



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

February 2007

www.hackneyhomes.org.uk

We're improving and you're noticing

The results of the latest Hackney Homes Resident Survey have revealed our residents are much happier with the service we provide, with overall resident satisfaction jumping almost 10% on last year's findings.

Residents are more satisfied with opportunities for involvement, our repairs and maintenance service, value for money, information and communication and quality of life.

Hackney Homes' Chief Executive Steve Tucker thanked residents for their support and said the improved satisfaction had come about by working in partnership with residents.

"Through getting involved in tenants' and residents' associations (TRAs), reader panels, mystery shopper programmes, forums and consultations, residents are helping us improve our services," Steve said.

Since Hackney Homes launched the Tenant Participation Compact early last year, resident involvement has grown from 6% to an impressive 30.7%.

Tenant satisfaction with repairs and maintenance has risen to 80%.

The survey also showed that 58.3% of residents regard their rent payments as value for money, up from 50% in 2004 when the question was last raised.

Residents expressed an encouraging response towards Hackney Homes' communication and information initiatives with 70% of respondents feeling they have been kept well-



The Kickz Football Programme is one of the new initiatives introduced by Hackney Homes providing young people a chance to learn from football experts

informed and up to date with the latest news around Hackney.

Tenants regard quality of life issues as paramount – identifying litter, drug dealing and vandalism as the three issues they want Hackney Homes to work on. We are tackling these issues through our review of cleaning and grounds maintenance, CrackDown (see page 7), removing offensive/ hate crime graffiti in three hours and bringing more garages back into use.

The Resident Survey results are also available at www.hackneyhomes.org.uk

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News In Brief

Hampers bring smiles to Hackney residents

The Planned Maintenance team, responsible for keeping estates at the Hackney Homes Decent Homes standard, recently put smiles on the faces of some Hackney pensioners when they visited the lucky winners of the hamper draw.

Presenting the hampers to the winners was Mary Brennan, Planned Maintenance Supervisor, who thanked them for their ongoing support throughout the year.

Working to ensure that all properties stay at the required Decent Homes standard, the Planned Maintenance Team rely on the support of all residents to ensure that the ongoing programme of work is carried out and within the right timescales.

Winners were: Miss Buckley (Anna Close), Mrs Halsey (Nisbet House) and Mrs Horscraft (Shannon Court).

For more information about planned maintenance to your home, search the online database at www.hackneyhomes.org.uk



From left: Mrs Horscraft is presented with her hamper by Planned Maintenance Supervisor, Mary Brennan.

New tenants and leaseholder handbooks issued

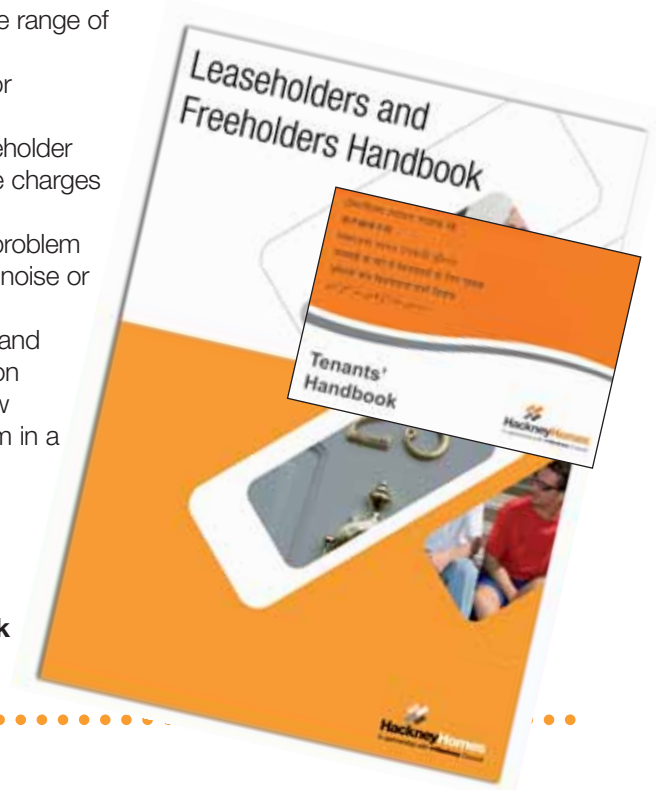
You should now have received your copy of the tenants or leaseholders handbook – a guide to your tenancy and the housing services Hackney Homes provides.

