



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

December 2007

www.hackneyhomes.org.uk

Hackney Homes apprentice paves the way for women in construction

Carpentry. Plumbing. Electricity. These are just some of the careers that are available to young people aged between 16 and 19 as part of the Hackney Homes Apprenticeship scheme. Getting young people interested in these can sometimes be a challenging task.

One Hackney local has made it her mission to make construction attractive to young people, especially young women living in the borough.

Callie Duncan, recently awarded the Association for Public Service Excellence (APSE) Female Apprentice of the Year is challenging the notion that construction is 'blokey' and is taking this message to other young women in Hackney.



"Winning Female Apprentice of the Year is the best thing that has happened to me. I am happy to have won an award for doing something that I enjoy so much," Callie said.

"Part of the job that I love most is getting to talk to young women from a wide range of backgrounds who are still thinking about their future career. This is very motivating as I am able to answer their questions and dispel any myths they might have about working as a carpenter".

This work, in addition to her day job is part of her role as Ambassador for the Construction Youth Trust which is helping to encourage more women into construction.

In this role, she visits local schools to

meet young women and talk to them about her experience and the benefits and rewards of working in construction.

Callie started her career as an apprentice carpenter and on completing her training she graduated to be a full time member of staff of Hackney Homes.

Hackney Homes Interim Chief Executive Susmita Noonan said: "It is a great achievement for Callie to be female apprentice of the year. Her commitment to her trade and the time she is investing in helping other young women has been duly recognised. She is showing through her own experience how rewarding a trade career can be".

Applications for new apprenticeships will open in mid-2008. Information about the application system will be available via the Hackney Homes website at: www.hackneyhomes.org.uk



What's inside

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News In Brief

Energy saving competition winners

Congratulations to the following lucky residents who have won Standby Busters as part of Hackney Homes' Energy Saving competition (as featured in the October issue of *Hackney Homes News*).

Sheila Suso-Runge – **Homerton**

Evelyn Wright
– **North East Neighbourhood**

Anna Jones
– **Queensbridge and De Beauvoir**

Lyndsay Hilliam – **Shoreditch**

Ms Eshituku
– **Queensbridge and De Beauvoir**

Enrique Freire
– **North East Neighbourhood**

Kelly O'Neill
– **Queensbridge and De Beauvoir**

Carrie – **Shoreditch**

Florence Ogunji-Amusan – **Homerton**



Just ask for a password

If you are concerned about your safety or perhaps worried about a bogus caller visiting your home, then you can ask for a password the next time you require a Hackney Homes repairs operative to visit your home.

It is very simple. When you phone the Repairs Contact Centre on 020 8356 3691 just ask one of our team for a password. This can be anything you choose – your pet's name, mother's maiden name, your place of birth – anything that is memorable to you.

When the repairs operative visits your home to complete the repair they will also tell you the password. Of course they'll also be wearing the Hackney Homes uniform and will be carrying photographic identification to assure you that they are from Hackney Homes.

For more information or to find out more about repairs, please call 020 8356 3691.



Opening hours over Christmas



Hackney Homes opening hours are business as usual except for the following days during the busy Christmas period.

Christmas Day (25 December), Boxing Day (26 December) and New Years Day (1 January): all Neighbourhood Offices and the Head Office will be closed.

Other than the days mentioned above, Neighbourhood Offices will be open for business as usual (9am – 5pm). Please bear in mind that

there will be some reduced services due to the holiday time.

The Repairs Contact Centre will remain open 24/7 on Christmas, Boxing and New Years days - however, only for emergency repair services. If you have an emergency, please phone 020 8356 3691.

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

Happy Christmas and New Year

The lights have gone up in Mare Street, the pantomime season has come to the Empire and the weather has significantly cooled. It's that time of the year again, when Christmas comes around, and then just as quickly, the year comes to an end.

For the past two months we have been meeting residents and staff to speak to them about customer services and asking them what we can do to make services excellent for residents.

What has struck us about these meetings is the shared enthusiasm and passion for making Hackney a better place. And there is a belief that although things are better, there is more work to be done.

We understand that 2007 has had its ups and downs. Residents and staff were disappointed when Hackney Homes did not reach the two star inspection rating required to access government funding for the Decent Homes programme.

