



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

November 2007

www.hackneyhomes.org.uk

Residents promote involvement

You may have seen posters on estates, lamppost banners and in Neighbourhood Offices featuring residents talking about how they are having their say. Thank you to all the residents who took part and shared their experiences about getting involved.

Kelly from Homerton took part because she was keen to provide her views about improvements needed for specific service areas.

"I am a resident mystery shopper and I test the services being provided to make sure that they are up to standard." Kelly, Homerton, E5

■ Have your say – the way you want

Are you keen to speak up when housing services aren't meeting your needs? Do you want to have an input into how your rent is spent?

Why not join the Hackney Housing Views team to make your thoughts and suggestions heard. By providing your views twice a year, you will be entered into a draw to win £100 in gift vouchers.

The Housing Views Team is made up of tenants and leaseholders right across the borough. You can provide your views via post, email, text message or by attending one of our fun days – it really is up to you.

It is simple to join. You can:

- Log onto www.hackneyhomes.org.uk, download and complete a form and return to the Freepost address provided;
- Call us on 020 8356 7845 and provide your details;
- Send your name and address details to



housingconsultation@hackneyhomes.org.uk

Once you have joined, we will be in touch to invite you to participate in activities that you have shown an interest in (please note that you are not obliged to take part every time). Help with travel and childcare costs will be available where appropriate.

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News In Brief

White Ribbon Fridays

Hackney has launched White Ribbon Fridays this November – as part of a month-long appeal to raise awareness about and stop violence against women and children. FREE events are being held every Friday with information stalls, workshops, Q and A sessions, art and self-empowerment films, guest speakers and free food and refreshments.

Anyone who lives, works, socialises or studies in the borough is invited to come along. The events are happening at the Queensbridge Sports and Community Centre, 30 Holly St, E8 3XW from 11am – 6pm.
Contact Kathy on 020 8356 4464 to register.



Are you closing the door behind you when you enter your block?



Hackney Homes and Hackney Borough Police are reminding all residents to always make sure that communal doors are closed properly when entering or exiting the blocks.

This will ensure that people who may be interested in targeting homes to burgle them cannot gain access.

Inspector Karl Winter of Hackney Police's Partnership Unit, said,

"Burglars are good at spotting doors left open and once inside a block can attempt to burgle several flats. If someone presses your buzzer and you don't know who they are, don't let them in."

All Hackney Homes staff and contractors have identity cards and if you are suspicious, you should call the police immediately.

Date for the Diary

Hackney Homes will be holding a Drop In Day on Wednesday 20 February.

In 2006 we held an open day for elderly residents and the feedback you gave us was that you'd like another event. This time we're inviting all our residents and we'll be offering a wide range of information and services.

We'll provide more information in the December *Hackney Homes News*.

For more information log onto www.hackneyhomes.org.uk



Charter Mark success

Hackney Homes has successfully retained the Charter Mark, following an inspection in late September. It is external recognition of the quality of our customer services and covers the



CUSTOMER SERVICE EXCELLENCE

Repairs Contact Centre, the Neighbourhood Offices and Leasehold and Right to Buy Services.

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

Active Residents Awards are fast approaching

It's not long to go until the Hackney Homes Active Residents Awards. With nominations continuing to pile in, Hackney Homes has put together a judging panel who will decide on the nominee short-list and eventual winners of each of the three categories.

Who will be judging the Awards?

The judging panel is made up of:

- Susmita Noonan, Chief Executive (Interim)
- Rupert Tyson, Chair, Hackney Homes Board
- Rhonda Dewsnap, resident and award winner in 2006
- Two young residents

Winners will be announced on 13 December at the Awards ceremony. Find out who took out Resident of the Year, Young Resident of the Year and Resident Group of the Year in the January/February issue of *Hackney Homes News*.

Greater flexibility for repairs appointments



Hackney Homes is now offering repairs appointments on Saturdays from 8am to 1pm and until 6pm during the week. The extended hours are to offer greater flexibility for tenants.