The handbooks include a wide range of information including:

- your rights as a tenant or leaseholder
- payment of rent or leaseholder major works and service charges
- ordering repairs
- what to do if there is a problem on your estate (such as noise or anti-social behaviour)
- moving to a new home and
- useful contact information

We hope you find these new handbooks useful – keep them in a safe place so you can refer to them when needed.

If you need a translation of the document, visit www.hackneyhomes.org.uk



Hackney's housing options day 28 March

It's that time of the year again.

Hackney Homes is organising a Housing Options event for all Hackney residents. It is taking place on Wednesday 28 March 2007 from 11am to 6pm at the Ocean, 270 Mare Street, E8 1HE.

The event aims to help residents explore all the different housing

options available to them.

A number of local housing providers will be available to give advice and information on various housing issues.

Residents will also have a chance to enter a prize draw to win either a £50 or £30 Marks and Spencer voucher.



Countdown to inspection

With the inspection just around the corner, we need your full support as we prepare to reach for 2 stars!

Hackney Homes is being inspected by the Audit Commission for a period of two weeks starting from 26 March. We are striving for a 2-star inspection rating which would mean an additional £225m in government funding to help deliver our Decent Homes programme up to 2010. It is a once in a lifetime chance to improve housing in Hackney.

You might be involved in the inspection

Residents play a crucial role in the inspection and the inspectors want to know about our service from your experience.

- Inspectors will visit some estates and will speak to residents during

these visits.

- Some residents will be randomly invited to join focus groups to share their experiences.
- Our resident Board members will meet the inspectors.
- The inspection team will visit the Neighbourhood Offices to meet residents and observe our staff.

The inspectors will be interested to find out residents views on the repairs and maintenance service, how clean the estates are, on customer service standards, the leasehold service, on how the estate is managed and the opportunities we provide for you to get involved.

The inspection will run from 26 March to 5 April. We should know the results in June.

Housing and Education advice day for Hackney residents

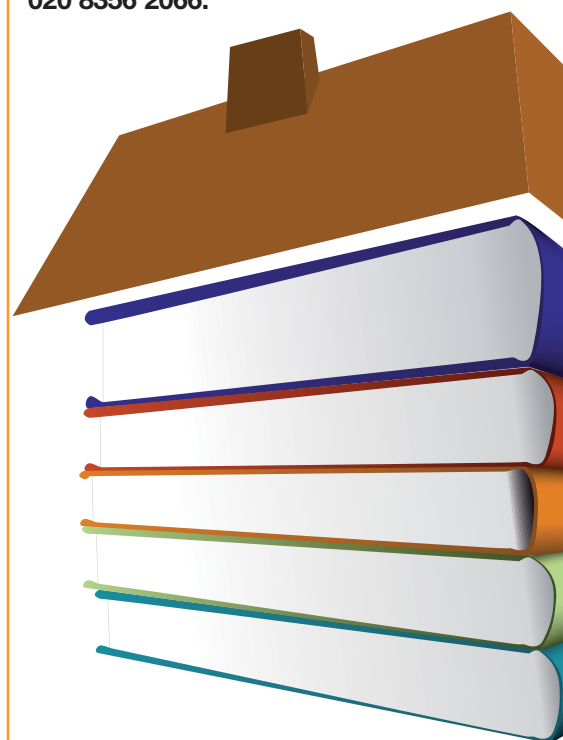
If English is your second language and you would like to find out more about accessing housing and education services in your local area, why not come along to Hackney's Housing and Education event.

Through a series of presentations, stalls and workshops, you can get advice and information on housing and homelessness and find out more about accessing education within the borough.

From how to apply for courses, employment and benefit schemes to applying for housing, the Housing and Education advice day is sure to meet your needs and answer your queries.

The information day will be held on Monday, 2 April from 10am – 4:30pm at the Hackney Community College Shoreditch campus and is open for all to attend. Refreshments will be provided and a creche will be open all day.

For more information, visit www.hackneyhomes.org.uk or contact Sevinc Aslan on 020 8356 5732 or Tracey Dunn on 020 8356 2066.