But there have been ups as well throughout the year. We have expanded our repairs service to offer more for residents; we have simplified the resident involvement structure and are working with residents to ensure they are at the heart of decision making; and the Decent Homes

programme has continued to improve homes throughout the borough.

As the New Year approaches, we are looking forward to 2008 and believe that together we can improve homes in Hackney. We'll be asking the Audit Commission back later in 2008 and our aim continues to be to receive funding to complete the Decent Homes programme.

We all want better homes and a better community. This is our vision for the future and we're working hard to make it happen. We don't always get it right and we need you to tell us and work with us until it's right.

Together we must show that Hackney is a borough moving in the right direction and that the residents of Hackney Homes need and deserve the home improvements that have already made a difference.

We hope you and your families have a safe and happy Christmas and New Year and we look forward to working together in 2008.



Rupert Tyson, Chair of the Board Susmita Noonan, Chief Executive (Interim)

We hope you and your families have a safe and happy Christmas and New Year and we look forward to working together in 2008.

North West Partnering Agreement Signed

The Stoke Newington Neighbourhood Panel has signed a partnering agreement with the North West neighbourhood office (managed by Pathmeads).

The agreement was signed at the Hawksley Court Fun Day in late October and sets out how the Panel and the neighbourhood team will work together.

Panel Chair David Larkin said the local agreement is a platform

for building a better relationship.

"It essentially says how we'll work together, the level of service we expect and how we can be positive and honest with each other to improve estate management in the North West."



Standing from left to right: Susan Fajana Thomas, Arthur Goodwin, Rupert Tyson, Vince Murrain Walker and Alex Jarosy. Sitting from left to right: David Larkin, Jackie Fearon

Get Involved

Would you like to join my survey group?



Hi, my name is Jennifer Jones and I am a Resident Participation Officer at Hackney Homes.

I work with a team of five other resident participation officers and our job is to encourage and motivate residents to get involved in key decisions about their

home and environment.

We do support work with Tenant and Resident Associations (TRAs), develop community projects, help with funding applications and a lot more.

I am currently looking for 100 volunteers to join my survey club. Every quarter I'll be in touch to ask you to take part in a survey. They'll be about something different each time. The first one is to find out your views on our planned maintenance programme which covers things like estate lighting, painting, lifts and looking after the communal areas of your estate.

It is completely up to you how you'd like to fill in the survey. I can post you a hard copy, send

you an email, you can fill it out on our website, or I can phone you and ask you the questions.

Once I have everyone's feedback I will send you a letter to explain the survey findings and how we'll be taking account of your views. And every quarter I'll be randomly selecting a survey group winner who'll receive a £50 voucher as a thank you for taking part.

The surveys will take about 15-20 minutes every 3 months. You don't have to take part every time, but of course it would be great if you did.

If you're interested in joining, please phone me on 020 8356 2117 or email jennifer.jones@hackneyhomes.org.uk

Raising our service standards... you can help

Our Service Standards outline how we deliver our services in line with clear defined timeframes and standards of quality. For example, meeting the needs of tenants and leaseholders, carrying out emergency repairs within 24 hours and providing value for money.

Our drafted service standards cover Hackney Homes service areas including customer services, tenancy services, estate environment, paying rent, repairs and maintenance, resident involvement and home ownership.

You can view the drafted standards in detail by visiting www.hackneyhomes.org.uk and send your comments to Sharene.Labonte@HackneyHomes.org.uk or phone 020 8356 8891 by the end of December.

Tell us more about yourself

We're not trying to be too nosy, but we'd like to know a bit more about you. We'd like to know your age, if you have any disabilities or health problems, the language you speak and if you don't mind telling us, even your religion and sexuality.

All of this information is kept confidentially by Hackney Homes under the Data Protection act, but the reason we'd like this information is to help us develop our services to meet your needs.

For example, if we know what languages our residents speak we can provide more translations. If we know that a lot of young people live on an estate we can look at providing more youth activities. Likewise, if there are many elderly residents we can try to provide services that meet their needs.

With this newsletter you'll find a survey called 'Access to service'. It will only take 5 minutes to fill in and you can send it straight back to us freepost (no stamp required). Each week we're giving a £50 prize to one resident who completes the form.

