



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

July 2007

www.hackneyhomes.org.uk

FUN IN THE SUN

The Hackney Homes Community Fun Days are back for 2007, bigger and better. During July and August, Hackney Homes will be hosting one fun day in each neighbourhood.

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

Highlights this year are:

- Street dance lessons
- Kickz/Basketball activities
- Bouncy castle
- Face painting
- Steel band
- Talent Show - 'Hackney's Got Talent'
- Dominos
- Carnival mask making lessons
- Free sizzling barbeque

Grab a hat and some sunscreen, rally your friends and family and make sure you check out your nearest fun day this summer.

(Please note: The venue has changed for the Shoreditch Fun Day and will be at Royal Oak Court and not Fellows Court as printed in the June newsletter)

North East

Sunday 29 July, Noon - 4pm
Wrens Park House, Wrens Park Estate

Homerton

Thursday 2 August, 3pm - 7pm
Forsyth House, Frampton Park Estate

Shoreditch

Saturday 4 August, Noon - 4pm
Royal Oak Court

North West

Sunday 5 August, Noon - 4pm
Queen Elizabeth Close

De Beauvoir and Queensbridge

Sunday 12 August, Noon - 4pm
Scriven Court, Acton Estate

The Fun Days are being supported by Lovell, Mansell, Kier Group, Connaught, Mulalley and Magnet Kitchens.

For more information, visit
www.hackneyhomes.org.uk



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News In Brief

Orient Line trails football club's heritage

A series of plaques commemorating Leyton Orient FC's heritage were unveiled last month across East London. Supporters of the club can now trace their team's history back to 1900.

The Orient Line begins at Millfields Road in Hackney where the club's first official team, Clapton Orient were based between 1900 and 1930. One of the plaques has been installed on a Hackney Homes estate at Welford Close.



Building safer neighbourhoods

Police from the Kings Park Safer Neighbourhood team together with officers from Hackney Homes were recently successful in getting new door entry systems in place on the Clapton Park Estate.

The new system means increased security for residents on the estate as only fob key holders can gain access to their buildings. Since their implementation, police said that reports relating to anti-social behaviour have decreased dramatically.

"By working with Hackney Homes, we have managed to make a real difference and boost the quality of life for Clapton Park residents," PC Kevin Blears said.

Reporting repairs has never been easier

Throughout March and April, Hackney Homes residents reported dozens of repairs, graffiti and rubbish dumping by taking a picture on their mobile phone and sending it straight to the Repairs team via the text hotline 0773 854 4872.



Those who sent in reports were entered into a prize draw to win a state of the art camera phone and the lucky winner was Olushola Oladoyin from Homerton.

Runners up were Hugo Dixon from Stoke Newington, Paul Maddox from Woodberry Down and Debbie Mejuh from Shoreditch who won Shopping Vouchers.

Congratulations to all winners!



Affordable New Homes Show Event

The East London Affordable New Homes Show is being held this month. Come along to receive the latest information about homes available through New Build HomeBuy.

If you are a Hackney Homes tenant interested in buying a home but can't quite afford it, New Build HomeBuy (also known as Shared Ownership) may be what you're looking for.

Seminars explaining how New Build HomeBuy works will be held throughout the afternoon.

**Date: Thursday 26 July
Time: 2-8pm
Venue: The Old Town Hall,
29 The Broadway,
Stratford,
E15 4BQ**



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

Smokefree Hackney

From 1 July, the new Smokefree laws will come into effect. All public places and workplaces including offices, factories, shops, cafes, pubs, bars, public transport and work vehicles will become smokefree as part of the Government's Smokefree England legislation.

For Hackney Homes residents, this means all enclosed communal stairways and community halls will be Smokefree. 'No Smoking' signs will be displayed in all communal areas to remind residents about the new law.

Please note that this does not affect your right to smoke in your own house or flat. However, you

are breaking the law if you smoke in the communal areas e.g. stairways and community halls.

