hackney Homes has recently obtained its first demoted tenancy in the case of an ongoing noise nuisance. The court had to be satisfied that: the conduct of the tenant was capable of causing nuisance or annoyance that directly or indirectly relates to or affects the housing management functions; it is reasonable to make the order.

A demoted tenancy means:

1. The secure tenancy is terminated
2. Rent arrears are transferred to the new demoted tenancy
3. No right to buy
4. No mutual exchange

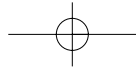
The tenancy is demoted for a year after which Hackney Homes will review the case.

We're open for business

It's full steam ahead with Hackney Homes. On April 1st, 2006 Hackney Homes, a new company, was launched to manage Council housing in partnership with Hackney Council. It is now responsible for the day-to-day management and improvement of council homes and estates. Chief executive, Steve Tucker, and board chair, David Curley, were up bright and early welcoming staff into the building on their first day of working for Hackney Homes.

With the launch under our belts we plan to continue our work to make Hackney Homes a success and Hackney residents' lives better.





Youth

What are you doing with your spare time?

If you are aged 8 -18 years and living in Hackney there are a whole host of activities to take part in. This month the spotlight is on Shoreditch.



Hackney Empire's Comin' Atcha Live From The Main Stage in 2005

If you live in Shoreditch why not find out more about the junior neighbourhood warden scheme?

It's a chance for you to make a difference to where you live. There are currently over 30 young people registered with the scheme who patrol and report on a range of issues from abandoned cars to graffiti. If you are female and have some fancy footwork you might want to join the Wardens' girls' football team in Shoreditch. You can be a real life star of Bend It Like Beckham as the team competes every year in the Teenage Kicks Tournament.

If that all sounds a bit too energetic but

you fancy seeing your name up in lights why not join UnLeashed? It's an arts and drama project that allows young residents the chance to explore local issues through arts and drama and feed their views into residents' conferences and neighbourhood panels.

Finally, check out Hackney Empire's pioneering youth project the Artist Development Programme (ADP) with Comin' Atcha Live From The Main Stage on August 8th. The project's finale was a sell-out last year with dance, music, MC-ing, singing, comedy and drama all rolled into one show! Don't miss the chance to see (or be) tomorrow's stars.

Win yourself a family ticket (2 adults, 2 children) to Comin' Atcha Live From The Main Stage by writing in and telling us what kind of activities you think we should be running for youth in Hackney. We have two family tickets to give away.

Write to the **Housing Editor at Hackney Homes, 4b Hillman St, London E8 1DY** or email **housingeditor@hackneyhomes.org.uk**. Include your name, address, telephone number, age. Entries to be received by June 15, 2006. You must be under 18 to enter. Winners will be randomly selected.

Information

For more information about the **Junior Warden Scheme** or **girls' football** contact the wardens on **020 7033 0109**

For more information about **UnLeashed** contact Constance Bell on **020 8356 6742**

For more information on the **Hackney Empire ADP Programme** see **www.hackneyempire.co.uk** or mail your details to **daisy@hackneyempire.co.uk**.

Picture This competition

I ♥ HACKNEY

What do you love about Hackney? Hackney is often in the headlines but not always for the right reasons. We think Hackney is a vibrant and exciting place to live. To celebrate this, we are inviting residents to send in photos that capture the reason why they love the borough. Your photos could be of places, people or shops, parks or buildings. But they must be yours and mean something to you. You can enter the under 18 or over 18 years category and for each category there is a prize of either:

- £250 Tesco or;**
- £250 Comet or;**
- £250 Ikea vouchers**

In August a judging panel will shortlist 6 finalists for each category and then you, the public, will get to choose the winners.

Send entries with the below entry form to:

**Housing editor
4b Hillman St
London E8 1DY**

Or email: **housingeditor@hackneyhomes.org.uk**

You can view the entries on **www.hackneyhomes.org.uk** and each month in the Hackney Homes newsletter we will exhibit a selection of entries.

