



HackneyHomes news

In partnership with **Hackney Council**

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

August 2007

www.hackneyhomes.org.uk

Resident involvement is changing

Hackney Homes is changing the way residents can get involved. We're doing this to encourage more residents to get involved, to offer more and varied ways to do this and to reduce the number of meetings residents need to attend.

The changes have been approved by the Hackney Homes Board and the Council and are currently being implemented.

One of the biggest changes is that Tenants' and Residents' Associations (TRA's) will have an enhanced role. Many residents told us that Estate Committees were too bureaucratic and were not able to get things done; so the current cycle of Estate Committee meetings will be the last, with TRA's taking on an enhanced role from September.

TRA's will meet four times a year with their estate manager and local councillor. These will be open meetings which all residents can attend. TRA's will have access to local budgets to spend on estate improvements. Hackney Homes is also starting a new system to record and track any issues raised at TRA meetings to ensure matters are dealt with quickly. If you've never been to a TRA meeting, now is a good time to give it a try. If you have a concern, it will be dealt with.

The neighbourhood panels, which currently look at issues at a neighbourhood wide level, will remain. However, in other changes, meetings with the Tenant and Residents

Convention will be replaced by a Resident Liaison Group.

This group is made up of leading residents from the Neighbourhood Panels, Leaseholder Forum, other resident groups, the Cabinet member for Housing, Hackney Homes Board members and senior Hackney Homes Officers. This group will monitor and comment on the performance and policy issues of Hackney Homes. This will include how issues raised by residents are being dealt with.

We'll also be introducing a range of new involvement opportunities in the coming months to complement current activities including fun days, mystery shopping, focus groups and reader panel.

Our team of resident participation officers will now have more time to work directly with residents on estates developing local projects, looking for more funding and helping with training and other programmes. You'll be seeing much more of them in your neighbourhood.

You will find more information on the Get Involved section of the website www.hackneyhomes.org.uk or you can give the Resident Participation team a call on 020 8356 7845.



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News In Brief



Get Involved

From August, a series of Forums are being held to encourage feedback and opinion from our residents.

We would like to encourage participation from Hackney's diverse communities. In particular, residents from African, Turkish, Somalian and other minority groups are asked to get involved and share their experiences about Hackney Homes services and have the chance to influence future projects.

If you are interested in getting involved, please contact Hackney Homes' Consultation Officer on 020 8356 2066 or email

tracey.dunn@hackneyhomes.org.uk or you can visit www.hackneyhomes.org.uk

Keep up-to-date online

If you're interested in being kept up to date with all things Hackney Homes, sign up to receive the fortnightly Chief Executive's Bulletin.

Register your interest today by sending an email to **housingeditor@hackneyhomes.org.uk**



Vacant lot transformed into green space

An unused play area on Pitfield Estate in Shoreditch has been transformed into a green space where residents have been busy tending to an array of vegetables, salads, fruit and flowers.

The 'Vacant Lot' project, initiated by Hackney-based What-if projects and the Shoreditch Trust is proving popular amongst residents and encouraging a greener approach to inner-city living. The garden space will be open to the general public during the Shoreditch Festival, 4th-18th August.



Repairs Survey Update

In April and May, we asked your opinions on our repairs policy.

Proposed changes to the repairs policy include reducing the scope of repairs which are currently the responsibility of tenants and increasing the repairs carried out by Hackney Homes. We are also trying to make it easier for vulnerable residents to have repairs carried out and re-charging

residents for repairs that we carry out but that are their responsibility, having been caused by neglect or deliberate damage.

Thanks to all residents who took the time to have their say about the proposed changes. The Hackney Homes Board will consider a new policy in September.

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

Moving on: What are my options?



Keen to move closer to family and friends? Are you interested in the cash and refurbishment incentives available for moving into a smaller property more suitable to your needs?

If you answered yes to any of the above questions and are keen for a housing change, you may not be aware of the recently changed Housing Mobility or 'Moving on' schemes available in Hackney.

Underoccupation Cash Incentive Scheme

If members of your family have moved out and your house is too big and you'd like a smaller, lower level

property, this scheme could be for you. Under this scheme, cash and refurbishment incentives are offered to Hackney Homes tenants who apply for transfer to a council or housing association property that has fewer bedrooms than their current home.

