



Hackney Homes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

June 2008

www.hackneyhomes.org.uk

Improving your home and estate

In the last resident survey in 2006/07 you told us that your top four priorities are improving safety on estates, improving play areas, reducing graffiti and vandalism and improving the repairs service.

We have focussed on improving these areas in the past year and wanted to let you know what has been done.

- **10,400** homes have new windows
- **250** safer, more secure communal doors have been installed
- **100** play areas on estates have been refurbished
- **Additional repairs** are now carried out for tenants
- **14,000** energy saving light bulbs have been installed

“You told us what your priorities are and we have listened. This campaign highlights the work we have done so far to improve neighbourhoods.”

Rupert Tyson, Chair of Hackney Homes

In the coming weeks you'll see posters in Neighbourhood Offices, estate notice boards, street advertising and on the back of buses highlighting the work that has been done to



Chair of Hackney Homes Rupert Tyson checks out new improving estates campaign on Mare Street

homes, communal areas and estates.

Chair of Hackney Homes, Rupert Tyson said, “You told us what your priorities are and we have listened. This campaign highlights the work we have done so far to improve neighbourhoods.

“We know that there is much more to be done and rest assured we will

continue to listen to what you tell us and take action where we can.”

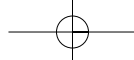
Inside this issue of *Hackney Homes News*, you'll also find a four-page feature that explains the programmes we have in place for 2008/09 to ensure your homes and estates are well maintained.

What's inside

Page 3 European Good Neighbours' Day

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Hackney Homes News

News In Brief

Do you give your time to help people in the community?

Tell us about your experiences, and you could win one of five £50 high street vouchers.

You may be a TRA member, volunteer driver, or help with reading in a school. You may help your faith group, visit people in hospital or coach a local sports team. Whatever you do, if you give up your time to help people in the community or belong to a group or organisation which supports volunteering, we want to hear from you.

Hackney Council is developing a strategy to support volunteering in the borough and would like to hear about your experiences.

Please participate in our survey by logging on to www.consultationfinder.com/hackney or calling Lola Akindoyin on **020 8356 3630** to request a paper copy. All completed surveys will be entered into a prize draw to win one of five £50 high street vouchers.

£50
HIGH STREET VOUCHERS

New look for North East Neighbourhood

The North East Neighbourhood Office in Stamford Hill is getting a much needed makeover. The result will be a brighter, more spacious and modern office to meet the needs of residents.

Works will start from 16 June and will take about 6 weeks. The office will be open for business as usual, but we are asking for your patience while the work is underway. There will be a temporary reception counter but seating and interviewing facilities will be restricted, so it may take us a little longer than usual to see you.

The North East Neighbourhood Office is situated at the Clock House, 149 Stamford Hill, London, N16 5LG. You can contact the office on **020 8356 6500**.



Do you need to report asbestos in your home?

What to do...

As long as asbestos is in good condition and is not being, or going to be, disturbed or damaged there is no risk. If it is disturbed or damaged during building maintenance or renovation work, it can be a danger to your health.

further works can be undertaken. This service is free for tenants. Leaseholders are responsible for their own fixtures and fittings and their dwelling internally.

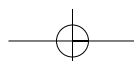
If you think you are at risk...

Hackney Homes can arrange to have a sample taken and tested to establish if it contains asbestos, then

Residents who suspect there might be asbestos in their homes should contact the Hackney Homes Asbestos Team on 020 8356 8887 or email asbestos.enquiries@hackneyhomes.org.uk



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 celebrates European Good Neighbours' Day

Hackney Homes marked European Good Neighbours' Day on 27 May with two events, one at Woodberry Down and the other at the Nightingale Estate.

European Good Neighbours' Day is an annual fixture in the calendar and is held in more than 28 countries. Neighbours' Day aims to bring communities together by encouraging people to talk to their neighbours and get to know each other.

To celebrate the day this year an event was held at the community café at the Robin Redmond Resource Centre in Woodberry Down. There, residents discussed what can be done to improve physical activity, healthy eating and mental well-being.

