



# HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

September 2007

[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

# Active Residents Awards Launched

We're looking for residents who are making a difference in Hackney, the unsung heroes who give so much to their local communities.



Rhonda and Rupert

**Nominations for the Active Residents Awards are now open. There are three simple award categories (Resident of the Year, Young Resident of the Year and Resident Group of the Year) and each winner will receive £1,000 to spend on their project or personal development.**

Resident Board Member Rupert Tyson and one of last year's winners Rhonda Dewsnap are calling for residents to get involved and nominate their neighbours.

"We want to recognise the residents who make Hackney a better place to

"We want to recognise the residents who make Hackney a better place to live. There are lots of people who put in a lot of time and effort and this is one way we can say thank you."

Rupert Tyson

live. There are lots of people who put in a lot of time and effort, or who are role models to others, and this is one way we can say thank you," Rupert said.

Rhonda said winning one of the awards last year was both a big surprise and an honour.

"I didn't feel that I had done very much apart from caring about my home, by which I mean my estate. I really recommend getting involved and would encourage residents to start today by nominating one of their neighbours. The form is quick and easy to fill in so don't delay."

Three entrants will be short-listed in each category and the winners will be announced at the Active Residents Awards Dinner in December this year.

The closing date for nominations is Friday 16 November.

**Nomination forms are available in all Neighbourhood Offices, online at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) or phone 020 8356 2066 for a form or for help with nominations.**

## What's inside

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## News In Brief

### Visit the past and discover the new at Hackney Museum

With current exhibitions extended due to popular demand along with free events, activities and workshops for all ages, residents should add a visit to the Hackney Museum as a 'must-do' this month.

Discover why people from all over the world have been settling in this part of London for hundreds of years. Enjoy interactive displays which bring stories from around the world alive, see how quickly you can make a Victorian

style match box and listen to the memories of people travelling from far away to seek their fortune or a safe haven in Hackney.

#### Current exhibitions

**Abolition 07 Exhibition**  
(extended until 27 October 2007)  
Commemorates the bicentenary of the abolition of the transatlantic slave trade.

#### SEE 2012

(4 September - 12 January 2008)  
See Pete Young's photographs of Hackney

Marshes and the poetry of year 5 pupils imagining what changes the Olympics will bring.

#### Over 55's

#### Museum Teas and Tours

Enjoy a free cup of tea and a tour of Hackney Museum on Wednesday afternoons from 3pm. Book in advance on 020 8356 3500.



**Hackney Museum, Technology and Learning Centre,**  
1 Reading Lane, E8 1GQ  
Tel: 020 8356 3500  
Web: [www.hackney.gov.uk/hackneymuseum](http://www.hackney.gov.uk/hackneymuseum)

### Inside Hackney Homes News...

Are you a council tenant living in an over-crowded property? Would you be interested in moving into private rented accommodation? If so, check out the Choose and Move flyer in this month's Newsletter or call the Housing Mobility team on 020 8356 5823/2978.



### Cashiers Office has moved...

Please note that the Cashiers Office at the Town Hall and Stoke Newington Municipal Offices have now moved to 2 Hillman Street E8 1FB.

## Moving out?

If you're planning on moving out, here is a list of handy reminders to ensure you comply with your tenancy agreement.

■ **Notice:** You need to fill in a termination of tenancy form (available from your Neighbourhood Office) at least 28 days before you leave.

■ **Keys:** You must return all the keys (including window lock keys) as soon as you move out. If you don't, you will have to pay rent until they are returned, and also pay for any necessary lock changes.

■ **Repairs:** You must carry out any repairs which are your responsibility (please see the Tenants Handbook for details) before you leave. We will inspect your home and will charge you for any work you have not done.

■ **Clearing and cleaning the property:** You must remove all your belongings and leave the home clean. We will charge you for any clearance or cleaning we have to do after you have left. You can apply to get a 'clean flat' payment which is available for residents who leave their property clean and tidy. We may also pay you to leave some curtains.

■ **Everyone must leave:** All members of your household, including any lodgers or sub-tenants must move out with you. If not, you will remain responsible for the rent and the costs of any legal action that we take, until we obtain vacant possession.



In addition to friends and family, here are some people you may also need to tell:

- Bank or building society
- Benefits Agency
- Council Tax Department
- Credit-card companies
- Doctor / Dentist
- DVLA – Driving Licence
- Employer
- Home Services – Gas / Electric / Water
- HM Revenue and Customs
- Insurance – home / car
- Phone company – landline and mobile
- Post office (to redirect your post)
- Subscription companies
- TV Licensing

You can also pick up a handy leaflet called 'Ending your tenancy' at your Neighbourhood Office.

