



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

April 2007

www.hackneyhomes.org.uk

Hackney Homes apprentices leading the field

Two of Hackney Homes' brightest apprentices were winners at the Association for Public Service Excellence (APSE) national Housing and Construction Apprentice Awards 2007.

Ryan Rebeiro won APSE Male Apprentice of the Year 2007 in the Building Skills category and Callie Duncan was runner-up in the APSE Female Apprentice of the Year.

"This is the best thing that has happened to me. I really love it and I am looking forward to assisting other women interested in carpentry."

Callie Duncan

Both Ryan and Callie have been part of the Hackney Homes' Apprenticeship Scheme for three years, working four days a week and attending college one day a week.

Ryan specialises in painting and decorating and has been refreshing the look of some of Hackney's estates. Recommended for the scheme by his careers officer, Ryan has not looked back since and his excellent work has seen him carrying out top-notch decorating work in residents' homes.

Commenting on the award, Ryan said "This is really good, it has been a fantastic experience and this puts me in good stead to gain a permanent job with Hackney Homes."

Hackney resident Callie was attracted to the Hackney Homes Apprentice Scheme after a conversation with an operative who was carrying out work on her family member's flat.

Specialising in carpentry, Callie has completed internal jobs such as hanging doors and laying skirting with minimum supervision as well as picking up a number of skills including locksmith experience.

Callie's enthusiasm and commitment to her trade has also seen her selected as an Ambassador for the Construction Youth Trust promoting females in the construction industry.

"This is the best thing that has happened to me. I really love it and I am looking forward to assisting other women interested in carpentry," she said.

Hackney Homes were also presented with two Training Excellence Awards in both the Male and Female categories in recognition of commitment to training and supporting local young people. There are currently 27 apprentices employed under the Apprenticeship Scheme at Hackney Homes.

Hackney Homes Chief Executive Steve Tucker congratulated Ryan and Callie on their efforts.



Top: Ryan Rebeiro, Winner – APSE Apprentice of the Year 2007 (Building Skills).
Above: Callie Duncan, Runner-up – Female Apprentice of the Year 2007.

"Well done to Ryan and Callie for this fantastic achievement. Their hard work, commitment and determination throughout their apprenticeship has been recognised and they should be very proud of their achievements."

What's inside

- Page 3** Snapshot of communal repairs team
- Page 4** Sheltered housing options
- Page 5** Special projects update

News In Brief

Countdown is over - Inspection completed

The end of Hackney Homes' first year as an ALMO also saw a full ALMO Inspection carried out by the Audit Commission.

A big thanks to all residents who were involved in the inspection, especially those who gave up their time to be involved in the resident focus groups that were held over the two weeks.

If we are successful in obtaining a 2-star inspection rating, Hackney Homes will be granted £225m in extra government funding to deliver the Decent Homes programme up to 2010.

We hope to know the results in June. Watch this space for any updates....



Correction

In the March issue of Hackney Homes News we printed an article on page 9 titled 'Come along to a Residents' Panel meeting in your area'. We printed that everyone is welcome. The Clapton Panel Sub-Committee meetings are only open to elected panel members and TRA committee members who can attend as observers. We apologise for this inaccuracy.

If anyone would like more information about the broad range of resident involvement opportunities available, contact your Neighbourhood Office or phone Vince Waddams on 020 8356 7845.

Hackney's young and elderly residents come together

Residents from the De Beauvoir Estate in Hackney recently came together at the Rose Lipman Library for a community event organised by the Crib – a youth led social inclusion project.

Aimed at bridging the gap between young and old, the event provided young people with the opportunity to practice and show off their cooking and singing skills whilst some of the older residents showed the youngsters a thing or two on the dance floor...



Recycling soars on selected estates



A number of estates and high rise properties in Hackney are taking part in recycling trials. The purpose of these trials is to determine the best method of collecting recycling from high rises.

Since the trials began last month, early signs are showing a huge increase in the amount of recycling collected, with the recycling collection trucks straining under the weight! Residents are even requesting

additional recycling bins, as so many people are recycling, they are filling up really quickly.