Become a Resident Inspector

We want to improve our services and we need your help. Resident inspections are one way you can get involved in the review of service delivery. We're looking for residents to become inspectors who will choose an area of the service and inspect that service to find out what works well and what could be done better.

The purpose of your role will be to inspect and get feedback from other residents on the services provided by Hackney Homes and to feed back to staff on what needs to improve and check that these improvements happen.

The aims of the team of resident inspectors are:

- To assess some of the services being provided by Hackney Homes;
- To suggest how services might be improved;
- To contribute with staff to a positive relationship between Hackney Homes and residents.

The kinds of things that you can do:

- Estate walkabouts
- Inspecting empty homes that need to be relet
- Inspecting the reporting and carrying out of repairs
- Getting feedback from other residents in person or on the phone
- Helping staff who run the services understand what will make a difference to how satisfied tenants are.

Who can get involved:

- Tenants and leaseholders of Hackney Homes
- Customers who care about helping Hackney Homes to improve and deliver excellent services to tenants
- People of all ages and cultures. We are committed to the diversity of our borough and we want to have a wide range of people involved with Hackney Homes.

If you think you are interested....

There is a recruitment process to join this

project – this means that you have to apply by filling out a short application form and we need to assess whether you are suitable for the role. Don't be put off by this. You don't need to have any qualifications and you won't need to pass any tests.

How much time is required?

We anticipate that inspections will be carried out twice a year and each inspection may take up to two days of your time. In addition you will be required to attend up to two days of training before you can carry out any inspections, although the training will be split up into bite-size chunks.

How this might be of benefit to you...

You will receive a certificate confirming the training that you have attended; the training itself will contribute to building your confidence and strengthening your employment profile. We will also cover your travel expenses, together with any registered childminder costs, and hope to give you a modest reward of some kind.

If you want to take the next step...

You can do any of the following:

- **EITHER** download an application form from the Hackney Homes website, fill it out, and post to Sharene Labonte at 136 – 142 Lower Clapton Road, London E5 0QD **OR**
- Phone Sharene on 020 8356 8891 and provide us with your details **OR**
- Send an email to Sharene at Sharene.labonte@hackneyhomes.org.uk and we will be in touch.

Applications are required by 11th of January 2008.

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.

See below for January 2007 dates

Regents Estate	7
Rowley Gardens	7
Fawcett Estate	8
Frampton Park Estate	8
Sherry's Wharf	8
Trelawney Estate	8
Kingsland Estate	9
Lincoln Court	9
Wrens Park Estate	9
Banister House	10
Fairbank Estate	10
Woodberry Down North	14
Alden and Broadway Estates	16
Boscobel	16
Gordon Lodge and QE Close	16
Haberdasher Estate	16
Jack Watts Estate	16
Landfield Estate	16
Manor Estate	16
Webb Estate	16
Yorkshire Grove	16
Avenue House and Tower Gardens	17
Colville Estate	17
De Beauvoir Estate	17
Mountford Estate	17
Beecholme & Casimir	23
Defoe North and South	21
East Reservoir	21
Shrubland Estate	21
Somerford & Shacklewell Estates	21
Powell and Hunsdon	22
Nisbet House	22
St Marys Estate	22
Jack Dunning Estate	23
Shepherdess Market	23
Warburton and Darcy Estates	28
Burma Court and Arakan Estate	29
Fields Estate	29
Joseph Court	29
Lea View & Keir Hardie	29
Lordship North Estate	29
Smalley Road	29
Woodberry Down Newton Close	30
Acton Estate	31

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

The Essential Guide for 2008..

One
day only
**DON'T MISS
IT!**



Interactive **OPEN DAY**

Wed 20th Feb 2008 at "Ocean," 270 Mare St, E8 2BG

A unique fun packed open day for everyone. A huge range of activities and information.

You'll find lots of giveaways for your home and garden. There's a creche, activities for the children & food - all free.

Everything you need to know about your home, community and environment.

Free transport is available for all disabled and residents over 60 years of age.

Find what's new on your estate in 2008.

Phone 020 8356 2066 to book your transport.



Getting it right, together

Decent Homes Programme continues

Around the borough the Decent Homes programme has been installing new windows, roofs and other external renovations.

