



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

March 2008

www.hackneyhomes.org.uk

What a day!



Over 1000 residents poured into the Ocean on Mare Street on 20 February for the Hackney Homes Residents Open Day, which proved a big hit amongst residents of all ages and backgrounds.

Residents had the chance to find out more about Hackney Homes and the services we offer, take part in fun activities, sample foods from the 'taste of Hackney' bar and to simply enjoy a free, fun day out.

People were thrilled with the replica neighbourhood created where they could learn about staying healthy and safe at home, what it means to be a good neighbour and to get first hand advice and samples to help them grow their own vegetables at home.

"There was so much to do and learn for parents, children and pensioners. My favourite part was the pots of garlic and onions which

I am planning to grow at home on my window sill," said Simone, aged 29, from Hoxton. Check out what other residents had to say on page four.

Congratulations to Alicia Bartholomew from Stamford Hill, the lucky winner of the Passport competition. She takes home a Nintendo Wii. Also, congratulations to the runners-up Janice Joof from Woodberry Down and Giovanni Todd-Barnes from New Kingshold Estate for winning iPod Nano's.

Thanks to all who came along and had a role in making the day such a success!



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News In Brief

New Office Manager in the North West



Residents in the North West (Stoke Newington) can expect to see a new face in the local Neighbourhood Office from March. John Ferman has joined the team as Neighbourhood Office Manager. John brings with him a wealth of housing management experience.

English classes breaking down barriers

A free English training programme supported by Hackney Homes, UXL, Bangla Housing Association and the London Development Agency (LDA) was officially launched at Landfield Estate in the North East on 29 January.

Hackney Homes Chair, Rupert Tyson, commented that the classes are helping to break down barriers for the Bangladeshi community and helping them to gain access to employment. Rupert especially thanked the Landfield Estate TRA for their cooperation.

Meg Hillier MP attended the launch along with representatives from each of the partnering organisations. **For more information, contact Jackie Loftus on 020 8356 7863.**



Date for your Diary

Housing Options Day - 2 April

The Housing Options Day is coming up on Wednesday 2 April at the Ocean on Mare Street (opposite the Town Hall) from 12pm – 6pm.

You can expect to find a range of information about the housing options available to you as a council tenant. If you're thinking of moving and you need some advice, come along and get your questions answered.

Inside *Hackney Homes News*...for more information, check out the flyer enclosed with this Newsletter (sent to tenants only).



How to report a broken street light

If you notice a broken street light in your neighbourhood, get in touch with the Hackney Service Centre on 020 8356 2897. Telephone lines are open from 8am to 8pm weekdays and 9am to 1pm on Saturdays.

Use this number to report faulty and/or dangerous street lights and street furniture e.g. street signs, beacons, bollards or other illuminated equipment on the public highway.

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

Local youth put their **green thumbs into action**

Children from St John of Jerusalem primary school in Homerton recently joined staff from Grounds Maintenance to help give a formerly run-down open space a green face-lift.

Jointly funded by Sanctuary Housing and Hackney Homes and supported by the local Parents and Teachers Association, the space located on Primrose Square Rd in Homerton is now flourishing with greenery and provides an inviting open area for the local community.

Ben Zimmerman from Hackney Homes' special projects team, said the local school kids were thrilled to be involved in the planting of around 1350 new plants and trees including lavender, geraniums and cabbage trees.

"It's been great to get the kids involved in this project and for them to see first-hand the work involved in creating and maintaining open green spaces like this," Ben said.

Sonia Lambert, from the school's Parents' Teachers' and Friends'



Association thanked Hackney Homes for working jointly on the project.

"I wanted to say another huge thank you from the parents and our children.

"The changes to Primrose Square make such a difference and have made many of us feel more hopeful and positive. We will do our very best to look after the new work," Sonia said.



Residents compliment heating installation works

Residents from Acton and Haggerston Estates have been so pleased with the central heating installation work carried out in their homes that they've been writing to tell us about it.

Gracelands, one of our heating contractors, have been carrying out central heating work for Hackney Homes under the Decent Homes scheme.

Mr and Mrs Perry from Livermere

Court said they were pleased with the professionalism shown by the operatives. "We would like to thank the engineers who have been working in our home. They've been very helpful, courteous, polite and have kept us informed throughout the installation."

Likewise, Melanie from Haggerston Road was also very satisfied with the way the operatives went about their work in a professional and efficient manner.

