



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

October 2007

www.hackneyhomes.org.uk

More repairs for residents

Following extensive consultation with residents, including focus groups and a postal survey, Hackney Homes is expanding the repairs service.

The expansion of the service was approved by the Hackney Homes Board in mid-September and the changes came into effect on the 1st of October.

It means residents can now benefit from a wider range of services offered, that used to be the responsibility of residents. This includes:

■ In the bathroom:

Hackney Homes will now fix dripping taps and replace washers; repair bath panels; and fix blocked bath and wash basins.



Residents are now benefiting from a wider range of repairs services

■ In the living areas:

Hackney Homes will now replace internal doors, locks and handles; repair spy holes, door numbers and knockers; replace glass cracked or broken due to harassment or burglary; repair internal plastering of walls (greater than 150mm diameter); and repair and replace skirting.

■ For garages:

Hackney Homes will repair or replace garage door locks; and will be repairing roofs and doors on a planned basis.

■ In the kitchen:

Hackney Homes will fix taps; fix blocked sinks; replace doors, drawers and worktops; and replace kitchen units if they are beyond repair.

■ In the toilet:

Hackney Homes will fix blockages if the resident has already tried unsuccessfully

to unblock it themselves.

Along with the expansion of the service, additional changes have been made to the repairs policy. The needs of vulnerable residents are now acknowledged and priority will be given. Residents can be vulnerable for example if they are elderly, have very young children, or have a disability. There is also a new re-charge policy, which will see residents who have wilfully damaged or neglected their property charged for repairs to fix the damage.

Information packs will be sent with the November edition of *Hackney Homes News*.

To report repairs, or for more information, please contact the Repairs Contact Centre on 020 8356 3691.



What's inside

Page 2 Walking together

Page 4 Get involved

Page 6 Meet Hackney Homes' apprentices

News In Brief



Get In the Pink this month

Each year around 44,000 people are diagnosed with breast cancer in the UK and around 330 of these are men. It is the most common form of cancer in England. You can get involved this October and help support Breast Cancer Awareness Month by getting In the Pink and raise money for people affected by breast cancer.

You could have an In the Pink party to help raise money - why not invite your friends, family, work colleagues or classmates? Or you could purchase a range of pink products available from the Breast Cancer Care website, Boots or ASDA. Or if you would like to make an online donation, visit www.breastcancercare.org.uk or phone 0845 092 0817.



Black History Month



Black History Month is being celebrated this October in Hackney.

Workshops, exhibitions, film screenings, theatre and other activities are planned to run throughout the month that will draw on the wealth of experience of local artists and organisations.

There will be cultural debates to inspire people to discover more about the diverse cultural heritage of African and Caribbean communities in Hackney. Hackney's libraries will join in the celebrations with a large and varied programme that ranges from authors and poets to music and food.

For more information, visit www.hackney.gov.uk/black-history-month



Get active by walking together

Looking for simple, easy steps towards a healthier lifestyle? Why not take part in Healthy Walks taking place across Hackney?



walks take between 30–60 minutes and are led by a trained Health Walk leader who is also trained in first aid.

All are welcome! To find out more, please contact Surbjit Mahey on 07891 498 150.

walkingtogether



Hackney Carers Card launched

The Hackney Carers Discount Card has now been launched. 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.

If you are a carer in Hackney, apply for the Card by visiting www.hackney.gov.uk/s-cc-carers-card or phone 020 8356 5054.

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

Residents lead the way on Hackney Homes Board

Hackney resident Rupert Tyson has been appointed Chair of the Hackney Homes Board and fellow residents Audrey Villas and Alice Burke have been appointed as Vice Chairs.

Collectively the trio has almost 70 years experience in the tenant's movement. Rupert said he is looking forward to leading Hackney Homes and continuing to improve services for residents.

"Since Hackney Homes was launched 18 months ago there has been a focus on improving customer services. We've made progress but there is still more to be done," Rupert said.

"Encouraging residents to get involved and to have their say about the services they receive and what they want for their homes and environment is something I am passionate about and will be focusing on.

"I hope my appointment, as well as Alice and Audrey's, encourages other residents to get involved, and demonstrates that this organisation is committed to the residents it serves."