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](mailto:HousingEditor@hackneyhomes.org.uk)

# Farewell to Steve Tucker

After a career spanning 27 years at Hackney Council and Hackney Homes, Chief Executive Steve Tucker retired at the end of August.



**Steve joined the London Borough of Hackney in 1981, and was appointed an Assistant Director of Construction services in 1987. He became Director of Housing in 2000 and Chief Executive of Hackney Homes in November 2005.**

Committed to improving the quality of housing in the borough, Steve said he is proud of what has been achieved in Hackney.

"Estates are now cleaner and tidier with improved estate maintenance, rent collection is at record levels, thousands of homes have received much needed renovation as part of the Decent Homes programme and

crime and burglary levels have fallen substantially," Steve said.

"Hackney Homes estates are becoming great places to live and residents appreciate the improved services we are now delivering at a

*"I would like to thank in particular those staff in Hackney Homes and the very many residents in the borough who have given me such tremendous support over many years"*

consistently high quality standard. Regeneration projects like Woodberry Down are addressing the need for improved housing as well as better provision of education and health services and general quality of life improvements."

"I would like to thank in particular those staff in Hackney Homes and the very many residents in the borough who have given me such tremendous support over many years and have contributed to the very real improvements on estates and across all our services."

Chair of the Hackney Homes Board, David Curley commended Steve's commitment to the borough.

"Steve has worked hard for many years in Hackney, firmly entrenching improvements, value for money gains and better customer services. We wish him well for the future."



Current Director of Housing Services, Susmita Noonan (pictured left), has been appointed Interim Chief Executive.

## Reaping the benefits of paying your rent on time



**Paying their rent on time and keeping to the terms of their tenancy agreement, that is what Mr and Mrs Lam of Cassland Road have done for the past 22 years.**

Last month, they were winners of the quarterly Pride of Place draw and were presented with £500 in vouchers to spend on home improvements. They chose to spend the vouchers on a brand new gas cooker from Harris Electrical Limited on Lower Clapton Road.

Mrs Lam said "The cooker that we use now is over 20 years old. It has seen many meals, fed four children and needs to be changed. We were just saving up to buy a new one so this will come in very handy."

**To find out more about the Pride of Place Scheme, visit [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk), speak to a member of staff at your local Neighbourhood Office or call 020 8356 5053.**



# Are you claiming all your benefits?

£2.5 billion...that's how much people across the country failed to claim in benefits last year, even though they were entitled to it.

**Hackney Homes and Hackney Council are urging residents not to miss out on claiming Housing Benefit and Council Tax Benefit.**

Many elderly residents and people on low incomes are entitled to help with rent and a reduction in their Council Tax bill. However, many residents are missing out by not claiming this assistance.

Hackney Homes recently distributed

information packs with details about how to claim to tenants who have rent arrears and who may be having difficulty maintaining regular payments. If you would like an information pack or you have questions about your benefit entitlement, please get in touch with Revenues and Benefits on 020 8356 3399 or visit Keltan House, 89-115 Mare Street, London E8 or email [benefits.callcentre@hackney.co.uk](mailto:benefits.callcentre@hackney.co.uk)

## Don't let money worries get on top of you

**The Money Matters Project offers free and impartial advice to help you sort out your money worries and is available to residents of Hackney, Tower Hamlets and Newham.**

The project can work with you to develop a realistic financial plan and negotiate on your behalf with creditors.

Staff can help you get back in control of your money so that you can plan with confidence.

### Expert staff can help on a range of issues:

- Rent arrears
- Existing loans and debts
- Debt counselling
- Sensible repayment arrangements to suit your budget
- Outstanding bills

**If you are interested in finding out more or making an appointment, please phone 020 7780 1777 for the Stepney Office or 020 7254 1976 for the Dalston Office.**

## Hackney's first borough-wide Credit Union

**The Hackney Credit Union (HCU) has recently opened on Mare Street, offering residents straightforward and affordable financial advice.**

HCU helps groups of people within the community to come together to save and borrow money at affordable rates. They operate on a not-for-profit basis, with the surplus being returned to its members.

Membership Services Officer, Luisa Espinosa, says it is easy to join the union and anyone interested can download the application form at [www.hackneycreditunion.co.uk](http://www.hackneycreditunion.co.uk) or call into the office in person and complete one.

