



HackneyHomes news

In partnership with  Hackney Council

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June 2007

www.hackneyhomes.org.uk



Smarter use of CCTV technology targets Hackney crime 'hotspots'

A new and powerful combination of technologies is allowing Hackney Homes to target known crime hotspots. It is the latest innovation in a wide reaching programme that has seen crime drop significantly in the last year.

For the first time, closed circuit television (CCTV) is being teamed with tracking equipment, making it cheaper and more efficient.

"CCTV has been installed in many Hackney Homes estates and has provided an effective means of surveillance. The problem is that the short-focal camera lens covers a wide area but the video images are too coarse to see any detail," explains Mike Emmett, who oversees Hackney Homes' CCTV programme.

"You can use an optical zoom to look at things of interest in more detail, but until now that has required an operator. With 30,000 homes spread over a wide geographic area, the cost of using operators for this would be enormous."

The solution has been to combine CCTV with tracking equipment. When motion is detected in the field of view, the camera automatically zooms in to look at the activity.

"We are using this technology in areas identified as a risk, perhaps where there has been anti-social behaviour reported. It is the first time this combination of technologies has been used in the UK and we believe it will help us protect residents and stamp out anti-social behaviour."

Mike Emmett

For Hackney Homes it means a more cost effective CCTV service, but more importantly it means safer homes for thousands of Hackney residents.

"The system is extremely efficient and has a built in function to alert our concierge teams to incidents without them having to select the camera at the location where the problem might be occurring."

Using Bosch technology to provide encrypted wireless links with nodes at the most appropriate locations, Hackney Homes will not only be able to deliver CCTV data but also link concierges, lifts and phones via the

WiFi infrastructure. This development will enable swift searches of recorded data and removes the need for officers to travel to sites following an incident as the recorders will be made assessable from predetermined locations.

Hackney Homes has worked in partnership with DSSL Group, DynaPel and Wavesight on this innovative project.

All recordings from CCTV are securely stored and passed over safe wireless links for examination only by Hackney Homes staff.

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News In Brief



Competition winners...

Congratulations to Mr Andrew Riley (North East) and Miss Carole Arthurs (Queensbridge and De Beauvoir) who were the lucky winners of the Hackney Homes Chelsea Flower Show competition.

Mr Riley and Miss Arthurs got to see Clapton Park's green space exhibition at the Chelsea Flower Show on 25 May. Thanks to all who entered.

Gold Award for Hackney playgrounds

For the second year running, the Planned Maintenance team from Hackney Homes has been awarded with a RoSPA Gold Certificate for the excellent upkeep of children's play sites on our estates.

Thanks to effective inspection, management and maintenance systems in place, the judges applauded the significant reduction in injuries associated with play sites.



Youth partnership scheme launches

The Chatham-Victoria youth partnership scheme was launched last month at the new Kingshold Community Centre in Hackney. With football, basketball, table-tennis, arts and craft, music, food and prizes all on offer, the event proved popular for local youth.

Representatives from Hackney Homes, Hackney Play Association, CityZen and metropolitan police will work together to plan future events for local youth.

If you would like to find out more, contact Hackney Homes' Youth Coordinator, Sonia Bradley on 020 8356 6128.



Accommodation Needs Assessment for Travellers

An assessment of the accommodation needs of Gypsies and Travellers in London is underway. Hackney is currently working with the Greater London Authority in reviewing and assessing the needs of Gypsies and Travellers in the borough.

Interviews with Gypsies and Travellers are expected to start next month and a survey will be circulated among those willing to provide their comments about Traveller accommodation.



The aim is to find out how Travellers feel about current sites and how they can be improved. The information compiled will help the government plan sites for the future and improve existing services.

If you are interested or would like to find out more, contact Hackney Homes' Traveller Service Development Officer, Angie Emmerson on 020 8356 5153.

Your safety comes first



Faulty gas appliances are dangerous and can result in death if they are not serviced properly.

