



# HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

August 2008

[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

## Working together for a safer Hackney

**At Hackney Homes, your safety is our priority, which is why a suite of measures are in place to help reduce the fear of crime amongst residents and improve safety in the borough.**

We are tackling crime through the installation of new communal door entry systems, high security front entrance doors, improved lighting and CCTV on estates along with new and safer windows through the Decent Homes programme.

Approximately 250 new communal door entry systems and 6500 Gerda front and rear entrance doors have been installed on Hackney Homes estates since 2006 leading to a reduction in burglary and crime.

Gary Penticost, Director of Property Services, said: "Figures released by the Metropolitan Police show a 30% reduction in burglaries on residential properties in Hackney."

"This is reassuring for our residents especially in the summer months when people tend to be on holiday and away from their homes."

Gary Penticost, Director of Property Services

Another measure to reduce crime is through estate walkabouts undertaken by Neighbourhood Office staff, police and local residents.

Staff from the De Beauvoir and Queensbridge Neighbourhood Office held a Zero Tolerance on Crime forum last month where residents toured local estates with Safer Neighbourhoods Police to identify potentially high risk crime and anti-social behaviour hot spots.

"Walkabouts like this are so effective because residents who live on the estate and who are aware of problems can point things out directly to police so that issues can be resolved."

Peter Kinsey, Hackney Homes resident

**To report anti-social behaviour on your estate, contact your local Neighbourhood Office. If the matter is urgent, contact the Police on 999.**



Residents at Marcon Court in Homerton with their new door entry system.



Residents, staff and police attend the Zero Tolerance on Crime forum.

### What's inside

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## News In Brief

# Need to report a repair? It is simple and easy

If you are a Hackney Homes tenant, reporting a repair does not have to be stressful. 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](mailto: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, where residents can talk to a member of staff face to face, explain exactly what the repair is and find out when someone will come to sort it out for you.

**Find a full list of Hackney Homes housing repairs surgeries happening monthly at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**

## Young Hackney award winner

Congratulations to Lloyd Boateng, Community Coach for Leyton Orient Community Sports Programme who picked up an award at the annual Hackney Youth Awards held at Hackney Town Hall.

Lloyd, aged 19, has lived in the borough all his life and was trained through Hackney Homes' Kickz football programme on his estate.

Lloyd said: "For me, Hackney is the best place to live and work.

The young people that I work with are excellent – they show no signs of being violent or being involved in gangs. They are friendly and they work together when they are doing sessions."

**For more information about the Kickz programme, contact Jackie Loftus on 020 8356 7863 or email [Jackie.loftus@hackneyhomes.org.uk](mailto:Jackie.loftus@hackneyhomes.org.uk)**



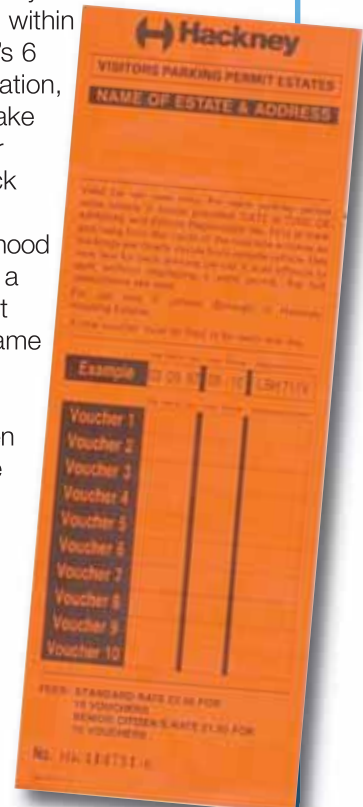
## Parking Permits changed

As a result of fraudulent and unauthorised copying of visitor parking permits, the permits have now been changed. Orange visitor parking permits will no longer be valid on estates from September 2008.

White visitor parking permits will replace the orange ones and are available to buy from your Neighbourhood Office.

**WARNING:** If found using the orange parking permit, you will receive a ticket and may be fined up to £120.

Please note that if you do not use all 10 day allocations within the permit's 6 month duration, you may take your visitor permit back to the Neighbourhood Office and a new permit with the same amount of days valid will be given to you free of charge.



**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](mailto:HousingEditor@hackneyhomes.org.uk)**

# Olympic opportunities for Hackney Homes residents

**The East London skyline is transforming under our eyes to make way for the 2012 Olympic and Paralympic Games, and for Hackney residents for whom nearly a third of the games will be held in the borough, a wealth of opportunities are evolving.**

The Games promise to bring with them better public transport with the extension of the East London line as well as a wealth of employment and volunteering opportunities.