NAME: _____

MOBILE: _____

ADDRESS: _____

EMAIL: _____

TELEPHONE: _____

DATE OF BIRTH: _____

SUBJECT OF PHOTO: _____

Terms and conditions: Hackney Homes employees are not eligible to enter. Finalists and winner must agree to publicity photo shoot. All entries must be received by August 15th 2006. All entries remain the property of Hackney Homes Ltd and will not be returned. Prizes are not redeemable for cash. Each winner can choose 1x £250 voucher from either Tesco or Comet or Ikea. Entrants must be Hackney Homes tenants, leaseholders or freeholders. All entrants must be amateur photographers. If selected as a finalist you must be able to prove your age. Hackney Homes will retain your details on our internal database for marketing purposes. Please tick here if you refuse us permission to do so in which case your record will be deleted



Leaseholders and Freeholders News

Extended opening hours, information booklets and a dedicated newsletter are some of the services offered to Hackney Homes leaseholders and freeholders.

“We have more than 8,500 freeholders and leaseholders and we are expanding our services, providing more information and increasing our customer focus,” says Neehara Wijeyesekera, Head of Leasehold and Income Services.

Freeholders and leaseholders recently received their estimated service charges for 2006/07. Service charges are the share of the costs of services provided across blocks and estates. A booklet providing detailed information about these charges and how to pay was also supplied.

Anyone wanting to visit the office will benefit from extended opening hours. Standard opening hours are 9am to 5pm Monday to Friday and on the last Wednesday of every month the closing time will be extended to 7.30pm.

The first leaseholders and freeholders newsletter was sent out in December 2005 with the next

newsletter to be produced in summer.

We will shortly be sending out statements of account which show payments made throughout the year and balance payable currently.

We have also been busy explaining the new neighbourhood management charges, which are payable as part of service charges. Meetings were held in April and a letter has been sent to every leaseholder explaining the new charges, which cover all aspects of estate and housing management provided by our partners.

Information

For more information visit www.hackneyhomes.org.uk or email the team Service.Charges@Hackneyhomes.org.uk or Major.Works@Hackneyhomes.org.uk.

Going undercover

There are no dark glasses and long trench coats in this operation but mystery shoppers are putting our frontline staff to the test.

Mystery shoppers have been introduced to make sure we are providing the service we say we are and to the high standard it should be.

Mystery shopping is basically undercover research and we use residents to mystery shop as they're the ones who use and benefit from our services.

If you would like to be a mystery shopper for us, please contact Aisha Shukat-Khawaja: **020 8356 5147**. Full training is given and reimbursement for

travel and childcare is available.

Anyone who lives in a Hackney property which has estate cleaning and grounds maintenance provided can become a resident monitor to measure the standards of estate cleaning and grounds maintenance. Currently we have 12 trained monitors but we need more. Training is given so you know what to expect and what to look for when monitoring estates. All resident monitors will receive a voucher for giving their time. If you would like to become a resident monitor please phone Lesley Carter: **07973 126126** or email Lesley.carter@hackneyhomes.org.uk.

Walkabout with Steve Tucker

Hackney Homes Chief Executive



This column is a chance for me to share with you some of the issues you raise with me on my regular walkabouts on estates.

People often talk to me about the need to improve quality of life on estates. I know there is a lot of work to do – that's why as an organisation we are concentrating on improving the estate environment and customer services as part of our drive to access the £220 million the Government has earmarked for Hackney. Recycling is something we can all do to make our estates and our world that little bit greener and more attractive. Do you make use of the recycling bins on estates?

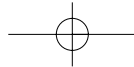


There are bins located on the majority of estates near communal door entrances in the form of five wheelie bins which store various types of glass, paper, cans and tins. In addition, there are larger containers located on the public highway, often close to estates, which are also used for the collection of these materials.

When recycled, paper, glass and metals are made into new products which save energy and raw materials.

If you throw these items out with your normal rubbish they cannot be used again. Instead they are sent out to be incinerated or to a landfill site. These sites are filling up quickly and get more expensive to use as we run out of space. Please make use of your recycling facilities – it's a small way we can all make a difference – plus it cuts down the amount of rubbish to be collected too!