"No one wants to be at home waiting all day for a repair to be done, so we let tenants know if the repair will be in the morning or afternoon, and we try and accommodate any special needs, such as avoiding school time for parents," said Bob Philips, head of the responsive repairs service.

"We understand that a 9 to 5 repair service is not always convenient for everyone and Saturday appointments are more convenient for some tenants. We also now offer first call and last call appointments, especially intended for the shorter repairs or if an operative needs to visit and measure before the repair can be done."

Most non-urgent repairs are undertaken by appointment within eight days of being reported. Tenants who request a Saturday repairs appointment might have to wait a little longer as these appointments fill up fast. Tenants can discuss various appointment options when they call the Repairs Contact Centre on 020 8356 3691 to report a repair.

60 Seconds

with **Danny Sutcliffe,**
Hackney Homes Board
Member

Hackney Homes News recently caught up with **Danny Sutcliffe** to discuss his new appointment.

Danny, welcome to Hackney Homes. Can you tell us a little bit about yourself?

I come from a housing background having worked in the industry since 1988 when I started my career as a 'temp' at the Housing Corporation. For the past five years, I have been working at a housing and regeneration consultancy in Shoreditch.

What are you hoping to bring to the Board?

In my role as an independent representative, I will bring my skills and knowledge gained through my experience in working with other private sector housing associations and other ALMOs such as Hounslow Homes.



What challenges do you anticipate over the next six months?

Given that a re-inspection is imminent for mid 2008, there will be lots of work to be done to ensure Hackney Homes is in a good position to achieve a 2-star rating by the Audit Commission. There are 225 million reasons why this is likely to be the biggest challenge for Hackney Homes in the next six months.

You sound like you lead a very busy professional life. What do you enjoy doing in your spare time?

I enjoy spending time with family and friends. I also play tennis and football.

Re-energised in the Community Garden

Saturday 29 September brought residents from Warburton and Darcy estates together to witness an intriguing transformation in our award-winning London-in-Bloom community garden.

by resident Arlette Mereau, Warburton and Darcy Estate



Local residents enjoy the benefits of the Warburton and Darcy estate fun day

A delicious BBQ, a bouncy castle, a fresh juice bar and a Health Tent providing various types of massages were all part of the highlights of the Fun Day organised by our TRA with the help of the Hackney Homes

Youth Co-ordinator and made possible through the Hackney Homes Special Projects Fund.

Residents and children enjoyed the garden event, sitting in the autumn

sun, having a chat whilst sampling the healthy food and juices as well as range of relaxing massages.

"The Fun Day was a real success. Thanks to all who participated and helped with the organisation," said Dolores Kelleher, resident and TRA member.

"The fun day was wonderful. The children really enjoyed themselves and we hope to have many more of these events to bring our community together,"

said Seeta Samuel, resident and TRA member.

Have your say on housing in Hackney



Are you pleased with the way your repairs are dealt with?

Have you got views and suggestions for how Hackney Homes works with residents?



Come along to a focus group to discuss your views and make suggestions for how improvements and changes can be made.

If you attend, you will be reimbursed with a shopping voucher. For dates and times and to register, call 020 8356 8416 /6755 or send your details to housingconsultation@hackneyhomes.org.uk

Hawksley Court residents enjoy a fun day out



Residents enjoy a fun-packed day at Hawksley Court

Hawksley Court TRA hosted a fun-packed day out for residents last month, providing the local community with a chance to meet some of their neighbours and enjoy the last of the autumn sunshine. Well done to the TRA for their hard work.

If your TA/TRA is interested in planning a fun day or another project that will bring people together and benefit the community, get in touch with Faisal Pirbhai on 020 8356 2126.



