



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

May 2008

www.hackneyhomes.org.uk

Estate cleaning services



Hackney Homes cleaning teams are on estates every day of the week sweeping, cleaning and making sure that estates are maintained to a high standard of cleanliness.

What do they do?

Your estate is cleaned from top to bottom daily between Monday and Friday by Hackney Homes cleaners who make sure that all communal areas are swept, mopped and litter is picked up. In addition, the teams also ensure that the internal areas in the blocks are cleaned to a high standard.

On Saturdays and Sundays, the weekend cleaning team target estates that need special attention. They will attend the estate and carry out any necessary cleaning tasks including dealing with dumped rubbish that could potentially cause a hazard and responding to emergencies reported by residents on their estates.

How can you help?

The weekend cleaning team needs your support to ensure that estates are kept clean and safe. If you come across something that you believe needs to be dealt with immediately, phone the Repairs Contact Centre on 020 8356 3691.

Hints and tips for clean and safe estates are:

- Don't dump your old household items in communal areas, call Hackney Wasteline on 020 8356 6688 and your item should be collected within 48 hours.
- Wrap up all household waste in strong bags and throw into the chute/communal bin.
- Recycle as much as possible – did you know that up to 60% of waste in your bin can be recycled?



What's inside

- Page 3** Win dinner for two at the Water House
- Page 5** Get Involved
- Page 7** Leaseholders and Freeholders News

News In Brief

Do the walk of life...

Summer is almost here! Now is the time to get outdoors, take a walk around London and see what the city has to offer – take part in an organised walk and help celebrate National Walking Day on 31 May.

Walk London have organised an extensive programme of FREE guided walks across all areas of the capital during the weekend of 31 May/1 June.

In Hackney, there will be a 'watery themed walk' starting at 11:30am on Saturday 31 May at Stoke Newington Railway Station and finishing at approx 2pm at Hackney Wick Station.

Or why not take part in the Lower Lea Valley walk, where you can see the new Olympic Park. This walk starts at Tottenham Hale Station at 11am on Saturday and finishes at Bromley-by-Bow station at 2.30pm. There will be numerous breakpoints throughout the walk.

For more info, phone Walk London on 0870 240 6094 or visit www.walklondon.org.uk



Six more apprentices to join award-winning scheme



Six more apprentices will be recruited this year to Hackney Homes' award winning Apprenticeship Scheme. The scheme which was recognised last year with two Training Excellence Awards by the Association for Public Service Excellence (APSE) is renowned as one of the best schemes in London.

Young people aged between 16 and 19 can apply by 6 June for a chance to gain an industry recognised qualification and work side by side with experienced professionals.

For more information, visit www.hackneyhomes.org.uk

Feed the birds... but not on your estate

You may not think feeding pigeons and other birds on your estate could cause any harm but sometimes pigeons can pose problems, particularly when they are in large numbers.

Bird droppings are unsightly and their acid corrodes stonework and can damage buildings. Droppings on pavements can become slippery when wet and pose a hazard to passing pedestrians. Droppings, nest material and dead birds can block guttering and drains and cause water damage to buildings.

If you're a keen bird feeder, why not feed them in one of Hackney's parks or feed the ducks in one of the ponds at Clissold Park or Springfield Park?



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

Hackney Homes to be inspected this November

Hackney Homes will be inspected by the Audit Commission in November this year. The Commission will meet staff and residents to assess the quality of the service provided and whether there is potential for services to continue to improve for residents. They will also do some mystery shopping and visit estates to talk to residents.

In the 2006 Audit Commission inspection Hackney Homes was assessed as providing a 'fair' one star service with promising prospects for improvement. Hackney Homes is aiming for a two star inspection result in November. This will allow us to access government funding to complete the Decent Homes programme in Hackney. Without this rating, there may not be funding available to finish this work.

We'll be including a question and answer section in the newsletters in the lead up to the inspection. If you have a question about the inspection, you can email it to

housingeditor@hackneyhomes.org.uk
or post it to: Housing Editor, Hackney Homes, Communications Team, 72 Wilton Way, London E8 1BJ.



