



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

September 2008

www.hackneyhomes.org.uk

A little respect goes a long way

'Young people are trouble makers... older people don't know what's going on'. These stereotypes are common across the borough and over the summer, Hackney Homes has been working with residents of all ages to tackle these.

Over the summer months, Hackney Homes residents of all ages have attended a number of events on estates where they have stated their commitment to bringing about better understanding amongst residents.

Learning from one another

At Banister House in Homerton, two young girls (pictured) who are part of the Nemesis street dance group in the area said they wanted to see more adults getting involved to understand the activities that young people are doing.

"Sometimes young people get blamed for things for no reason... we want adults to try to understand us and we will do the same."

Adults were also keen to see better understanding between younger and older residents. Many stated that they were pleased with the parenting support programmes that are currently available and are keen to get involved in more activities on estates.

Key to discussions amongst younger and older residents was the notion of respect. Suggestions for activities to bring people of all ages together included:

- Adopting a Grandma/Grandpa scheme
- Older people sharing their experiences and knowledge with



- younger people like teaching others about their culture and musical tastes
- Mentoring programmes run by residents for residents
- Using community halls for activities

like dance classes, sporting events, youth clubs and homework clubs.

These suggestions will be taken forward as part of Hackney Homes' commitment to the Government's Respect Agenda.

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News In Brief



Residents Awards are back for 2008!

From October, nominations will open for this year's Hackney Homes Active Residents Awards. Nominate those people who you believe make a difference to where you live and help make it a better place.

Hackney Homes' mission is 'to deliver excellent, accessible services and quality homes that people want to live in' and we know that there are some truly inspirational residents of all ages and backgrounds who help us do this every day.

We need you to identify these residents and nominate them for an award.

You will find nomination packs in your local Neighbourhood Office from next month or visit www.hackneyhomes.org.uk to nominate.

Have you still got a satisfaction survey?

We have been working with Ipsos MORI, an independent research and polling organisation, to carry out our customer satisfaction surveys on our behalf.



If you received a tenant or leaseholder satisfaction survey last month and you haven't yet completed it, we still want to hear from you! We will use the information you provide to monitor our services overall and look for ways to improve in the future. The Audit Commission will also be taking your views into account during the inspection in November.

To say thanks, you will also be entered into a prize draw to win £50, £75 and £100 worth of shopping vouchers.

If you received a survey and have any questions, please contact the Ipsos MORI helpline on 0808 238 5402.

Carers helpline launched

Carers in Hackney - people who provide unpaid care and look after a friend, relative or neighbour in the borough - can now call the Carers helpline for access to advice, 1-1 telephone support, and accurate and up to date information.

Contact the Carers Helpline on 020 8356 3000, 8am-8pm Monday-Friday, 9am-1pm on Saturday, or email info@hackney.gov.uk



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 or call 020 8356 2162



HackneyHomes
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Terms and condition apply.

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

Date for the Diary: Tenants' Event

A Tenants' event is being held next month, giving tenants the opportunity to gain information and advice about some of Hackney Homes' key service areas.

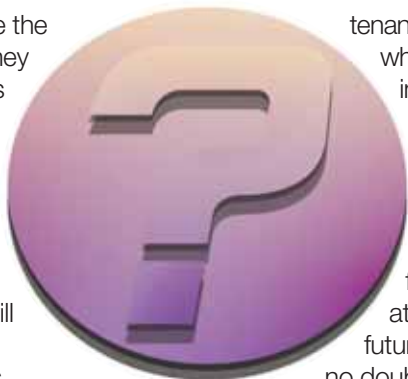
Tenants will also have the chance to ask Hackney Homes the questions that matter most to them.

The event will take place on Tuesday 28 October at Morley Hall on Mare Street. There will be presentations and information stalls covering tenant-specific services including:

- Financial advice and paying your rent
- Internal repairs
- Gas safety at home and
- Decent Homes

There will also be a Question and Answer forum. Tenants are asked to submit questions to the Hackney Homes Executive Team in advance of the event.