Building Decent Homes

By April this year, we will have spent £135m on Decent Homes works. A quick walk or drive around the borough shows just how much is happening, with scaffolding on many buildings and lots of work underway.

We've installed 8000 new windows, improved the exterior of our buildings and given hundreds of residents new kitchens and bathrooms.

But, there's still plenty to do. Our works programme runs until 2010, so your home and estate could be part of

the programme soon.

We're hoping to achieve a funding boost of £225m this year. We first need to prove to the Audit Commission that we are a 2-star housing authority. If we are successful, the money will be used to bring all homes up to the Decent Homes standard.

It's a huge opportunity to improve Hackney and with your help we believe we can make a difference.

To find when Decent Homes works are planned for your block visit www.hackneyhomes.org.uk

Before



After



Newcome House

Before



After



Napier Court

Before



After



Albion Grove

Decent Homes proves an innovative success

Hackney Homes' Decent Homes programme was recently acknowledged in the prestigious Regeneration Awards when awarded runner up in the Innovation of the Year category.

Organised by several leading UK trade magazines, the Regeneration Awards celebrate schemes, corporations and people who have helped breathe

new life into areas of the UK for local communities.

The innovative partnership scheme between Hackney Homes, a team of specialist repair contractors and BASF (material suppliers) utilises the opportunity for shared experiences, values and efficiencies.

Congratulations to the Decent Homes team!

Pay your rent to win £500... Do you qualify?

You must have a clear rent account balance as at 31 March 2007 to be entered into our prize draw.

Hackney Homes will give away one major prize of £500 and five runner up prizes of £100.

Make sure you don't miss out!

Have your say about resident participation



For the last six months Hackney Homes has been working with residents on reviewing our participation structure.

The review was in response to many residents telling us they were unhappy with the current structure and the Audit Commission telling us we need to provide better value for money and provide participation activities that are accessible to all, particularly younger people and black and minority ethnic residents.

During the review we carried out a benchmarking exercise to compare Hackney Homes with other housing authorities and we spoke to many residents through focus groups and a postal survey.

Some of the findings from the review are now being consulted upon in particular the options for how we can change the resident participation structure to better meet the needs of residents.

"The review found that we spend more on participation than other authorities and that we ask our

residents to come to too many meetings. We are committed to giving residents better value, fewer but more effective meetings and more varied and innovative ways to get involved," said Vince Waddams, Tenant Participation Manager.

The recommendations include: reducing the reliance on meeting based participation; freeing up officer resources to improve services; developing other methods for engaging residents; and encouraging participation from a wider selection of the community.

The options for improving the service are split into three categories:

- The top tier which covers Borough-wide involvement
- The middle tier which covers neighbourhood-wide involvement
- The lower tier which covers local and estate level involvement

And we need your help again to select the best option.

Papers detailing the options have been sent to all Panels and there will be consultation over the next three months which will include:

- Focus groups for Tenant Representative Associations and Estate Committees
- Focus groups for black and ethnic minority groups and with those groups who helped us with the review
- Open public meetings in each neighbourhood
- Survey included with this newsletter
- Survey on our website – www.hackneyhomes.org.uk

"We are committed to giving residents better value and more varied and innovative ways to get involved"

Vince said the consultation would lead to changes being made to the current programme.

"The findings of the review make it very clear that we need to make changes. We are asking residents to consider the options, debate them with friends and neighbours and give your honest and constructive feedback."

Once the consultation is finished, a Steering Group involving residents will oversee the process of implementing changes. Some new methods of consultation, such as mystery shopping, have already been implemented, but there will be other new initiatives developed.

It is anticipated that the new structure will be made in June following consultation decisions this year, with changes gradually implemented throughout the rest of the year.

Please complete the survey supplied with this newsletter and send it back to us in the freepost envelope (no stamp needed). If you have any questions, please contact Vince Waddams on 020 8356 7845.

Financial Advice Day for leaseholders

Paying bills is a fact of life. That is why Hackney Homes held a seminar at the Town Hall offering help and advice to leaseholders on how to manage paying their service charges and major works and better planning for bills.



Bringing together a number of welfare and debt advice agencies including Age Concern, Houseproud and Citizens Advice Bureau, the Hackney Homes Financial Advice Day provided residents with the opportunity to learn more about grants, funding and welfare support available.