At the Nightingale Estate, Hackney Homes organised a fun day in partnership with Southern Housing and Bangla Housing. Activities included a bouncy castle, face painting and a steel band. The fun day catered for a variety of tastes and food was a mix of asian and BBQ cuisine.

Chair of Hackney Homes, Rupert Tyson said, "We're keen to support European Good Neighbours' Day- it's a great way to celebrate the community spirit that exists in our communities. I

would encourage everyone to get involved in this initiative and start planning for next year."

Residents can plan for 2009 by contacting their local Tenants' and Residents' Association or log on to www.european-neighbours-day.com.



Construction trainees make the grade on Woodberry Down



From left: Rabbi Anolom Pinter with graduates David Zobin, Meir Zobin & Oriel Zobin and Shalom Tangy Rabbi of Sephardi Community.

Following a year of hard work, learning and mentoring, fourteen trainees from the Woodberry Works construction centre have graduated with an industry recognised qualification and vital working experience.

All Hackney locals, the trainees celebrated their success at a graduation ceremony on Wednesday 21 May. Equipped with a City and Guilds Level 1 and a Construction Skills Certificate Scheme (CSCS) Card, they now have the skills to work in the construction industry.

All of the graduates are now well placed to gain employment within the construction industry and take advantage of opportunities which will arise from the Woodberry Down regeneration and the 2012 Olympics and Paralympic Games.



Get Involved

Resident involvement goes from **strength** to **strength**

Hackney Homes supports a variety of focus and disability groups, including Black and Minority Ethnic (BME) forums. Resident Participation Officer, Emmanuel Malm has been working with the African Forum and has been successful in establishing the group as an important consultative body at Hackney Homes.

The African Forum meets every quarter and has now met twice this year. When they meet, the Forum discusses significant housing matters such as Decent Homes, Planned Maintenance and Repairs. Involving customers, residents, and community groups such as the African Forum in these issues are important if we are to improve and shape our services successfully.

Members of the forum are representative of countries such as South Africa, Sierra Leone, Ghana, Democratic republic of Congo, Nigeria and Congo Brazzaville. In addition to the diversity of the make up of the forum, English, French, Creole, Zulu, Yoruba, Lingala and Kiwoyo (Bantu) are just some of the languages spoken!

The Forum is looking for participants



The African Forum, from left to right, O.Oyeniya, Esther Boyo, Kamou Sibó, Amanda Cole, Emmanuel Malm (Resident Participation Officer RPO), J.P.Tampu-Eya, Mduli Mbuima & W.A.Atoyebi.

from the Afro-Caribbean community, to enhance and expand its overall membership to fully reflect the rich diversity of local communities across Hackney.

As the African forum develops it aims to be represented on other participatory bodies, such as the Resident Liaison Group (RLG) and it

hopes to contribute to events such as Black History month.

If you are interested in joining the African Forum or want further information, please contact Resident Participation Officer (RPO) Emmanuel Malm on **020 8356 6694/07527 385 581** or email **Emmanuel.Malm@hackneyhomesorg.uk**

Annual fun day on Woodberry Down

Residents of Woodberry Down are invited to a fun day on Saturday 5 July at Rowley Gardens from noon to 4pm. There will be a Caribbean BBQ and Live Steel Band, massage and complementary therapies and activities and entertainment for young and old.

Residents will also find out the latest news on the Woodberry Down Regeneration, community groups and projects in the area.

For more information call freephone 0800 694 2109.



Community Fun Days

DATES AND VENUES AVAILABLE SOON

Hackney Homes is working together with interested Tenants' and Residents' Associations to plan a series of fun days from July – September.

Watch out for next month's Hackney Homes News when dates and venues will be announced.

184 walk-about proves a worthy exercise for Clapton residents

The Chair and Treasurer of the Clapton Neighbourhood Panel joined staff from Property Services recently to complete the main 2008/09 Clapton Neighbourhood Panel 184 walk-about. They visited the 63 estates in the Clapton panel area of the North East to identify and discuss with available TRA residents any external environmental work they felt would improve and enhance their

estates. Of all the estates visited, 51 of these should now benefit from the scheme.