Hackney Homes carries out annual gas checks for all tenants to make sure that your gas appliances are in the correct working order and are safe for you to use. For three years running, our qualified gas engineers have checked 100% of Council homes, so help us make it another safe year and let us in when we call.

You will be sent an appointment time in the post. **If you need to change your appointment or if you have any questions, please call us on free phone number 0800 199 124.**



Are you interested in a career in the construction industry?

Hackney Homes are offering a small number of apprenticeships in Plumbing, Electrical, Painting and Multi-skills to young people aged 16-19.

You will receive training both in the workplace and via day release at college to obtain NVQ qualifications. Although formal qualifications are not required for the Painting and Multi-skilling positions, you are required to have GCSE

Grade C in Maths and English in order to apply for the Plumbing or Electrical positions.

Further information and an application form can be obtained from the Hackney Homes website, www.hackneyhomes.org.uk, but hurry as the closing date for applications is 5pm on Friday 8th June 2007.

For more information phone Tracey Maddix on 02 8356 6935 or email Tracey.Maddix@hackneyhomes.org.uk



Spice Festival at Hackney Empire

The Spice Festival returns for a third year and this year's celebration promises to be the biggest yet!

'Spice on the Square' is a free event bringing together a huge market of work from designers from Hackney with fantastic food and entertainment from all over the world all with that touch of carnival spice. The event will be held on Sunday, 15 July at the Hackney Empire, 291 Mare Street. **For more information, phone 020 8510 4500.**



Fun day out in Woodberry Down

Date: Saturday 16th June

Time: 12 noon – 4pm

Where: Rowley Gardens

All residents are welcome to a fun filled day of free entertainment, food and information on the Woodberry Down regeneration.

There will be plenty on offer including live music, free barbeque, children's entertainment, information and activities from community groups and an update on the regeneration project.

Residents will also have the opportunity to view and discuss the Masterplan for Woodberry Down that was submitted to Hackney Planning Department in December 2006.

Don't get mad... ...get mediation

Why use mediation?

Sometimes disagreements arise between neighbours. It could be about noise, DIY, parking, pets, rubbish, use of shared spaces, impinging walls or hedges or simply differences in lifestyle. There is a free service available to Hackney residents to help solve these disputes. The Hackney Mediation Service is completely confidential and is made up of a small team of paid staff and professionally trained volunteer mediators.

The team comes from a variety of backgrounds. The mediators all live or work in the borough and are passionate about helping fellow residents to find their own solutions to difficulties with their neighbours.

How does it work?

The mediators will visit the neighbours who are having the problem and will then try and arrange a joint meeting, so both neighbours can come to an agreement, before the matter gets more serious.

The team members are also able to respond to neighbours in dispute over the telephone.

One woman (who chose to remain unnamed) who had been involved in a dispute with her neighbour said: "This was the first time that I have ever needed to get help from a mediator and I found it very helpful. They listened and understood my feelings without taking sides."

The team has plenty of experience, handling more than 1,000 cases of neighbour disputes since the service was launched in 1996.

Who to contact

Conflict and disputes amongst neighbours can be distressing for everyone. Get some help from the Mediation Service and make sure your disagreement doesn't get out of hand.

If you would like to know how Hackney Mediation Service could help you please feel free to get in touch by phone, email or call into the office. Interpreters and signers can be provided for those who may need them.

Phone: 020 8356 4794

Email: mediation@hackney.gov.uk

Web: www.hackney.gov.uk/mediation-service

Address: 350 Bocking Street, London E8 3RU



Crime rates drop in the borough

Crime is dropping in Hackney faster than anywhere else in London, according to the latest figures.

Offences have been cut by more than 7,000, or 28 per cent, in the past three years – the best results for any borough in the capital.

Street robberies, home burglaries, and car thefts were all down in 2006/07, while overall crime fell by nearly 15 per cent.

The good news was revealed in the latest audited figures from the Metropolitan Police, released on 19 April.

