



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

August 2006

www.hackneyhomes.org.uk

Taking Pride of Place



Rita Corcoran and Sophia Bonah are two of the first winners of the Pride of Place Awards.

Tenants who pay their rent, look after their homes and estate and are considerate neighbours could be in for a nice surprise.

Hackney Homes' new Pride of Place scheme, launched this month, will reward tenants who abide by their tenancy agreement. It encourages people to take pride in their homes and estates.

Tenants who have an up to date rent account and no instances of other breaches of their tenancy agreement will automatically be entered into a quarterly draw to win the Pride of Place awards.

Six residents will receive £500 to spend on home decorations, home improvements or assorted gardening works. A further six runners up will receive £100 Marks and Spencer

vouchers.

One of the first winners, Rita Corcoran, said it was a nice but unusual surprise to receive the prize.

"When I first received the call I thought it was a hoax. I only believed it when I received the letter. I had already planned to renovate my kitchen later in the year so the money will come in handy for that."

According to Tom Hogan, Hackney Homes' coordinator of the scheme, there are too many negative stories about residents who aren't paying their rent or who are a nuisance to their neighbours.

"We don't hear enough about the thousands of tenants who are doing the right thing. They pay their rent on time, look after their homes and are good neighbours. This scheme is

about rewarding them."

Tom said feedback from residents had shown huge interest in a loyalty and reward scheme.

"While Hackney Homes will continue to take firm action against residents that aren't doing the right thing, this reward scheme gives us the opportunity to thank the many people who do take pride in their home and make Hackney a better place."

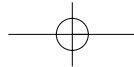
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Hackney Homes News

News In Brief



Overflow damage fixed

A major works programme is fixing the problem of overflow damage to Hackney Homes properties. Because of London's hard water, the constant flow down the face of buildings causes lime scale damage. The result is often an unsightly white mark or sometimes a mouldy green stain.

The Hackney Homes Repairs and Maintenance team has been using a range of techniques to remove the overflow damage.

Group Facilities Manager Gary Putwain said the results were clear for all to see. "We've targeted the buildings most damaged by overflow and the ugly white and green markings have been removed."

Additional buildings will be cleaned over the next few months, many in conjunction with Decent Homes and Planned Maintenance works.

If residents have overflow damage on their block or building, they can report the damage to the Repairs Contact Centre on 0208 356 3691.

Best electrical student

Congratulations to Hackney Homes apprentice electrician David Kavanagh who was recently awarded the prize for best electrical student by the Training Trust.

David was awarded for his commitment to the course and integrity and has been praised by his team leader at Hackney Homes for being a high 'achiever' and always willing to work hard and help his colleagues.



Caught on camera

A new and innovative way of contacting Hackney Homes will help residents to report rubbish dumping, graffiti and communal repairs on their estate.

While residents can still phone or report problems online, the explosion of mobile phones with inbuilt cameras has provided the opportunity to use this technology to improve Hackney's neighbourhoods.

The 'Caught on Camera' scheme allows residents to use their mobile phones to take a photo of graffiti, rubbish dumping or communal repairs. The photo and a text message detailing the address and some additional details are sent directly to Hackney Homes. The report is logged, assessed by staff and action is taken to fix the problem.

Residents who use the system will receive an automatic acknowledgement text and a Hackney Homes staff member may also contact you if they need more information.

The pictures will also be downloaded on the Hackney Homes website (www.hackneyhomes.org.uk) and an update will be provided on the action taken to fix the problem.

Residents can text their pictures to 0773 854 4872. Please include the



address and name of the estate and a KEY WORD to make sure it reaches the right person.

- Use the key word **REPAIR** if you want to report a communal repair on an Estate
- Use the key word **GRAFFITI** if you want to report graffiti on an Estate
- Use the key word **RUBBISH** if you want to report rubbish dumping on your Estate.

Community fun days

Do you want to learn more about Hackney Homes?

Come along to one of our community fun days and find out more about Hackney Homes. Our fun days are free and include a range of great activities including a barbeque, music, face painting, bouncy castle, stalls and giant games. All fun days will be 1pm-4pm.

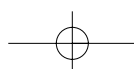
For more information visit www.hackneyhomes.org.uk or phone the Hackney Homes' consultation officer on 020 8356 2066.