Pat Ronayne, Head of Hackney Homes Leasehold and Right to Buy Services said it was a useful afternoon with over 100 leaseholders attending.

“Our customers were able to get one-to-one assistance and advice from experts in the field on how they can cope with major works bills and service charges while ensuring that they stay in the black”.

Thanks to the residents who took the time to send back their feedback

forms, which helps us to improve the services we provide. With such a good response from this event, it is hoped that more can be held in the future.

If you need to find out information and advice on managing your bills, there are a number of organisations in Hackney that can help you.

Details are listed below:

CHAS Central London

Money Advice and Housing Advice Service for Leaseholders.

Tel: 020 7723 5928

Email: advice@chascl.org.uk

Houseproud

Tel (free helpline): 0800 783 7569

Age Concern Hackney

Information Service

Tel (free helpline): 0800 917 9830 - 09.30 – 5.30pm Monday to Friday

Drop in times: Monday & Wednesday 10 – 1.00pm, Tuesday 2 – 4pm

For those with hearing difficulties

contact via minicom: 020 7241 9402 enquiries@ageconcernhackney.org.uk

Citizens Advice Bureau

Dalston and Mare St Branches

Tel: 0870 126 4013 (24-hour recorded information)

Dalston Benefits Office

Tel: 0845 600 6334

(Mon - Fri - 9-5pm)

National Debtline

Tel (free helpline): 0808 808 4000



Customer profiling survey

Customer Profiling surveys are being issued to all leaseholders and freeholders along with their Statement of Accounts. If you have received one please complete the form and send it back in the freepost addressed envelope. This information is very

important to us in order to tailor and improve our services so that they are specific to your needs.

Please note that all information received will be treated in the strictest confidence.



CrackDown helps tackle drug related crime in Hackney

Since the launch of the Hackney CrackDown Project two years ago, the team have successfully assisted in closing and securing over 200 crackhouses in and around the borough.

The first of its kind in England, the Hackney CrackDown Project brings together in one team a vulnerable persons' worker, a drug referral worker and a Police Sergeant all working to ensure that the needs of the victims and perpetrators are adequately addressed.

Attending the 1st Annual Hackney CrackDown project Conference was Louise Casey, Respect coordinator for the Government who commended the team for their bravery and tenacity and for helping the residents of Hackney feel safer in their environment.

Casey rubbed shoulders with Hackney MPs Diane Abbott, Meg Hillier, local police as well as an ex-drug user and residents to discuss how all agencies can continue to work together to tackle the problem of Class A drugs and their devastating consequences on the lives of families and residents in Hackney.

"Crackhouses are in business 24 hours a day and they can drag down an otherwise good area. The residents have to put up with drug paraphernalia, faeces, used condoms in their stairwells. Mothers, young people,

elderly and children feel very intimidated," said Casey.

Steve Tucker, Hackney Homes' Chief Executive, said the work of the CrackDown Project is instrumental in prevention and supporting those who are trapped in the cycle of drugs and crime.

"Their great work is helping to show London that Hackney is a great place to live and a great place to grow up".

How to spot a crackhouse:

- Large numbers of casual visitors
- Drugs paraphernalia left outside on balconies, stairwells, in gardens etc
- Large groups congregating on balconies or outside front doors
- Cars coming and going – particularly late at night and not stopping more than five or ten minutes.

To report a crack house in confidence, get in touch on:

Tel: 0208 356 3333

Text: 07976 911165

Email: crackdown@hackney.gov.uk

Your name and address will not be asked for. All we need is information on crack houses and crack dealers.

Woodberry Down recognised in Public City exhibition

Woodberry Down, Hackney Homes' largest ever regeneration project, has boasted a selection in the 'Public City – New London Architecture' exhibition.

The exhibition investigates new projects in London that are improving public spaces and benefiting the wider community.

Woodberry Down Project Director Robin Smith believes it is a major achievement for the project to have been chosen by New London Architecture for the exhibition.

"This project is about developing a new community, so to be chosen as an example of how best to do this is a great accomplishment for both Woodberry Down and for Hackney," Robin said.

"This project will replace 2,000 council homes with a new development of almost 5,000 homes complete with new schools, health centre, shops and community facilities," Robin said.

