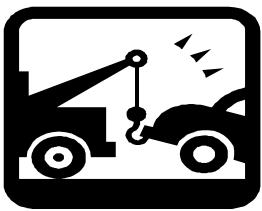


In the past year NELA has been working towards achieving several goals from issues raised by Leaseholders in the North East



Accounts Online.....

Following suggestions from leaseholders at our general meetings Hackney Homes have finally set up an online service that allows leaseholders to view details of their accounts and a breakdown of jobs charged to them in their service charge. To receive a password that will allow you access to the service please contact Leasehold & RTB Customer Services on 020 8356 2100 or follow the instructions on their website.



Parking Permits.....

Leaseholders who for one reason or the other may be in arrears on their Service Charges but have a payment agreement with Hackney Homes can now get parking permits from the Neighbourhood Office. This follows discussions NELA had with the Hackney Homes after concerns were raised by several Leaseholders.



Job Ticket Procedure....

Hackney Homes set up a pilot procedure to allow Leaseholders to check jobs due to be charged to their individual properties, block and estates before these are produced in the final Actual Service Charge Accounts.

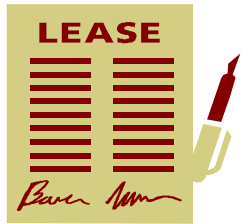
This procedure though in place now has still not been correctly implemented by Hackney Homes and it appears that until the new computer system is up and running toward the end of the year, it is unlikely to happen. In the meantime we encourage all Leaseholders to scrutinise their service charge breakdowns and to report errors either to Leasehold & RTB Customer Services on 020 8356 2100 or to Catherine Marie, Leasehold Officer on 020 8356 6539.



Delay in Refunds.....

NELA has raised Leaseholders concerns as to the delay in receiving refunds for errors in service charges.

If your account is in credit please contact LRTBS Customer Services Team on 020 8356 2100 and they will be happy to advise you on the procedures for claiming a refund.



Simple Leases

Following requests from Leaseholders in the North East, Hackney Homes, is now in the final stages of producing leases in simple easy to read language. We have been informed that this is the final stages of production and should be available soon.



Repairs for Leaseholders.....

NELA requested Hackney Homes to explore the possibility of Leaseholders being able to request the council to carry out repairs to their individual properties and then recharging for the service. This is currently at an advanced stage of discussion – more details to follow.



Hackney Homes Dispute Resolution Service.....

This option is available at a fee to leaseholders who wish to seek arbitration when trying to resolve any issue between them and Hackney Homes. However, decisions from this are not binding and the Leasehold Valuation Tribunal can be used if necessary.



Guest Speakers.....

NELA has had a variety of speakers at their general meetings to give leaseholders an opportunity to understand the various aspects of different departments and other areas of interests. So far we have had Speakers from; Estate Management; Repairs Call Center; Cleaning (Environmental Services); LEASE Advisory service officers amongst others. All meetings are held at 7.00pm at Joseph Court Community Hall, Amhurst Park, London N16 5AJ. It will be nice to see you at the meetings – the dates are shown below – make a note in your diary:-

- 10 February 2009
- 09 June 2009
- 20 October 2009

Minutes of the General Meetings can also be found on the NELA website at www.hackneyhomes.org.uk under the heading 'Leaseholders'.



Need help or advice then make contact with

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