Friday 18th August (Homerton) New Kingshold Community Hall, 49 Ainsworth Road, E9 7JE

Friday 1st September (Shoreditch) Arden Community Hall, Regan Way, Hoxton, N1 6PH

Tuesday 29th August (Stoke Newington) Landfield Community Hall, Stoke Newington, Stelman Close, Hackney E5 AQN

Saturday 9th September (Queensbridge & DeBeauvoir) Regent Estate Community Hall, 60 Brougham Road, E8 4PB





Sign up now for direct debit

Life can sometimes get very busy but you may lose your home if you forget to pay your rent.

We understand that most tenants who are late with their payments have simply overlooked it or forgotten the date.

The easiest way to pay your rent is by direct debit and during the summer we are encouraging tenants to sign up for this payment system. It means you don't have the hassle of remembering your rent payment day, but it also allows us to collect the rent more efficiently and have more money to spend on the decent homes programme to improve your homes.

The first 500 tenants to sign up for a direct debit will receive a £10 voucher.

Clive Taber of Hackney Homes says direct debit is much simpler than the other methods of rent payment.

"The sign up process involves filling out a form that gives your bank permission to transfer your rent to Hackney Council once a month."

"It all happens automatically and

you just need to make sure you have enough funds in your account to cover the payment."

Clive said that many residents aren't aware that being in rent arrears can have negative consequences.

"We will take legal action against those in arrears where repayment arrangements are not made or kept. Tenants in arrears are welcome to use direct debit and the agreed repayment instalment can be collected with your rent as part of your monthly direct debit."

"Tenants who are in arrears by more than 4 weeks will also be excluded from having new kitchens and bathrooms installed under the Decent Homes programme."

Tenants who would like to sign up for direct debit can visit their neighbourhood office, phone 020 8356 2162 or download the forms online at www.hackneyhomes.org.uk.

How to pay your rent

Hackney Homes offers a number of ways for tenants to pay their rent.

Direct Debit - to set up a monthly Direct Debit phone 020 8356 2162

In person - at the Post Office or PayPoint using your payment card



Bank Standing Order - Set up a standing order at your bank giving our details:

- Co-Op Bank Sort Code: 08-90-30
A/c No 61155033 your 10 digit rent number

Hackney Cashiers - using cash, cheque, Postal order, Credit Card & Debit Card

- Hackney Town Hall, Mare Street, London E8
- Stoke Newington Municipal Offices, Church Street, London N16

By Phone - using your debit or credit card

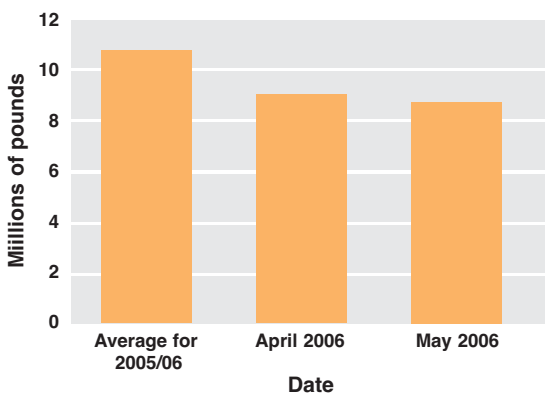
- 020 8356 3000 (9.00am-5.00pm Monday-Friday) or Telephone your local housing office

24-hour Automated line - using your debit or credit card - Phone 020 8356 5050

Pay Online - using your debit or credit card www.hackneyhomes.org.uk

By post - Make the cheque payable to "London Borough of Hackney" and make sure you write your rent account number, your name and address on the back of the cheque. Post the cheque to: Town Hall Cash Office, Mare Street London E8 1EA

Direct Deduction from your wages or Social Security Benefits - Please speak to your Housing Manager for more information



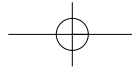
Tenants arrears success

Hackney Homes is capturing more rental payments and decreasing the amount of arrears owed. This allows more money to be spent on repairs and maintenance.

- The total arrears owed to Hackney Homes has significantly decreased since

last year and continues to be reduced.

- Average arrears per tenant has fallen.
- There are now better measures in place in the neighbourhoods to alert tenants to their arrears, including rectification notices and targeted letters.



Hackney Homes News

Energy efficient homes for Woodberry Down

The homes that will be built on Woodberry Down will be sustainable and energy efficient and will be built to high quality design specifications.