Chair of the Panel, Ron Devoti said that the 184 walk-about budget was one of the best schemes introduced by Hackney Homes. "The 184 budget is about the 'tenants choice' because tenants can recommend communal environmental work they want carried out on their estates."



Fun is just part of the appeal at

Wilton Estate youth club

Thanks to Wilton Estate's Tenants' and Residents' Association (TRA), youth from the estate in Homerton are meeting and getting to know each other at their very own youth club every Tuesday.

The club was set up by the TRA earlier this year as an outlet for young people (aged 8 -18) to socialise and interact with each other as well as to provide an enjoyable after school activity in a safe environment.

Hackney based Voluntary Sports Worker, Kash said: "It's so important for young people, especially on estates, to be able to meet people and have fun. I enjoy being able to teach the kids about sportsmanship and respect and if they go home with a smile on their face, that's enough for me."

"As well as basketball and football, there's card games, board games, computers, table tennis, table football and the music room which is a popular activity for the kids to get involved with," Kash said.

The club is also supported and assisted by two other voluntary youth workers Shaba and Chloe and a young music worker Saito who collectively bring their skills on board.

TRA Secretary, Sheila Suso-Runge stressed the importance of encouraging



From left: Reece and Jay

"If the kids go home with a smile on their face, that's enough for me"

youth activities on estates and for other TRAs in Hackney to follow suit and introduce, where appropriate, a more regular youth programme linked to training and employment opportunities.

Wilton Estate TRA is currently working with Hackney Homes' Resident Participation Team to apply for additional funding to support the club and other community driven activities. Most importantly, the youth club has a youth representative (Chloe) on the TRA committee, so that their voice is heard.

If you'd like to find out more about funding opportunities available for TRAs, phone 020 8356 7845.

Upcoming TRA Meetings

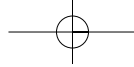
If you've never been to a Tenants' and Residents' Association (TRA) meeting, now is a good time to give it a try.

See below for July 2008 dates.

Boscobel	2
Lordship North	3
Regents	7
Lincoln Court	7
St Mary's	8
Sherpherdess Market	9
Nisbet House	10
Somerford & Shacklewell	14
Alden & Broadway	15
Frampton Park	15
Keir Hardie	15
Haberdasher	17
Manor	17
Lea View	21
Colville	23
Webb Estate	23
Charles Sq & Pitfield	28
De Beauvoir	28
Shrubland	28
Warburton & Darcy	28
Joseph Court	29
The Beckers	30

Dates are subject to change.

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



Hackney Homes News

Setting the standard

Over the past six months Hackney Homes has been consulting with residents about the level of quality of services provided by us.

When we launched as Hackney Homes in April 2006 we developed a set of top ten service standards and some customer commitments which explained the kind of service you could expect.

But the feedback we've had from residents is that this wasn't enough and that we needed more specific standards for all of our services, such as cleaning, grounds maintenance, repairs, dealing with anti-social behaviour and tenancy management.

We spent quite a long time consulting with residents, including representatives from the Neighbourhood Panels and Tenants' and Residents' Associations as well as through surveys and focus groups. And together with input from the Hackney Homes Board and staff, we have developed service standards for all our services.

These standards are measured and



monitored to ensure we are on track to deliver, and to take action if we're not reaching the right standard.

Over the coming months we'll be providing updates in Hackney Homes News about the standards you can expect for our services. You can also visit www.hackneyhomes.org.uk/ha-customer-service-charter for more information.

This month we're featuring our standard for when you contact us.

When you contact us, we will...