The exhibition runs from 18 January to 3 March at The Building Centre, 26 Store St, London, WC1E 7BT.



On the spot communal repairs



During March we will be piloting a new project that offers on the spot communal repairs.

A team from our communal repairs building division will be visiting five estates in the Hackney Homes mobile display van. They will spend a day on each estate carrying out communal repairs.



The knowledgeable and skilled team will be able to undertake any kind of repair and the team includes:

- An electrician
- A carpenter
- A plumber
- A glazier
- A bricklayer



Residents will be able to discuss repair issues, report repairs and get advice from the team.

The team is looking forward to meeting residents and making a difference to their home environment.

The pilot project will start on 5 March for 5 weeks. For more information, contact Lindsey Matthews on 020 8356 1608.

New Special Projects fund for TAs/TRAs

For the first time ever, Tenants' and Residents' Associations (TAs/TRAs) in Hackney will have access to extra funding made available from the Tenants Levy Fund.

What is the Special Projects fund and how did it come about?

The Tenants Levy Special Projects fund is available and accessible to all Hackney Council registered TAs/TRAs. Due to recent improved levels of rent collection, the Tenants Levy Fund has grown significantly and resulted in a surplus. In short, it's extra local level funding for Hackney Homes residents.

How can TAs/TRAs apply for the special projects fund?

TAs/TRAs can now apply for a Special Projects grant to pay for local initiatives. Representatives are invited to come up with a project proposal that can bring people together and benefit the community.

How can the extra money be spent by TAs/TRAs?

Examples include: social events, fun

days and entertainment, local history and learning projects, training courses, cultural and sporting initiatives, promotion of arts and crafts, allotment or gardening, developing skills for young people, events to bring young and old together, celebrations of diversity...the list goes on.

Residents should work with their TAs/TRAs and make their projects a reality!

For application forms or to find out more, please contact your local TRA or phone Faisal Pirbhai on 020 8356 2126.



Come along to a **Residents' Panel meeting in your area** *Everyone is welcome*

Queensbridge and De Beauvoir Residents' Panel

- Monday 19 March
- Monday 16 April

In the Regents Pensioners Hall, Brougham Rd at 7:30pm

Shoreditch Residents' Panel

- Tuesday 27 February
- Tuesday 27 March
- Tuesday 24 April

In the Regan Way Community Hall at 6:30pm

North East Residents' Panel Clapton Sub Committee

- Tuesday 13 March
- Tuesday 10 April

In the Gooch House meeting room at 7pm

Stamford Hill Sub Committee

- Wednesday 21 March
- In the Clock House, 149 Stamford Hill, at 6:45pm

Stoke Newington Residents' Panel

- Thursday 15 March
- Thursday 19 April

In the Howard Rd Resource Centre at 7:30pm

MESH Homerton Residents' Panel

- Monday 19 February
- Monday 19 February
- Monday 16 April

All meetings are held at 7pm in Pitcairn Hall. Refreshments are available.

For more information about opportunities to participate please phone 020 8356 8424/2141/6422.

Live in Hackney? Aged between 11 and 18?

Do you want to learn how to dance or practise some of your moves with trained dance experts?

Come along to Nemesis Dance project happening in an estate near you:

Mondays: Robin Redmond Centre, Woodberry Grove N4 2RD

Fridays: New Kingshold Community Hall, Ainsworth Rd, E9 7JE and Queensbridge Sport Centre, Holly St, E8 3XW

All sessions start promptly at 6pm. Places are FREE and are limited to 25 per session so please do arrive on time. **For more information, check out www.hackneyhomes.org.uk**



CCTV helps reduce crime in Hackney

Closed Circuit Television or CCTV cameras have been installed in many public places throughout Hackney. They are there to protect the people who live, work or visit the borough by contributing to crime reduction and stopping anti social behaviour.

Hackney Council's Closed Circuit Television (CCTV) team has recently been integral in closing down a people smuggling racket, worth an estimated £1.5m.

Working in conjunction with the Serious Organised Crime Authority, the CCTV team provided invaluable assistance to Operation Tufton, a long running investigation into a Turkish organised crime syndicate.