All homes will meet the minimum EcoHomes 'Very Good' rating and a series of neighbourhood energy centres are being incorporated, together with combined heat and power plant delivering local heating and contributing to local power provision.

Further proposals will include the provision of sustainable energy by way of wind, solar and biomass.

These environmentally friendly measures have been developed by the Woodberry Down Masterplan Team who are overseeing the project and ensuring that every aspect of the development represents best practice.

The Masterplan Team includes architects, urban designers, building economists, environmental specialists, town planners and engineers.

This Project Team are nearing the completion of the Masterplan which is due to be submitted in September. The project offers a unique opportunity to renew a deprived area into a vibrant new neighbourhood that will become



Artist's impression of Woodberry Down

a total living environment where people will want to live, work and learn.

The team is interested in more than just new buildings and is looking to cater to the needs of the future

population of Woodberry Down. Equally important as the physical rebuild, is the socio-economic renewal which has been carefully planned over the last eight months.

External improvements for Decent Homes

Hundreds of homes are getting new windows and roofs as Hackney's Decent Homes programme powers into action.

Right now, Hackney Homes is at work doing external improvements on 29 blocks on estates across the borough.

All this work on windows and roofs is one of the reasons why there is so much scaffolding up in Hackney at the moment.

The Decent Homes standard means that every home must be warm and weather tight, with reasonably modern kitchens and bathrooms.

And Hackney Homes is already slightly ahead of target. Our target had been to get nearly four out of ten homes decent by the beginning of April. But nearly five out of ten Hackney Homes properties are already decent.

We've also been busy installing new kitchens and bathrooms. In April,



Inspecting new roofing at the Mapledene Estate in Queensbridge

May and June we brought 244 homes up to the Decent Homes standard internally. As well as

kitchens and bathrooms, we installed new central heating in 20 homes. On top of all this, nine homes were adapted for easier use by people with a disability.

If your home is due to get Decent Homes improvements in the near future, you will get a letter from us to arrange for surveyors to call and check your home – we only put in new kitchens and bathrooms where necessary, so we need to check every home before we start work.

They have timetables showing what work is due to be done over the next few months in your area.

You can also find out if your home is due for Decent Homes work over the next few months by checking the work timetables on our website. Visit www.hackneyhomes.org.uk and see the Decent Homes page for further details.

Choice Based Lettings

Hackney Council is the latest London borough to change the way it manages its housing lettings in response to government policy.



Due to launch in September, it has opted for a choice based lettings scheme called Hackney Choice which gives tenants more choice and control over where they live.

The five priority bands will remain the same. Priority will still be given for the same reasons, and each priority band will be in date order. Successful bidders will continue to be those with the most priority and oldest date in that band. There are a number of ways Hackney Homes residents can apply for a home or get a new property.

Under the new scheme, Hackney Council will advertise all its vacant homes, as well as those from housing associations, every Friday in a free magazine, dedicated website or through special kiosks.

Applicants will then have until midnight on Monday to bid for a maximum of two properties they're interested in. They'll be able to do this either on the website, the touch screen kiosks located around Hackney, a 24-hour multi lingual phone, text message or in person at council offices. Assistance will also be available in other languages and formats such as Braille or large print.

Winning bidders will then be invited to view the property. Details of all the winning bids will be published the following week.

Further information about Hackney Choice will be sent to all housing applicants before the scheme comes into effect. You can also contact 020 8356 2135 or email hackneychoice@hackney.gov.uk.

Hackney Borough wide Leaseholder and Freeholder Forum

The Forum's launch event held on the 1st July 2006 was a great success and was attended by over 1000 people. The purpose of the event was to raise awareness amongst leaseholders and freeholders of the Forum's existence, the services they provide and to sign new members.



Welcoming speeches were provided by the Chair of the Forum, Fred Filce, Steve Tucker, Chief Executive Hackney Homes, Deputy Mayor Councillor Jamie Carswell and Councillor Afolasade Bright. There were many information stalls, children's activities, music and barbeque. You can contact the Forum by emailing: leaseholderandfreeholderforum@googlemail.com

Leaseholder and Freeholder News

Joseph Court LVT

Hackney Homes is pleased to inform you of the successful outcome of the recent Landlord Valuation Tribunal (LVT) case with Joseph Court Leaseholders.