For more information about this scheme, please phone the Housing Mobility Team on 020 8356 5769/5752/5765.

"Hackney is the second most overcrowded borough in London so the Choose and Move scheme aims to combat the growing waiting list for family sized council homes," Hackney's Housing Mobility Manager, Sarah Gallacher said.

Choose and Move Scheme

Are you a council tenant living in a council assessed over-crowded property and are registered on the council's waiting/transfer list? If so, this scheme provides you with the option to move into a property in the private rented sector that will better meet your family's needs. Under this scheme, a cash incentive of up to £6000 is provided as well as assistance and advice from a dedicated Housing Mobility officer.

For more information, phone 020 8356 5823/2978.

Fresh Start Scheme

If you are looking for a complete change, this scheme can help you make a 'fresh start' in either social housing or private rented accommodation outside of London.

For more information, phone 020 8356 5751.

If you are interested in any of the above options, call the Housing Mobility Team on 020 8356 5760 and kick start your housing move today.

Got a bright idea for Hackney?

A new community grants programme worth a total of £750,000 was launched last month by Team Hackney and the Hackney Community Empowerment Network. Not-for-profit, voluntary and community groups can apply for up to £50,000 each as part of the new initiative.

The grants aim to increase the ways the borough's voluntary and community sector (VCS) can improve life for everyone who lives in Hackney.

There are three types of funding that can be applied for:

- Fast track projects: Up to £1,000. Closing date: 12 September 07
- Small grants: From £1,000 to £5,000. Closing Date: 12 October 07
- Large grants: Up to £50,000. Applications open in late 07.

For more information about project criteria and how to apply, please contact Hackney Council for Voluntary Service on 020 7923 1962 or visit www.hcvs.org.uk/en/pages/funding-grants.aspx



Tips for keeping you and your home safe this summer

With many of us planning a summer holiday, Hackney Homes and Hackney Borough Police are reminding residents that a few simple tasks will help keep homes safe from the preying eyes of burglars.

Open side gates, accessible windows left open and ladders left out all make access to a property far simpler and encourage a prospective burglar to take a second look.

Some simple tips to discourage a burglar are:

- Make sure you never leave a spare key concealed anywhere near the front door - burglars know all the hiding places.
- Never label your house keys in case you lose them and they fall into the wrong hands.
- Keep valuables out of sight from windows.

A good tip when you are on holiday away from home this summer is to

make your property look like it is occupied. You can do this by:

- Installing timers which switch lights or radios on and off automatically;
- Asking a neighbour or friend pop round to clear your letterbox or doorstep; and
- Drawing the curtains, leaving some lights on and a radio playing.



Don't forget

Many Hackney Homes estates still have scaffolding up as part of the Decent Homes improvement programme.

Construction sites can sometimes be tempting to children so please help avoid accidents and:

- Keep your children away from work areas.
- Never let children climb scaffolding or play under it.
- If children can access scaffolding from inside your home, keep doors and windows that would allow this access locked.
- Don't let children play with builders' tools or materials or climb on builders' vehicles.
- When builders are working in your home, don't leave children under 16 unsupervised.

Free smoke alarms for all residents

All Hackney residents are being offered a free visit to look at fire safety in their homes. The London Fire Brigade will also install free smoke alarms where needed.

Most fires in the home are accidents and may start in the kitchen. Here are some simple steps to improve fire safety in your home.

- Do not leave the cooker alone when it is switched on. Make sure it is turned off when you have finished using it.
- Take extra care when using oil. Many injuries are caused by fires from chip pans when the oil is either too hot or the pan has too much oil in it.

- Never leave a lit cigarette around and be sure to use a proper ashtray.
- Fit a smoke alarm and remember to test it weekly - If a fire does start a working smoke alarm will give you valuable time to get out. Regularly checking that the smoke alarm and the battery work could save your life.
- Plan an escape route and make sure everyone knows it.

To arrange your free fire safety visit, contact the London Fire Brigade on 0800 028 4428 or smokealarms@london-fire.gov.uk.

If you have difficulty hearing, a vibrating pad or flashing light is available or you can buy one from The Royal



National Institute for the Deaf on 020 7296 8000.

Always remember, if a fire breaks out - get out, stay out and call 999 - don't try to fight a fire yourself.

