



# Contacting Hackney Homes





## Introduction

We aim to deliver excellent customer service by putting our customers at the centre of everything we do and by having regard to their diverse needs.

This leaflet provides you with information about what to expect from us when you get in touch with us by phone, visit or email.


## Our Commitment

### Our approach is to...

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- Be welcoming and treat you with fairness and respect
  - Provide offices that are accessible, clean and tidy
  - Ensure our staff are wearing name badges, including photo identification. This will also be the case if a staff member visits you at your home
  - Provide prompt, accurate and honest information
  - Respect your confidentiality and the right to view information, in line with the Data Protection Act
  - Make private interview rooms available in all our offices. If you want to talk to a female or male member of staff, we will do our best to help with this
  - Ensure all our offices are accessible to people with disabilities
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- Provide comment cards in all offices and use the feedback received to improve service.
- Offer home visits to any resident who is unable to make use of our offices due to age or disability
- Assist those with hearing difficulties with the use of induction loops and access to Mini com and BT 'Typetalk' service
- Offer interpreting and translation services when required
- Provide a range of information written in jargon-free plain English
- Provide information on our website **[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**
- Provide all information, on request, in a way that helps those with special needs, including large print, Braille, on disk, or on audio tape
- Publish our Service Standards and provide details of how we are doing
- Consult and involve customers in decision making



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- Respond to complaints promptly. If we have made a mistake we will apologise and offer a remedy. A complaint can be made by phone, email, fax, letter, in person or through a third party
  - Provide extra help and support to service users who are vulnerable as a result of: ill health (mental or physical); age (very young or old people); disability; mental capacity; domestic violence or hate crime; or other special circumstances
  - When you visit our reception you will see a receptionist within 5 minutes and you will be interviewed within 15 minutes
  - When you contact us by phone we will answer within 5 rings
  - We will reply to all letters, faxes emails and enquiries made during a visit to our offices, with a written response, within 10 working days of receipt
  - We will offer you an appointment within 5 days of your request
  - We will respond to all complaints in full within 15 working days
  - We will publish information about our performance quarterly and annually in April
  - We will send all tenants and those who pay service charges a copy of Hackney Homes News every month

## **Your local neighbourhood housing offices**

### **Homerton Neighbourhood Office**

92 Well Street, London, E9 7JA

Tel: 020 8356 7800

### **Queensbridge and De Beauvoir Neighbourhood Office**

31 De Beauvoir Road, London, N1 5SJ

Tel: 020 8356 6600

### **North East Neighbourhood Office**

Clock House, 149 Stamford Hill,

London, N16 5LG

Tel: 020 8356 6500

### **North West Neighbourhood Office**

Stoke Newington Municipal Building,

Stoke Newington Church Street,

London, N16 OJR

Tel: 020 8356 6100

### **Shoreditch Neighbourhood Office**

1 Copley Street, Bletchley Court,

London, N1 7PT

Tel: 020 8356 6705



## Tenant Management Offices

### Arden TMO

16A Malcolm House,  
Arden Estate  
Shoreditch  
London N1 6PN  
Tel: 020 7739 7075

### Clapton Park TMO

The Housing Office  
4A Gilpin Square  
London E5 0HL  
Tel: 020 8356 6300

### Cranston South Estate TMO

13 Daniell House  
Cranston Estate  
London N1 5EH  
Tel: 020 7684 6873

### Downs Estate TMO

5 Kingsdown House  
Amhurst Road  
London E8 2AS  
Tel: 020 7923 9053

### Lordship South TMO

14 Lordship Grove  
London N16 OQA  
Tel: 020 8211 8363

### Suffolk Estate TMO

The Housing Office  
Welshpool Street  
London E8 4PF  
Tel: 020 7923 3774

### Tower TMO

Grange Court  
355 Queensbridge Rd  
London E8 3JB  
Tel: 020 7254 8314

### Wenlock Barn TMO

Wenlock Barn  
Shoreditch  
London  
N17NX  
Tel: 0207 253 2371

### Wick Village TMO

Anchor House  
25 Meadow Close  
Wick Village  
London E9 5NZ  
Tel: 020 8533 4311

### Wyke Estate TMO

Estate Office  
10 Wick Road  
London E9 5AZ  
Tel: 020 8533 6077

You can also access information  
through our website at

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



If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

**Bengali**

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

**Somali**

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

**French**

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

**Spanish**

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y numero de teléfono al final de esta página y envíela a la siguiente dirección.

**Kurdish**

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

**Turkish**

Bu dokümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

**Polish**

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

**Vietnamese**

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

**Urdu**

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور لکائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھتے اور اسے نیچے دیکھ گئے پتہ پر واپس بھیج دیجئے۔

**Chinese**

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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**

On Disk

**In Braille**

On audio tape

**In another language, please state:**

Name:

Address:

Tel:

**Return to:**

Contacting Us Leaflet  
Freepost NAT21828, 136-142 Lower Clapton Road,  
London, E5 0Qj