Susmita Noonan, Interim Chief Executive, said the appointments highlight the contribution residents are making.

"Rupert is our first resident Chair and it is a strong vote of confidence from the rest of the Board that this organisation should be led by a resident," Susmita said.

"Rupert, Audrey and Alice have lived in Hackney for decades. They know the challenges, they know how we can improve life on Hackney estates and they know the positives of living in



Rupert Tyson (top); Audrey Villas (middle) and Alice Burke (bottom).

this diverse borough."

Both Rupert and Susmita say the focus for the coming year will be achieving a two star rating from the Audit Commission and releasing Government funding to spend on improving Council homes.

"The Board is confident Hackney Homes can be a two star organisation in 2008 and our focus is firmly on achieving this goal"

"I understand that many residents are disappointed with the recent one-star rating provided by the Audit Commission.

The Board is confident Hackney Homes can be a two star organisation in 2008 and our focus

is firmly on achieving this goal," Rupert said.

"I would urge all residents to have faith in the Board and in Hackney Homes to deliver excellent housing in Hackney. We are all committed to making Hackney a great place to live and we are working with residents throughout the borough to make this happen."

You can find information about how to get involved at www.hackneyhomes.org.uk or phone the Resident Participation team on 020 8356 7845.

Woodberry Down Masterplan gets the go ahead

Woodberry Down's Masterplan, which includes the construction of more than 4,500 new mixed tenure homes, was approved by Hackney's Planning Sub Committee last month.

The Masterplan was prepared by Hackney Homes in conjunction with local residents and outlines the 20 year, £1 billion regeneration project as a whole, with subsequent detailed planning applications for specific areas to follow.



As well as an increase in the amount of affordable housing, the benefits to the area also include:

- new and expanded GP surgery
- a children's centre
- a range of improved open spaces overlooking the reservoirs
- an expanded primary school
- a new City Academy secondary school
- a new training facility to enable local people to access local jobs
- a youth club
- a community centre

The Woodberry Down project will boast environmentally-friendly measures such as a storm water run-off management system and the opportunity for combined heat and power units fed by renewable sources.

Cllr Jamie Carswell, Deputy Mayor of Hackney, said: "This is good news for one of London's biggest regeneration schemes, and another positive sign for residents that it's all taking shape.

"Woodberry Down is about more than just bricks and mortar, it is about the communities that live there, and realising the benefits of this transformation for everyone."

Get Involved

Community support in Stoke Newington

The North West Neighbourhood Office recently paired up with community regeneration charity 'Genesis Community' and organised a day trip to Southend for residents from the Rhodes, Somerford and Shacklewell Estates.

Over 100 residents took part in the day which was organised to further develop youth initiatives and TRA involvement.



'Special' projects bring residents together

Since the Special Projects fund was launched in February, over 25 Tenants' and Residents' Associations (TRAs) in Hackney have made successful applications for the fund, made available from the Tenants Levy.

The fund has come about as a result of improved levels of rent collection and

is available and accessible to all Hackney Council registered TAs/TRAs.

Recent applications have included:

- an away day for youth from Regents Estate;
- a launch party and BBQ for a newly refurbished communal garden at Acton Estate;

- a fun day at Harman Estate to celebrate the rich cultural diversity of the area;
- an art and architecture workshop called 'Drawing the City' at Shrubland Estate. This project explored the links between architecture and the community by spending time identifying specific buildings/public spaces and drawing sketches on wood panels and other surfaces.



Young people from Regents Estate enjoy fun day out

There's still time to apply...

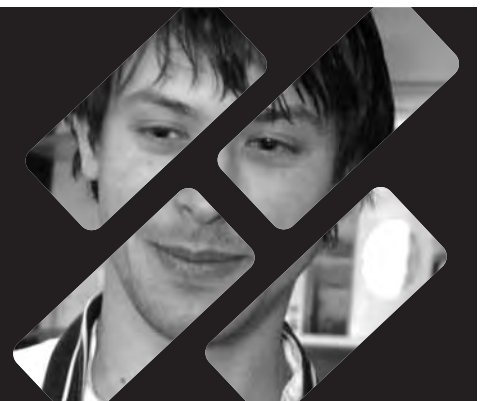
TAs/TRAs can apply for a Special Projects fund - representatives are invited to come up with a project proposal that can bring people together and benefit the community.