The programme has already made a significant difference to the borough, improving homes for residents and making homes more attractive.

As you are probably aware, Hackney Homes did not achieve the two star rating it needed to access Government funding for the remainder of the Decent Homes programme.

In spite of this funding setback the Decent Homes programme will continue in 2008/09 at a slower pace.

Although the Council has not set its

budget for the next financial year, in the absence of additional government funding, continued financial support for the Decent Homes programme will be a priority for the Council.

We have reviewed the 2008/09 programme against the funding which we are likely to have available and have written to every resident within the programme. Many estates and residents will have their works continuing as planned. We are concentrating on completing external work first. This includes installing new windows and roofs.

However, there will be a delay for some external work and internal work to kitchens and bathrooms. Although the work could be delayed by up to 12 months, we'll still be

preparing ourselves for commencing the work and for this reason we will be arranging surveys and consultation meetings with you over the coming months. By doing this we can start work quickly once additional funding becomes available.

Our aim continues to be to access additional government funding and we are seeking a re-inspection by the Audit Commission in 2008 to release this funding.

If you have any questions at all please contact the Decent Homes enquiry line on 020 8356 2988 or email dhenquiries@hackneyhomes.org.uk. You can also visit the website for more information www.hackneyhomes.org.uk.

60 Seconds

with **Jonathan McShane, Hackney Homes Board Member**



Hackney Homes News recently caught up with Jonathan McShane to discuss his role on the Board and his interest in helping Hackney Homes deliver excellent housing services to residents.

Welcome to Hackney Homes Jonathan. Can you tell us a bit about yourself?

I am originally from Glasgow and I moved to Hackney over ten years ago. I became a local councillor as I wanted the opportunity to make a difference in my local area. My working background is in communications and I currently work for a consultancy where I advise public sector clients. I am also a Governor of Randall Cremer School in Hackney. On the council, I also chair the Health in Hackney Scrutiny Commission.

Living in Hackney, what changes have you noticed in the past few years?

Hackney has changed a lot – for the better. Our community is much more diverse and some exciting changes are happening locally and right across the borough. Some examples for you – crime is falling, schools are getting better, homes are being improved – need I go on. There is still a lot to do though.

Looking ahead to inspection in 2008, what challenges do you see ahead?

Getting a broad and diverse range of residents involved in the services that Hackney Homes delivers will be a key challenge. We all know that people are less likely to go to their landlord if they don't have a problem, but we need to change that mentality so that residents come to Hackney Homes because they believe that we will listen and take on their views to bring about improvements.

What do you do in your spare time?

I have just gone back to university to do a Masters in Public Policy which takes up a lot of time. I also try to keep fit by running and in the past three years, I have run one marathon a year to raise money for Laburnum Boat Club. And yes, I will be running the London Marathon in April 2008 and will be looking to everyone for sponsorship.

Improving our repairs service... we need your help

In July this year, Hackney Homes launched Customer Service Cards – as another way for us to monitor performance and also to find out how satisfied you are with repairs carried out in your home.

The cards are attached to every repairs job raised by the Repairs Contact Centre so that operatives can give the cards to residents when they've completed the repairs job.

Hackney Homes' Quality and System Manager, Jim Shepherd, said that since the cards were launched, feedback from residents have indicated high levels of customer satisfaction.

"Over the past four months, over 800 cards have been sent back showing that the vast majority of our customers have been satisfied with the way repairs have been carried out.

"Overall, resident feedback is showing customer satisfaction with repairs is around 90%, which is consistent with the call back surveys carried out by the Contact Centre following a repairs job," Jim said.