The new laws mean that all workers have the right to work in a smoke-free environment. When a Hackney Homes operative or contractor visits your home to carry out a repair or service your gas appliances, we will respectfully ask that you and any other persons in the household refrain from smoking whilst our staff attend your home for service visits.

The penalties for those who break the law range from fines of £30 to £2500.

For more information, you can call the Smokefree Hackney Project Manager on 020 8356 4905.



Save energy and reduce your heating bills

Hackney Homes is committed to helping residents save energy. That is why we have teamed up with Cosytop Thermal Insulations Ltd, a local company which specialises in domestic insulation and heating, to help us achieve the Government's goal of reducing carbon emissions.

We are working with Cosytop to encourage leaseholders to install cavity wall and loft insulation. This is free for leaseholders on benefits, with prices starting from £99 for leaseholders not receiving benefits. Leaseholders can contact Cosytop on the free phone number 0800 373 464 for more information.

Hackney Homes is also working with Cosytop to install insulation for tenants. Surveys are currently taking place to determine insulation needs, with a rolling programme to commence soon. Tenants do not need to contact Cosytop direct as this programme is already underway.

Hackney's partnership approach celebrated at ASB forum

The work of Hackney Homes' anti-social behaviour team and the Safer Neighbourhoods police team in Homerton was included at last month's Anti-Social Behaviour Forum at New Scotland Yard.

Brian Doran and Amalia Rodriguez from Hackney Homes spoke at the Forum and said that the partnership between Hackney Homes and local police has helped in the recent drop in crime rates in the borough.

With Safer Neighbourhoods officers now based alongside the anti-social behaviour team at Hackney Homes' Neighbourhood Office in Homerton, communications are always kept up to speed.

Did you know?

Burglary figures from Hackney Police for March and April not only reveal that burglary across the borough is down, but that Hackney Homes properties are safer than other types of tenure. While Hackney Homes properties make up 25% of the borough, only 17% of burglaries were to Hackney Homes properties.

The figures show that increased safety measures, including the installation of secure entry doors and CCTV, are making our estates safer for residents.



Estate Cleaning – Our Commitment

Hackney Homes is committed to providing a quality cleaning service for all residents. Our Estate based cleaning staff take pride in keeping their patches at a presentable and clean standard on a daily, weekly and programmed basis.

Here is a run down of what you can expect from our cleaning teams.

Daily tasks

This work is normally in the mornings except for the day following a weekend or bank holiday, when the whole day will be used to bring the estate up to an acceptable standard. Daily tasks include sweeping, litter picking, spot mopping/fully mopping communal entrances and lifts as required. Also, any broken light bulbs get replaced. Refuse containers are rotated and chambers are swept.

Weekly tasks

This work is normally in the morning at different frequencies. On each estate there is a cleaning roster that explains when these weekly tasks will be undertaken on your estate. This roster is usually on the notice board or in the communal hallway. On a weekly basis work includes the usual daily tasks as above as well as washing out refuse chambers.

Programmed work

This work is normally in the afternoon. As a team, cleaners will clean each block in their allocated area to a published, pre-planned, schedule. The work includes washing walls, doors, chute hoppers and balustrades including removal of graffiti. Windows are also cleaned where it is safe to do so.

Other services provided by Cleaning and Grounds Maintenance:

Bulk Removal

The Bulk Removal team carries out the removal of bulky waste (household furniture, garden furniture, beds, fridges etc) from each block every week on a programmed basis. If you would like to report ad-hoc dumping/removal of rubbish please call 020 8986 7738.

Graffiti Removal

The team is comprised of trained operatives responsible for removing graffiti. All sexist, offensive or racist graffiti is removed within 3 hours of reporting. All other types of graffiti are removed within 4 working days of reporting. Please phone us on 020 8356 3691 to report graffiti on your estate. You can also report graffiti online at www.hackneyhomes.org.uk

Weekend Service

There is a weekend cleaning service which covers 'hotspot' areas. This is where there are problems within the building including littering, anti-social behaviour, rubbish dumping and graffiti. The service is covered by three dedicated weekend teams which cover the estates. To report cleaning on the weekend, call 07976 342 273.