- When you visit our reception you will see a receptionist within 5 minutes.
- When you visit our reception you will be interviewed within 15 minutes.
- When you contact us by letter, personal visit, fax or email we will respond with a written response within 10 working days of receipt.
- When you phone us we will answer your call within 5 rings.
- When you ask for an appointment we will offer you one within 5 working days.
- If it is difficult for you to get to your Neighbourhood Office, we will make an appointment to visit your home within 5 working days of the request.
- We will respond to all complaints in full within 15 working days.
- We will publish performance information quarterly and provide an annual summary in April.
- We will send all tenants and leaseholders and freeholders who pay a service charge a copy of Hackney Homes News each month.

Home contents insurance... why should I sign up?

That is the question many householders ask themselves... until a disaster happens. Over the years, many hundreds of Hackney Homes tenants and leaseholders have regretted not taking out home contents insurance.

Fire damage and flooding could result in unwanted costs that could have been covered by a home contents insurance policy, available through Hackney Homes. The cost of this low priced home contents insurance policy can be easily added to your weekly rent payment. **For more information, phone 020 8356 2164/2165/2168.**

TENANTS PLEASE NOTE HACKNEY HOMES DOES NOT INSURE THE CONTENTS OF YOUR HOME

Home contents insurance for as little as £1.35 per week.

* For tenants aged over 60 premiums start from just £0.50 per week

No Quote Required

Premiums Shown Below

Pay As You Go Home Contents Insurance

A special scheme for tenants of Hackney Council in association with Jardine Lloyd Thompson Special Risks

Sum Insured	Weekly Cost
*£8,000	£0.90
£8,000	£1.35
£12,000	£1.80
£15,000	£2.25
£20,000	£3.00
£25,000	£3.75

*only available for applicants over the age of 60

Sums insured are available from £6,000 to £35,000; all premiums, terms and conditions are stated within a free information pack.

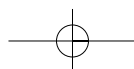
For more information please call: **020 8356 2164 / 2165 / 2168**
housing.rents@hackneyhomes.org.uk

In association with

JARDINE LLOYD THOMPSON
Special Risks

HackneyHomes
in partnership with Hackney Council

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Leaseholders and Freeholders News

You will shortly receive your summer edition of the Leaseholders and Freeholders News, it's full of information about our services, improvements and feedback from focus groups and surveys.

Access to Services

If you have not already done so, please complete and return the Access to Services form by 25 July 2008 so you can be entered into a prize draw to win a £50 shopping voucher. This information is important to Hackney Homes as it will give us a better understanding of our customers and their needs.

Overflows and leaks

Over the recent months, we have been dealing with concerns from residents about leasehold properties causing leaks into their properties. Identifying the root of a leak can sometimes be difficult but as a leaseholder, if you

As a leaseholder, it is your responsibility to ensure that no water or liquid soaks through your property into another.

see signs of a leak coming from your property, you must take immediate action to ensure that your property does not cause damage to another. Where you suspect that the leak may be coming from a pipe serving more than your property, please report this to the Repairs Contact Centre (020 8356 3691) who may send a

surveyor to investigate this for you.

As a leaseholder, it is your responsibility to ensure that no water or liquid soaks through your property into another. Where your property causes damage to another, you will be responsible to remedy the damage. If as a leaseholder your property gets damaged by another through leaks, you may be able make a claim through leaseholder's insurance to cover the costs. Damages can either be to the building or to contents. It is advisable that leaseholders insure themselves against damage to their contents.

Buildings Insurance

As from April 2008, buildings insurance for leasehold properties is provided by Aspen Insurance UK. You will find an Insurance Frequently asked Questions document on our website. If you don't have access to a computer, please get in touch with our customer services team on 020 8356 2100 who will send you a copy. If you have any queries regarding your policy, please contact Andrew Miller, Insurance and Risk Section on 020 8356 2647.

Major Works Advice Day

We will be holding a Major Works Advice Day in September for those affected by the Decent Homes programme in the current financial year 2008/09 and those likely to be



Suspected pipe leaks should be reported to the Repairs Contact Centre

affected in 2009/10. A letter will be sent to those leaseholders concerned over the next month.

