

Neighbourhood Management Charge

The Neighbourhood Management first appeared on service charge bills for 06/07.

The LVT (Leasehold Valuation Tribunal) had upheld the legal right of Hackney Homes to add the charge to the bills.

It was agreed in negotiations with Hackney Homes that the charge should be capped for two years, with an inflationary increase for the second year. So for 06/07 it was £87.00, while in 07/08 it was £90.22 (£87.00 + inflation). Further assurances have been received that this policy will be recommended to the board of Hackney Homes for 08/09 and the charge continue to be kept under annual review after that.

The Forum has taken part, and will continue to take part, in all these negotiations.

The Charge is made up of the following services:

- Setting up and administering the Neighbourhood Office
- Providing advice on leasehold matters
- Dealing with anti-social behaviour
- Dealing with harassment, nuisance and neighbour disputes
- Dealing with consent for alteration of property
- Conducting regular estate walkabouts.

If you feel you are not getting value for money, you need to gather evidence to prove this. The best way is by keeping a written log or taking pictures.

If the cleaning is not being done on a regular basis, take pictures. Report to your neighbourhood office that you are not satisfied with the quality and standard of the cleaning. Record the name of the person you spoke to, as well as the date and time of the report.

There are monthly inspections on your estate (walkabouts). You can request the dates for the year from your neighbourhood office now and attend. If you are unable to do so, you can give them a list of issues you would like them to address during the inspection. If you have a TRA (Tenants & Residents Association), you can also raise these issues at quarterly open meetings.

You can also request the report written about each walkabout. Go through it and make a note if the same issues seem to be raised continuously. If the same issues do come up time and time again, question why the issues are not being resolved. Again, attendance at your TRA is a useful way to ensure this.

If you call the neighbourhood office with a query and they are not able to help you or if you are dissatisfied with the response, make a note of the person, date and time.

The most important thing is to gather evidence of everything that happens.