Some examples of the comments we've been received from residents are listed below:

"It was a pleasure to have a carpenter like Leroy (South Base)



working in my home. He was polite, jolly and so clean when he finished. I was happy with the work he did"

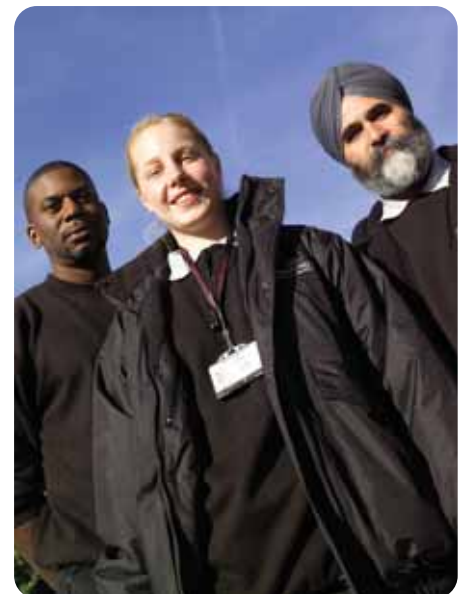
"I was happy with staff's work"

"Service was excellent. Thank you"

"I was given good advice about what I can and can't put down the kitchen sink"

"Very pleased with the service"

The reply-paid service cards are also highlighting areas of improvement so ALL feedback is valuable. The next time an operative visits your home, be sure to ask for a customer service card.



North West offers extended telephone hours

The rents team at the North West Neighbourhood Office (Stoke Newington) have extended their telephone operating hours so that residents have more time to call and discuss rent queries. The team are dedicated to helping reduce rent arrears and improve services.

The rents team are now available via phone from 9am – 6pm.

You can contact the rents team by phoning 0208 356 6048/3547 to arrange a repayment plan

or to make a payment over the phone by credit or debit card.

Please note that meetings with the rents team will still need to be from between 9am - 5pm.



Partnership working helping Hackney's Bangladeshi Community

Hackney Homes has teamed up with local vocational training company UXL and London's Bangla Housing Association to set up free English for speakers of other languages (ESOL) classes for Hackney's Bangladeshi community.

Hackney Homes' Project Officer, Jackie Loftus said the classes, which commenced in late November, have come about with the assistance of the local Tenants' and Resident's Association (TRA) and are already proving popular amongst the local community.

"Together with Bangla Housing, Hackney's North East Neighbourhood was identified as an area with a high number of Bangladeshi residents. We worked with the Landfield Estate TRA to secure the use of the community hall for the classes," Jackie said.

Funded by the London Development Agency, the English training classes

have been set up specifically for the Bangladeshi community (over the age of 16) as a way for them to access language and training skills so that they can become job ready.

Councillor and Hackney Homes Board member, Linda Kelly praised the partnership working between UXL and Hackney Homes and is encouraging others to take up the free training.

"The ESOL classes are providing a stepping stone for some members of the Bangladeshi community to access employment. This project is about providing the community with the right tools and training to move forward," Councillor Kelly said.

The training classes are happening on Mondays and Tuesdays at Landfield Estate Community Hall. There is a free crèche and transport available. For more information, contact Jackie Loftus on 020 8356 7863.

Is Turkish your first language? Do you need advice on housing?



A housing advice project has recently been set up at the North West Neighbourhood Office with Hackney Homes staff and Balik Arts.

Turkish speaking tenants and leaseholders who live in homes in

the North West Neighbourhood will be able to get information, advice and guidance on topics like rent arrears, welfare benefits, tackling anti-social behaviour or moving home from Yeşim Güzelpınar-Karakuş, a Turkish speaking Advisor.

Advice is available on Mondays at the Stoke Newington Municipal Building, Stoke Newington High Street, N16 0JR. To make a Monday appointment, call 020 8356 6105. Advice is also available on Thursdays at Balik Arts, Tohum Cultural Centre, 3 Tyssen Road, N16 7NA. To book a Thursday appointment call 020 7254 7897.

Rent News

Rent increase from 7th April 2008

You will soon receive a letter from the Hackney Homes Chief Executive Susmita Noonan telling you about rent increases from 7th April 2008.

Your rent payment consists of the basic rent for your home and a separate service charge for the estate services provided to most tenants. This includes cleaning, grounds maintenance, communal lighting and a wide range of services to keep your estate safe and well maintained.

This method of calculating the level of rent for your home was introduced because the Government wishes to see the same level of rents for similar council and housing association properties in the same area.

As a result, under Government rules, the basic rent of Council tenants in Hackney needs to rise each year up to 2011 to reach this same level. The Government prevents excessive rises in any one year. However, the Council and Hackney Homes has to abide by the Government rules in setting your rent.