Make your views heard

As part of the changes to the resident involvement structure, the Tenant Participation Compact is currently being reviewed. The Tenant Participation Compact is the agreement which explains how residents, Hackney Homes and Hackney Council work together to ensure that residents are involved in

decisions affecting their homes and communities and how residents can become involved.

If you would like to comment on the initial draft that includes issues already raised by residents, phone Faisal Pirbhai on 020 8356 2126.

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

Upcoming TRA Meetings

If you've never been to a Tenants' and Residents' Association (TRA) meeting, now is a good time to give it a try. Everyone is welcome.

Monday 3 December:

Whiston & Goldsmith TRA, Community Hall Goldsmith Centre E2

Fellows Court TRA, Fellows Ct Community Centre, Kent St E2

Rhodes TRA, Rhodes Estate Community Hall, Queensbridge Rd E8

Blackstone TRA, St Michaels Church Hall E8

Wednesday 5 December:

Lockner & Kingsgate TRA, Community Flat 75 Hebden Ct E2

Follingham TRA, Arden Community Hall N1

Gooch House TRA, Gooch House Meeting Room Kenninghall Rd E5

Saturday 8 December:

Morland and Blanchard TRA, Morland Community Hall Richmond Rd E8

Monday 10 December:

St John TRA, St John's Community Hall, New North Rd N1

Tuesday 11 December:

Aspland and Marcon TRA, Marcon Community Hall, Amhurst Rd E8

Geffrye & Harman TRA, Geffrye Community Hall E2

York Row TRA, York Row Meeting Room, E2

Wednesday 12 December:

Haggerston TRA, Haggerston Community Hall 179 Haggerston Rd E8

Holmleigh Rd & Sandford TRA, Community Hall Oxted Ct Holmleigh Rd Est N16

Milton Gardens TRA, Milton Gardens Community Hall N16

Welshpool TRA, Welshpool House Community Room E8

Thursday 13 December:

Herbert Butler TRA, Herbert Butler Community Hall, Mabley St E9

Provost TRA, Provost Community Hall Murray Grove N1

Radley Square & Southwold TRA, Community Flat 45, Southwold Rd E5

Monday 17 December:

Wilton TRA, Estate Community Hall, E8

For more information about getting involved, please phone 020 8356 7845.

Rent News

Pay your way online

Paying your rent and service charges online has never been easier.

Since April, around 1500 rent payments have been made online via the Hackney Homes website and over 2000 rent payments have come through our automated phone payment line.

There is no longer a need to leave your home on a cold winter's day. You can simply log onto the Internet to make these payments. If you don't have access to the Internet, you can use Direct Debit. Or simply call our 24 hour automated payment line 020 8356 5050.



DON'T GET TRAPPED by credit card debt

We urge tenants to use credit cards wisely when paying rent or other bills. Use your credit card as a cash substitute, not as a high-interest loan.

If you are having trouble paying your rent, you may be able to claim assistance through Housing Benefit (see contact details on the back page). Or get in touch with your housing manager before you start getting behind with your payments.



Communal bins change shape on Hackney Homes estates

Renewal of the large communal bins on Hackney Homes estates is now complete.

There are over 3000 communal bins borough-wide. The old round bins, known as 'paladins,' have been replaced by new square 'chamberlains'



and 'euro bins,' which are bigger, easier to manoeuvre, and have sturdier brakes.

Dave Morgan (pictured) from the Central Cleaning Team in Estate Environment Services has played a major part in the bin replacement programme, both in delivering the new bins, disposing of the old bins and repairing broken wheels when necessary.

Now that this programme is complete, Estate Environment Services will be drawing up a twice-yearly bin washing programme and will continue to repair and maintain the bins.

If you are aware of communal bins that need to be changed or repaired, please contact Michelle Bloom on 020 8356 1722.

Hackney Homes leads the way in best practice water disinfection

A new, non-toxic water disinfectant is ensuring water supplies in Hackney Homes properties with individual water tanks remain clean, safe and germ-free. Hackney Homes recently commissioned the use of SafeSol3 water disinfectant, an innovative new UK product designed to kill all disease-causing bacteria.

