



HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

October 2008

www.hackneyhomes.org.uk

Hackney Homes supports local people to succeed

Residents needing repairs will soon be reaping the rewards of the local knowledge and skills of seven new apprentices who have been taken on by Hackney Homes.

The opportunity to gain a career and make a difference is important to people in Hackney. That is why Hackney Homes has taken on seven apprentices aged between 16 and 19 within the repairs and maintenance division.

“Congratulations to the seven apprentices who were successful this year. Our repairs teams are ready to support them so that they can gain the right skills and experience needed to provide excellent services to Hackney residents.”

**Charlotte Graves,
Hackney Homes Chief Executive**

Helping residents into work is a commitment that Hackney Homes is focussed on. So, we are providing employment to local people via the apprenticeship scheme, the Woodberry Works construction programme and requiring local employment as part of Decent Homes contracts.

The seven new apprentices will work with Hackney Homes staff four days a week and attend college for one day a week and will gain skills in a range of crafts including plumbing, electrical, carpentry, multi-skilling and painting and decorating.

Omari, a 17 year old electrical apprentice said: “I found out about the



scheme from the Hackney Homes website and I decided to apply. I am glad that I got through and I am looking forward to getting the experience”.

More than a landlord

We are also supporting residents with training so that they can gain the skills needed to get back to work. Courses such as accounts, secretarial skills and equality and diversity are available.

If you live in Hackney and you would like information about training and employment opportunities, check our website at www.hackneyhomes.org.uk



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News In Brief

North East Neighbourhood gets a make-over

The North East Neighbourhood Office has recently undergone a much needed make-over. The Office now has a new, brighter reception area to help meet the needs of residents.

Jennifer Lee-Own, Customer Services Manager, said: "From day

one, the difference was clear, the low counter and bright environment helps communication and creates a welcoming environment."

The Office is open from 9am – 5pm, Mon – Fri and is located at 149 Stamford Hill London N16 5LG.



Gas safety – it could mean saving your life



Faulty gas appliances in the home are dangerous and can result in death if they are not serviced properly. Your safety is of the utmost importance and we need your cooperation to carry out annual gas safety checks.

Hackney Homes carries out free annual gas checks for all tenants. As your landlord it is our statutory obligation to carry out these checks and you must let us in to carry out this check. If you refuse entry, Hackney Homes can issue a warrant for forced entry into your home.

You will be sent an appointment time in the post. If you need to change your appointment or if you have any questions, please call us on free phone number 0800 199 124.

Tenants' Event

Tuesday 28 Oct 2008, Morley Hall, 125-127 Mare St, E8
Session 1: 3:30pm – 5:15pm / Session 2: 5:30pm – 7:15pm



Get advice. Question Time.

Information stalls and presentations covering:

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

More information/submit a question

Resident Participation team

t: 020 8356 7845

e: getinvolved@hackneyhomes.org.uk

w: www.hackneyhomes.org.uk

*You need to register your interest by Friday 17 October.

HackneyHomes
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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 welcomes new maintenance contractors

Residents may soon notice some new faces and vans in the borough with the appointment of three new maintenance contractors from the start of this month.

Although the majority of repairs and maintenance work will continue to be provided by the Hackney Homes workforce, the new contractors will be providing extra support and taking on work that our workforce can't do either because the specialist nature of the work or because of a high demand for repairs.

Staff from these new contractors will be wearing uniforms that include both their own company logo as well as the Hackney Homes logo. And they'll also have an ID pass with a photo.

There are no changes to the way repairs are reported – this will continue to be through the Housing Contact Centre on 020 8356 3691 or email Repairs.rcc@hackneyhomes.org.uk.

All it means is that we have more resources available to ensure repairs to your home and estate are carried out quickly and efficiently.

Staff from these new contractors will be wearing uniforms that include both their own company logo as well as the Hackney Homes logo.

We would also like to thank the residents who have been involved in the process of selecting these contractors. Resident representatives will continue to be involved in contract review meetings with these companies to ensure residents are receiving a good service.

The three new contractors are:



■ **Morrison Construction** - who will be working in the south of the borough and covering the Shoreditch, Queensbridge and DeBeauvoir and Homerton neighbourhoods.



■ **Crispin & Borst** - who will be working in the north of the borough and covering the North East (Stamford Hill) and North West (Stoke Newington) neighbourhoods.



■ **AJS Electrical** - who will be providing support to undertake electrical engineering works to homes.