Chief Superintendent Steve Dann, Borough Commander, said Hackney's streets were getting safer, crime was falling, and the challenge was now to sustain the progress.

Lending a hand to carers in Hackney



Every year, £57 billion is saved through the UK's six million carers. With around 18,000 carers living in Hackney, Hackney Homes and the Council together with Health and Voluntary partners have been working in consultation with carers to develop a new Carers Strategy.

Set to be unveiled by the end of June, the Carers Strategy is a three-year plan highlighting a commitment to developing support and easily accessible services for carers.

Carers Lead, Carole Sansom, said the Strategy is about getting the right systems in place to support carers in the local community.

“Coping with the pressures of every day life is a challenge for the majority of us, but this is especially the case for carers who in most cases, dedicate their lives to caring for another person – whether it’s a relative, child, spouse, partner, sibling, parent, neighbour or friend.”

Who is a carer?

A carer is someone who gives help and support to someone who, due to a disability, illness or frailty, is unable to manage living in their own home without help.

Carers are unpaid, may be of any age and they may live with or apart from, the cared for person.

Whereas ‘care workers’ are those formally paid to care for others.

What support is available to carers?

Under Hackney’s new Carers Strategy, the following support services will be launched:

The Hackney Carers Helpline: the new information system ‘Information First’ will provide carers with immediate access to accurate and up to date information. The helpline will also provide one to one support and advice for carers.

The Helpline will be launched in the first year of the Strategy. In the meantime, carers can continue to phone the Hackney Service Centre on 020 8356 3000.

Hackney Carers Discount Card: the card is intended to empower and encourage carers to identify themselves and gain access to discounts being offered by over 50 retailers in the borough.

Other concessions will be available at public swimming pools and local libraries.

Hackney Homes’ Equality and Diversity Policy Officer, Belinda Jones, has helped in planning and developing the new Strategy.

“It is important for carers to recognise their own value and the caring role they fulfil so that they can access information and support available to them,” Belinda said.

The Carers Strategy will be available at www.hackney.gov.uk by the end of June.

For more information visit the Carers UK website at www.carersuk.org or the Council’s carers page at www.hackney.gov.uk under the Health and Social Care section.

Carers Week

Carers Week is happening from 11 – 17 June to highlight the true impact being a carer can have on everyday life.

As part of Carers Week 2007, Hackney Community Services are holding a **‘Coffee and Chat’** drop in session at the Hackney Museum, 1 Reading Lane, from 12.30 - 2.30pm on Tuesday 12 June.

Carers Support Workers from the Community Mental Health Teams, Learning Difficulties Team, Homerton Hospital and the Older People and Physical Disabilities Team will be there to give information and to answer any questions you might have regarding Carers Services.

Leaseholders and Freeholders

Major Works Advice Day

A Major Works Advice Day will be held on Tuesday 5th June providing information for leaseholders about major works projects happening on their estate during 2007-08. If major works are planned on your estate over the next year, you should have received a letter informing you about the event and how the day will run.

There will be presentations from several Hackney Homes teams including Decent Homes, Planned Maintenance and Leasehold and Right to Buy Services. Constructors and suppliers will also conduct presentations, show samples and plans and explain their role.

If you haven't received a letter and would like to attend, please contact the Major Works Team on 020 8356 2400 or email major.works@hackneyhomes.org.uk

Leaseholder News in Brief

Service Charge Income Statements

Service Charge Income Statements were issued at the end of 2006-07 and we will continue to issue statements twice a year.

Major Works Administration Review

A Major Works Administration review will be conducted later this year with the Borough-wide Leaseholder and Freeholder Forum and local Leasehold Associations and Focus Groups. This will involve reviewing the costs and charges applied to major works invoices.

Lift Charges

We recently wrote to all ground floor leaseholders regarding lift charges. However due to an error letters were also sent to some non ground floor leaseholders. If you received one of these letters and are not a ground floor leaseholder please accept our apologies.