Residents should work with their TAs/TRAs and make their projects a reality!

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

Who is making a difference to where you live?

Visit www.hackneyhomes.org.uk to make a nomination for an Active Residents Award. Deadline is 16 November 2007



Leaseholder Focus Groups

The results of the Leaseholders Survey conducted earlier this year are in and leaseholders have identified several Hackney Homes service areas that they feel are in need of improvement.

Areas such as value for money and consultation are seen by leaseholders as in need of improvement.

In response to this feedback, the Leasehold and Right to Buy team are setting up focus groups for residents to express their views about particular service areas and how they feel they should be improved.



We're looking for volunteers to attend focus groups to discuss these issues.

The focus groups will be managed by an independent facilitator to ensure confidentiality and

will take place between mid November and mid December. There will be two focus groups to be held at Christopher Addison House on Wilton Way (behind Hackney Town Hall).

We will also be offering a £20 Marks and Spencer voucher for those who attend.

If you would like to be involved, please phone the Leasehold team on 020 8356 2288, email LHFHnews@hackneyhomes.org.uk or by post to Pat Ronayne at Leasehold & Right to Buy Services, 298 Mare Street, London E8 1HE.

Food waste recycling trial begins

Food waste recycling is being trialled in 5000 households on selected estates and high rise properties in Hackney.

This is part of the ongoing work by Hackney Council's recycling team to determine the best method of collecting recycling from these properties.

The Blue Caddy collects food scraps in your kitchen



The scheme provides residents with the opportunity to recycle their food scraps, which are then turned into compost and used in gardens and green spaces on their estate.

Residents are provided with a small blue caddy and a roll of compostable liners. The caddy is placed in the kitchen and lined with a compostable bag, ready to collect food scraps. Once the liner is full, it is tied and placed in the onsite food waste bank, located next to existing recycling facilities.

Residents participating in this trial are preventing waste from rotting in the rubbish chutes and bins and reducing the likelihood of vermin such as mice and foxes in the area. An added bonus is the compost is used to make Hackney a cleaner, greener borough.

For more information phone the recycling hotline on 020 8356 6688 or visit www.hackney.gov.uk/recycling

Training for Carers



Do you care for someone? Are you unpaid? Does the

person you care for live in Hackney?

Hackney Community Services are running free training courses for Carers. Run by experienced trainers, the courses can open doors, provide useful advice and give you the confidence to do the best possible job as a Carer.

Apply now for FREE training in:

- Your caring
- Your health and well-being
- Your money
- Employment

Who should I contact?

Contact Hackney Carers Training Services on 020 8356 3732 or visit www.hackney.gov.uk. To request help with caring for someone, phone 020 8356 6262 for a Carers Assessment.

Learning and earning – meet Hackney Homes Apprentices

Fresh faced and full of enthusiasm, Hackney Homes this month welcomed thirteen young apprentices.

Whittled down from hundreds, the successful applicants aged between 16 and 19 passed an application process which consisted of an interview and a written test.

Specialising in a range of different areas including plumbing, electrical, carpentry and painting and decorating, the apprentices will work alongside a qualified operative for four days a week



They will learn new skills, earn wages and gain vital knowledge to set them on the path to their future career.

and attend college for one day a week.

They will learn new skills, earn wages

and gain vital knowledge to set them on the path to their future career. Zach, a 16 year old electrical apprentice said, "I found out about the scheme from my careers advisor and I decided to apply. I am looking forward to getting my qualifications and getting hands on experience".

Winning awards

Two Hackney Homes apprentices who recently completed their four year apprenticeship have been awarded with Jack Petchey Awards for their outstanding achievement.

Callie Duncan and Sadiqur Rahman who both specialise in carpentry were praised for their hard work, commitment and high quality of work



by their colleagues and managers.

They both graduated from Hackney Community College earlier this year and are now employed as fulltime staff with Hackney Homes.

Applications for new apprentices will open in mid-2008. Information about this will be available on our website at www.hackneyhomes.org.uk

Save energy at home and do your bit for the environment

22–28 October is Energy Saving Week which highlights the simple things that we can all do to reduce our impact on the environment.

