



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

April 2008

www.hackneyhomes.org.uk

Keeping safe on your estate

As summer approaches, it's important to stay safe. These services will help you and your families keep safe.



Stay fire safe at home

At the recent Hackney Homes Open Day, around 150 residents signed up for the FREE Home Fire Safety Visits run by the London Fire Brigade.

The visits are carried out by firefighters from your local fire station and include the fitting of a free smoke alarm where required and advice on electrical safety, heaters, escape plans and safety routines. **Call 08000 28 44 28 to book a free Home Fire Safety Visit today.**

Carbon Monoxide – the silent killer

It's known as the silent killer because it's invisible, odourless and tasteless. Carbon monoxide (CO) is a poisonous gas which can be

released by appliances that burn fossil fuels such as gas, coal, wood or oil, if they are not operating correctly. CO poisoning is caused by inadequate ventilation or poor maintenance of appliances and by blocked or defective flues and chimneys.

Hackney Homes started the 2008/09 gas servicing programme in March. Each year, our CORGI qualified engineers service your gas appliances, so please let us in when we come to your home.

You will be sent an appointment time in the post but if you have any questions, call us on free phone 0800 199 124.

Ensure kids play safe

If you have scaffolding on your estate, please keep your children away from it or construction sites. There are many children-only play areas that have been safety checked by RoSPA (The Royal Society for the Prevention of Accidents). Or there are Hackney's green spaces such as Clissold Park and London Fields where children can play safely.

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News In Brief

Hackney First Step

If you are looking to buy your own home in Hackney, you could benefit from a groundbreaking new scheme.

Hackney First Step is a government pilot for residents on specific incomes, and has been developed by Hackney Council in partnership with Metropolitan Home Ownership.

An interest-free equity loan is available of up to 25% for a one or two bedroom property, or 30% for a three bedroom property, for selected New Build HomeBuy or Shared Ownership homes in the borough.

For more information, contact Housing Options online at www.housingoptions.co.uk or phone 0845 230 8099.

Anti-social behaviour policy review



Hackney Homes is currently reviewing the Anti-Social Behaviour Policy and Procedures. Consultation is taking place with staff and residents to make sure that views are considered in developing the new policy.

Audit Commission Inspection

The Audit Commission will inspect Hackney Homes in November this year. We require a 2-star rating to access funding to complete the Decent Homes programme.

If this is not achieved, we may not be able to finish improvements such as new bathrooms and kitchens in your homes. There will be more information about the inspection process in upcoming issues of *Hackney Homes News*.



Respect Action Plan

At the recent launch of the borough's Hate Crime Strategy, residents had the opportunity to comment on Hackney Homes Respect Action Plan. This plan outlines Hackney Homes' commitment to preventing and tackling anti-social behaviour and how we intend to deliver an effective response.

If you would like further information about these policies, please contact the Service Development Team on 0208 356 2791.

Passport competition winner takes home Nintendo Wii

Alicia Bartholomew, aged 10 from Stamford Hill was the lucky winner of a Nintendo Wii as part of the Hackney Homes Residents' Open Day passport competition.

"I'm so excited to have won. I really enjoyed filling in my passport and finding all the answers," Alicia said.

Congratulations Alicia!



(from left): Rupert Tyson (Chair, Hackney Homes) congratulating competition winner Alicia Bartholomew.

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

Message from new Hackney Homes Chief Executive

As the new Chief Executive, I wanted to introduce myself to you and give you an insight into my ambitions for Hackney Homes and where I want to lead the ALMO in 2008.

I started my role in mid-March and I am happy to have joined Hackney Homes after my previous job as Chief Executive at Newham Homes. I am looking forward to working in the borough as I believe Hackney is one of the most interesting boroughs in London and has enormous potential with extensive regeneration, the Olympics and other major projects transforming the area.

2008 is an important year for us with the re-inspection by the Audit Commission happening in November. The importance of achieving a 2 star

rating is essential for securing a strong future for us all. Importantly, it will allow Hackney Homes to access much-needed funding to complete the Decent Homes programme and improve homes and quality of life for Council tenants.