Contact Wasteline on **0208 356 6688** for more information.



Hackney Homes News

A day in the life of...

Mick Miller

When Mick Miller walks past a clean and tidy Hackney Homes housing estate he knows it looks the way it does because of the hard work he and his team have done.

Hard work and long term service in estate cleaning is something Mick is used to. With 23 years at Hackney Council under his belt he has progressed through the ranks to his present position of area manager.

Within the management team Mick now oversees the borough's Estate Cleaning and Ground Maintenance teams. The teams carry out the important role of ensuring the cleanliness and maintenance of the internal and external areas of the estates. Mick provides the necessary support and advice to the supervisors and their teams.

"The best part of the job for me is leaving work at the end of the day and knowing that I've made a difference. I also live in Hackney and take pride in knowing that the estates look the way they do because of the hard work my

teams and I have done over the years".

Mick says the downside to his job is the lack of respect some people have for the estates. "People need to realise that council housing estates are actually peoples' homes. It is disheartening that the estates are frequently abused and not treated with respect. It makes the job of maintaining the estates difficult and improving them very complicated. By mistreating estates the quality of life for the residents is also significantly reduced."

Another aspect of his position is estate community liaison where he meets with local tenants, TRA's, committee members, housing partners and other service providers to discuss how to improve the service and to provide continuing improvements to the estates' environments. "I am always on the lookout for ways of doing things better," he says.



Mick Miller

Job: Area Manager for Estate Environment Services
Number of years working for Hackney: 23

Resident of the month

If the shoe fits...

He's made shoes for the stars but these days Nicos Nahlis is tapping his toes to a different beat.



As chairman of the Milton Gardens Tenants and Residents Association and the estate committee, working to improve the lives of his neighbours is a far cry from his former profession of designing shoes for the theatre.

But Nicos Nahlis is equally passionate about his new line of work. It's unpaid

and the hours are long but the satisfaction he gets from seeing his projects completed is enough he says. "I'm a community-minded person and I like working for my community."

Mr Nahlis tirelessly works to improve his estate and has already achieved a lot. He's had some redundant garages removed and replaced with parking spaces, has set up a huge community hall and is in the throes of creating possibly one of the borough's best youth centres. "My community comes first before anything else," he says.

He also organises a dinner for older people once a week in the community hall and bingo for young and old two nights a week plus line dancing once a week. It's no wonder the man is hard to get hold of as he even calls the bingo numbers.

But he's not finished yet and has

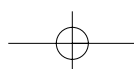
plans for plenty of other improvements to the estate. "I like to look after my community." You get the feeling with Mr Nahlis that there's always more to do and he'll always have some sort of project at his well-trod feet.

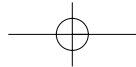
Let us know

Is someone in your community doing a great job to improve your estate or community? Or do you know someone whose great work deserves a mention?

If you do then let us know and nominate them to be our Resident of the Month in the Hackney Homes Newsletter.

Email: housingeditor@hackneyhomes.org.uk
Phone: 0208 356 3835





Better performance

Hackney Homes is working hard to improve the performance of all the services that matter most to residents.

These services range from rent collection through to repairs and Decent Homes works. For the fourth year running performance results have improved:



Figures for 2005/06

- **Rent collection** – this has improved from under 93% to over 95% up until the end of March this year. This means Hackney Homes is able to fund a broader range of service improvements to benefit residents.
- **Empty property re-letting** – the time taken to re-let empty properties has fallen again from 35 days last year down to 24 days this year which places us in the top 25% of housing authorities.
- **Repairs appointments** – 95.7% of eligible repairs had appointments made and kept and the average time taken to complete non-urgent repairs was 7 days.
- **Gas safety check and service** – The Gas Safety Team succeeded in gaining access to 100% of properties

which required a gas safety check and service.