There are three trials happening throughout the borough over the next year offering different ways to recycle.

If you would like to order green bags or orange sacks, phone the recycling hotline on 020 8356 6688 or for more information, visit www.hackneyhomes.org.uk

Do you have any comments about this issue of Hackney Homes News? Any news or story ideas to tell us about? Please contact the Hackney Homes Communications team on 020 8356 3528 or email HousingEditor@hackneyhomes.org.uk

Snapshot: On the spot communal repairs

The “on the spot” communal repairs pilot programme has so far been so successful, that it has been extended for a further five weeks to continue into May.

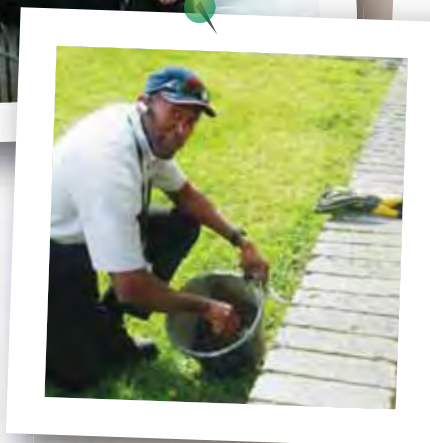
As part of the pilot programme, a team from Hackney Homes’ building division has visited different estates in Hackney carrying out communal repairs works from a mobile display van.

Works ranging from clearing blocked gutters, glazing, replacing broken windows and adjusting communal doors are just some of the jobs being completed.

The team includes an on-site coordinator who works from the team’s mobile office, glazier, bricklayer, carpenter, electrician and plumber who collectively represent all the building trades needed to cover the repairs works.

Project Manager, Lindsey Matthews, said the pilot programme has been extended because it has been well received by residents.

“Residents have been telling us they’re happy with the way communal repairs are being fixed so quickly via this programme. Also, any jobs that



aren’t completed in one day are then logged with the Repairs Centre so they can be completed at a later date.”

On 5 April, the team visited Arden Estate where they spent the day conducting communal repairs works.

Have your say on repairs

Hackney Homes is consulting on changes to our repairs policy and how it is applied.

The proposed changes are designed to reduce the scope of repairs which are currently listed as the responsibility of tenants in the Tenants’ Handbook and have these repairs carried out by Hackney Homes.

We are also trying to make it easier for vulnerable residents to have repairs carried out which they need but are unable to do themselves.

And finally, Hackney Homes will be re-charging residents for repairs that we carry out but that are their

responsibility. These may have been requested of us or they may be the result of deliberate damage or neglect.

But before we make any changes we would like your opinions. We are planning to offer a broader range of internal carpentry, glazing and plumbing services to all tenants, but we also want your input so that we can offer a service that meets your needs within the limited resources we have available and the agreed priority of achieving decent homes and effective planned maintenance.

With this newsletter you will have received a brief survey. It should only take 5 minutes to complete, so

please have your say on this important issue. There is a reply paid envelope included (no stamp needed) or you can email your answers to **housingconsultation@hackneyhomes.org.uk**

Hackney Homes is currently reviewing the repairs policy. Your feedback, as well as that of Tenants and Residents Associations will be considered in the development of the new repairs policy. The new policy will be decided by the Hackney Homes Board in late May and we’ll be publishing an article in the June edition of Hackney Homes News to let you know the outcome.

Residents determine planned communal repairs

Each year Hackney Homes allocates £1.5m for planned communal repairs throughout the borough. Known as the '184' budget, the money is used for minor communal repairs and estate improvements such as extra lighting and rubbish chambers.

How this money is spent is determined by the Neighbourhood Panels. These are panels of Tenants' and Residents Associations (TRA) representatives in each Neighbourhood who meet regularly to discuss service performance and neighbourhood issues.

Ron Devoti is the Chair of the Clapton Neighbourhood Sub-committee Panel and says the budget gives residents the chance to decide how money should be spent on their estate.