Working together is good news for Homerton residents

Effective partnership working is making it easier for Homerton residents to access services and bringing about a raft of tangible improvements to the neighbourhood.

In a Hackney first, the Homerton Neighbourhood Office is providing a hub for a wide range of services from Hackney Homes, Homerton Police and Single Homeless Project (an agency providing support to Hackney tenants).

Neighbourhood Office Manager David Saxon said that working closely together under the same roof every day means delivering better services and outcomes for local residents.

"With police officers now based alongside our anti-social behaviour officers, we are able to collaborate more effectively and resolve customer concerns more quickly. In particular, communications are always kept up to speed which is crucial in reporting and preventing nuisance and disruptive behaviour on our estates," David said.

Resident engagement and involvement have also been strengthened through Homerton's Neighbourhood Panel, who help staff the reception desk and advise other residents about involvement opportunities available.

Address: 92 Well Street, E9 7JA.

Phone: 020 8356 7800

Neighbourhood Walkabout for Hong Kong delegates

Homerton Neighbourhood Office recently played host to a group of delegates from the Hong Kong branch of the Chartered Institute of Housing – taking them on a walkabout around Homerton and visiting several Hackney Homes estates.

The group, consisting of Housing Managers and Surveyors, were impressed with the progressive improvement works undertaken on local estates as part of the government's Decent Homes programme. They were also interested in Hackney's focus and commitment to regeneration.

The delegates visited Granard House and Banbury House and also met with local Tenant Representatives.



Landmark judgement brings 50th crack den closure

Technology more commonly used to detect explosives at airports has helped the Hackney Crackdown Project successfully gain its 50th closure order to shutdown a crackhouse in the borough.

The Ion Track Itemiser 3 can detect both drugs and explosives and evidence collected using the machine was recently presented at the Thames Magistrates

Court to grant a closure order.

Commenting on the 50th closure order, Hackney Homes' Head of Estate Safety, Wayne Hylton said: "We want to thank our residents for remaining vigilant and alerting the team to any suspicious activities in their local area. It is this swift help that allows us to gather evidence and bring about a fast action against this anti-social behaviour".

The Hackney Crackdown Project involves specialist teams from Hackney Homes and the police and has brought about the swift closure of crack houses in Hackney.

Call Crackdown Project Team in confidence to report a suspected crackhouse on freephone 0800 073 1779, text 07976 911 165 or email crackdown@hackney.gov.uk

Leaseholders and Freeholders News

CONFERENCE for Hackney Homes Leaseholders and Freeholders

DATE FOR YOUR DIARY:

3 November 2007 10am-4pm

The Ocean, 270 Mare Street, E8

For the first time, Hackney Homes will be holding a Leaseholders and Freeholders Conference later this year on 3 November. It will be taking place at the Ocean, 270 Mare Street (opposite Hackney Town Hall) from 10am - 4pm. So please put it in your diary.

This event will provide a great opportunity to receive information and advice in one place on a number of issues that are relevant to you as a leaseholder or freeholder.

There will be speakers from Hackney Homes and LEASE (the Governments Independent Leasehold Advisory Service). Subjects will include rights and obligations, value for money and leaseholder satisfaction.

Stalls from various departments within Hackney Homes and Hackney Council will be on hand to answer any questions. These will include Leasehold and Right to Buy Services, Decent Homes, Planned Maintenance, Repairs Service, Cleaning and Grounds Maintenance,



Resident Participation and other partners amongst others. External organisations will include welfare and leaseholder advisory agencies.

We are planning workshops covering the following:

- Home Ownership and Leasehold Services
- Property and Asset Management (includes repairs)
- Housing Management/anti-social behaviour
- Disputes services

A buffet will be provided. We are organising the conference with Leaseholder involvement from the recognised borough wide

Leaseholder and Freeholder Forum and North East Leaseholders Association to ensure we are tailoring it to your needs.

The conference will be organised through invitation, so that we can arrange catering, advisory talks and workshops accordingly for known numbers.

This event will be limited to 250 leaseholders and freeholders only, so please notify us if you would like to attend.

Please complete the enclosed registration form and return it in the envelope provided.

Alternatively you can visit the website, email LHFHconference@hackneyhomes.org.uk or call **020 8356 2288** to register your attendance.

News In Brief

Please note that the Cashiers Office at the Town Hall and Stoke Newington Municipal Offices are moving to new offices, located behind Christopher Addison House on 2 Hillman Street E8 as of 3 September 2007.