It is evident that much hard work has been undertaken in the borough. When I recently toured some of the estates, I observed they were generally well maintained, clean and tidy. But I am also aware that we have more to do to meet your expectations and to deliver a service that is first class.



We need to work together in the coming months to make these changes happen in order to achieve a two star inspection rating that will benefit all tenants and secure an exciting future for housing in Hackney.

Charlotte Graves
Chief Executive Hackney Homes

Healthy Lifestyles Scheme



Are you worried about your child's weight? Are they not getting enough exercise? If the answer is yes, you could benefit from the Lifestyle programme, organised by the Hackney Healthy Lifestyles Team. It will run in centres across Hackney with a focus on exciting games, exercise, drama workshops and nutrition advice.

Young people from 7-13 years of age and their families will need to book quickly to take advantage of this free programme.

Call today to book your introductory meeting or for further information, contact Des Ryner, Healthy Lifestyles Co-ordinator on 020 7613 9169.

Free gardening course for Hackney residents

Hackney residents living on estates with a registered TRA can take part in a FREE 10 week gardening course, running once a week, at St Mary's Secret Garden situated off Kingsland Rd (near Fellows Court estate E2).



You can gain practical experience preparing and planting a vegetable or herb bed, learn which tools to use in the garden, know how to identify weeds and get advice on health and safety tips. You will also gain a qualification and have the chance to meet other gardeners living in Hackney.

The classes will run once a week at St Mary's Secret Garden and on a selection of estates in the borough. There are two courses running; during the evening on Wednesdays, 6-8:30pm, starting from 30 April and during the day on Fridays, 1-3:30pm, starting from 9 May.

Contact Claudia Sartori on 020 7739 2965 or email claudia@stmarysgarden.org.uk for more information and to book your place.

Get Involved

Have your say on proposed parking enforcement on your estate

Parking on your estate can sometimes be difficult due to large numbers of unauthorised vehicles. That is why Hackney Homes is proposing introducing parking enforcement to ensure that residents and their visitors can park in designated bays on the estates and emergency vehicles can have easy access to the estate.

Residents living on estates will be eligible for permits and the estate will be patrolled by traffic wardens who will issue Penalty Charge Notices for illegally parked vehicles, as done on streets in Hackney.

If you live on one of the following estates, we need your views on whether you are in favour of the proposed enforcement.

Estates where parking enforcement is being proposed:

- The Mount
- Jack Dunning Estate
- Mountford Estate
- Moye Street
- Colville Estate
- Goldsmiths Estate
- Stonebridge
- Milton Gardens
- Mayfield Close
- Laburnum Estate
- Landfield Estate

Time is running out, so if you've not attended a drop-in session or sent in your form, please do so as quickly as you can. The enforcement scheme will only be implemented if there is a majority vote in favour of the scheme.

We will write to all residents where the scheme will be introduced and more information can be found on www.hackneyhomes.org.uk



Have a say about the safety of your neighbourhood



Residents of Hackney are urged to get involved with their local Safer Neighbourhoods police team to help decide the issues their teams will tackle this year. The Safer Neighbourhoods project

involves local police and partners working with the public to identify and tackle issues of concern to the community.

Teams across the borough regularly hold consultation meetings to discuss the issues that most concern local people. Teams are particularly keen to hear the views of young people between the ages of 16 to 25. By attending a meeting, it is possible to affect the way your area is policed and make a difference to issues that affect your quality of life.

"The main aim of the Safer Neighbourhoods programme is to

reduce crime, the fear of crime and enhance the quality of life for people living and working in Hackney.

"These meetings give residents the chance to have their say on the issues that affect them and the priorities they want their local teams to focus on," said Cheryl Burden, Safer Neighbourhoods Chief Inspector.

For more information and to find out when your next local meeting is being held, visit www.met.police.uk/saferneighbourhoods or phone Karen Alleyne on 020 7275 3248.