Reserve Fund

As you are aware, a full survey was conducted with all leaseholders to ascertain whether you would like Hackney Homes to operate a reserve fund on your behalf. The results of the survey have been analysed and indicate a very low demand, and that it is not leaseholders' preferred option for Hackney Homes to operate a reserve fund on their behalf. Thank you to all those that responded, your feedback is essential to the shaping of our services. You can read more about this in the Leaseholders and Freeholders News.

Performance at a glance

	Current Performance
Percentage of telephone calls answered within 5 rings	96.03%
Callers to reception seen within 5 minutes of arrival	78.12%
Callers to the office requiring an interview seen within 15 minutes	86.71%
Responses to letters, faxes and emails within 10 working days	91.05%
Response to complaints within 15 working days	91.45%
Average time taken to remove offensive and hate crime graffiti (target 3 hours)	1hr 10mins

Contact us

There are lots of ways you can contact us...

Phone or visit our Neighbourhood Offices:

North East (Stamford Hill)

Clock House, 149 Stamford Hill,
London N16 5LG

Telephone: 020 8356 6500

Nightingale Estate Office,
20 Olympus Square, London E5 8PL

Telephone: 020 8356 1914

North West (Stoke Newington)

Stoke Newington Municipal Offices,
Stoke Newington Church Street,
London N16 0JR

Telephone: 020 8356 6100

Homerton

92 Well Street, London E9 7JA

Telephone: 020 8356 7800

De Beauvoir & Queensbridge

31 De Beauvoir Road,
London N1 5SJ

Telephone: 020 8356 6600

Shoreditch

1 Croypley Street, London N1 7PT

Telephone: 020 8356 6705

2 Whiston Road, London E2 8BW

Telephone: 020 8356 1731

Leaseholder and freeholder queries

298 Mare Street, London
E8 1HE

Telephone: 020 8356 2100

Email: Leaseholders@
Hackneyhomes.org.uk or

service.charges@
hackneyhomes.org.uk or

major.works@
hackneyhomes.org.uk

Report a repair

Telephone: 020 8356 3691

Email:

RepairsRCC@hackneyhomes.org.uk

Online: www.hackneyhomes.org.uk/h-housecall.htm

Give us a compliment or complaint

Phone: 020 8356 5022

Fax: 020 8356 5091

Email: housing.complaints

@hackneyhomes.org.uk

Online: www.hackneyhomes.org.uk/hc-complaints.htm

Report domestic violence or hate crime

Phone: 020 8356 4459 or

Freephone 0800 056 0905

Other useful phone numbers

Noise reporting: 020 8356 4455

Bulky waste/street cleaning:
020 8356 6688

Recycling: 020 8356 6688

Housing and council tax benefit:
020 8356 3807

Council tax queries: 020 8356 3154

Housing Mobility Team:
020 8356 5765

Street lights: 020 8356 2897

Street parking permits:
020 8356 8877
(contact your Neighbourhood office
for estate parking permits)

Equipment and Adaptations
Service: 020 8356 6262

CrackDown Project:
freephone 0800 073 1779

This is Hackney Homes News, the newsletter for tenants and leaseholders. You can phone our contact centre on 020 8356 3691 who can put you in touch with someone to interpret this for you.

এটি হ্যাকনি হোমস নিউজ, টেন্যান্ট এবং 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 têkilîyan bikin, ew ê bikanibin bi kesekî re têkilîya we çêbikin ku wê ji bo we wergerîne. (Kurdish)

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

Kani waa Hackney Homes News, warsidaha kiraystayaasha iyo heshiis-kiro heystayaasha. Waxaad ka wici kartaa xarunta yada xiriirka 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'dan ilişki 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

Bird feeding

In last month's *Hackney Homes News* residents were advised not to feed birds on the estates as they can pose problems for residents, especially when they're in large numbers.

The excessive feeding of birds in local parks is also not advised by Hackney Homes. Noreen, a local park ranger from Springfield Park said that birds are best to be left alone to hunt for their food as excessive amounts of bread can cause health problems for the birds.

www.hackneyhomes.org.uk

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