Gracelands are also involved with window inspections on the estates to ensure that they comply with gas regulations. They have also taken on the role of carrying out both inspection and repairs to overflow pipes whilst Decent Homes works are in progress. And they've also been helping Hackney Homes tenants be more green by handing out free low energy light bulbs whilst carrying out their inspections.



Get Involved

Residents Open Day... what you told us

See below some of the comments made by residents (of all ages) who visited the Hackney Homes News Editor stand as part of the Get Involved zone. **Thanks again to all who participated.**

“This event is so much fun. I’m happy to be here and my sister loves being here too. I’ve really enjoyed all the activities especially the graffiti wall and the taste of Hackney food stand”

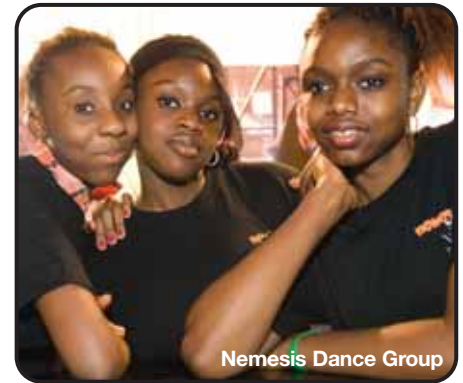
Bose (aged 8), Frampton Park Estate

“I like this event because I’ve had my face-painted and have been given balloons and other give-aways”

Aadam, Kingsmead Estate

“Hackney is becoming much better. I feel safer on my estate. There are no longer any wild dogs around London fields. I’ve found this event very useful and it’s been enjoyable to come along and meet Hackney Homes staff face to face” Lorraine Ayres, St Mary’s Estate

“Dear Hackney Homes, this was spectacular. We’ve had so much fun and there’s been lots of



Nemesis Dance Group

activities and things to do. We’ve also tried lots of different foods” Savanagh (aged 7) and Sanchez (aged 8), Lockner Estate

“It’s been nice to meet everyone in the community and to give my views about what’s happening in the borough. I’ve enjoyed meeting the Board members and mixing with different people” Valerie Bayson, Regents Estate

Congratulations to a lucky winner!

Mrs Vitalis from North East neighbourhood recently won £500 towards new kitchen appliances courtesy of Hackney Homes for being a good neighbour, paying her rent on time and keeping to the terms of her tenancy agreement.

Mrs Vitalis was one of six lucky winners in the quarterly Pride of Place prize draw.

The ‘Pride of Place’ competition is about rewarding those tenants who pay their rent, look after their homes and estates and

are considerate neighbours.

Mrs Vitalis was delighted to have been randomly selected from the many thousands of tenants who abide by their tenancy agreement. “I’ve been telling my friend about my lucky win and they can’t believe it. I’m just so happy. I haven’t won anything in 35 years,” Mrs Vitalis said.

Runners up receive £100 in shopping vouchers. To find out more, phone 020 8356 5053 or visit www.hackneyhomes.org.uk



Around the TRAs

Lea View House TRA invites you to spring clean

The Lea View House TRA with the support of their Resident Participation Officer (RPO) is holding a 'hall boot sale' in the estate's Community Hall on Saturday 15 March from 1pm-4pm.

Why not start your spring cleaning early, de-clutter and get rid of those items in your home that you no longer have use for? Or come along and see what is for sale – all are welcome! Join in the fun, buy some bargains and meet your neighbours.

Table hire is £8 for a large table and £5 for a small table. To book a table, contact Jennifer Jones, Resident Participation Officer, on 020 8356 2117. The TRA will be selling refreshments on the day.

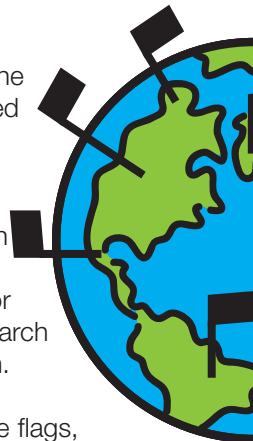
Celebrating culture and Easter at the Joseph Court International Day

The Joseph Court TRA in the North East, with the support of their

RPO, is celebrating the many and varied cultures and nationalities of residents on their estate with an Easter Fun Day planned for Saturday 22 March from 2pm-4pm.

Expect to see flags, made by the residents, at the Fun Day, resembling the different cultures found on the estate and people are encouraged to cook and bring along foods from their traditional backgrounds. Entertainment will be provided by participating residents telling their story as well as face-painting and balloon making. For more information, contact Jennifer Jones, Resident Participation Officer on 020 8356 2117.