Prior to the use of SafeSol3, the most common way to disinfect a water supply was to run highly toxic chemicals through the system which would then need to be flushed out thoroughly before people could use the system again.

Dennis Emmett from Hackney Homes described the new product as a more effective, environmentally friendly alternative to other harsh

chemicals commonly used to disinfect water supplies.

"It's also easy and safe to handle for the person applying it to the water tanks," Dennis said.



Leaseholders and Freeholders News

CONFERENCE DATE:
Saturday 26 January 2008

As advised in last month's *Hackney Homes News*, the Leaseholders and Freeholders Conference planned for 3 November had to be postponed until next year (due to circumstances beyond our control). Apologies again for any inconvenience this may have caused you.

The Conference will now be held on Saturday 26 January 2008. We hope that those who had already confirmed their attendance can make the new date. The Conference will be held at the Ocean, 270 Mare Street, E8 (opposite Hackney Town Hall) from 10am – 4pm.

We have been taking registrations of interest since August and therefore it is likely you will be placed on the reserve list. If you are still interested in attending you will need to contact us to confirm by 30 November 2007 by either emailing LHFHconference@hackneyhomes.org.uk or phoning 0208 356 2288.

Service Charge Account Statements

All Leaseholders and Freeholders who pay service charges should shortly be receiving their Service Charge Account Statements. These statements show transactions made from April 2006 until



the date of the statement. Throughout this month, the Recovery Team will also be issuing reminder letters, so please keep up to date with your payments. If you are experiencing difficulty paying please contact the Recovery Team on 020 8356 2299.

Sinking/Reserve Funds

We are conducting a survey to find out your views about whether Hackney Homes should operate sinking/reserve funds on your behalf. You will receive a questionnaire with some information about sinking funds with your service charge statements. The outcome of this survey will

determine whether there is a need for a sinking fund and a panel will be set up to develop the appropriate policy and procedure to provide this facility and manage the funds accordingly.

Leaseholder Focus Groups

The results of the Leaseholders Survey conducted earlier this year highlighted several Hackney Homes service areas 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.

The focus groups will be managed by an independent facilitator to ensure confidentiality and will take place on 22nd and 29th November and the 10th and 17th December 2007 at Christopher Addison House, Wilton Way (behind Hackney Town Hall). There will be two sessions on each day, an afternoon session from 2 - 4pm and an evening session from 6 – 8pm.

We are still looking for volunteers to attend these focus groups. If you would like to take part, please call 020 8356 2288 or email LHFHnews@hackneyhomes.org.uk. Each session is limited to 10-12 people. We will be giving £20 in Marks and Spencers vouchers to each Leaseholder who attends a focus group.

Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	96.80%	96.17%
Callers to reception seen within 5 minutes of arrival	76.52%	69.84%
Callers to the office requiring an interview seen within 15 minutes	87.88%	83.82%
Responses to letters, faxes and emails within 10 working days	100%	93.84%
Response to complaints within 15 working days	96.05%	95.97%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	32mins	41mins
Percentage of normal repairs completed within 20 working days	98.56%	98.99%
Percentage of emergency repairs made safe within 24 hours	94.97%	94.20%
Percentage of immediate jobs made safe within 2 hours	100%	97.73%

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 0JR

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 Cropley 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

Recycling: 020 8356 6688

Housing and council tax benefit: 020 8356 3807

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

ہے 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

Inside Hackney Homes News...

All tenants will have received leaflets about the changes to the Hackney Homes repairs service inside this issue of Hackney Homes News.

The changes were implemented at the start of October and tenants (excluding leaseholders and freeholders) can now benefit from more repairs services being offered by Hackney Homes.

Check out the leaflets to find out more or phone the Repairs Contact Centre on 020 8356 3691.

www.hackneyhomes.org.uk

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