Ground floor leaseholders wishing to obtain further information about lift maintenance charges, please phone 0208 356 8431.

Woodberry Down Leaseholder Update

An innovative new package for Woodberry Down Leaseholders facing relocation because of demolition of the existing estate as part of the £1 billion regeneration programme has been launched. The package has been prepared by a working party from Hackney Homes and residents from the Woodberry Down Estate Development Committee (EDC).

£4 million has been set aside to provide a support package for leaseholders who need financial assistance because of an equity gap in property prices between Woodberry Down and the rest of the borough.

The support package is available for those who meet the following three criteria:

The leaseholder or freeholder must have been exclusively a resident in their property for the previous 365 days.

The leaseholder or freeholder must not own any other leasehold or freehold interests in the UK or abroad, nor have owned these at anytime since 26th February 2007.

Leaseholders who do not have sufficient funds, including the sale proceeds of their previous home when repurchased by the Council, and cannot therefore borrow sufficient funds through a mortgage to purchase a reasonable equivalent home on the open market.

Cllr Jamie Carswell, Deputy Mayor of Hackney said:

“This package of support is good news for residents, and will provide a welcome helping hand for those who need it.

“Woodberry Down is about more than just bricks and mortar, it's about the communities who live there, and who will benefit from such a major regeneration programme.”

A Shared Equity scheme has been developed which will allow leaseholders to purchase new-build properties on Woodberry Down at a reduced entry level that suits individual financial circumstances. This will typically be at level of between 60% and 70% of the total property value. The Council will bridge the gap between the leaseholder's equity and the entry level for shared equity homes.

For more information, freephone 0800 694 2109.

Summer fun on its way...

With last year's Community Fun Days proving so popular among residents, Hackney Homes will again be hosting Fun Days in each neighbourhood during July and August.

Our fun days are free and provide a range of activities for the whole family including demonstrations of local projects like Kickz and Nemesis, music, competitions, face painting and a barbeque. You can also find out more about the services provided by Hackney Homes, the Council and partners.

NORTH EAST	Sunday 29 July	Wrens Park House, Wrens Park Estate
NORTH WEST	Sunday 5 August	Queen Elizabeth Close
HOMERTON	Thursday 2 August	Forsyth House, Frampton Park Estate
DE BEAUVOIR AND QUEENSBRIDGE	Sunday 12 August	Scriven Court, Acton Estate
SHOREDITCH	Saturday 4 August	Fellows Court



For more information, please contact Hackney Homes' Consultation Officer on 020 8356 2066 or email Tracey.Dunn@Hackneyhomes.org.uk



Performance at a glance

Performance in March 2007

Repairs Call Centre Telephone Answering			
Percentage of telephone calls answered	96.0%	Target 94%	Above target
Percentage of telephone calls answered within 5 rings	86.0%	Target 75%	Above target
Complaints			
Stage one complaints replied to within 15 working days	81.5%	Target 75%	Above target
Stage two complaints replied to within 15 working days	97.0%	Target 75%	Much better than target
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	91.0%	Target 80%	Much better than target
Repairs			
Percentage of appointments made and kept borough-wide	99.1%	Target 98%	Above target
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	97.0%	Target to be developed	Excellent performance
Percentage of immediate jobs made safe within 2 hours	100.0%	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 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@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

East London Out Project (ELOP) is a lesbian and gay centre based in East London. A community-led organisation, ELOP was established in 1995 with the aim to promote the health, wellbeing, empowerment & equality of lesbian, gay, bisexual and trans (LGBT) communities.

ELOP provides advice, advocacy, counselling & support services, plus social and community activities and events to east London's LGBT communities.

If you would like to find out more, contact ELOP on 020 8509 3898.

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 nûçenayek 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 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)

یہ Hackney Homes News کرائے داروں اور بیٹے 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 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

www.hackneyhomes.org.uk

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