Resident gives thumbs up to home revamp

Ensuring that the needs of residents are taken into consideration during Decent Homes works is a major consideration.

One of many residents pleased with the works carried out on their home is Bob Hartley from Valette Estate near Mare Street.

A Hackney resident for over 25 years, Bob is the Chair of the Tenants' and Residents' Association on Valette Estate. He worked closely with Hackney Homes' Decent Homes contractor Kier to make sure that the works were to their taste.

"Valette House dates back to 1905 and we wanted to maintain the look of the estate. New roofs and windows were installed and a lot of care and attention was taken to make sure that these did not compromise the original architecture."

"We are very happy with the work to make our estate even more beautiful," said Bob.



Residents of Valette House

Dine at London's most eco-friendly restaurant

The recently opened Water House restaurant in Shoreditch promotes the ultimate in 'healthy dining' and takes the concept of sustainability one step further. Owned by the Shoreditch Trust, the restaurant offers a unique blend of organic, locally-sourced food and is powered by hydro-electric and solar energy.



water is filtered in-house as an alternative to bottled supplies. To find out more check out www.waterhouserestaurant.co.uk

Situated overlooking Regent's Canal in Hackney, the roof-mounted solar panels provide hot water, while water used in the kitchens is recycled to help flush toilets and water the vegetable garden - which itself is fed from an advanced composting system. Hydro-carbon fridges reduce energy consumption and drinking

Hackney Homes News is giving one lucky reader the chance to win 'dinner for two' at Water House. Simply email HousingEditor@hackneyhomes.org.uk and tell us one way you are saving energy at home. Entries close 13 June.

Get Involved

Street property residents we need you!



Residents who live in street properties are invited to get involved and have a say about the housing service we provide by coming along to the next Street Property Sounding Board meeting.

The meetings are held quarterly and the next one is planned for 8 July at 136-142 Lower Clapton Road, E5. You'll have the chance to let us know how you feel about the maintenance and management of street properties, identify the main issues affecting residents of street properties and get the latest information on the Decent Homes programme.

For more information and to register your interest, get in touch with the Resident Participation Team on 020 8356 7845.

Community Fun Days **this summer**

This year, Hackney Homes is offering registered Tenants' and Residents' Associations (TRAs) the chance to host their very own Community Fun Day on their estate in conjunction with Hackney Homes.

The Fun Days are FREE events for Hackney Homes residents and give you the chance to have some fun and meet your neighbours. There will be a range of activities and games, food stalls, competitions and music. You can also find out more about the services provided by Hackney Homes, the Council and partners.

TRA Chairs have been sent a letter about the 2008 Fun Days and the help you can expect from the Communications team with planning and financial support for the day (e.g. catering and booking entertainment).

If you would like to organise a fun day or if you need more information, get in touch with Tracey Dunn,



Consultation and Events Officer on 020 8356 2066 or email Tracey.Dunn@HackneyHomes.org.uk

Compact signed, sealed and delivered



Hackney Homes' new Resident Participation Compact was officially signed off by members of the Resident Liaison Group on 24 April.

The Compact demonstrates Hackney Homes' recognition of the importance of resident involvement in decision making and our commitment to working together to ensure that Hackney Homes residents receive excellent housing services.

The aim of the Compact is to give all residents a greater say in the way Hackney Homes services are provided and to offer the widest range of opportunities for involvement.

From left (back row): Terry Edwards, Peter Kinsey and Danny Neeson (Front row): Rupert Tyson, Councillor Jamie Carswell, Muriel Gordon MBE and Ron Devoti.

Tenants Levy Grant

The Tenants Levy grant is a fund available to all Hackney Homes registered Tenants' and Residents' Associations (TRAs). The fund can be used for a variety of items such as computers, stationery or even coach trips.



The grant is awarded twice a year in March and August. A resident-led steering group judges each

application. If successful, the grants are then paid directly to the TA/TRAs to proceed with their proposals. The maximum grant depends on the number of properties on the estate.

