



# HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

July 2008

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

## Hackney Homes Community Fun Days

The 2008 series of Community Fun Days are expected to be bigger and better than last year's with a wide range of activities suitable for all ages.

The Fun Days are FREE and give you the chance to meet your neighbours. Come along and enjoy the games, competitions, food stalls and live music. You can also find out more about the services provided by Hackney Homes, the Council and partners.

For more information, contact Tracey Dunn, Consultation and Events Officer on 020 8356 2066 or email [Tracey.Dunn@HackneyHomes.org.uk](mailto:Tracey.Dunn@HackneyHomes.org.uk)

We look forward to seeing you there!

### Shellgrove Estate (North West)

Saturday 26 July  
Noon - 6pm

### Cranston Estate (Shoreditch)

Tuesday 29 July  
3pm - 7pm

### Fawcett Estate (North East)

Thursday 31 July  
3pm - 7pm

### St Mary's Estate (De Beauvoir and Queensbridge)

Saturday 2 August  
Noon - 4pm

### Smalley Close (North West)

Sunday 10 August  
Noon - 4pm

### Regents Estate (De Beauvoir and Queensbridge)

Saturday 16 August  
Noon - 4pm

### Hawksley Court (North West)

Sunday 17 August  
Noon - 4pm

### Banister House (Homerton)

Thursday 21 August  
3pm - 7pm

### Gascoyne Estate (Homerton)

Saturday 23 August  
Noon - 4pm

### London Fields (De Beauvoir and Queensbridge)

Saturday 30 August  
Noon - 4pm

### Wilton Estate (Homerton)

Sunday 31 August  
Noon - 4pm

### Clapton Park Estate TMO (North East)

Saturday 6 September  
Noon - 4pm



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## News In Brief



### International visitors help put Hackney on the map

**Visitors from Hong Kong recently helped shine the international spotlight on Hackney**

The Homerton Neighbourhood Office hosted a group of delegates from Hong Kong as part of an annual trip to the UK arranged by the Chartered Institute of Housing (CIH). Officers from Hackney Homes led a guided tour of several estates in the Homerton area including Frampton Park estate where Decent Homes works are currently underway.

## Storing bikes made easier on Frampton Park Estate

**Residents at Frampton Park Estate in Homerton now have a safe and secure place to store their bikes, thanks to a new bike locker scheme initiated by the TRA on the estate.**

The bike locker scheme has come about as a result of a partnership between the Safer Neighbourhoods Police, Transport for London, Hackney Council, Hackney Homes and the TRA. There are now 56 galvanised steel bike lockers available for residents.

The lockers can be rented for an annual fee of £30 (plus £20 returnable deposit for the padlock and key). Residents of the estate are eligible to apply.



**For more information, contact Derek McKenley, Resident Participation Officer on 020 8356 8418.**



## Saturday repairs

Did you know that Hackney Homes now offers repairs appointments on Saturdays from 8am until 1pm? The extended hours are to offer greater flexibility for tenants.

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.

## De Beauvoir and Queensbridge Rent team continue to excel

The rent team from the De Beauvoir and Queensbridge Neighbourhood Office have been exceeding their performance targets set by the government consistently over the past three years. The team can also pride themselves as

being the top performing rent recovery team for the past two years.

Rent arrears recovery along with void turnaround are the two key performance indicators by which the government judges registered social landlords.

The rent team were also recently awarded Runner Up in the team performance category of the Hackney Homes Staff Excellence Awards. Well done!

**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)**

# REAP Olympic funding helps transform Gascoyne Estate

**Following a successful application by Hackney Homes for the London Development Agency's REAP (Recreation and Environmental Action Programme) project, Gascoyne Estate has been transformed.**

The planning and planting of over 30 different types of trees, shrubs and plants at Gascoyne Estate in Homerton was recently completed, turning the area into a flurry of greenery and colour for local residents.

£250,000 was awarded to improve green space in the

Hackney Wick area – which is close to where the Olympic and

Paralympic Games will be staged in 2012.

Gascoyne Estate is the first

estate of six in the area to be completed by Estate Environment Services'

takes my breath away every time I walk past the new gardens."