Hackney's CCTV team gave officers from the Immigration Crime Team of the National Crime Squad round the clock access to CCTV facilities, which enabled them to observe an address being used as the meeting venue for members of the syndicate.

Hackney Council Cabinet member for safer neighbourhoods, Councillor Alan Laing said: "Approximately 130 CCTV cameras are in operation and under 24 hour watch to protect the people who live, work or visit the borough from crime and anti social behaviour.

"Hackney's CCTV Service regularly works in partnership with the Metropolitan Police Service, and we are very pleased to have been able to assist in this matter."

The British arm of the multi national ring, comprising 2 British nationals and 3 Turkish nationals were recently sentenced to a combined 38 years for their involvement in the scam that had the potential to bring in up to 30 illegal immigrants per week.

Hackney Homes works closely with Hackney Council Safer Communities Team to reduce anti-social behaviour and crime in the borough. Recent initiatives on our estates include: the safer city doors programme which has installed more than 2000 new doors; £4.08m spent on safer door entry; £720,000 spent on new estate lighting; and an investment of more than £775,000 on CCTV renewal.



Caught on Camera

Caught on Camera is an innovative way that residents can report rubbish dumping, graffiti and communal repairs on estates via their mobile phones.

How it works:

1 If you see a problem on your estate, report it by taking a photo on your mobile

2 Text the photo to the Hackney Homes Contact Centre on 0773 854 4872.

3 Include the name of the estate and a **KEY WORD** to make sure it reaches the right person e.g. **REPAIR, GRAFFITI, RUBBISH**

It's that easy. Your message will then be logged, assessed by staff and action will be taken to fix the problem as quickly as possible. The pictures are also shown on the Hackney Homes website with information relating to how the problem will be resolved.

You can still report a repair by calling the Housing Contact Centre or reporting it online.

If you would like more information, contact the Housing Contact Centre on 0208 356 3691.



Performance at a glance

Performance in December 2006

Telephone Answering and Correspondence			
Percentage of telephone calls answered within 5 rings	96.7%	Target: 96%	Target met
Letters faxes and emails responded to within 10 days	99%	Target: 95%	Above target
Complaints			
Stage one complaints replied to within 15 working days	83%	Target: 75%	Above target
Stage two complaints replied to within 15 working days	90.9%	Target: 75%	Much better than target
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	85%	Target: 80.0%	Above target
Repairs			
Percentage of appointments made and kept borough-wide	99.6%	Target: 98%	Above target
Percentage of urgent repairs completed within government time limits (borough-wide)	99%	Target: 96%	Above target
Percentage of emergency repairs made safe within 24 hours	90%	Target to be developed	Needs improvement
Percentage of immediate jobs made safe within 2 hours	96%	Target to be developed	Excellent performance

Contact us

There are lots of ways you can contact us...

Phone or visit our
Neighbourhood Offices:

North East (Stamford Hill)
Clock House, 149 Stamford
Hill, London N16 5LG
Telephone: 020 8356 6500

North West (Stoke Newington)
Stoke Newington Municipal
Offices, Stoke Newington
Church Street, London N16 0J
Telephone: 020 8356 6100

Homerton
92 Well Street, London E9 7JA
Telephone: 020 8356 7800

De Beauvoir & Queensbridge
31 De Beauvoir Road, London
N1 5SJ
Telephone: 020 8356 6600

Shoreditch
1 Croypley Street, London N1 7P
Telephone: 020 8356 6705
2 Whiston Road, London
E2 8BW
Telephone: 020 8356 1731

**Leaseholder and freeholder
queries**
298 Mare Street, London
E8 1HE
Telephone: 020 8356 2100
Email: Leaseholders@
Hackneyhomes.org.uk or
service.charges@
hackneyhomes.org.uk or
major.works@
hackneyhomes.org.uk

Report a repair
Telephone: 020 8356 3691

Email: Repairs.rcc@
hackney.gov.uk
Online: www.hackneyhomes.
org.uk/h-housecall.htm

**Give us a compliment
or complaint**
Phone: 020 8356 5022
Fax: 020 8356 5091

Email: housing.complaints
@hackneyhomes.org.uk
Online: www.hackneyhomes.
org.uk/hc-complaints.htm

**Report domestic violence
or hate crime**
Phone: 020 8356 4459 or
Freephone 0800 056 0905

Other useful phone numbers
Noise reporting:
020 8985 4455
Bulky waste/street cleaning:
020 8356 6688

Housing and council tax
benefit: 020 8356 3399

Council tax queries:
020 8356 3154

Street lights: 020 8356 8145

Street parking permits:
020 8356 8877
(contact your Neighbourhood
office for estate parking
permits)

This is Hackney Homes News, the newsletter for tenants and leaseholders. You can phone our contact centre on 020 8356 3691 who can put you in touch with someone to interpret this for you.