Banister House TRA helps to make **homework fun**



Members of the Banister House TRA in Homerton have started up a computer training and homework club in an effort to support both young people as well as adults living on the estate.

The club meets every Thursday and Friday from 7-9pm in the Community Hall and provides support and resources to encourage people to strive and achieve. All are welcome.

For more information, contact Peter Jajua from the TRA on 079 5643 6479.

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 May 2008 dates.

Woodberry Down	7
Newnton Close	8
Hawksley Court	12
Shellgrove	13
Lister Court	13
Morland & Blanchard	19
Aspland & Marcon	28
Gascoyne	28

Dates are subject to change.

To check times and venues, please call the Resident Participation team on 020 8356 7845.

Lucky winners

Congratulations to Mr Namoun, E8 and Mr B Adler, N4 – the lucky winners of the Pride of Place Christmas campaign. They won the first prize of £1000 in shopping vouchers. Tenants who pay their rent on time, look after their homes and estates and keep to their tenancy agreement are automatically entered into the prize draw.

Runners up received £100 in shopping vouchers. Well done to Mrs Cronin E5, Mrs Gemma E5, Mr Squire N16, Miss Gladstone, Mr and Mrs Lindor N16, Mr Bradshaw, Mr and Mrs Dogan N16, Mr Wakeford N1, Ms Elva, Miss Stoakley N4, Miss Brown N16 and Mrs Soares N1.



Get involved via the web

An easy way to find all the ways you can get involved with Hackney Homes is by visiting our website, www.hackneyhomes.org.uk

In the Get Involved section, you will find a full list of TRAs in Hackney, upcoming meeting dates and also learn about community events that are happening near you.

Why not become a resident inspector or a mystery shopper? Or simply join the Hackney Housing Views team where you'll have the chance to have your say about the services we offer our residents.

60 Seconds

with Karen Dodds, Hackney Homes Board Member

Hackney Homes News recently caught up with Karen to talk about her new role on the Board.



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

Currently, I work in West Sussex as Head of Crawley Homes – and although it sounds like it's an ALMO, it's still part of Crawley Council. I have worked in the housing industry since 1984 and throughout my career I have worked in senior level positions for housing associations and other local authorities.

What made you want to join the Board?

I have previously done some consultancy work in Hackney and since then I have been interested in the borough itself and in the work that Hackney Homes has been doing to improve housing services.

How do you think you'll be able to help Hackney Homes prepare for the inspection later this year?

Part of my motivation for being on the Board was because of my background of working for organisations that are not performing at their maximum potential and turning them around to be better performing organisations. I have been involved in setting up a culture change project at Crawley so I'm very much interested in seeing change happen to benefit both the ALMO and of course the residents.

What do you do in your spare time?

I enjoy mountain-biking, skiing and playing tennis and I love reading a good book that I can't put down.

New insurance

provider means fewer costs for tenants

Hackney Homes has negotiated a cheaper contract for tenants with new insurance provider, Jardine Lloyd Thompson.

Our newly negotiated insurance contract gives tenants value for money and is one of the cheapest available. The weekly cost of insurance is added to your rental charge. Tenants who are in arrears are not eligible for this scheme.

For more information, phone 020 8356 2164/2165/2168.

Saturday repairs appointments now offered

Did you know that since November 2007 Hackney Homes has offered repairs appointments on Saturdays from 8am until 1pm? The extended hours are to offer greater flexibility for tenants.

Tenants should call the Repairs Contact Centre on 020 8356 3691 to report a repair.



Overflows...you can help!

A major problem Hackney Homes faces in terms of maintaining the brickwork on estates is leaking overflows. Overflows are caused by leaking taps, a minor repair that is inexpensive and easy to fix. But if the repair is not reported, it can cause unsightly stains and thousands of pounds worth of damage.

If you are a Hackney Homes tenant, you can report overflows by calling the Repairs Contact Centre on 020 8356 3691.

If you are a leaseholder, it is your responsibility to ensure that this work is carried out. Please phone the Repairs Contact Centre and we can offer technical advice or carry out the repair at a reasonable cost. Depending on the circumstances, if a leaseholder neglects such a repair, Hackney Homes will carry out the work and re-charge the costs to the leaseholder.