After



Before

special projects team who have planned this project from design and procurement right through to planting and finishing.

One resident said: "This has completely transformed the area. It



## 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). Alternatively, get in touch with your housing manager before you start getting behind with your payments.



## Carrying A Knife Can End Your Life!



Hackney Police is committed to tackling youth violence. We are taking the following measures:

- Intelligence-led stop and search
- Anti-knife initiatives eg. search arches
- High-visibility patrols

Carry a knife and you are more likely to end up in a violent situation yourself. Remember...

# KNIVES KILL



## Get Involved

# What do you think about our services?

We want to hear your views about the services we provide so Hackney Homes have asked Ipsos MORI, an independent research and polling organisation, to carry out customer satisfaction surveys on our behalf. Ipsos MORI will be contacting a selected number of tenants and leaseholders – though everyone will have the same chance of being selected.

We will use the information you provide to monitor our services overall and look for ways to improve these services in the future. Importantly though, in November this year, the Audit Commission will be carrying out an inspection of our services overall and as part of that process they will be taking your views into account.

Your views are important to us and as a thank you for taking part in the

survey, residents who return a completed questionnaire will be entered into a prize draw with a chance to win £100, £75 or £50 worth of vouchers for each survey.

**Watch out for the survey – it may be on your doorstep as it will be sent out later this month!**

## Ways you can get involved with Hackney Homes

There are lots of ways you can get involved with Hackney Homes.

Hackney Homes Resident Participation Officers (RPO's) are your key to finding out the ways in which you can make your voice heard.

Why not try one of the following?

- **Join your local Tenants' and Residents' Association**
- **Take part in consultations and forums including the street properties sounding board, Asian women's focus group, disability focus group, African Caribbean forum, Turkish focus group, repairs focus group to name a few.**
- **Join the reader panel**

Get in contact with the RPO team on **020 8356 7845**, email [getinvolved@hackneyhomes.org.uk](mailto:getinvolved@hackneyhomes.org.uk) or check out [www.hackneyhomes.org.uk/hgi-get-involved](http://www.hackneyhomes.org.uk/hgi-get-involved)

## Competition winner - Water House

**Congratulations to Ms M LeVoguer from Homerton who was the lucky winner of the Hackney Homes 'dinner for two' competition at the newly opened Water House restaurant in Shoreditch.**

Thanks to all those residents who sent in their energy efficiency tips. We had an overwhelming response to the competition.

Here are just some of the ways you told us you were saving energy at home:

- Keep the heating temperature down and dressing to match the climate
- Turning off the tap when brushing teeth and reusing the washing up water in the garden
- Using a washing line instead of a tumble dryer
- Only using the amount of water needed when boiling the kettle
- Using energy saving light bulbs
- Not leaving switches on stand by mode; turning electrical items off at the socket when not in use.

**Interested in a FREE low energy light bulb? Email your name and address to: [saveenergy@hackneyhomes.org.uk](mailto:saveenergy@hackneyhomes.org.uk)**

## Finding out about housing needs in Hackney

Hackney Council have asked Fordham Research to carry out a door to door survey of housing within Hackney on their behalf. Fordham Research have selected a number of households at random to find out about the existing housing circumstances and aspirations of local people.

The survey is being carried out from now until August. The information you provide will be used to help Hackney Council develop its housing and planning policies to best meet your needs in the future. Please take the time to complete the survey if you are selected.

# Youth leading the way at Hawksley Court



From left: Pat Brown from the TRA, Jammie Dickens and Ben Woodley

**A Youth Club has been launched at Hawksley Court Estate in the North West neighbourhood, thanks to some eager young people keen to make a difference in their community.**

The Hawksley Court TRA together with some young people on the estate have successfully set up a weekly youth club where local kids can be entertained and have fun in safe environment.

Ben Woodley and Jammie Dickens who live on the estate played a major role in getting the club off the ground. They worked together with the

Hawksley Court TRA, Estate Manager Sharona Weekes and Community Safety Officer Denise Brown.