এটি হ্যাকনি হোমস্ নিউজ, টেন্যান্ট এবং লীজহোল্ডারদের জন্য। আপনি 020 8356 3691 নম্বরে আমাদের কন্টাক্ট সেন্টারে ফোন করতে পারেন যারা আপনাকে এমন কোন ব্যক্তির সঙ্গে যোগাযোগ করিয়ে দেয়ার ব্যবস্থা করবেন যিনি আপনার জন্য এটির অনুবাদ করতে পারেন। (Bengali)

這是『哈克尼之家新聞』(Hackney Homes News)，是為房主和房客提供的新聞通訊。您可以電話聯繫我們的聯絡中心 020 8356 3691 幫您聯繫人員為您翻譯。(Cantonese)

Ceci est Hackney Homes News, la lettre circulaire des locataires et des locataires à bail. Vous pouvez appeler ou contacter le centre au 020 8356 3691 où l'on vous dira à qui vous adresser pour la faire traduire. (French)

Nûçeyên Hackney Homes ji bo kirêdar û xwedî-leasan nûçenameyek e. Heke hun bi 020 8356 3691 telefonî navenda me ya têkilîyan bikin, ew ê bikanibin bi kesekî re têkilîya we çêbikin ku wê ji bo we wergerîne. (Kurdish)

Hackney Homes News, informator dla lokatorów i najemców. Możesz zadzwonić do naszego centrum pod numer telefonu 020 8356 3691, gdzie połączą Cię z kimś, kto pomoże w przetłumaczeniu informatora. (Polish)

Kani waa Hackney Homes News, warsidaha kiraystayaasha iyo heshiis-kiro heystayaasha. Waxaad ka wici kartaa xarunta yada xiriirka halka 020 8356 3691 kuwaas oo kuu gudbin karo qof arintan kuu tarjuma. (Somali)

Esto es Hackney Homes News, el boletín para propietarios e inquilinos. Puede llamar a nuestro centro de contacto al número 020 8356 3691, donde se le pondrá en contacto con alguien que pueda interpretar este documento. (Spanish)

Hackney Homes Haberleri kiracılar ve lease sahiplerine yönelik bir haber bültenidir. 020 8356 3691'dan ilişki merkezimize telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

Hackney Homes News کرائے داروں اور ہٹے داروں کے لئے خبرنامہ ہے۔ آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر فون کر سکتے ہیں جو آپ کا رابطہ کسی ایسے شخص سے کروا سکتا ہے جو آپ کے لئے اس کی ترجمانی کر سکے۔ (Urdu)

Đây là Hackney Homes News, bản tin cho những người thuê và cho thuê nhà. Bạn có thể điện thoại tới trung tâm liên lạc của chúng tôi số 020 8356 3691 và họ sẽ nói máy cho bạn với ai đó dịch những thông tin này ra cho bạn. (Vietnamese)

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print In Braille
On Disk On audio tape

In another language, please state:

Name:	
Address:	
Tel:	E-mail:

Return to: Freepost RLTS-GHGU-UUTR,
Hackney Homes, Christopher
Addison House, 72 Wilton Way,
London E8 1BJ

Scam alert! Be aware

Residents are warned to be aware of a flyer circulating around Hackney that is offering assistance in securing council accommodation within 20 weeks for a £35 fee. This is a scam.

If you see a copy of this notice, report it to the council.

Visit www.hackney.gov.uk to find out about securing council rental property in the borough.

www.hackneyhomes.org.uk

Hackney Homes Limited. Registered in England No. 5663757
Registered Office: Christopher Addison House, 72 Wilton Way, London E8 1BJ
Hackney Homes Limited is a company controlled by the London Borough of Hackney


HackneyHomes
In partnership with Hackney Council