Hackney Homes currently has over 80 registered TAs/TRAs on its database, but only around 50% of these apply regularly for the tenants levy. If you've got an idea for an activity or a trip, why not discuss it with your local TA/TRAs or for advice, phone the Resident Participation Team on 020 8356 7845.

Tenants Levy Steering Group has increased the levy ceiling for TAs/TRAs

When completing a grant form, please remember to apply for the new agreed limits/ceilings which are set out below:

- Tenants groups with up to 100 properties: grant ceiling £750 (previously £450)
- Tenants groups with 101-250 properties: grant ceiling £900 (previously £600)
- Tenants groups with 251-500 properties: grant ceiling £1050 (previously £750)
- Tenants groups with 501-750 properties: grant ceiling £1200 (previously £900)
- Tenants groups with 751-1000 properties: grant ceiling £1350 (previously £1050)
- Tenants groups with 1001-2500 properties: grant ceiling £1500 (previously £1200)
- Tenants groups with over 2501 properties: grant ceiling £1650 (previously £1350)

If you are unsure how many properties there are on your estate, please phone the Resident Participation Team on 020 8356 7845.

The new maximum grant for Senior Citizens/Pensioners Clubs is £1050 per year and for Umbrella Groups is £500 per year.

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 June 2008 dates.

Fellows Court	2
Mapledene	2
Sherry's Wharf	3
Geffrye and Harman	3
Linzell Estate	4
Rhodes	4
Welshpool	4
Queen Elizabeth Close	5
Radley Square and Southwold	5
Lockner and Kingsgate	5
Whiston and Goldsmith	8
Stonebridge	9
Morland and Blanchard	10
York Row	11
Provost	12
St John	13
Gooch House	18
Haggerston	18
Avenue House	18
Milton Gardens	18
Herbert Butler	19
Trelawney	23
Follingham Court	25
Powell and Hunsdon	26
Wilton	30

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



Have your say

Over the next month, you will see Hackney Homes' new estate improvements campaign on buses and billboards around the borough. We want to find out how our residents feel about this campaign and any suggestions you have about future campaigns.

We are also looking for residents to comment on our Business Plan. Our Business Plan is a document that we will use to shape the services we provide to our residents, so we would like you to tell us if our priorities are the same as yours.

Contact Tracey Dunn on 020 8356 2066 or email Tracey.Dunn@hackneyhomes.org.uk for dates and times of upcoming focus groups. Light refreshments will be provided.

Reporting a repair? It's easy

If you are a Hackney Homes tenant, reporting a repair does not have to be stressful. Whether it is a communal repair on your estate or a fault inside your home, the Repairs Contact Centre is open 24 hours a day, 7 days a week and can be reached on 020 8356 3691. You can also email the Contact Centre at RepairsRCC@hackneyhomes.org.uk

If you'd prefer to speak to someone face-to-face about your repair, why not come along to an upcoming housing repairs surgery? Hackney Homes runs repairs surgeries across the borough. And leaseholders can also report communal repairs on their estates by contacting the Repairs Contact Centre.

Report, advise, inform

There are currently 21 repairs surgeries run in Hackney monthly and they provide residents with the opportunity to discuss a fault with repairs staff face-to-face. The surgeries take place in venues that are accessible to most residents including community halls and senior citizens clubs.

Maggie Worster, resident and Vice-Chair of Colville Estate in Shoreditch recently attended a Repairs Surgery in the Community Hall on her estate and said that repairs surgeries are making a real difference to residents.

"The repairs surgeries make it easier to report repairs direct to Hackney Homes. Many of my neighbours have mentioned to me that they like the personal, face-to-face customer service you get when you go along to a surgery," Maggie said.

Find a full list of Hackney Homes housing repairs surgeries happening monthly at www.hackneyhomes.org.uk

If you think that you could benefit from a repairs surgery in your area or if you'd like to find out more, call the Repairs Contact Centre on 020 8356 3691 or email

RepairsRCC@hackneyhomes.org.uk



60 Seconds

with Terry Edwards, Hackney Homes Board Member

Hackney Homes News recently caught up with newly elected resident board member, Terry, to talk about his new role.