Over 30 young people attended the launch and enjoyed a wide a range of activities including table tennis, snooker, play station tournaments and board games. Young people are charged 30p to attend the Club with a tuck shop included in the cost.

**For more information, contact Sharona Weekes at Hackney Homes on 020 8356 6387.**

## 100 Club Survey

**Do you want to have your say and help shape the way Hackney Homes delivers its services?**

There are still places available to join the 100 Club Survey group. Members are asked to take part in a survey four times a year.

It is completely up to you how you'd like to fill in the survey – by post, email or by phone.

Every quarter a randomly selected member will receive a £50 voucher as a thank you for taking part.

**If you're interested in joining, please phone Jennifer Jones on 020 8356 2117 or email [jennifer.jones@hackneyhomes.org.uk](mailto:jennifer.jones@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.

See below for August 2008 dates.

Queensbridge and Middleton	6
Lister	12
Mountford	12
Holmleigh	13
Aspland and Marcon	18
Avenue House	20

Dates are subject to change. To check times and venues, please call the Resident Participation team on 020 8356 7845.

## Do you have a compliment or complaint?

At Hackney Homes, we provide a range of services to over 30,000 residents in the borough. From time to time, things can go wrong and the only way we can find out about them is if you let us know. Likewise, we want to hear about any exemplary or outstanding services you receive from particular staff or service areas.

There can often be confusion between what constitutes a complaint and what represents a simple request for a service.

When you first contact Hackney Homes to report a problem - whether it's through the Repairs Contact Centre, Neighbourhood Office or through the Complaints team - this is not deemed as a complaint. If you contact us again at a later stage to report the same problem and nothing has been done to resolve the same problem, this would be deemed as a complaint. For example, reporting that your boiler is faulty is not a complaint, but if you need to report it again at a later time because nothing has been done to resolve the fault, this is a complaint.

All complaints are important to us. Each one is used to directly improve the services that we provide.

How to make a complaint or compliment:

- Phone 020 8356 5022
- Fax 020 8356 5091
- Email [housing.complaints@hackneyhomes.org.uk](mailto:housing.complaints@hackneyhomes.org.uk)
- Use the online form at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)
- Speak to someone at your local Neighbourhood Office
- Send a letter to Complaints Team, Hackney Homes, 136-142 Lower Clapton Road, London, E5 0QD.

You can find the full Complaints and Compliments information booklet (in English, Turkish and Vietnamese) at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

# Residents show off their green thumbs

In the April issue of *Hackney Homes News*, we told you about a free gardening course being run specifically for Hackney Homes residents by St Mary's Secret Garden in Shoreditch.

Over 70 residents from across the borough registered their interest in the course, showing the vast number of you interested in growing and looking after your own gardens and green spaces.

*Hackney Homes News* recently caught up with some of the residents taking part in the course and as you can see from the photos, it was smiles all round.

Christina Adams from Stonebridge Estate said: "I've really enjoyed this course and I've learned so much about how to plant and how to identify and remove unsightly weeds.

Greenery can make such a difference on estates and can really improve the look and feel of an area."

Likewise, Deborah Chandler from Somerford Grove Estate said she enjoyed the

"People tend to feel brighter when there's flowers and colour around the place. I'd encourage other residents to try their hands at it."



course so much that she wanted to do further gardening training in the future.

"People tend to feel brighter when there's flowers and colour around the place. I'd encourage other residents to try their hands at it."

St Mary's Secret Garden is located at 50 Pearson St, E2 8EL and is open Monday - Friday from 9am - 5pm. Check out [www.stmaryssecretgarden.org.uk](http://www.stmaryssecretgarden.org.uk) for more information.

St Mary's hope to run more gardening courses for residents in the future. *Hackney Homes News* will let you know about any upcoming courses so stay tuned!



Stonebridge Estate TRA run their own gardening club and are looking for residents to join and help make a difference on the estate. Contact Janet from the TRA on 0796 4846 229 for more information.