### Some of the advantages of becoming a member include:

- Friendly, personal and locally based service
- Lower/ No bank charges on monthly transactions
- Competitive interest rates, no set-up charges and no penalty on early repayments
- Potentially high returns on investment (credit unions can give returns of up to a maximum 8%)
- Ethical banking as an alternative to

**"It is easy to join the union and anyone interested can download an application form or call into the office in person and complete one."**

**Luisa Espinosa, Membership Services Officer, Hackney Credit Union**

mainstream financial services – keeping money within the local economy rather than giving it to remote shareholders

- Members have equal voting rights in the management of their money (regardless of the level of savings)
- Automatic, free, life savings assurance (this can mean the credit union will pay out an additional amount up to £2500 on member's savings on the death of a member depending on circumstances)
- Loan protection (loans up to £2500 is paid towards the loan on death of the borrower)
- Salary or benefits can be paid direct to your Credit Union account

**For more information, pop into the branch on 225 Mare Street, London E8 3QE or phone 020 8986 6868**

# Keeping Hackney Safe

**Safer Neighbourhoods Police operate across Hackney and work with local people, partners and metropolitan police to identify and tackle issues of concern in the neighbourhood.**

Safer Neighbourhoods teams are dedicated to the needs of each specific

neighbourhood, with the policing priorities for that area decided in partnership with the public, local authorities and other local organisations. Officers are trained to communicate with a wide range of people, communities and partners, to tackle and solve community problems.

## What is an emergency repair?



**Hackney Homes' repairs service is available 24hrs a day, 365 days a year. As part of the service, we provide emergency repairs cover from 6pm in the evening until 8am the following morning.**

Sometimes there is confusion around what is or what is not an emergency repair or the type of repair that can wait until the day service is available the following day.

As a general rule, an emergency repair is one where there is real danger to life or limb, major damage, flooding or where your home is insecure.

**This can also include the following:**

- Bad water leaks
- Blocked toilet (where you have only one)
- No drinking water
- No electricity supply to your home

When you report your emergency repair, our trained staff will ask a series of questions to establish the nature of your repairs request. If they think the repair is something that can wait for the day service, they will advise you to call Hackney Homes Contact Centre the following morning to log your repair and arrange a convenient appointment.

**Remember, when you need to report an emergency repair, phone 020 8356 3691.**



## Contact Details

**Hackney has 19 wards each with its own dedicated Safer Neighbourhoods Team. These are as follows:**

**Brownswood**  
T: 020 8721 2030  
M: 07843 291 140

**Cazenove**  
T: 020 8721 2925  
M: 07879 655 649

**Chatham**  
T: 0208 721 2794  
M: 07748 938 936

**Clissold**  
T: 020 8721 2923  
M: 07879 603 106

**Dalston**  
T: 020 8731 2031  
M: 07843 291 111

**De Beauvoir**  
T: 0208 721 2936  
M: 07879 435 146

**Hackney Central**  
T: 0208 721 2029  
M: 07843 291 110

**Hackney Downs**  
T: 020 8721 2940  
M: 07879 486 802

**Haggerston**  
T: 020 7161 9026  
M: 07748 320 392

**Hoxton**  
T: 020 8721 2935  
M: 07879 433 797

**Kings Park**  
T: 020 8721 2939  
M: 07879 486 460

**Leabridge**  
T: 020 8721 2836  
M: 07884 117 293

**Lordship**  
T: 020 8721 2924  
M: 07879 603 482

**New River**  
T: 020 8721 2904  
M: 07874 117 298

**Queensbridge**  
T: 020 7161 9027  
M: 07748 703 342

**Springfield**  
T: 020 8721 2925  
M: 07879 604 311

**Stoke Newington Central**  
T: 020 8731 2922  
M: 07879 603 037

**Victoria**  
T: 0208 721 2937  
M: 07879 481 039

**Wick**  
T: 020 8721 2938  
M: 07879 481 057

# Improving homes right across the borough



Rose, lifelong resident in her new kitchen; scaffolding goes up in Stoke Newington; kitchen works are ongoing.



## Walking through Hackney it is easy to see the scaffolding and ongoing building work as a result of the Decent Homes Programme.

To date, over £140 million has been spent on external and internal home improvements and our building partners are installing new windows, kitchens and bathrooms everyday.

This programme is lifting the standard of homes and giving residents estates that are modern, well maintained and good places to live.

While the inspection by the Audit Commission did not provide additional Government funding for this programme, please be reassured that the Decent Homes programme will continue. The current year's programme (2007/08) will continue as planned and we will advise you about the effect on the programme next year as soon as we can.

Your support is needed as we carry out these works, including allowing access to your home, coming along to consultation events in your area and sending us your feedback via the

comments form. We want you to be satisfied with the work, so please tell us when you are happy with the work or when or you want something to be done differently.

## Keeping you informed about works

Prior to any works inside or outside of your home, we will write to you to tell you what is planned and invite you to come and meet the builders and ask any questions that you may have.

We will also provide you with an information pack with details of staff working in your area and your local Resident Liaison Officer will pop by to talk you through what to expect.