The LVT rejected leaseholders' arguments that Hackney Council had neglected Joseph Court over a number of years resulting in higher major works charges, and decided that leaseholders are liable to pay for the cost of refurbishment works, except for the cost of patio doors, and that Hackney Council is entitled to add the cost of preparing for and appearing at the hearing to the leaseholder's service charges.

Service Charge and Major Works Accounts

Leaseholders and Freeholders should not let arrears build up on your service charge or major works account. If you are experiencing problems paying your service charges or major works call our Recovery Team on 0208 356 2299.

Data Protection

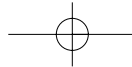
You should have received a letter regarding the Data Protection Act and membership of representative groups. This letter is seeking your permission to release your names and addresses to these groups so they can contact you direct when writing about membership information, issuing newsletters or issuing invites to meetings. If you agree please complete the form provided with the letter.

Service Delivery

There are many improvements being implemented to improve delivery of services to leaseholders and freeholders including the merger of the major works and service charge recovery teams within Leasehold and Income Services.

Extended Opening Hours

Remember Leasehold and Income Services remain open until 7.30pm on the second and last Wednesday of every month. You can call in to the office at 298 Mare Street, Hackney, E8 1HE or contact us by phone on 0208 356 2100.



Hackney Homes News

North East Neighbourhood Wardens Awarded

The North East Neighbourhood Wardens Team has received the first Hackney Homes Team Award for their outstanding customer service and commitment to the community.

Chief Executive Steve Tucker said that Hackney Homes has many highly dedicated and talented staff and that it was difficult to select the winners.



“The team has already won the Warden of the Year Awards, but we were most impressed by their day to day presence which is appreciated by residents.”

Jim Yeend, Head of the North East Neighbourhood Wardens Team said: “The team walk Hackney’s streets late at night, through all weathers, going into situations where even the police would hesitate. It’s good that they have been recognised for their hard work and for their dedication. I’m very proud.”

The Northeast Neighbourhood Wardens do not have police authority (powers of arrest, licence to carry weapons, etc.) or police protection. They work alongside the community, by means of youth inclusion projects, with the aim of encouraging neighbourhood involvement, to deter anti-social behaviour amongst youths and other locals.

The Hackney Homes Team Awards are held quarterly.

Community Youth Champion

A Hackney teenager has received an award for her efforts in establishing a youth club on the Landfield Estate as part of the Hackney Youth Awards 2006.

Chanel Browne (pictured) helped create the youth club and was pivotal in establishing partnerships with the Tenant Resident Association (TRA), the police and the anti-social behaviour (ASB) intervention and support team.

The estate had been experiencing problems associated with young people on the estate hanging around with nothing to do. The youth club met twice a week and organised trips, giving young people on the estate something to do.

CityZEN, a Hackney-based award winning youth empowerment group, ran the club in partnership with the young people the TRA and the ASB team for four months at the start of the year, with funding from the ASB intervention and support team and additional financial support from the TRA.

When funding ran out, a youth committee formed to work with CityZEN to apply for further funding. They have recently received a £1000 grant from Save the Children as part of their Help Yourselves initiative



(sponsored by British Gas).

According to Steve Curtis from CityZEN, finding long term funding is one of the major challenges for youth groups.

“The club has given the young people a real focus and somewhere to meet and socialise. We’re working with the young people to ensure the club stays open and can find longer term funding.”

For more information about this project, please contact CityZEN on 020 8986 3882.

Working more closely with social services

You told us that we weren’t working closely enough with social services and that this lack of collaboration was a weakness of Hackney Homes.

We have listened to your feedback and have been working hard to fix this problem. Social services (now Hackney Community Services and Hackney Children’s and Young People’s Services) provide a range of services for older people, adults with disabilities, learning difficulties and illnesses as well as services for children in need of protection.

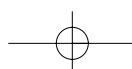
Susmita Noonan of Hackney Homes said many residents needed social services support.

“We have been working with social services to ensure our staff



understand the services available and to make sure we have systems in place to communicate with them often.”

“Our aim is to make sure that we make it as easy as possible for tenants who need help to access social services. As their housing provider we should be able to help.”



Ten questions with Erdal Doganguzel

Hackney Homes recently interviewed Erdal Doganguzel to find out more about the Turkish Forum. Erdal is the Chair of the Turkish Forum and is Head of Education at the Suleymaniye School and Mosque.