A massive 70,000 volunteers will be needed to carry out a range of roles including helping direct visitors to the Olympic and Paralympic Games.

To give local people the best chance of becoming volunteers in 2012 Hackney Council is encouraging people to become involved in local volunteering projects now, to build up

a bank of experience before 2012.

For Hackney's youth the Council is working with local colleges and sports and community groups to offer chances such as volunteering and to inspire young people to take part in more sports and cultural events.

The next major milestone in Hackney will take place on Sunday 24 August – the moment when London takes up the Olympic flag at Hackney Handover at the Shoreditch Festival.

This will mark the beginning of London's journey as the host city for the 2012 Games, and Hackney's role as the place where the Games will be staged.

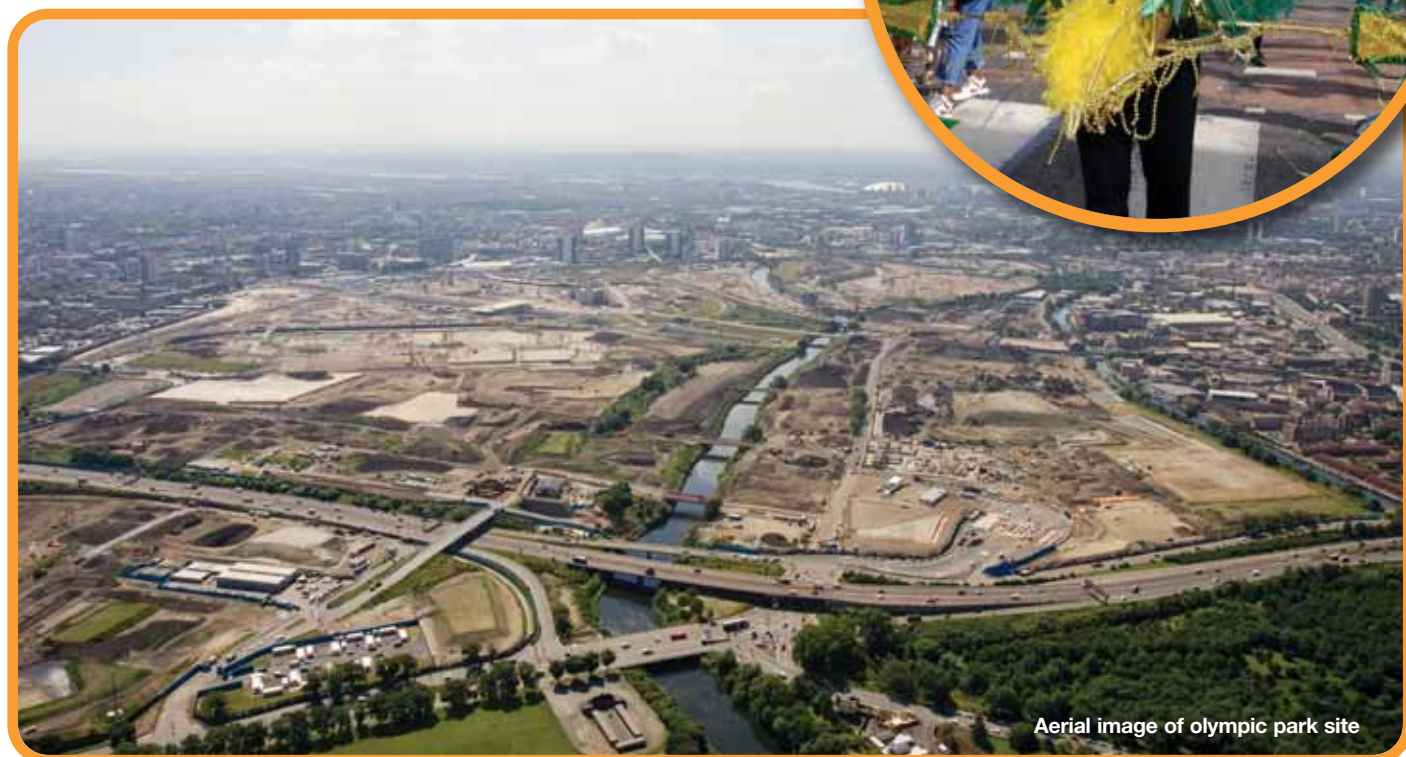
From 1pm, there will be a 1948 Street Party on Hoxton Street looking back to the last time the Games came to our capital. As well as plenty of vintage stalls and table

displays visitors can enjoy a range of musical talent.

In Shoreditch Park there will be live dance and entertainment and sports and cultural activities throughout the day. The Hackney Handover moment from Beijing to London will be broadcast live on a big screen in the Park at 2.30pm.