**To check when works are planned to your home, you can simply log on to [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) and check using the search database.**

**If you are a leaseholder and you have questions about the Decent Homes works planned, call the Leasehold and Right to Buy - Major works section on 020 8356 2400.**

## Get involved and have your say

Right across the borough, residents are contributing their views and suggestions about how their homes will be improved. Here are a few examples of how getting involved has made a difference:



■ In **Hoxton**, residents have taken a hands on approach in deciding styles and colours for internal and external fittings. In Napier Court, the colour of the external décor was decided by residents who chose currant red panelling for the block.

■ Residents living in **Stoke Newington** are being kept regularly informed about the works from someone with first hand knowledge. Recruited through the Local Labour Initiative, Maxine Nelson applied for the job after works were done in her flat. Her job involves understanding the specific needs of her neighbours to ensure they are fully supported.



■ In **Stamford Hill and Clapton**, a resident focused approach has seen great end results. Residents living on Amwell Court had learnt to live with their small 1940s designed kitchens. Instead of simply renovating these, walls were removed to create modern, spacious, open plan kitchens.

# Leaseholders and Freeholders News

In the next few weeks, leaseholders and some freeholders will receive their actual service charge bills for the 2006/07 financial year. The actual bills provide information on what the organisation actually spent in providing services to your blocks and estates for the period.

## Following on from concerns that you brought to our attention in the last year, we have recognised the need to make certain improvements for the benefit of our customers.

You have told us you would like to see improvements in the way repairs works are described on the repairs breakdown and we have listened and improved on this. There is still more work to be done and we will continue to improve this until you tell us you are satisfied with the information you receive.

If you would like to speak to a member of staff about your actual service charge, we strongly advise you to make an appointment. If you don't have an appointment there might be a long delay and we don't want to keep you waiting. You can phone us on 020 8356 2099 or email [service.charges@hackneyhomes.org.uk](mailto:service.charges@hackneyhomes.org.uk) for an appointment.

We will also be providing an extended telephone service on the above number from 9am to 7pm Monday to Friday for the first two weeks following the issuing of your invoice.

**“If you would like to speak to a member of staff about your actual service charge, we strongly advise you to make an appointment.”**

Some customers may notice increases in their actual charges for the period. This is due to the increased cost of providing services to your block and/or estate. For areas where variances have occurred, such as cleaning and repairs, these are due to the increased scope of services provided such as the introduction of bulk refuse collection on some estates and more responsive repairs on some blocks.

Don't forget that you can pay your service charges in a variety of ways

including Direct Debit, standing order, online payments and telephone payments. If you're finding it difficult to pay outstanding sums all at once, you can always contact us and make an arrangement to pay by instalment.

## Leaseholders and Freeholders Conference

**You should be aware of our first ever Leaseholders and Freeholders Conference planned for 3 November 2007. Details of the event and a registration form were included in last month's *Hackney Homes News*. If you haven't already booked your place but would like to come then please phone 020 8356 2288 or email [LHFHconference@hackneyhomes.org.uk](mailto:LHFHconference@hackneyhomes.org.uk) We are limited to 250 attendees so please hurry.**

## Performance at a glance

### Performance Summary

Repairs Call Centre Telephone Answering	Performance - Year to date position		
Percentage of telephone calls answered	76%	Target 85%	<b>Needs improvement</b>
Percentage of telephone calls answered within 5 rings	96.4%	Target 95%	<b>Above target</b>
Complaints			
Stage one complaints replied to within 15 working days	99%	Target 75%	<b>Excellent performance</b>
Stage two complaints replied to within 15 working day	95.2%	Target 85%	<b>Good performance</b>
Estate Cleaning			
Percentage of all estates with a good or acceptable standard of cleanliness	92.2%	Target 90%	<b>Above target</b>
Repairs			
Percentage of appointments made and kept borough-wide	98.3%	Target 98%	<b>Target met</b>
Percentage of urgent repairs completed within government time limits (borough-wide)	99.4%	Target 98%	<b>Target met</b>
Percentage of emergency repairs made safe within 24 hours	90.7%	Target to be developed	<b>Good performance</b>
Percentage of immediate jobs made safe within 2 hours	95.2%	Target to be developed	<b>Good performance</b>

# 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 nûçenamêk 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 merkezimize telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

ہے Hackney Homes News کرائے داروں اور لے ٹیے 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  
Freeport RLTS-GHGU-UUTR,  
Hackney Homes, Christopher  
Addison House, 72 Wilton Way,  
London E8 1BJ

## Young people speak UP

Hackney Homes is working with young people in the borough to create a website dedicated to young people's interests. If you are under 18, live in Hackney and have ideas about what should be on the site, get in touch today by emailing [housingeditor@hackneyhomes.org.uk](mailto:housingeditor@hackneyhomes.org.uk) You will be entered into a draw to win an iPod Nano with limited edition speakers.

[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

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