

Media release

14 November 2008

Outreach surgeries... making reporting a repair easier

If you are a Hackney Homes tenant, reporting a repair does not have to be stressful. Whether it is a communal repair on your estate or a fault inside your home, the Housing Contact Centre is open 24 hours a day, 7 days a week and can be reached on **020 8356 3691**. You can also email the Contact Centre at RepairsRCC@hackneyhomes.org.uk

If you'd prefer to speak to someone face-to-face about your repair, why not come along to an upcoming housing repairs surgery on your estate? Hackney Homes runs repairs surgeries across the borough, where residents can talk to a member of staff face to face, explain exactly what the repair is and find out when someone will come to sort it out for you.

Report, advise, inform

There are currently 27 repairs surgeries run monthly providing residents with the opportunity to discuss a fault with repairs staff face-to-face. The surgeries take place in venues that are accessible to most residents including community halls, neighbourhood centres and senior citizens clubs.

Maggie Worster, resident and Vice-Chair of Colville Estate TRA in Shoreditch recently attended a repairs surgery in the Community Hall on her estate and said that repairs surgeries are making a real difference to residents.

"The repairs surgeries make it easier to report repairs direct to Hackney Homes. Many of my neighbours have mentioned to me that they like the personal, face-to-face customer service you get when you go along to a surgery," Maggie said.

Find a full list of Hackney Homes housing repairs surgeries at www.hackneyhomes.org.uk

If you think that you could benefit from a repairs surgery in your area or if you'd like to find out more, call the Housing Contact Centre on **020 8356 3691** or email RepairsRCC@hackneyhomes.org.uk

Ends

Press queries to Susan Walsh on 0208 356 3528 or email susan.walsh@hackneyhomes.org.uk

Notes to Editors

- Pictures from repairs surgeries are available upon request
- Hackney Homes is an Arms Length Management Organisation (ALMO) launched in April 2006 to manage the Council's social housing stock. Hackney Homes is led by a board which includes residents, councillors and independent representatives and is responsible for managing 22,000 tenanted properties and 8,000 leasehold properties in the borough. For further information visit www.hackneyhomes.org.uk
- Tenants' and Residents' Associations (TRAs) are set up and run by residents living in Hackney Homes properties. They work to improve the social, physical and environmental conditions in their area. TRA Committee members are elected by residents in the local area.