Terry Edwards, Hackney Homes Board Champion for Resident Participation said, "This event is specifically for



tenants. I hope that all of you who do not usually get involved and attend meetings will find time to come to get a better understanding of how Hackney Homes works.

"I would also appeal for young people to attend as you are the future for our estates. I'm in no doubt that the only way we can improve our estates is by listening to the people who live on them."

If you are a Hackney Homes tenant and are interested in attending and/or to submit a question, contact the Resident Participation team on getinvolved@hackneyhomes.org.uk or phone 020 8356 7845 by Friday 17 October.

A crèche will be provided. If you have a disability and require transport assistance let us know on the number above.

Make-over blitz hits estates

Hackney Homes' painting team recently joined forces with a savvy young group of volunteers from a leading international law firm to help make-over Webb Estate's Community Hall.

Armed with paint brushes and wearing overalls, the teams worked tirelessly to paint the community hall which is regularly used by local residents. The initiative came about through partnership working between Hackney Homes and the East London Business Alliance (ELBA).

Hackney Homes provided the expertise and painting know-how on the day whilst



the lawyers from Freshfields Bruckhaus Deringer provided the man power and enthusiasm to get the job done in record time.

Community halls and

surrounding gardens at Hawksley Court and Yorkshire Grove have also been revamped under this project with other ELBA member companies including Barclays.



Keep Hackney tidy month

September is Keep Hackney Tidy month. Hackney Homes will be supporting the national Big Tidy Up campaign by encouraging everyone to take a few minutes to think about how they are impacting on the environment.

Meet the teams who keep your estates clean and tidy.



Zak works as part of the Estate Mobile Cleaning team. Everyday, his work involves responding to urgent cleaning issues including

dumped rubbish.

Here are Zak's hints and tips for keeping your estate clean and tidy:

- Wrap up your rubbish before throwing in the chute.
- Use strong bin bags so that the rubbish stays intact.
- Recycle as much as possible. For advice about recycling, call 020 8356 6688.
- Use local services to pick up old or unwanted furniture or white goods. You can arrange for up to five items to be collected by calling 020 8356 6688.
- Dispose of your items in skips provided each Saturday around the borough. For locations, contact 020 3546 6683.

Did you know?

- There are over 3000 communal bins on estates in Hackney
- Food wrappers are the most common type of litter on estates
- Dog owners who don't clean up after their dog face an £80 fine – it's unhygienic, illegal and leaves a mess

Get Involved

Inside this issue...

You will find a summary of the Resident Participation Compact, your guide to getting involved and having your say. Contact the Resident Participation team on 020 8356 7845 or email getinvolved@hackneyhomes.org.uk for more information.



Training opportunities for residents

The Resident Participation Team has planned a series of training sessions for enthusiastic and eager to learn residents in Hackney.

From Committee Skills and Accounts and Book-Keeping to Successful Secretaries and Equality and Diversity training, the sessions are FREE and are open to all Hackney

Homes residents starting from early September until the end of October.

You can find a full listing of training sessions in the Get Involved section of the Hackney Homes website. For more information, contact Gareth Peters on 020 8356 3930 or email getinvolved@hackneyhomes.org.uk

EAT WELL, BE WELL...



This is the message that Wilton Estate TRA are sending to residents on their estate. Wilton Estate TRA have successfully set up a series of Healthy Eating Workshops, thanks to funding from the Tenants Levy Special Projects grant.

The workshops are run by a qualified nutritionist who offers healthy eating advice and tips about boosting your energy.

Upcoming workshops include:

- Wednesday 1 October 2008: Healthy eating on a budget
- Wednesday 5 November 2008: Food and mood
- Wednesday 3 December 2008: Healthy eating during the winter months

Venue: Community Hall, Wilton Estate, E8 1BD

Time: 10 – 12pm

All are welcome. For more information, contact Resident Participation Officer, Mariarosa Frasca or phone 020 8356 6133.