**For more information on the Olympic and Paralympic Games and what it can bring to you, contact the 2012 Unit at [olympics@hackney.gov.uk](mailto:olympics@hackney.gov.uk) or telephone 020 8356 3126.**

This will mark the beginning of London's journey as the host city for the 2012 Games, and Hackney's role as the place where the Games will be staged.



Aerial image of olympic park site

Get Involved

# Summer of fun in Hackney

With the summer holidays in full swing, the Hackney Homes fun days have been on tour across the borough. Working closely with Tenants' and Residents' Associations (TRAs), Hackney Homes has devised a series of activities that are tailored for the residents of the estate.



On Shellgrove Estate in Stoke Newington, residents were treated to a 'healthy living' themed fun day. Adults and young people tucked into healthy food and drinks and also checked out their stress levels and blood pressure.

Young people living on St Mary's Estate showed off their talent in a competition to find the best dancer on the estate. Everything from break dancing to hip-hop dancing was showcased with the winner taking home a state of the art games console.

Whiston and Goldsmith Estate's fun day marked the launch of the campaign to be the greenest estate in Hackney. Residents came out to learn how they can save energy, save money and most importantly save the planet.

Suffolk Estate Tenant Management Organisation (TMO) celebrated their 10th anniversary with residents of the estate on a sunny afternoon in July. Speaker Ian Rathbone congratulated the TMO for the achievements that have been made on the estate and thanked residents for the efforts that they are making in the community.

Residents on Woodberry Down also enjoyed a fun day last month. Resident had the chance to meet their neighbours and get the latest news about the ongoing regeneration.



"It was such an enjoyable day. It is good to see so many young people enjoying themselves."

Melissa Malone, Suffolk Estate



Do you want to come along to a fun day? Check out [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) for dates and times for the rest of the fun days happening in August and September.

## Under 14s football - are you interested?

Lea Valley Football Club in association with Lea View House TRA are inviting all eager, enthusiastic football players to be part of something special in the local community.

If you are aged 12 or 13 years old and think you might enjoy playing organised football on a regular basis in a local boy's team – call Tom on 077 8851 1358 or Mel on 078 1607 2226.



## 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 September 2008 dates.

Blackstone	1	Lordship North	11
Sherry's Wharf	2	Joseph Court	15
Rhodes	3	Herbert Butler	18
Linzell	3	Follingham Court	22
Lockner and Kingsgate	4	Gooch House	22
Fellows Court	8	Milton Gardens	22
Mapledene Estate	8	Queen Elizabeth Close	22
Morland and Blanchard	9	Regents Estate	22
Geffrye & Harman	9	Powell and Hunsdon	23
Provost	11	Radley Square and Southwold	25

Dates are subject to change.

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

There are some things you can put off over the holidays.

**Paying your rent is not one of them.**

Why not sign up to pay by Direct Debit? This is simple and easy and can be done in the comfort of your home.

Sign up for Direct Debit this summer and enter a draw to win a month's rent free\*!!

For further information, check the Hackney Homes website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) or call 020 8356 2162



## Question Time is coming to Hackney

**A Question and Answer Forum is being planned for mid-October – the event will offer tenants the chance to ask Hackney Homes the questions that matter most to them.**

Watch out for the September *Hackney Homes News* for full details about the event. In the meantime, if you'd like to register your interest in attending, contact the Resident Participation team on [getinvolved@hackneyhomes.org.uk](mailto:getinvolved@hackneyhomes.org.uk) or phone 020 8356 7845.

### INSIDE THIS ISSUE...

You will find your copy of the first edition of the bi-annual Get Involved Newsletter, your guide to having your say about housing in Hackney. If you'd like to receive future copies of this Newsletter, contact the Resident Participation team on 020 8356 7845 or email [getinvolved@hackneyhomes.org.uk](mailto:getinvolved@hackneyhomes.org.uk)

## Improved recycling service for Hackney estates

**Plans are taking shape for a new recycling service to be rolled out from mid August until the end of November to Hackney Homes' estates and high rise properties. Existing facilities, many of which have been on estates since 2003, will be removed and replaced with the new receptacles.**

This improvement spells a 20% increase in provision and where space allows, estates will have two large bins: one for paper, and the other for mixed recycling.

The mixed recycling bank will be for tins, cans and aerosols, plastic bottles, cardboard and mixed glass all in together. Paper will be separated out to keep the quality high, so it can be reprocessed into premium paper products.

On estates where space is limited one recycling bin will be placed for mixed materials: collecting paper, tins, cans and aerosols, plastic bottles, cardboard and mixed glass which can all be put in together.