We are asking for your opinion about how much rents should be increased by. Please make sure that you have your say before the end of January.

If you have any questions, please contact your local neighbourhood office who will be able to answer your questions and provide you with any additional information. You can also check the Hackney Homes website for further updates.

Are you **up to date** with your **rent?**

You could win **£1000***
in shopping vouchers



To find out more, check **www.hackneyhomes.org.uk**,
call **020 8356 5053** or visit your local neighbourhood office.

*For a limited period only. Entry to Pride of Place is automatic. Terms and conditions apply.

Leaseholders and Freeholders News

Leaseholders and Freeholders Conference

Date: Saturday 26 January 2008

We will be holding our first **Leaseholder and Freeholder Conference** on Saturday 26 January 2008. The event will be held at the Ocean, 270 Mare Street, E8 (opposite Hackney Town Hall) from 10am – 4pm.

The Conference will provide a wealth of information and advice all in the one place on a range of issues relevant to leaseholders and freeholders. There will be presentations by key speakers as well as stalls and seminars.

We have jointly organised the conference with the borough wide Forum and the North East Leasehold Association (NELA).

To those leaseholders and freeholders who have registered their attendance, you will soon receive a letter confirming your place at the event. Space is limited so we can only accommodate up to 250 attendees.

Leaseholder Satisfaction Survey

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 have set up focus groups for residents to express their views about particular service areas and how they feel they should be improved.

The focus groups are currently underway and are being managed by an Independent Facilitator from the Housing Quality Network to ensure that views remain confidential.

The feedback results received from these focus groups will be published in early 2008.



Leaseholders and Freeholders News December

There is more information in the December Leaseholders and Freeholders News. You will find articles on services we provide and improvements we have made. You can read about all the positive work being done by the Estate Safety Team in conjunction with the Police to tackle anti-social behaviour to how we are reviewing our services to provide better value for money. If you have any comments or suggestions then please send them to LHFHnews@hackneyhomes.org.uk or LHFH Newsletter, Freepost, RLRL-HJUX-RKTS, 298 Mare Street, London, E8 1HE

Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	96.17%	96.25%
Callers to reception seen within 5 minutes of arrival	78.42%	71.03%
Callers to the office requiring an interview seen within 15 minutes	86.72%	84.18%
Responses to letters, faxes and emails within 10 working days	89.57%	93.75%
Response to complaints within 15 working days	95.73%	95.93%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	56mins	45mins
Percentage of normal repairs completed within 20 working days	94.72%	98.06%
Percentage of emergency repairs made safe within 24 hours	92.97%	93.85%
Percentage of immediate jobs made safe within 2 hours	97.78%	97.74%

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 Croyley 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

Dick Whittington and his cat come to Hackney Empire

With everything that you would expect from a traditional pantomime and more including traditional performance, spectacular sets and costumes, magical spectacle, exciting music and dance, slapstick comedy and great fun.

Dick Whittington will be played by Hannah Jane Fox, Tameka Empson returns as Fairy Bowbells and Kat B as Idle Jack.

The Empire is offering discounted tickets for group bookings. Why not make an evening of it with friends and family? Tickets start at just £9.50

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 এটিম অনুবাদ করতে পারবেন। (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 查詢聯繫人員徐煥輝。(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)

Nûçyçên Hackney Homes ji bo kirêdar û xwêrî-lîcisan nûçenameyek e. Heke hûn bi 020 8356 3691 telefoni navenda me ya têkoîlyan 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 przełumaczeniu informatora. (Polish)

Kani waa Hackney Homes News, warsidaha kiraystayaasha iyo heeshile-kiro heystayaasha. Waxaad ka wici kartaa xarunta yada xiriirka halka 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'den iliski merkezimize telefon ederseniz, bunu size tercüme edecek biriyle iliskiinizi sağlayabilirler. (Turkish)

یہ Hackney Homes News کرائے داروں اور قیے داروں کے لیے نچونامہ ہے۔ اسے شائع رائلہ مرکز کو 020 8356 3691 پر فون کر سکتے ہیں جو آپ کو رابطہ کسی ایسے شخص سے کروا سکتا ہے جو آپ کے لیے اس کو ترجمان کر سکتے۔ (Urdu)

Hãy 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)

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