# Leaseholders and Freeholders News

## ALERT – Service Charge Payments made by instalment forms at the bank

We are currently experiencing problems with a small number of payments made over the counter at banks and building societies. We believe it is due to a printing positioning error on the reverse side of the instalment forms that we sent out in April. Our printers have now rectified the problem and we can issue a replacement booklet if you wish to continue paying using this method.

So if you received your instalment booklet in April and pay your service charges over the counter at a bank or building society, please stop using the booklet and either use one of the alternative methods available to pay or phone **020 8356 2299** and we will order you a replacement booklet. Please also get in touch if you think any payments you have made since April have not shown on your statement of account.

Thanks in advance for your patience and co-operation and we apologise for any inconvenience this may cause you.



We want to make contacting us easier for you

## Website

We have been busy reviewing and making changes to the Leaseholders section of the Hackney Homes website. Thanks to your recommendations, we have added lots more information that you want available online.

Visit: [www.hackneyhomes.org.uk/hhs-leaseholder\\_homeownership](http://www.hackneyhomes.org.uk/hhs-leaseholder_homeownership)

## How to contact Leasehold and Right to Buy Services

We have reviewed and streamlined the number of email addresses you can contact us on, in future please use either [service.charges@hackneyhomes.org.uk](mailto:service.charges@hackneyhomes.org.uk) or [major.works@hackneyhomes.org.uk](mailto:major.works@hackneyhomes.org.uk)

From 1 August 2008, we will no longer be using [leaseholders@hackneyhomes.org.uk](mailto:leaseholders@hackneyhomes.org.uk) and [freeholders@hackneyhomes.org.uk](mailto:freeholders@hackneyhomes.org.uk)



## Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	95.55%	95.81%
Callers to reception seen within 5 minutes of arrival	84.76%	81.50%
Callers to the office requiring an interview seen within 15 minutes	90.47%	88.58%
Responses to letters, faxes and emails within 10 working days	99.14%	94.59%
Response to complaints within 15 working days	85.85%	88.79%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	1hr 07mins	1hr 10mins

# 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 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

Recycling: 020 8356 6688

Housing and council tax benefit:  
020 8356 3807

Council tax queries: 020 8356 3154

Housing Mobility Team:  
020 8356 5765

Street lights: 020 8356 2897

Street parking permits:  
020 8356 8877

(contact your Neighbourhood office  
for estate parking permits)

Equipment and Adaptations  
Service: 020 8356 6262

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 লিজহোল্ডারদের জন্য। আপনি 020 8356 3691 নম্বরে আমাদের কন্সটাক্ট 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 têkilîyan bikin, ew ê bikanîbin bi kesekî re têkilîya we çêbikin ku wê ji bo we wergerîne. (Kurdish)

Hackney Homes News, informator dla lokatorów i najemców. Możesz zadzwonić do naszego centrum pod numer telefonu 020 8356 3691, gdzie połączą Cię z kimś, kto pomoże w przetłumaczeniu informatora. (Polish)

Kani waa Hackney Homes News, warsidaha kiraystayaasha iyo heshiis-kiro heystayaasha. Waxaad ka wici kartaa xarunta yada xiriirka halkan 020 8356 3691 kuwaas oo kuu gudbin karo qof arintan kuu tarjuma. (Somali)

Esto es Hackney Homes News, el boletín para propietarios e inquilinos. Puede llamar a nuestro centro de contacto al número 020 8356 3691, donde se le pondrá en contacto con alguien que pueda interpretar este documento. (Spanish)

Hackney Homes Haberleri kiracılar ve lease sahiplerine yönelik bir haber bültenidir. 020 8356 3691'dan ilişkin merkeze telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

یہ Hackney Homes News کرائے داروں اور بٹے داروں کے لئے خبرنامہ ہے۔ آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر فون کر سکتے ہیں جو آپ کا رابطہ کسی ایسے شخص سے کروا سکتا ہے جو آپ کے لئے اس کی ترجمانی کر سکے۔ (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

## Walking together...

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

The walks are suitable for all ages, especially beginners, if you feel unfit or are over 50. The 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 Surbs Mahey on 078 9149 8150.

www.hackneyhomes.org.uk

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**HackneyHomes**  
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