If you would like information about establishing or joining your local TRA, please contact the Resident Participation team on 020 8356 7845.



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 April 2008 dates.

Boscobel	2
Fairbank	2
Haberdasher	2
Jack Watts	7
Regents	7
Rowley Gardens	7
Fawcett	8
St Mary's	8
Banister House	10
Acton	10
Frampton	15
Alden & Broadway	16
Beecholve & Casimir	16
Gordon Lodge	16
Lincoln Court	16
Yorkshire Grove	16
Manor	17
Mountford	17
Colville	17
De Beauvoir	17
Avenue House & Tower	17
Defoe North & South	21
Shrubland	21
Burma Court & Arkan	22
Lea View & Keir Hardie	22
Nisbet House	22
Hepherdess Market	23
Holmleigh Rd & Sanford	23
Jack Dunning	23
The Beckers	23
Webb	23
East Reservoir	28
Warburton & Darcy	28
Joseph Court	29
Smalley Rd	29
Fields	30
Gascoyne	30
Kingsland	30
Landfield	30
Woodberry Down North	30
Wrens Park	30

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

Stamford Hill focus group

Members of the Stamford Hill sub-committee panel recently organised a focus group to address three major topics; communication, repairs service and estate management.

The resident-led event was attended by Hackney Homes Chair, Rupert Tyson and Chief Executive, Susmita Noonan along with senior management from both Hackney Homes and neighbourhood contract manager Pinnacle.

Muriel Gordon MBE, Chair of the Stamford Hill Panel, said that the day

was about focusing on particular service areas in need of improvement and addressing residents' concerns in these areas.

An independent facilitator led an in-depth debate about issues faced by both staff and residents on each of the subjects.

"The exchange of views culminated in a series of recommendations that would be investigated by staff to improve services," Muriel said.

These recommendations and outcomes will be discussed at a follow-up event in the summer months.

Leaseholders and Freeholders News

Leaseholders and Freeholders Conference... **your feedback**

The first ever leaseholders and Freeholder Conference was held on 26 January 2008 with over 160 leaseholders and freeholders attending.

The event provided the opportunity for leaseholders and freeholders to meet with and speak to Hackney Homes staff about the services they receive.

Hackney Homes was well represented at the Conference with many staff volunteering their time to speak and give advice to leaseholders.

Feedback from leaseholders and freeholders indicates that many found

the event very useful and better than they expected. They enjoyed talking to Hackney Homes staff, finding out new ways to get involved as well as voicing their concerns on issues like payment of service charges, major works, cleaning, and anti-social behaviour.

Congratulations to Ruth Boyce, Fred Filce, Mohammed Uddin, Denise Bingham and Ron Devoti – the lucky competition winners - they take home £100 in shopping vouchers kindly donated by each of the Neighbourhood Offices.

It is hoped that the Conference will now be held annually.

Conference **Q and As**

All questions raised at the Conference have been logged centrally and we are responding to leaseholder/freeholders who raised individual questions. In addition we have created a Frequently Asked Questions information tool which can be found at www.hackneyhomes.org.uk

You will find below a sample of questions with answers raised on the day.

Q: CCTV systems are often out of order – what is Hackney Homes doing to get more from all the money invested?

A: CCTV systems are checked on a weekly basis and repairs to camera failures are rectified within 2- 5 days according to the nature of the repair. From 1st April 2008 the corporate CCTV centre will have access to 98% of estate CCTV systems remotely for monitoring purposes. Property Services will also have access to these systems for maintenance monitoring

purposes. Access to these systems has been made possible through the introduction of a WiFi Wireless networking system for Hackney Homes, the introduction of the WiFi system will allow the use of relocatable cameras to be installed to tackle problems such as fly tipping etc.

Q: How is Hackney Homes dealing with dog litter and nuisance?

A: The London Borough of Hackney Enforcement Team are taking action on behalf of Hackney Homes against residents that allow their dogs to foul Hackney Homes estates, providing there is enough evidence i.e. photos or a written statement from someone prepared to come forward.

You will need to provide dates and times plus locations etc. If you need further details, please contact Eucharía Mbonu on 020 8356 4501.

If you don't have access to the website please contact the Customer Services Team on 020 8356 2100 and this will be posted to you.

News in brief

Reserve Fund Survey

Reserve fund questionnaires were sent out in December to all leaseholders and the consultation period extended to end of February. We are currently analysing the findings of the questionnaires and will report back next month.

Major Works Admin Review

We are currently reviewing the major works administration fee. The fee covers the cost incurred by Hackney Homes for major works consultation, billing and recovery.