Small block big improvements

Residents of a small block in Lower Clapton have been making a raft of improvements to their block – and the difference is significant.

According to Tonia Taylor, a resident of the six-apartment block, small blocks in Hackney don't always get the publicity they deserve.

"There are lots of small blocks throughout the Borough and I think what we've achieved on our block shows that small blocks have potential to be lovely homes and places to live."

Tonia and her neighbours have rallied together to install a new gate, extend the height of the fence and paint the hallway. But without doubt,



their greatest achievement is in the garden. A neglected expanse of grass has made way for shrubs and flower beds, well maintained lawn and a play area for children.

"When I moved in nine years ago the garden was a mess with high

grass and dirt everywhere and there was no security which was a big issue."

Hackney Homes has installed new windows in the property and a new intercom system to boost resident security.

"It really is a different place now. There are still a couple more things we hope to achieve with Hackney Homes, like better recycling facilities, but it is a much safer and really pleasant block."

Do you want to tell us about improvements to your house, block or estate? Please call us on **020 8356 3528** or email housingeditor@hackneyhomes.org.uk

How we are dealing with your complaints

Hackney Homes provides a range of services to thousands of residents right across the borough. As we all know, sometimes things can go wrong and our residents let us know by making a complaint. These allow us to right the wrong, learn as an organisation and put things right for the future.

In the first six months of this year, residents have used the online form, sent in letters and phoned the complaints team (see contact details below) to make complaints about some of the services that we are providing.

Some of the issues that we have received complaints about this year are:

- Reactive Repairs
- Communal / Block Maintenance
- Crime and Anti-Social Behaviour

Improving the quality of responses

In providing you with a response, we ensure that the response:

- is within the appropriate timescale;
- is accurate and honest;
- answers all the points/ questions raised; and
- arrives at a logical conclusion based on evidence.

All complaints are important to us.

Each one is used to directly improve the services that we provide.

Case Study

A resident made a complaint about the stairwell in her block. She mentioned that although the estate cleaning team came regularly to clean the blocks, people would litter the stairs with drug paraphernalia and urine. A full written response was provided to the resident and a full surveillance of the block was undertaken by the Estate Safety Team. As a result of this, it was found that the block was being used to



sell illegal drugs. The perpetrators were arrested and the block was made safer and cleaner for all residents.

How to make a complaint or complaint

Phone us on **020 8356 5022** or fax us on 020 8356 5091

Send an email to housing.complaints@hackneyhomes.org.uk

Use the online form at www.hackneyhomes.org.uk

Go to your local neighbourhood office (details on page 8)

Send us a letter to Complaints Team, Hackney Homes, Clapton Neighbourhood Office, 136-142 Lower Clapton Road, London, E5 0QD

Performance at a glance

Performance Summary

Repairs Call Centre Telephone Answering	Performance - Year to date position		
Percentage of telephone calls answered	96.7%	Target 94%	Above target
Percentage of telephone calls answered within 5 rings	88.6%	Target 75%	Above target
Complaints			
Stage one complaints replied to within 15 working days	95.1%	Target 75%	Excellent performance
Stage two complaints replied to within 15 working day	86.2%	Target 75%	Above target
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	88.4%	Target 80%	Above target
Repairs			
Percentage of appointments made and kept borough-wide	98.2%	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	95.0%	Target to be developed	Good performance
Percentage of immediate jobs made safe within 2 hours	97.6%	Target to be developed	Good 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,
20 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 7PT

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:
RepairsRCC@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

Housing Mobility Team:
020 8356 5760

Street lights: 020 8356 2897

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

What you told us...

One of our Decent Homes contractors Mulalleys recently received some very positive feedback about the work they've been doing in the Queensbridge and De Beauvoir neighbourhood.

Neighbourhood Investment Board Chair, Fred Filce said, "Your staff always work hard in a professional and friendly manner and tenants have told me they've been impressed with works completed." Well done!

www.hackneyhomes.org.uk

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Registered Office: Christopher Addison House, 72 Wilton Way, London E8 1BJ
Hackney Homes Limited is a company controlled by the London Borough of Hackney
Produced by Design & Communications • Hackney Council • August 2007 • PJ32072


HackneyHomes
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