- **Customer satisfaction** – the Housing Contact Centre phones over 500 tenants each month to check performance levels. Resident satisfaction results for the end of March:

o Estate cleaning	89.7%
o Grounds maintenance	96.2%
o Housing Contact Centre	98%
o Jobs completed at the first visit	90%
o Repairs quality	90%
o Refuse collection	97%

- **Telephone answering performance** – 81% of calls were answered compared to 77% in the previous year. Of those answered, 88.7% were answered within 3 rings.
- **Leasehold service charge collection** – Service charge arrears fell from £2.1m to £1.7m. In addition, we collected £1.8m in major works recharges, which will be reinvested in Decent Homes work.
- **Capital programme** – we spent £63m last year with over £36m of this on Decent Homes work.

In the year ahead, Hackney Homes will be concentrating on improving our performance for services which will directly affect residents like telephone answering, dealing promptly and effectively with complaints and managing repairs effectively. We want the customer experience of contacting Hackney Homes to be a positive and rewarding one in which all callers are able to speak to courteous and knowledgeable staff with a can-do approach to meeting your service request.

We are determined to ensure that Hackney Homes maintains the good momentum established on performance improvement.

News in brief

Volunteers

We are consulting on our service standards. The next stage is to sit down with resident focus groups and revise them. If you want to volunteer for the focus groups or discuss the service standards write to Tom Hogan at **Hackney Homes, 136-142 Lower Clapton Rd, London E5 0QD** or call **0208 356 4017**

Nomination

Hackney Homes has been nominated for the London Connects Project Awards for Best Service Improvement and Best Innovation. The awards are for companies that have made a significant commitment to London e-Government.

Tenants convention

The new Compact has now been signed by Keith Miller, Chair of the Hackney Tenants & Residents Convention and Steve Tucker, Chief Executive of Hackney Homes.



Copies of the Compact are available on the website and from Brendan Gillen on **0208 356 2126**.

Decent Homes update

Homerton – Hedges Grove site office: a clean-up is underway, including asbestos removal, after Kier took possession from squatters in early May.
Stoke Newington – Forest Grove Estate: work started earlier this month on windows and roofing for about 60 homes.
Hoxton & De Beauvoir – Wenlock Barn Estate: scaffolding started going up on some blocks earlier this month as all three blocks will get new windows and roofing.
Queensbridge & Haggerston – Caliban Tower: the scaffolding should be covering the whole tower by the end of May. Roofing work will follow first, before windows.
 Your neighbourhood housing office has further Decent Homes information or call **0208 356 3691**.

Useful Telephone Contacts

Neighbourhood/Management	General
De Beauvoir & Queensbridge/Mouchel Parkman	020 8356 6600
Homerton/Mouchel Parkman	020 8356 7800
North East/Pathmeads (PCHA)	020 8356 6500
Shoreditch/Pinnacle PSG	020 8356 6705
Shoreditch (Whiston Road)/Pinnacle PSG	020 8356 1731
Stoke Newington/Pathmeads (PCHA)	020 8356 6100
Housing contact Centre (for repairs)	020 8356 3691
Noise reporting (out of hours)	020 8985 7711
Bulky Waste/Street cleaning (5 free items per visit)	020 8356 6688
Housing and council tax benefit	020 8356 3399
Council tax queries	020 8356 3154
Street lights	020 8356 8145
Parking permits	020 8356 8877
Domestic Violence and Hate Crime Team (freephone) or (between 9.30am – 5pm)	0800 056 0905 020 8356 4459

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 telefoona markaad soo wacdo 020 8356 3691.

Bengali

এই প্রকাশনার নাম হ্যাকনী হোমস নিউজ। টেনেন্ট ও লিজহোল্ডারদের জন্যে 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.

If you would like this newsletter in any of the following formats, please complete and send the form to the freepost address below

In large print In Braille On Disk On audio tape

Another language, please specify _____

Name: _____ Address: _____

Tel: _____

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

Sight for sore eyes

Hackney Homes graffiti removal team is serious about removing eyesores on estates and operate only on Hackney Homes estates, not public areas such as underpasses or streets. The number for the team is

0208 356 2032. You can leave a message about graffiti on the above number at the weekends and a member of staff will respond as soon as possible on Monday morning.

www.hackneyhomes.org.uk

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HackneyHomes
In partnership with  Hackney Council