



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

July 2006

www.hackneyhomes.org.uk

Build a better Hackney

One person can make a big difference. Making a positive change to your estate is easier than you think. Sometimes it's just a phone call, text or e-mail away.

Hackney Homes is working hard to improve our customer services and standards and to offer you an excellent housing service. But we need your help to make our estates better places to live.

Over the next six weeks you may notice posters around your estate and advertising on bus backs. The message is simple – you can make a real difference and it's not hard to get involved.

It just takes one...

- **Phone call to make our community safer**

Call Crackdown freephone on 0208 356 3333 to close a crack den on your estate.

- **Text to clean up an estate eyesore**

Text the name of the eyesore and a photo of it to 0773 854 4872 and check progress on putting it right on the website www.hackneyhomes.org.uk

- **Email to tell us how we're performing**

Email us at feedback@hackneyhomes.org.uk and tell us how you think we're doing

With your help we can build a better Hackney.

It just takes one...

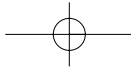
phone call to make our community safer
Call Crackdown on 020 8356 3333 to close a crack den on your estate

e-mail to tell us how we are doing
feedback@hackneyhomes.org.uk

text to clean up an estate eyesore
Text name & picture of what you want repaired or cleaned to 077385 44872 and check progress at www.hackneyhomes.org.uk

With your help we can build a better Hackney

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Hackney Homes News

News in brief

Apprenticeships on offer

Hackney Homes are offering a number of apprenticeship places in both electrical and carpentry trades. If you are 16-18 years old and are interested in applying please telephone 020 8356 6935 for an information pack and application form. The deadline for applications is Friday 14th July 2006 at 5.00pm.

Free fun day for Hackney Leaseholders and Freeholders

The Hackney Borough wide Leaseholder and Freeholder Forum are holding their launch event on Saturday 1st July 2006 from 1pm – 4pm at Hackney Town Hall Square.

The event is an opportunity for all current and potential leaseholders and freeholders in the borough to be introduced to the forum and to become



members. The forum are an independent group and has been formed to listen to and represent leaseholders and freeholders on issues that will affect them, while working in partnership with Hackney Homes and Hackney Council. There will be fun activities, music, free food and refreshments and competitions on the day along with information stalls and a series of short talks from Deputy Mayor Jamie Carswell, Steve Tucker and the forum chair Fred Filce.

Mind the scaffolding

As the holidays approach we like to focus on the need to make children and parents aware of the risks of playing on construction sites.

Construction sites can seem tempting to children. So please help us avoid accidents to children:

- Keep your children away from work areas.
- Never let children climb scaffolding or play under it.
- If they could access scaffolding from inside your home, keep doors and windows that would allow this access locked.
- Don't let children play with builders' tools or materials or climb on builders' vehicles.

- When builders are working in your home, don't leave children under 16 unsupervised.

And remember that adults and guests to your home always need to be careful when work is taking place.

Join our focus group

- Are you a Hackney Homes' resident?
- Would you like to earn some cash?
- Can you spare an hour?
- Would you like to take part in a customer service focus group?

We are looking for Hackney Homes' residents to take part in focus groups. We need people who are up to date with their rent, including teenagers over the age of 16. To help ensure the groups are representative, it would be useful if you could indicate your gender, age and ethnicity.

You can either email us or send us your details by post. We need your name, address, postcode, daytime phone number, mobile number, gender, age and ethnicity. Please email tracey.dunn@hackneyhomes.org.uk with these details to register your interest or call **020 8356 2066** or freepost it to:

**HACKNEY HOMES CONSULTATION
FREEPOST, RLTS-GHGU-UUTR
72 WILTON WAY, HACKNEY E8 1BJ**

Responsive repairs

Our responsive repairs team deals with over 60,000 repair requests every year. Our skilled team cover a wide range of services including carpentry, heating, plumbing, electrical, painting and plastering.

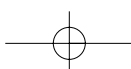
Customer satisfaction is central to our service provision. Residents should expect and will receive quality services.

Each month we call a number of tenants to check if their repairs have been done to their satisfaction. If you get a call from our team we'll ask you about the service provided by the tradesperson, if they arrived on time, the quality of the work and if they were polite and helpful. You can report a repair by phoning the Repairs Contact Centre on 0208 356 3691 or you can report a repair online at www.hackneyhomes.org.uk



Useful Contacts

Neighbourhood/Management	
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



New kitchens installed

Hackney's Decent Homes programme is well underway and has now brought improvements to thousands of homes across the borough.