Hackney Homes has teamed up with the Energy Saving Trust to ask all residents to take a few minutes this month to make some small changes and save energy at home.

What can I do?

There are lots of simple things you can do to save energy right now. Not only will you be doing your bit for the environment, you could also save up to £250 a year on energy bills by being more energy-efficient.

To find out more about saving energy at home, visit www.hackneyhomes.org.uk

Here are some ideas to get you started:

- Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. You could also save around £40 per year.
- Don't leave appliances on standby and remember not to leave appliances on charge unnecessarily.
- Close your curtains at dusk to stop heat escaping through the windows.
- Always turn off the lights when you leave a room.
- If you're not filling up the washing machine, tumble dryer or dishwasher, use the half-load or economy programme.
- Only boil as much water as you need.
- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
- Use energy saving light bulbs. Just one can save you £60 over the lifetime of the bulb - and they last around 10 times longer than ordinary light bulbs.

WIN A Standby buster lets you switch off all appliances in your home by remote control (instead of switching them off one by one). We are giving away five of these. To win simply send an email to housingeditor@hackneyhomes.org.uk and tell us one way in which you are saving energy at home.

Change of date

Due to circumstances beyond our control we have had to postpone the Leaseholders and Freeholders Conference to early next year.

We have had a very good response

to the Conference and over 250 leaseholders and freeholders expressed an interest in coming, so we will notify everybody in due course when the Conference will held.

Leaseholders and Freeholders News

The Actual Service Charge bills for the 2006/07 financial year have now been issued to Leaseholders and some Freeholders along with a Frequently Asked Questions booklet explaining the charges and services provided to your estate or block. Please take the time to read this information.

If you have a query with your bill, you can contact the Service Charge Accounts Team on 020 8356 2099 or by email at service.charges@hackneyhomes.org.uk. If you would like to meet a member of staff to discuss your bill, we strongly advise you to arrange an appointment as you may experience long delays if you have not. We will also provide an extended telephone service from 9am to 7pm for the first two weeks of issuing your invoice.

For those that are experiencing difficulty paying their service charges, please contact the Income Recovery

Team on 020 8356 2299 who will be able to advise you on support available.

Statements of service charge accounts will be issued to you at the end of October. This will include transactions made between April 2006 - October 2007.

Statements of service charge accounts will be issued to you at the end of October. This will include transactions made between April 2006 - October 2007. Hackney Homes are issuing Access to Services questionnaires to all leaseholders and freeholders to find out more about our customers. You will find a copy of the questionnaire enclosed with your service charge bills. Please complete and return the form to us so that we can tailor and improve our

services so that they are specific to your needs. For example, if we are aware you are partially sighted we can arrange large print.



Performance at a glance

	Current Performance	Target	Year to date
Percentage of telephone calls answered within 5 rings	96.49%	Target 97%	96.17%
Callers to reception seen within 5 minutes of arrival	85.58%	Target TBC	82.37%
Callers to the office requiring an interview seen within 15 minutes	93.55%	Target TBC	91.83%
Responses to letters, faxes and emails within 10 working days	93.55%	Target N/A	91.83%
Response to complaints within 15 working days	95.24%	Target 95%	95.96%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	35mins	Target N/A	50mins
Percentage of normal repairs completed within 20 working days	97.87%	Target N/A	99.03%
Percentage of emergency repairs made safe within 24 hours	93.72%	Target N/A	94.07%
Percentage of immediate jobs made safe within 2 hours	98.67%	Target N/A	97.33%

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 merkeze telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

ہے Hackney Homes News کرائے داروں اور لے ڈاروں کے لیے خبرنامہ ہے۔ 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

Did you know?

Many famous people have lived or been educated in Hackney.

Marc Bolan, lead singer of the 70s 'Glam Rock' band T. Rex, was brought up in Stoke Newington. Daniel Defoe, author of Robinson Crusoe, also lived in Stoke Newington. The writer, Edgar Allan Poe, whose works include The Pit and the Pendulum and The Raven, went to the Manor House School which once stood on Stoke Newington Church Street.

www.hackneyhomes.org.uk

Hackney Homes Limited. Registered in England No. 5663757
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 • October 2007 • PJ32609 • Printed on 100% recycled paper


HackneyHomes
In partnership with  Hackney Council