Ron said "Last year we spent about £140,000 on more than 130 small repairs throughout the Clapton area. They might only be small jobs but they can make a big difference to the appearance and tidiness of estates and the areas."

"We determined the projects by going on a walkabout with Hackney Homes staff and TRA representatives and essentially putting together a wish list in order of priority."

With the 2007/08 funding now

Before



After



Seaton Point

Hayward House

Maury Road

available for panels to use, Ron and Sid Curtis (Deputy Panel Chair) will again be going on a walkabout to put together the 'wish list' for the Clapton Panel area.

"In previous years the money has primarily been spent on minor communal repairs, but we also have the chance to use the money for environmental improvements. Plus, it's not only for estates, but can also be used for small blocks and infill properties."

Ron urges all residents to have their say about how their estate can be improved.

"Hackney Homes provides this

budget for residents to use. If you have a suggestion for your estate or property you should look up your TRA or panel and give them your feedback for consideration."

If you live in the Clapton Panel area you can contact Ron on 0208 806 7076 or email rdevoti@ahtra.freeserve.co.uk

If you would like to find out more about your local TRA, please contact the Hackney Homes Tenants' Participation Team on 020 8356 7845 or email vince.waddams@hackneyhomes.org.uk

Changes to sheltered housing in Hackney

Hackney is making changes to sheltered housing. From April 2007, there will be two different types of sheltered housing available in Hackney.

The elderly who are in need of high levels of support will be able to access appropriate accommodation through Hackney's Community Services with an assessed care package.

For all other elderly applicants, there will be a range of schemes providing, where appropriate, low level support. The elderly who do not need any

support are still welcome to apply for sheltered housing.

All the available low level support sheltered accommodation will now be advertised as part of the Hackney Choice scheme. The qualifying conditions for each scheme, e.g. age, mobility etc, may vary but will be clearly stated in the advertising information.

All potentially qualified applicants will be entitled to bid for vacant properties but have to be on the housing waiting/transfer list. The final decision

as to the prospective tenant will be determined by the housing association managing the property after an assessment of the applicant's needs and abilities.

If you are already a tenant, contact your local Neighbourhood Office for details about a transfer. If you are not yet on the housing waiting list, phone 020 8356 2135 to ask for a housing register form.

If you need further information about sheltered housing schemes in Hackney contact 020 8356 2135.

Woodberry Down Information Centre Opens

The Woodberry Down Redevelopment Information Centre at 95 Woodberry Grove N4 2SB was officially opened by the Mayor of Hackney, Jules Pipe, on Wednesday 4th of April at 3.30 pm.

The information centre has been created in partnership with the Woodberry Down Regeneration Team, Hackney Homes, Hackney Council, Berkeley Homes and Circle Anglia. The centre displays the models and proposed plans for Woodberry Down, providing residents with the opportunity to discuss the project with the development team in further detail.

“Woodberry Down is almost certainly one of the largest regeneration schemes in Europe, with a budget of £1 billion and producing 4,000 homes,” the Mayor said. “Opening the centre is a positive sign for residents that things are really happening.”

The information centre will be open 3 days a week, Tuesday to Thursday 10 a.m. to 4p.m. and open till 7p.m. on the first Tuesday of every month.

Woodberry Down is one of the most exciting mixed community, self funding, regeneration programmes in London. The whole area will undergo



Official opening – Woodberry Down Redevelopment Information Centre. From left: Jamie Carswell (Deputy Mayor), David Williams (Circle Anglia), Jules Pipe (Mayor), Tony Pidgley (Berkeley Homes).

a total physical and socio-economic renewal that will transform one of the capital's most deprived areas into an exciting new neighbourhood that offers high quality new homes, economic opportunity and a sustainable community.

‘Special’ projects proving popular with residents

In the February issue of Hackney Homes News, we informed you about a new Special Projects fund made available to Tenants’ and Residents’ Associations (TAs/TRAs) by the Tenants Levy Fund.

Since then, the Tenants Levy Steering Group which is made up of tenants’ representatives has received several applications from keen TAs/TRAs eager to get their chosen community projects up and running.