In April and May alone, 184 homes were given brand new kitchens.

And this was on top of scores of new windows and 145 central heating systems.

The Decent Homes programme mission is to bring every Hackney Homes property up to a decent standard.

This means making every flat and house warm and weather tight by 2010. It also means giving you a new kitchen and bathroom if your existing ones are too old or in poor condition.

You may have already been visited by one of our Decent Homes teams – they are working all over Hackney. But with so many homes to improve, it will take until 2010 to do it all.

That's why we have five building companies working with us, each working in a different neighbourhood.

You will hear from us before one of our Decent Homes teams comes to your estate or street but if you want



One of the Decent Homes team puts the finishing touches to a kitchen on the Suffolk Estate, Queensbridge. This was one of 184 kitchens installed as part of Hackney's Decent Homes programme in April and May this year.

to know more about our Decent Homes project now, your neighbourhood housing office has a list of the next homes due to receive work.

i Information

You can also get general information by phoning 0208 356 3691.

Woodberry Down focus on **resident consultation**

The future is bright as the Woodberry Down Consultation Team gear up for a busy summer. The team has already coordinated a successful masterplan roadshow, resident site visits and community fun day.

Since January 2005 the Woodberry Down Consultation Team has been informing and involving residents and

stakeholders in one of the largest regeneration projects in Europe.

The team worked with developer Berkeley Homes, who have been selected to develop our Phase One Kick Start sites, to conduct a series of resident site visits in April and May.

The purpose of the site visits was to eliminate resident fears of high density

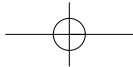
development and to showcase the quality of a Berkeley development.

Residents were shown a mix of housing options from social, shared ownership and private housing in four different developments across London. Residents were also given the opportunity to give feedback on aspects of the development they viewed, and a report will be published.

The Woodberry Down Community School were represented by their school council on the site visit to Aragon Tower. This proved an exciting day out for the children as they were exposed to views across London.

Additional consultation activities include monthly newsletters, roadshows, door-to-door contact, focus groups, outreach programmes and workshops. The team focuses on developing personal relationships with residents and community groups and prides itself on going door-to-door to deliver information.





Hackney Homes News



Be Sun Smart

Summer is here and it's only natural that after months of cold and gloomy weather people want to be outdoors enjoying the sunshine.

Although the UK's summers are not as hot as many other European countries, every year more than 70,000 people are diagnosed with skin cancer and more than 2,000 people die from it each year.

In fact there are more skin cancer deaths in the UK than in Australia where temperatures are much hotter.

Being sun smart will help you avoid painful burning this year and potentially fatal consequences in the future.

A few simple tips will help you avoid sun damage and be Sun Smart:

- Spend time in the shade between 11 and 3
- Make sure you never burn
- Aim to cover up with a t-shirt, hat and sunglasses
- Remember to take extra care with children
- Then use factor 15+ sunscreen

If you are worried about moles or unusual marks on your skin make sure you visit your doctor.

i Information

You can also find more information about skin cancer and tips for looking after your skin at www.cancerresearchuk.org/sunsmart/

Don't just watch the football



The World Cup has everyone excited by football. Hackney Homes is getting in on the act with its very own football tournament.

This summer we will launch Kickz (Goals through football) a project designed and chosen by young people involving thirteen professional football clubs in London.

The scheme is run by the Metropolitan Police, the Football Association, the FA Premier League and the Football League and it will be targeted on estates where there are

high levels of crime or anti-social behaviour. In Hackney the scheme will take football onto a few chosen estates and coaches from the local professional football club will provide training sessions. These sessions will include coaching and competition and will be tailor made for each estate.

We will provide more information about how to get involved in future editions of Hackney Homes News.

Below: Hackney Homes, Hackney Council and social housing provider Connaught recently sponsored an afternoon of community football. More than 100 local young people competed at the Millfield Recreational Ground in mid-June.



Did you know?

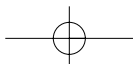
Full board meetings for Hackney Homes are open to all tenants and leaseholders across the borough.