TMO survey... tell us your views

Did you know there are ten Tenant Management Organisations (TMOs) in Hackney and together they manage over 20% of Hackney Council's properties?

A survey was recently dispatched to all TMO residents in the borough. We want to know how you feel about the services provided by your TMO. As an organisation we always look for ways to improve the housing services that you receive and as a result your views are very important to us.

Watch this space for results of the survey. **If you have any questions, please contact Alex Heslop on 020 8356 6027 or email alex.heslop@hackneyhomes.org.uk**

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 October 2008 dates

Boscobel	1	Haberdasher	16
Fairbank	1	Manor	16
Lincoln Court	6	Woodberry Down North	20
Regents Estate	6	Lea View	21
Keir Hardie	7	Colville	22
St Mary's	7	Webb	22
Shepherdess Market	8	Fields	23
Banister House	10	Charles Square and Pitfield	27
Alden & Broadway	14	De Beauvoir	27
Fawcett	15	Shrubland	27
Yorkshire Grove	15	Warburton and Darcy	27

Dates are subject to change.

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



Splash of colour and fun on Hackney estates

Thanks to all residents who joined in the fun and helped to make the 2008 series of Community Fun Days the best yet! Special thanks to the TRAs across the borough who worked with us to make the fun days a reality.

If you have any feedback about the fun days, we'd love to hear from you. Contact Tracey Dunn, Consultation and Events Officer, on 020 8356 2066.

Help with equipment and adapting your home

If you are a Hackney Homes tenant and you are disabled or have a long term illness which causes you to have difficulties with day to day activities, help is available.

Hackney Homes works in partnership with Hackney Council to support residents with the use of equipment to assist with day to day activities or adaptations to homes.

Will I automatically be eligible for equipment or an adaptation?

We cannot guarantee that your request for equipment or an adaptation to your home will be agreed. You will need to meet certain eligibility criteria that have been agreed by the Council.

Will I have to pay for Equipment and/or Adaptation Services?

Community Equipment Services are provided free of charge to all Hackney residents. Adaptations are free to Hackney Homes tenants and will be maintained, serviced or replaced as needed by Hackney Homes.

All equipment belongs to the Council and is on loan for as long as it is needed. All equipment will be

maintained, serviced and replaced as needed.

Leaseholders can apply for a Disabled Facilities Grant, subject to income levels, to assist with costs incurred by adapting their homes. If you have submitted a Right-to-Buy application you will be treated as an owner occupier/leaseholder.

Who do I need to contact?

If you would like to speak to someone for advice and more information or to request a home visit assessment, please contact:

The Access Service: Equipment and Adaptations (for adults)

Tel: 020 8356 6262

Email: access@hackney.gov.uk

Children's Integrated OT Service (for children and up to 19 years)

Tel: 020 7014 7025

Fax: 020 7014 7001



Inspection 2008: Improving services for residents

Hackney Homes will be inspected by the Audit Commission in November. Our aim is to be a two star organisation and be able to access additional government funding to complete the Decent Homes programme.

In 2007 we were inspected and judged as being a one star organisation with promising prospects for improvement. Since then we've taken on board the Audit Commission's recommendations and made some big changes.

We now offer more repairs for tenants

Hackney Homes has extended the range of repairs we offer tenants. It means we now do things like replacing tap washers and replacing internal doors. And we have a policy which allows us to prioritise repairs for vulnerable tenants.

We have improved the quality of empty properties for new tenants

We've always re-let homes quickly, but in the last year we've worked on improving the quality and reducing the cost. New tenant focus groups helped us to update the lettings standard and there are now very few empty homes being refused for reasons of poor quality.

We offer residents more ways to get involved

Residents have more choice about how they can get involved. You can attend a focus group, take part in a survey, be part of the reader panel or be part of a special forum, like the disability forum or street property forum. And there's still the formal structure, so you can attend your local Tenants' and Residents' Association (TRA). Members of TRAs are represented on neighbourhood panels and Resident Liaison Group which are involved at a strategic level. In less than

a year more than 1200 residents have signed up to be more involved.