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

I've lived in Hackney my entire life and have been involved with Council housing for more than 30 years. I am currently Chair of the Homerton Neighbourhood Panel MESH and Frampton Park Tenants' and Residents' Association (TRA).

What made you want to join the Board?

Services for Hackney Council residents have improved in the last four or five years, but there is scope to do much

more, and that is why I wanted to be on the Hackney Homes Board. I think we need to offer more youth facilities on estates; we can do more to make our estates safer and further reduce crime; and we need to offer more services for elderly residents.

I would encourage residents to be more involved in their own future and their own housing and to have a say in what they want. In my capacity as Board member I hope to be able to encourage other residents to work together, and to work with Hackney Homes to deliver the services that residents want.



What do you do in your spare time?

I enjoy spending as much time as I can with my family and friends and I am a keen Spurs supporter. I also spend quite a lot of time researching housing subjects. I also take part in a surgery with local Councillor Daniel Kemp for his ward members on the first Saturday of every month at Pitcairn Hall in Homerton from 10:30am – 11:30am which all residents are welcome to attend.

Leaseholders and Freeholders News



Estimated Service Charges 2008/09

You should have received your service charge estimates for 2008/09. If you haven't, please contact us by phoning one of the teams below:

- Accounts Team – 020 8356 2099
- Customer Services Team – 020 8356 2100

Leaseholder and Freeholder Representative Groups

We have two recognised representative groups that are active in the borough. These are independent groups made up of leaseholders and freeholders who are elected onto the committee. Their aims include working to improve services and to raise leaseholder and freeholder concerns formally with Hackney Homes and Hackney Council.

Borough wide Leaseholder and Freeholder Forum

The borough wide Leaseholder and Freeholder Forum was launched in July 2006 and is open to all leaseholders and freeholders (who pay service charges) throughout Hackney. You are invited to attend the forum's Open meetings held quarterly. Meeting dates scheduled for the rest of 2008 are listed below - come along, meet members of the Forum and raise any issues or concerns you may have.

- Tuesday 3 June 2008
- Tuesday 2 September 2008
- Tuesday 4 November 2008 (Annual General Meeting)

For more information, visit the Forum's web page: www.hackneyhomes.org.uk/hhs-leasehold-forum.htm

You can also contact the Forum via email or in writing:
Leaseholderandfreeholderforum@googlemail.com OR c/o
1 Angrave Court, Scriven Street,
London E8 4HY.

North East Leasehold Association

The North East Leasehold Association was launched in November 2005 and is open to leaseholders and freeholders within the Stamford Hill and Clapton area only. You are invited to attend the Open Meetings, held quarterly and the remaining dates for 2008 are:

- Wednesday 18 June 2008
- Wednesday 29 October 2008

Alternatively, you can contact the Leasehold Services Officer who will bring issues you raise to the attention of the committee. Please call Diana Otieno on 020 8356 6573 or email Diana.otieno@hackneyhomes.org.uk

For more information, visit the Association's web page:
www.hackneyhomes.org.uk/hhs-leasehold-north-east-2.htm

Performance at a glance

	Current Performance	Year to date
Percentage of telephone calls answered within 5 rings	95.85%	95.95%
Callers to reception seen within 5 minutes of arrival	79.74%	73.69%
Callers to the office requiring an interview seen within 15 minutes	92.77%	87.10%
Responses to letters, faxes and emails within 10 working days	96.61%	94.24%
Response to complaints within 15 working days	92.59%	94.74%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	88mins	46mins
Percentage of normal repairs completed within 20 working days	95.70%	96.95%
Percentage of emergency repairs made safe within 24 hours	90.16%	92.27%
Percentage of immediate jobs made safe within 2 hours	69.79%	90.98%

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

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

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

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

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

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

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

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

ہے Hackney Homes News کرائے داروں اور بٹے داروں کے لیے خبرنامہ ہے۔ 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?

The first bomb of World War One was dropped on Nevill Road in Stoke Newington in Hackney? In more recent times, Albert Square, the setting for the BBC soap EastEnders, was modelled on Fassett Square in Dalston.

www.hackneyhomes.org.uk

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