Hackney Homes Board welcomes residents to its meetings and you can find out more about our meetings, and even get your own copies of board papers by going to our new website at www.hackneyhomes.org.uk.

Residents who wish to attend Hackney Homes Board meetings are normally observers. However, you can ask questions, or inform the Board about particular issues by submitting a question to the Governance Team at least 5 days in advance of the meeting. You can email the team

governance.team@hackneyhomes.org.uk or post your question to: Governance Team, Hackney Homes Ltd, 2 Hillman St, London, E8 1DY

Our next meeting is on July 31st at 6:30pm at Trowbridge Senior Citizen Club in Homerton.



Estate Walkabout with Chief Executive Steve Tucker



Hackney Homes is determined to ensure that estates and communal areas around homes are maintained in good condition.

We have made improvements in the estate environment and new facilities for residents including:

- New and replacement door entry security systems
- New and refurbished children's play areas and ball parks which won a gold award from the Royal Society for the Prevention of Accidents
- Enhanced estate lighting and systematic planned maintenance of estate drainage
- Introduction of barrier gates and parking schemes

To monitor the condition of our estates Housing Managers regularly have Estate Walkabouts with Resident Representatives. I recently joined a Walkabout on three of our estates, with the Vice-Chair of Hackney Homes, Audrey Villas, to see the work firsthand.

Alan Coombs and Zena Goss of the Regents Estate in Queensbridge Ward, showed us round the estate. They pointed out a couple of properties

including an overgrown garden that had become an eyesore; and a flat where the tenant clearly needed help and support to keep the property in a reasonable condition. In these cases there is often a need for Social Services' support and Hackney Homes has developed a new arrangement for bringing this in.

Our report on this went straight to the Neighbourhood Office at Queensbridge and De Beauvoir so they can follow up and solve the problems we uncovered.

Nicos Nahlis kindly showed us around the Milton Gardens Estate where we met a number of residents who wanted more information on when their kitchens and bathrooms would be renewed through the Decent Homes programme. Our website currently contains details of the early years' programme for Decent Homes and focusses on external works and kitchen and bathroom installations. Each year's programme is approved by residents at the Neighbourhood Investment Board (NIB) where we aim to publish a 4-year programme of Decent

Homes and maintenance work so that each resident can see where their block or home fits in the programme.

Finally, we visited Yoakley Road Estate, which has recently benefited from new windows and roofs through the Decent Homes programme. We were accompanied by Resident Representative Arthur Goodwin who praised the standard of cleaning and grounds maintenance. He highlighted a few issues such as cleaning of communal windows and cracks in walls that need to be repaired. All estates should have their windows to communal areas cleaned on a regular basis so we will make sure that this is done.

A series of walkabouts for Board members and senior managers have been planned over the next few months in all five neighbourhoods and I look forward to meeting you at these.

Steven Tucker
Chief Executive

Leaseholders and Freeholders News

Major Works

Our draft major works handbook was issued to leasehold representatives from three recognised leaseholder and freeholder representative groups in the Borough. Once we receive their feedback, this handbook will be sent to all our customers in late summer. The handbook also contains details about interim billing which allows leaseholders to pay monthly charges as the works take place to your block or estate.

Income Statements

In response to your requests we have arranged for our newly formatted income statements to be issued. This was approved by leasehold representatives who stated our original statements were too long, but customers still want to check that their payments have been

recorded correctly. These will be issued quarterly, and leaseholders in North East will be receiving first quarter statements for 2006/07 in July.

Your feedback

We actively encourage leasehold opinion and are committed to tailoring our service to meet your needs.

During the summer we will be sending out a second Leasehold and Freehold Newsletter. You were positive about our first newsletter and if you have any suggestions please email them all to us (details below).

Repairs Information

In a further improvement to our service charge accounts, details of 2005/06 communal repairs are being held at neighbourhood offices so that

leaseholders can review these with neighbourhood staff. We believe this promotes transparency and allows leaseholders to check the validity of day to day repairs.

Extended Opening Hours

Remember that our service is now open until 7.30pm on the last Wednesday of every month. You can call in to the office at 298 Mare Street Hackney or contact us by phone on **020 8356 2100**.

Information

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

A day in the life of...