For those estates which contain street level properties within the

grounds, a Green Box door to door collection will be implemented, subject to an assessment carried out by the Council's recycling contractor.



## Helping you improve your homes – Inspection 2008

### When is the Inspection happening?

Hackney Homes will be inspected by the Audit Commission from 17 – 28 November this year.

### What is involved?

During the Inspection, inspectors will be meeting with Hackney Homes staff and residents to assess the quality of housing services and whether there is potential for services to continue to improve for residents.

### What will the inspection mean for me?

Hackney Homes is aiming for a two star inspection result – this will mean a funding boost of £225m which will be

used to bring all homes up to the Decent Homes government standard. If Hackney Homes fails to meet the two star rating, there will not be funding available to finish Decent Homes works.

We need to work together with our tenants to make this happen.

Inspection 2008 will be a huge opportunity to improve Hackney and with your help we believe we can make a difference.

**If you have any questions about Inspection 2008, email [HousingEditor@hackneyhomes.org.uk](mailto:HousingEditor@hackneyhomes.org.uk) or phone 020 8356 3528. For more information, visit [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**

## Leaseholders and Freeholders News

### Major Works Advice Day

Leasehold and Right to Buy Services are planning a Major Works Advice Day in September for those affected by the Decent Homes programme in this financial year and in 2009/10. We will be sending a letter to those leaseholders concerned.

A Financial Advice Day is being planned for October 2008. Watch this space for more information.

### Leaseholder Survey

Leaseholder surveys will soon be sent out to around 3000 randomly selected leaseholders. If you receive a survey in the post, please make every effort to complete and return it. This is your opportunity to let us know how we are performing and how you want us to improve our services.

### Actual Costs

It's August and that means our Accounts team are carrying out the final checks on the Actual Costs for the previous financial year 2007/2008. As suggested by you, we are working on an improvement to the service so that you receive your Actual Costs and your mid year transaction statement at the same time.



## Let us know what you think ...

about the cleaning and grounds maintenance work on your estate

**Hackney Homes cleaners and gardeners are on estates every day making sure that they are clean, safe and welcoming for you.**

To ensure that you are satisfied with the works that are carried out, we send feedback cards at random to residents in different areas and ask for their feedback. Here are some of the comments we received last month:

- The cleaning is excellent and the grounds maintenance good.
- It has improved to what it was but could do better. Residents do not help with leaving rubbish bags outside their doors and dropping litter on the floor.
- Good work in small time, good men.

Every quarter, one resident is selected at random to win £25 in shopping vouchers. In the last quarter, Mr Shellito from Lower Clapton was the lucky winner by returning his feedback card to compliment the Estate Mobile Cleaning Team 1 North.

“Very reliable and helpful... the two men show commitment and motivation and I have great respect for what I would assume is a difficult job at the best of times.”

Mr Shellito

From left: Simon Blackwell, Mr Shellito and daughter and Zakaria Bulbulia from Estate Mobile Cleaning team.



## Performance snapshot

### This month's focus: Estate Cleaning Services

“The daily cleaners do a very good job. If something urgent needs to be done (which isn't often), the cleaners attend to it straight away”

Boscobel House resident



Over the last three months, our estate cleaning inspection performances were as follows:

**Performance rate (April 08) = 94.76 %**

**Performance rate (May 08) = 94.8%**

**Performance rate (June 08) = 94.10%**

- Performance is measured by estate cleaning scoring from physical inspections carried out by Neighbourhood staff, Estate Services staff and trained tenant inspectors.
- The target for these inspections is 92% scoring A or B as a percentage of all inspections carried out. Only A and B scores are counted as passes.
- The overall level of performance for the last three months shows our target of 92% of inspections achieving an A or B score has been met.

“Our cleaner is pleasant and approachable. It's clear that he cares about our estate and his work shows that”

Wayman Court resident

To find out more about our performance, phone the Performance team on 020 8356 3864 or email [Housing.Performance@hackneyhomes.org.uk](mailto:Housing.Performance@hackneyhomes.org.uk) or visit [www.hackneyhomes.org.uk/hh-about-us-performance](http://www.hackneyhomes.org.uk/hh-about-us-performance)

# 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 ilişkin merkezimize 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

## WARNING-ALERT-WARNING-ALERT

Did you know that you could be putting your personal information at risk if you don't have up to date anti-virus software installed on your home computer?

Don't delay. Get your PC protected today. Visit AVG Free Anti-Virus at [www.free.avg.com](http://www.free.avg.com) or Norton Anti-Virus at [www.norton-online.com/uk/antivirus/](http://www.norton-online.com/uk/antivirus/)

[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

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