Estate Managers also carry out inspections to ensure that their areas are maintained to a high standard of cleanliness.

For more information, visit www.hackneyhomes.org.uk



60 Seconds

with **Samantha Degraph, Hackney Homes resident**

Hackney Homes News recently caught up with local resident **Samantha Degraph** to speak to her about living in Hackney and her role as **Secretary of the Tenants' and Residents' Association (TRA) at Trelawney Estate.**



You have lived in Hackney for seven years. Tell us a bit more about yourself.

I am a mother of two young children who attend a local primary school. I gained my education at Hackney Community College and I enjoy community work.

What do you enjoy about living in Hackney?

The mix of people and culture. The shops are really good too as well as good transport links.

As Secretary of the Trelawney Estate TRA, why do you think it is important for residents to get involved in the running of their estates?

For lots of reasons but mainly for the benefit to the community. Most people don't even know who their neighbours are and ever since I have been doing voluntary work I have found that the more people that work together the better the service that is delivered. I honestly believe that if it wasn't for Trelawney TRA we would not have had the improvements we've had.

Do you have any advice to residents wanting to get involved in decisions about their home and environment?

Contact your local estate office or neighbourhood office. Turn up at your TRA meetings. I generally think it helps to be a nosey yet caring person.

In your spare time, what local initiatives or activities do you take part in?

Not only do I care for an elderly relative but I also campaign for children/teenagers to have more services tailored to their needs.

If you are thinking about getting involved, there are lots of options. Find out more by phoning the Tenant Participation Team on 020 3856 7845 or visit www.hackneyhomes.org.uk to find out the full range of activities on offer.

Important News - Changes in Resident Involvement

As previously reported Hackney Homes has been consulting residents on the way we involve residents and how you let us know your views. Thank you to everyone who returned the survey card or attended a focus group.

The Hackney Homes Board has considered the options and the views of residents. The Board has made its decision on the options and is recommending the changes to the Council who have to agree to the changes as well. The changes recommended by the Board are:

On your Estate – an enhanced role for Tenants and Residents Association (TRA) meetings taking on the functions and budgets of estate committees with routine attendance by Councillors and your Housing Manager. Other Hackney Homes officers will attend by specific request. We will also increase the level and opportunities for you to be involved in other ways, e.g. telephone and postal surveys and community events.

At the Neighbourhood level – it was agreed that there would be no change to the Neighbourhood Panels.

At the Borough Wide level – the Tenants & Residents Convention will be replaced by a Resident Liaison Group with representatives from Neighbourhood Panels and other groups representing different sections of Hackney Homes residents.

We appreciate that this represents a considerable change and we will be looking to work closely with residents over the next few months to ensure that the changes are properly implemented and lead to improvements in the resident involvement service.

There will be a further update in the August issue of Hackney Homes News with the decision of the Council's Cabinet on the changes. Subject of course to this decision we will provide greater detail on the way these changes will be brought in and the dates for their introduction.

Delivering Decent Homes

The Decent Homes programme is on schedule and works in each of the five neighbourhood areas are being carried out to plan by the contractors. Our strong financial position has enabled us to fully fund the programme at least until the end of the 2007/08 financial year.

The programme this year will continue to focus on new roofs, windows and concrete repairs as well as internal improvements including new kitchens and bathrooms for homes that do not meet the Decent Homes Standard.

You can search online via the Hackney Homes website to find out

when Decent Homes and planned maintenance works will be undertaken on your property. The search function is now also available in Turkish, Somali and French.

<http://www.hackney.gov.uk/servapps/admin/decenthomes/top2.aspx>

We are still awaiting the results from the Audit Commission Inspection carried out earlier this year. If successful in achieving a 2 star rating, Hackney Homes will receive government funding towards our Decent Homes programme.

We hope to let you know the results in time for the next edition of *Hackney Homes News*.



Are you interested in better value services?

The Value for Money (VFM) team have been working to keep costs down wherever possible, to better maximise our resources and to ensure an improved performance across Hackney Homes.