Some of the project ideas put forward so far range from a bicycle road-show on the Frampton Park Estate to a mystery tour for senior citizens on Whiston and Goldsmith Estate.

Hackney Homes’ Tenants Levy Officer, Faisal Pirbhai, said: “TAs/TRAs have welcomed the new initiative as a valuable and beneficial way for local people to come together for a worthwhile cause.”

Other examples for Special Project fund applications include social events, fun days and entertainment, local history and learning projects, training courses, cultural and sporting initiatives, allotment or gardening, events to bring young and old together, celebrations of diversity...the list goes on.

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



DON'T JUST WALK PAST IT, CATCH IT ON CAMERA!

That's right. It's so simple to report repairs, rubbish dumping or graffiti on your estate. Simply:

- Take a picture using your camera phone
- Send it to 0773 854 4872 stating the name of the estate and one of these key words 'GRAFFITI' or 'REPAIR' or 'RUBBISH'
- Check out your picture on www.hackneyhomes.org.uk to see what is being done about it.

WIN: Send in a picture of Graffiti, Repair or Rubbish throughout March and April and you will be entered into a prize draw to win a state of the art camera phone and other great prizes.

HackneyHomes
Partnership with Hackney Council

New Housing Management Partner in the North East Neighbourhood

Hackney Homes has recently completed a large re-tendering process for neighbourhood management in the North East.

Pinnacle, who also manage the Shoreditch area, were appointed as the new housing management partner and started this contract on the 1st of April.

The process of appointing Pinnacle took many months and included residents on the evaluation panel. Detailed submission bids were carefully considered, shortlisting was completed and the evaluation team met each shortlisted contractor.



Rhonda Dewsnap was one of the residents on the evaluation panel and said the process was interesting and thorough.

“We met with each of the shortlisted companies at the Head offices and were taken to estates they managed to speak to residents about the quality of services delivered,” Rhonda said.

“We concentrated on what each individual could offer and had the chance to ask them questions.

“The resident recommendations accounted for 60% of the overall score and it was great that we were given the opportunity to make a real difference in the area we live in.”

The new Pinnacle manager in the North East is Elliott Brooks who has been visiting resident groups over the past few weeks. He and the rest of the Pinnacle team are based at the Clock House, 149 Stamford Hill, London, N16 5LG. You can phone them on 020 8356 6500.

The contract is for 5 years with a possible 2 year extension.



More Kickz football sessions for Hackney's young people

The Kickz football programme in Hackney is expanding to offer more young people sports and recreation opportunities.

Launched in Hackney in November last year, the free programme is rapidly expanding to offer sessions within schools and more locations for after school sessions.

The latest addition to the programme is a range of activities at Haggerston School, near the Fellows Court Estate. Both basketball and football sessions will be held every Tuesday evening for young people aged 10 to 19.

The Kickz programme is now available on Gascoyne Estate, Stoke Newington School and Fellows Court, with plans for expansion this year.

“We are looking to expand into more schools and into the Stamford Hill area as well. The programme has been extremely successful and well attended and we want to offer these opportunities to many young people in the borough,” said Jackie Loftus,



Hackney Homes project manager.

The project name and logo, ‘Kickz’, was designed and chosen by young people and the programme is supported by the Government, the Football Foundation, the Respect Task

Force, the Association of Chief Police Officers and Association of Police Authorities and the Department of Health.

In Hackney, the scheme has also brought in additional funding contributions from a range of partners including Hackney Homes, Gerda, Lovell, Mullaley, Mouchel Parkman, Connaught, Mansell and Kier Group.

For a full list of Kickz sessions and times, please visit www.hackneyhomes.org.uk or contact Jackie Loftus at Hackney Homes on 020 8356 7863 or email Jackie.Loftus@hackneyhomes.org.uk

Leaseholders and Freeholders

Estimated Service Charges 2007/08

We have issued your estimated service charges for 2007/08 on time so these were available for the start of the financial year. Some of you may see increases in the cost of some services which may be due to the new method of calculating your estimated charge. We have changed this following concerns raised by leaseholders/freeholders over the differences between the estimates and the final actual charges. We are working towards reducing these differences and this will be shown when we produce the actual charges for 2007/08 in September next year. If you have a query about your estimate or require a breakdown of your service charge account, please contact our Customer Services Team on 020 8359 2100.