We have compared our existing charging method with other local authorities and ALMOs to seek best practice and are now in the process of completing an appraisal of a number of different charging methods. We will be writing to all leaseholders and freeholders and notifying you of these options so you can select your preferred option. It is planned the preferred option will be put in place by the end of the current financial year.

Service Charge Estimates 2008/2009

These are currently being prepared and will be issued before the end of March.



Some golden rules to help keep you debt free...



- **Don't ignore the problem:** it won't go away and the longer you leave it, the worse it gets.
- **Don't borrow money to pay off your debts without thinking carefully.** Get advice first. This kind of borrowing could lead to you losing your home.
- **If you have lost your job, or are off work because of illness,** check whether your payments are covered by payment protection insurance. Check your credit agreement.
- **Check you are claiming all the benefits and Tax Credits you can.**
- **Get in touch with your creditors straight away and explain your difficulties.** Go and see them, or phone or write to them.
- **Make sure you tackle your priority debts first** – for example, debts which could mean losing your home or having your gas or electricity cut off.
- **Contact everyone you owe money to.** If you make arrangements to pay some creditors but not others, you could run into difficulties again.
- **If the first person you speak to is unhelpful,** ask to speak to somebody more senior who may be able to agree to what you want.
- **Don't give up trying to reach an agreement even if creditors are difficult.**

For more money advice information – from dealing with bad debts to planning your budget – check out www.nationaldebtline.co.uk

Rent News

From 7 April 2008 Hackney Council and Hackney Homes will increase rent by an average of 7% as a direct result of the Government's rent restructure scheme.

The rent we charge is still significantly lower than other neighbouring inner London boroughs and by increasing the rents this year; we hope to be able to keep any rises in the coming years to a minimum.

If you need help to pay your rent or want to find out if you are eligible for housing benefit, please contact your local Neighbourhood Office, (see back page of the Newsletter) or phone 020 8356 3399 for a claim form and advice.

Action against estate agents

Hackney Council is leading the way in prosecuting rogue estate agents who blight areas with illegal fly boarding. The Council has now successfully prosecuted three firms, who were all hit with heavy fines, for putting sold and to let signs outside homes without the owner's permission.

Cllr Alan Laing, Cabinet Member for Neighbourhoods, said: "Plastering the streets with to let and sold signs when there are no instructions to do so, is

clearly a criminal offence and will not be tolerated. Hopefully these prosecutions will put an end to the blight of estate agent boards."

Keatons Estate Agents was fined £19,200 and ordered to pay £1,573 costs for putting five sold and four to let signs on properties in seven Hackney streets, without instructions from the owners. And Robert Alan Homes was fined £7,500 and ordered to pay £2,000 in costs.

Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	95.51%	96.01%
Callers to reception seen within 5 minutes of arrival	78.35%	72.76%
Callers to the office requiring an interview seen within 15 minutes	94.98%	85.61%
Responses to letters, faxes and emails within 10 working days	98.62%	94.13%
Response to complaints within 15 working days	96.15%	95.40%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	48mins	45mins
Percentage of normal repairs completed within 20 working days	95.77%	97.23%
Percentage of emergency repairs made safe within 24 hours	89.09%	92.77%
Percentage of immediate jobs made safe within 2 hours	75.83%	93.70%

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 nûçenamêyê 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۔ آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر فون کر سکتے ہیں جو آپ کا رابطہ کسی ایسے شخص سے کروا سکتا ہے جو آپ کے لیے اس کی ترجمانی کر سکتے۔ (Urdu)

Đây là Hackney Homes News, bản tin cho những người thuê và cho thuê nhà. Bạn có thể điện thoại tới trung tâm liên lạc của chúng tôi số 020 8356 3691 và họ sẽ nối máy cho bạn với ai đó dịch những thông tin này ra cho bạn. (Vietnamese)

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print In Braille

On Disk On audio tape

Interview with British sign language interpreter

In another language, please state:

Name:	
Address:	
Tel:	E-mail:

Return to: Communications Team
Freeport RLTS-GHGU-UUTR,
Hackney Homes, Christopher
Addison House, 72 Wilton Way,
London E8 1BJ

Did you know?

Did you know that if all Hackney Homes residents replaced their light bulbs with energy saving bulbs, this will save enough energy to pay the yearly gas and electric bill for nearly 250 homes? Why not pick up an energy saving lightbulb from your local neighbourhood office? Further information is available at www.hackneyhomes.org.uk

www.hackneyhomes.org.uk

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