One of the ways the VFM team have tried to achieve these outcomes is through regular meetings with residents to discuss the latest VFM projects.

Head of Value for Money, Brian Madden, said that residents had helped achieve innovative cost savings.

“One of the biggest VFM success stories over the past year was the procurement of housing management services in Shoreditch and North East. Resident involvement contributed towards the huge cost saving of £1.9 million per annum.” Brian Madden

Get Involved

Quarterly Forums provide residents with the chance to influence the way future VFM projects are set up.

The next VFM Forum will be taking place in August. **If you would like to come along or provide feedback via email or phone, contact housing.consultation@hackneyhomes.org.uk or phone 020 8656 2066.**

Consultation on Woodberry Down Masterplan

Thank you to everyone who attended one of our public consultations on the Woodberry Down Masterplan held between 21 May and 18 June. The Masterplan sets out the complete vision for the development which will take place over the next 15 to 20 years and looks at everything from housing to new schools, health centres and community facilities, all based around the idea of making Woodberry Down a place where people want to live, work and play.

The public planning consultation allowed the London Borough of Hackney Planning Department to discuss the Masterplan with the residents of Hackney and especially Woodberry Down. The Masterplan was submitted in December 2006 and is currently being assessed by the planning department, with a view to construction of the first building starting in early 2008.

The planning application is available online at www.hackney.gov.uk/planning-woodberry

Leaseholders and Freeholders News

Major Works Advice Day - 5 June

A Major Works Advice Day was held last month to inform leaseholders who are scheduled to receive Decent Homes and Planned Maintenance works in the 2007/08 year about how they would be affected.

Contractors, suppliers and Hackney Homes staff were on hand to advise residents about scheduled works, the consultation process, billing and payment options.

Around 200 leaseholders attended the two sessions and feedback has been very positive, with the majority of attendees saying they felt better informed following the event.

New Disputes Resolution Service

A new Disputes Resolution Scheme is now available for leaseholders where decisions over legal or appropriate conditions of lease are being challenged. Leaseholders should note that this service does not include items such as general queries and complaints where there is already a clear process to follow. The scheme will be reviewed after one year.

Leaseholders and Freeholders Handbook

A revised and updated version of the Leaseholders and Freeholders Handbook was issued in January this year. We consulted you on style, layout and content which proved beneficial. Having separate guides enables us to update versions in the future without revising the entire handbook so we can be more cost effective. Each chapter can be downloaded from our website as well.

The Handbook is also available in large print and Audio CD.



Performance at a glance

Performance in May 2007

Repairs Call Centre Telephone Answering			
Percentage of telephone calls answered	96.1%	Target 94%	Above target
Percentage of telephone calls answered within 5 rings	86.3%	Target 75%	Above target
Complaints			
Stage one complaints replied to within 15 working days	93.6%	Target 75%	Much better than target
Stage two complaints replied to within 15 working days	87.2%	Target 75%	Above target
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	89.8%	Target 80%	Above target
Repairs			
Percentage of appointments made and kept borough-wide	98.4%	Target 98%	Target met
Percentage of urgent repairs completed within government time limits (borough-wide)	99.5%	Target 96%	Excellent performance
Percentage of emergency repairs made safe within 24 hours	94.8%	Target to be developed	Excellent performance
Percentage of immediate jobs made safe within 2 hours	97.6%	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

Residents with AOL email accounts may find they have difficulty receiving emails from Hackney Homes or from the Council. This is because AOL have blocked emails sent from both Hackney Homes and the London Borough of Hackney. AOL have done this to protect their account holders from the large number of spam emails that get circulated.

If you are an AOL email account holder, you need to contact AOL and ask them to allow emails from hackneyhomes.org.uk addresses to be received by you.

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 telefoni 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)

یہ Hackney Homes News کرائے داروں اور بٹے 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
Freepost RLTS-GHGU-UUTR,
Hackney Homes, Christopher
Addison House, 72 Wilton Way,
London E8 1BJ

www.hackneyhomes.org.uk

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