Please note that you can now pay your service charges by Direct Debit.

If you are paying by cash or cheque for your service charge or major works, then you must use the Cashier's Office at either Hackney Town Hall or Stoke Municipal Offices.

Cashiers Office

Hackney Town Hall
Mare Street
London E8 1EA

Cashiers Office

Stoke Newington Municipal Offices
Stoke Newington Church Street
London N16 0JR

If you require a receipt for your postal payment, please enclose a stamp addressed envelope with your payment and remember to write your account number on the back of the cheque, otherwise a receipt will not be sent.

Hackney Homes can assist leaseholders/freeholders who are finding it difficult to pay annual service charges and major works bills. If you require any advice or assistance please contact our Service Charges and Major Works Recovery Team who will be happy to discuss the repayment options and further support available.

Profiling our customers

You may have recently received a customer profiling survey. It is really important that you complete this form and send it back to us so we can tailor and improve our services to meet your needs. For example, for the visually impaired the Leaseholder and Freeholder Handbook is available in large print or audio. The profiling survey is also available at www.hackneyhomes.org.uk. All information received will be kept confidential.

Right to Buy

This year we had our 10,000th sale and over 28% of our stock is now in home ownership. Our Right to Buy booklet was updated this year and is available in a variety of languages.

Customer Feedback

We regularly conduct surveys and gather views from our customers using a number of methods including email, website surveys, by letter and focus groups. Please tell us how you wish to be involved. If you would like to become part of a customer focus group please email us on leaseholders@hackneyhomes.org.uk or telephone 0208 356 2100.

Coming soon...

We are planning a Major Works Advice Day in late May/early June 2007 to communicate planned works, advice on payments for leaseholders, and how billing will take place. We'll be providing more details in the next newsletter and on the website.

Performance at a glance

Performance in February 2007

Repairs Call Centre Telephone Answering			
Percentage of telephone calls answered	94.0%	Target 94%	Target met
Percentage of telephone calls answered within 5 rings	87.0%	Target 75%	Above target
Complaints			
Stage one complaints replied to within 15 working days	86.6%	Target 75%	Much better than target
Stage two complaints replied to within 15 working days	76.2%	Target 75%	Above target
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	89.2%	Target 80%	Much better than target
Repairs			
Percentage of appointments made and kept borough-wide	97.7%	Target 98%	Needs improvement
Percentage of urgent repairs completed within government time limits (borough-wide)	99.0%	Target 96%	Excellent performance
Percentage of emergency repairs made safe within 24 hours	96.0%	Target to be developed	Excellent performance
Percentage of immediate jobs made safe within 2 hours	98.0%	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

Nightingale Estate Office,
4 Olympus Square, London E5 8PL

Telephone: 020 8356 1914

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 Croyley 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@hackneyhomes.org.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 8356 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)

Hackney Mediation Service:
020 8356 4794

CrackDown Project:
freephone 0800 073 1779

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 হোমস 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 têkiliyan bikin, ew ê bikanibin bi kesekî re têkiliya 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 halkan 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 ilişkin merkeze telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

ہے Hackney Homes News کرائے داروں اور لے ڈیو کے لیے 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 لیے اس کی ترجمانی کر سکتے۔ (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 nối 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
Interview with British sign language interpreter

In another language, please state:

Name:	
Address:	
Tel:	E-mail:

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

What you told us...

Thanks to Mrs Compton and Miss Dilley from Kingsgate Estate who recently contacted us to let us know how pleased they are with the landscaping works being carried out by one of Hackney Homes' contractors, Davies and Davies.

They were impressed by the contractor's efficiency and friendliness in getting the works completed on their estate.

www.hackneyhomes.org.uk

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HackneyHomes
In partnership with  Hackney Council