Q: How long ago was the Turkish Forum established?

A: It was established in February this year and we have monthly meetings.

Q: Why was the forum established?

A: Our major reason for setting up the forum was to create good links between the Turkish community and Hackney Homes. We also believe there are many people in the community that need help to learn more about housing in their local area.

Q: What is the most common barrier to housing information for the Turkish community?

A: Language is the biggest problem, with many people unable to speak and/or read English. Sometimes residents will receive letters and they can't understand them and are not sure where to get help. We've found that the elderly and those with disabilities in our community find it most difficult to access services.

Q: How does the Turkish Forum help your community?

A: To begin with we are making sure that we work closely with Hackney Homes so that the needs of our community are taken into account. But we also find that we are giving people in our community advice on housing, helping them arrange repairs if they can't speak English and explaining the

services they can access. We have surgeries and invite Hackney Homes staff to come along to talk about repairs, Right to Buy, housing benefits etc.

Q: What is Hackney Homes doing well?

A: I have seen a great improvement in services over the years, especially with Estate cleaning where you have a caretaker on the estate. The bins are collected 2 to 3 times a week. The Decent Homes work is also going well and many residents are getting much needed kitchens and bathrooms. I also think that being an ALMO will make a difference. This same management structure has worked well in many other areas.

Q: What could be improved?

A: The condition of some homes remains poor, although we hope the Decent Homes programme will continue to improve this. There are some problems with domestic violence and anti-social behaviour that need to be addressed. Parking and estate cleaning are other areas where improvements can be made.

Q: What do you enjoy most about living in Hackney?

A: I have lived in Hackney for seven years and I enjoy the multicultural nature of the area, including lots of Turkish people. Although there's a great mix

of people it has always been a disadvantaged area. Even my daughter who is in her second year of university notices people's perceptions when she says she lives in Hackney. But I think this is changing. Residents would previously leave Hackney if they earned enough money but now they are choosing to stay.

Q: What can be done to remove the stigma?

A: Although Hackney is close to the city, our transport links are poor, with no tube line and we've had many disadvantaged groups. We need to bring them into the system and make sure they are included. We have made improvements with housing and education but we still have a long way to go.

Q: How can Hackney Homes include more people?

A: Simple things like translating information and giving people details about how they can arrange repairs, pay their rent or report domestic violence make a big difference. Working with groups like ours who can reach the community is also important.

Q: How can people get in touch with the Turkish Forum?

A: They can phone Erdal on 020 7684 9900 or email erdaldoganguzel@yahoo.com

Service standards

Hackney Homes has just released its new service standards that set out what we promise to deliver to tenants and other customers.

We have spent many months developing the standards and have consulted with staff and tenants about them.

Our aim is to provide customers with a responsive and high quality service and these standards explain how we will do this. Some of the standards include:

- We will answer the phone within 5 rings
- When you visit our offices you will see a receptionist within 5 minutes and be interviewed within 15 minutes
- We will carry out normal repairs within 20 working days

- We will carry out urgent repairs within 5 working days
- We will carry out emergency repairs within 24 hours
- We will respond to your letter, fax or email within 10 working days
- We will answer complaints within 15 working days

The standards have been summarised in a leaflet which will soon be available at the Neighbourhood Housing Offices and from the website www.hackneyhomes.org.uk.

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)	0800 056 0905
or (between 9.30am – 5pm)	020 8356 4459

Last chance to enter

You could win a £250 voucher just by sending us a photo that shows what you enjoy about living in Hackney. The 'I love Hackney' photo competition closes on August 15th so get snapping. You can email your entries to housingeditor@hackneyhomes.org.uk or post them to Housing editor 4b Hillman St London E8 1DY. Don't forget to include your name, address, phone number, email address and a brief description of the photo.

Good luck!

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 interpréteurs 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 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

2006 Resident Survey

Hackney Homes conducts an annual survey to seek residents' views on a range of services. The survey is being conducted by MORI – the UK's foremost survey company – and we have randomly sent out more than 4000 surveys. If you receive a survey, please take the time to complete it.

Your answers are anonymous and everyone who submits their questionnaire will be entered into a draw for £100 cash prize.

MORI is running a freephone helpline 0800 731 8365 for individuals to ring if they have any questions about the survey or need any help.

www.hackneyhomes.org.uk

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