Keith Veness

It's not only because Keith has worked for Hackney Council and now Hackney Homes for 26 years, it's also his manner. He doesn't mince his words or sugar coat the truth.

It is this mix of strength, honesty and non-judgmental approach that has seen Keith successfully tackle crime and anti-social behaviour in the borough.

An officer with the Estate Safety Team, Keith has seen many changes, and he says most are positive.

"The safety of our estates has improved a hundred times in the past decade," Keith said.

"Fifteen years ago we had a major problem with squatting, with 4,000 properties being squatted and the Council lacking control over their housing stock."

Keith was part of the team that spent months finding the properties, removing the squatters and returning the properties to the Council.

"It was a successful project and for the first time our officers started working with the police at the grassroots level."

This cooperation with the police has gone from strength to strength with the Estate Safety Team now meeting the local Police weekly to exchange

information and coordinate action. The team also works in partnership with many other law enforcement agencies.

The role of the Estate Safety Team is to combat crime and enhance community safety. The team deal with tenancy fraud, drug related crime, prostitution, gang crime and pirate radio operators.

Keith says that his job is made easier by the support of local residents.

"Hackney people have really supported our work and want to live in safer neighbourhoods. I think our work has changed many people's lives and residents are often relieved when action is taken against anti-social or illegal behaviour."

Keith says improvements to estates have also helped and cites Nightingale as an example of how more space, light and green areas can make a place both safer and more attractive.

The team has been successful in many ways, including shutting down a record number of crack houses and targeting pirate radio operators.



Keith says although it is not an easy job and definitely not a 9 to 5 job, it is rewarding.

"Some of the cases we deal with can be quite sad and difficult. You learn very quickly that people are not simply good or evil and most cases are complex."

"While we have a zero tolerance policy and will take action against people not doing the right thing, we often have to ensure people get help as well. There is nothing more rewarding in our jobs than seeing people whose lives have been ruined by drug addiction get clean and turn things around."

Nightingale Luncheon Club

For £2.70 you'd be lucky to buy a sandwich and can of drink for lunch. But at the Nightingale Luncheon Club this same amount gets you a generous cooked lunch, dessert, juice and tea.

For no extra charge you'll find a warm and welcoming atmosphere, music and the happy chatting of the 'regulars'.

Noreen Keirney has run the luncheon club for the past five years. From Monday to Friday she volunteers her time, working from 8am to 2pm to provide the hot lunches.

"We cater for about 20 people each day and serve up hearty and fresh meals. Every day is something different and we do our best to make sure we look after people."

Although the majority of Noreen's

regulars are elderly residents of the Nightingale Estate, Noreen says the club is open to everyone.



Maise and Tina enjoy lunch

"Anyone who'd like to join us for lunch is welcome. Certainly it's great for our elderly residents because they don't have to worry about cooking, the meals

are large and healthy and it's a great social network as well."

Noreen says they've created a casual and homely environment.

"We don't mind if people come here five days a week or just once a while."

Noreen also coordinates three summer trips to the beach, with residents set to travel to Clacton, Eastbourne and Southend this year.

But it is the weekly bingo that is most popular, with residents flocking to Monday night (8-10pm) and Wednesday afternoon (2-4pm) games.

The Nightingale Luncheon Club is located at Olympus Square in the Nightingale Estate and is housed in a colourful bright blue building. Lunch is served at midday from Monday to Friday.

Focus on **quality** services

Hackney Homes is focused on improving the quality of all its services for residents. We measure our performance for things like rent collection, empty property re-letting, repairs appointments and customer satisfaction.

While we have demonstrated significant improvement in our performance for the past four years, we want to keep on improving. For this reason we are currently applying for Charter Mark – a government standard that helps organisations to improve and implement good practice in delivering customer service.