We have new service standards that cover all services

Last year we had only a limited number of standards that covered a few of our services. After a major consultation with residents and staff, we now have standards covering every service area. It means you can get a clear view of the service you should receive.

We held the first ever Leasehold conference

Leaseholders account for almost a third of our customers, and we've been doing a lot to improve our communication with leaseholders. In January, the first ever leaseholder's conference was held, and we also now have leasehold liaison officers in every neighbourhood office.

Leaseholders and Freeholders News

Upcoming events

Leasehold and Right to Buy Services are holding a Major Works Advice Day on Wednesday 24 September 2008. A letter has been sent to those leaseholders affected by the Decent Homes programme in this financial year and in 2009/10.

A Financial Advice Day is planned for the end of October 2008.

2007/08 Actual Service Charge Costs

Actual service charge costs for the 2007/2008 financial year will be with you shortly. This year we are adding the mid year transaction statement to the package, which will highlight the affect of actual costs on your service charge account. When you receive your actual costs, please direct any enquiries to the Leasehold and Right to Buy Services Customer Services

team on 020 8356 2100 or 020 8356 2299. You can also email service.charges@hackneyhomes.org.uk

Leaseholder survey

Over 3000 randomly selected leaseholders have been sent a leaseholder survey. If you have received a survey, please return it to us as this is your opportunity to let us know how we are performing.

If you would like to visit a Hackney Homes Officer in person, you will need to make an appointment by calling the Customer Services team. Making an appointment will help us ensure that your enquiry receives the attention it requires. Our offices are open Monday to Friday 9am to 5pm at 298 Mare Street, London, E8.

Rent News

Hackney Homes is committed to the recovery of all rental income.

Your rent covers the cost of providing you with your home and services including repairs, maintenance, cleaning and managing estates. Your signed tenancy agreement states that rent is payable weekly in advance. It means that if you are late paying your rent, you are in breach of your tenancy agreement.

Failing to pay your rent can lead to serious action, including losing your home.

We'll try and help you as much as possible, including helping you with any benefit applications or providing you with free debt and money advice.

Taking legal action is always the last resort, but we will take this action if you do not pay your rent, and you could risk losing your home.

Performance snapshot

This month's focus: Re-letting homes



If a property is empty we clean, repair and rent it out again as quickly as possible... we try to do this in an average time of 25 days. This way we ensure that people in need of a new home are housed as soon as possible and rent loss is kept to a minimum.

Hackney Homes' end of year performance for 2007/08 was 21 days, which was considered as one of the best in London.

Over the last three months, our performance indicators showed:

- Total number of homes let = 284
- Average time for re-letting dwelling = 23 days against a target of 25 days.

If you need help finding alternative accommodation please contact your local Neighbourhood Office for further advice and assistance.

To find out more about our performance, contact the Performance Team via e-mail address

Housing.Performance@hackneyhomes.org.uk or visit 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

Estate Cleaning and Grounds

Maintenance: 020 8356 1722

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 কন্সটাক্ট 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 bikanîbin 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 ilişkin merkeze 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 سکے۔ (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

Historic Hackney grave listed

The grave of a descendant of one of the key figures in the movement to abolish slavery has been Grade II listed. The listing of Joanna Vassa's grave in Abney Park Cemetery, Stoke Newington, means that extra care must be taken over decisions affecting its future and its preservation.

Vassa lived from 1795-1857 and her association with Stoke Newington is well documented. She had a home in Tottenham Road, now the site of Our Lady and St Joseph RC School.

www.hackneyhomes.org.uk

Hackney Homes Limited. Registered in England No. 5663757
Registered Office: Christopher Addison House, 72 Wilton Way, London E8 1BJ
Hackney Homes Limited is a company controlled by the London Borough of Hackney

Produced by Design & Communications • Hackney Council • September 2008 • PJ35837 • Printed on 100% recyclable paper


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