Leaseholders and Freeholders **News**

Estimated Service Charges 2008/09

The service charge estimates for 2008/09 were issued on time so they were available for the start of the financial year. Some of you may see increases in the cost of some of the services we provide. We have worked with our partners to try and ensure that all expenditure for the coming year is included in your estimated service charge.

If you have any queries, please contact us:

- Accounts team (estimated service charges) 020 8356 2099.



- Customer Services team (general enquiries) 020 8356 2100.
- Recovery team (payment enquiries) 020 8356 2299.

Insurance cover

The Council have changed their insurance company and Aspen will now provide insurance cover to the Council's properties and a Section 20 consultation letter was sent to leaseholders in February 2008. As part of the new insurance contract the annual premium for leasehold properties is based on the number of bedrooms and not on a reinstatement value. For some leaseholders this will mean a reduction in your monthly premiums, whilst for other it may mean an increase. **It should be noted that where there has been an increase it is mainly for those leaseholders whose properties were under insured.** However, if you have any general queries regarding your insurance please ring the Insurance Team on 020 8356 2647.

Should you wish to make a buildings insurance claim you can ring Aspen's 24hr claims helpline number 08705 21 22 23.

Direct Debits

Almost 1000 leaseholders have signed up to pay Direct Debit. It is the most cost effective method of paying your bills and we would advise that you change to this method. Please complete the Direct Debit Mandate on page 22 of your 2008/09 Estimated Service Charges Booklet.

Profiling our customers

You may have received a customer profiling survey. It is really important that you complete this form and send it back to us. We want to know about our customers so we can tailor and improve our services to meet your needs. For example for those visually impaired we have the Leaseholder and Freeholder Handbook available in large print or audio. Translations are available on request.



Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	95.46%	95.96%
Callers to reception seen within 5 minutes of arrival	78.66%	73.25%
Callers to the office requiring an interview seen within 15 minutes	95.42%	87.53%
Responses to letters, faxes and emails within 10 working days	96.00%	94.90%
Response to complaints within 15 working days	90.24%	95.40%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	41 mins	45mins
Percentage of normal repairs completed within 20 working days	95.29%	97.04%
Percentage of emergency repairs made safe within 24 hours	90.41%	92.51%
Percentage of immediate jobs made safe within 2 hours	86.67%	93.14%

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 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 লীজহোল্ডারদের জন্য। আপনি 020 8356 3691 নম্বরে আমাদের কন্টাক্ট সেন্টারে ফোন করতে পারেন যারা আপনাকে এমন কোন ব্যক্তির সঙ্গে যোগাযোগ করিয়ে দেয়ার ব্যবস্থা করবেন যিনি আপনার জন্য এটির অনুবাদ করতে পারেন। (Bengali)

這是「哈克尼之家新聞」(Hackney Homes News)。是為房主和房客提供的新聞通訊。您可以電話聯繫我們的聯絡中心 020 8356 3691 幫您聯繫人員為您翻譯。(Cantonese)

Ceci est Hackney Homes News, la lettre circulaire des locataires et des locataires à bail. Vous pouvez appeler ou contacter le centre au 020 8356 3691 où l'on vous dira à qui vous adresser pour la faire traduire. (French)

Nûçeyên Hackney Homes ji bo kirêdar û xwedî-leasan nûçenamêk e. Heke hun bi 020 8356 3691 telefonî navenda me ya têkiliyan bikin, ew ê bikanibin bi kesekî re têkiliya we çêbikin ku wê ji bo we wergerîne. (Kurdish)

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

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

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

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

یہ Hackney Homes News کرائے داروں اور بیٹے 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

Clissold Park wins I Love Hackney competition

Clissold Park has been awarded the prize of the most loved place in Hackney in the I Love Hackney competition. It beat strong contenders such as the Hackney Empire, London Fields and Springfield Park.



www.hackneyhomes.org.uk

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