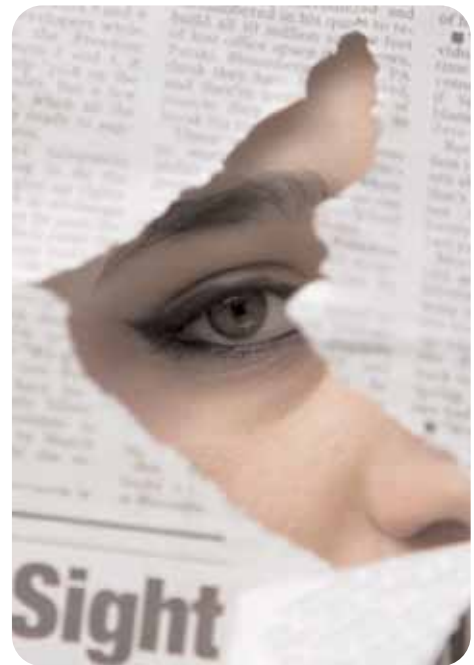
The independent assessment process to gain Charter Mark is rigorous and all of our customer services staff will be involved. In the lead up to our final assessment in mid-September all of our reception staff will be attending customer service training.

Feedback we have received from tenant surveys, inspections and

mystery shopping shows that we are friendly and motivated to do a good job but cannot always help customers with the services they needed.

Charter Mark is important because it means looking in detail at a long list of criteria including setting standards, how we engage with you, continuously improving our service and using our resources effectively.

And in other performance news, our team that oversees the management of our Neighbourhood offices has been recommended for ISO quality assurance accreditation. This is also an international standard for quality management that involves third party assessors to check that standards are maintained.



Roving reporters read on

Do you enjoy a good headline? Do you know what's happening around your neighbourhood? Do you like to read or write?

If the answer to any of these questions is yes, then you might be interested in becoming a Hackney Homes roving reporter.

We're looking for a group of news hounds to help us out. We want Hackney Homes News to be interesting, useful and contain lots of local stories.

Our roving reporters will meet quarterly to give us feedback about previous editions of Hackney Homes News and to assist us with story ideas for upcoming editions.

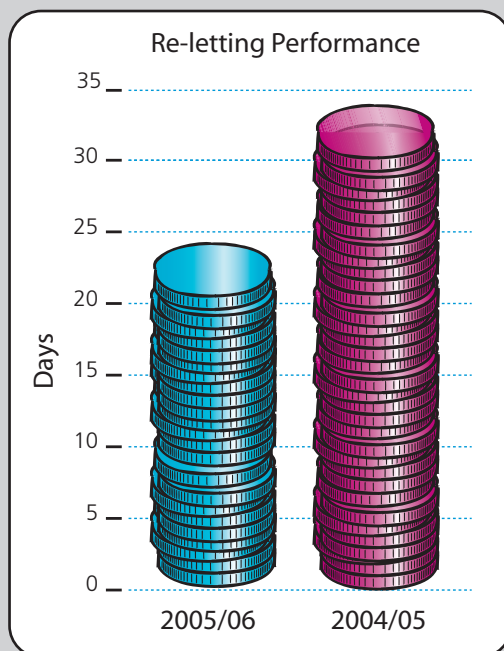
And, if you're keen to have a go, we'll help you write your own article and publish it in Hackney Homes News. It could be a great addition to your CV or the start of a new career!

If you think you have what it takes, send us an email housingeditor@Hackneyhomes.org.uk and tell us in 100 words or less why you'd like to be one of our roving reporters. Don't forget to tell us your name, where you live, a little about yourself and a phone number so we can contact you.

Faster re-letting

Hackney Homes empty properties are now re-let 75% faster than other Local Authorities:

- The average re-let time has decreased from 34 to 24 days.
- Our Decent Homes regeneration programme is significantly reducing the number of properties lacking basic amenities and many now have new kitchens and bathrooms
- Rent loss on properties which are empty is now reducing as these homes are brought back into use.



Picture this competition

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 Hackney Homes' 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 the winner in each category will win a £250 voucher from Tesco, Comet or Ikea.

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

The deadline for entries is August 15th 2006.
Send entries with the below entry form to:

Housing editor

Hackney Homes, 4 Hillman St, London E8 1DY

Or email: housingeditor@hackneyhomes.org.uk
(digital photos are accepted)

You can view the entries on www.hackneyhomes.org.uk

NAME: _____

DATE OF BIRTH: _____

ADDRESS: _____

TELEPHONE: _____

MOBILE: _____

EMAIL: _____

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 permission to do so in which case your record will be deleted.

www.hackneyhomes.org.uk

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Registered Office: Christopher Addison House, 72 Wilton Way, London E8 1BJ
Hackney Homes Limited is a company controlled by the London Borough of Hackney

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 olabilirler. 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 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


HackneyHomes
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