Inspection 2008: The final phase

Hackney Homes will be inspected by the Audit Commission next month from 17 – 28 November. Hackney Homes is aiming for a two star inspection result which will mean a funding boost of £225m which will be used to bring all homes up to the Decent Homes government standard.

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.

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, email **HousingEditor@hackneyhomes.org.uk** or phone 020 8356 2752 / 3835. For more information, visit **www.hackneyhomes.org.uk**



Get Involved

Day dawns bright for Stamford Hill summer fete

By Rhonda Dewsnap, Stamford Hill Sub-Committee Panel

After the wet summer we've had this year, Stamford Hill Panel members have recently been seen anxiously studying the skies, doing whatever the opposite of a 'rain dance' entails, and even hanging out strands of sea-weed, (not easy to come by in the North East area of Hackney!) in order to predict what the skies would have in store for their Summer Fete held last month.

The Summer Fete was organised by the Stamford Hill Panel and was open to all residents in the neighbourhood. Residents had the chance to learn about what their Panel does to represent them and their estates, in conjunction with Hackney Homes and Pinnacle (Housing Management Partner).

The sea-weed must have worked, because the day dawned bright and dry and Hackney Homes residents



wonderful East London Brass Band, while the Play Bus, a clown and a balloon modeller kept the younger visitors amused. The more energetic took part in sack races and various competitions organised by Access to Sport, Elevate and the local Wardens.

Chair of the Panel, Muriel Gordon, said: "I'm delighted that the Hackney Homes Officers are better at their jobs than the sack race... the poor old Estate Team Manager needed help to finish!".

The Panel would like to thank all the people who gave up their Saturday to make the day a success.

were able to enjoy probably the best weekend of weather they have had for the summer.

Entertainment was provided by the

Rides, thrills and fun for youth at Wilton Estate

By Rhasan Brunner, aged 13

Thanks to a special projects grant from Hackney Homes, a group of young people from Wilton Estate decided to go on an exciting and adventurous day out to Drayton Manor Theme Park. They overcame some scary and vicious challenges. They went on death defying rides like G-force, which was a very fast ride which took lots of courage. Some of them thought it was one of the best rides there.

The group also ventured on another ride

called Pandemonium, but even though it was fast and furious the group enjoyed it. The scariest ride of all was the Apocalypse! It was something unique and challenging and one the group would never forget.

A youth worker from Wilton Estate gave her opinion on how to overcome scary rides. "The best way to overcome scary rides is to just scream!" The group all returned home feeling brave and strong. So congratulations to all for overcoming your fear.



Creative flair showcased on Hackney Homes estate

Young people from Hackney Homes' London Fields estate showed off their artistic skills and flair to international Colombian artist and Architect, Adriana Cobo over the summer as part of the Drawing the City project.

The artist took the young people on a tour of their neighbourhood where they took photos of significant buildings and areas and then recreated the community from memory using paint, markers and brushes.

The resulting images reflect the iconic charm of Hackney and capture a contemporary feel within the realms of a local neighbourhood.

The project was organised by Shrubland Tenants' and Residents' Association and Hackney Homes and will be showcased in a local gallery. Visit www.adrianacobo.com for more



information. To find out how your TRA can access funding for projects on your estate, contact the RPT on 020 8356 7845 or email getinvolved@hackneyhomes.org.uk

Drawing the City competition

Enter the 'Drawing the City' competition to showcase your neighbourhood. Submit illustrations or photographs that reflect what you like most about living in Hackney. The images can be up to A3 in size and be abstract, contemporary or iconic.

If successful you could win a state of

the art digital camera and a "DRAWING for the Artistically Undiscovered" book by Quentin Blake and John Cassidy. Short-listed finalists will have their work exhibited at the Assembly Rooms in Hackney Town Hall. The winners will be announced at the Resident Awards ceremony on 17 December.

Entries to: Sam Lewis, FREEPOST – NAT21828, 'DRAWING the CITY Competition', 136-142 Lower Clapton Road, London E5 0QD or email getinvolved@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 November 2008 dates

Mapledene Estate 24 November

Dates are subject to change.

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

If you've got views to share...



let us know you're there!

Return your voter registration form to have the right to vote. Have a say in your future.

Residents who don't return their form will receive a visit from an electoral canvasser to help complete it.

Telephone 020 8356 3000 for more information or advice.

Already registered?

If your details haven't changed then try registering by internet or freephone.

Call: 0800 197 22 80 or visit:

www.registerbyinternet.com/hackney

You will need your security code from your voter registration form.



Thousands enjoy Hackney One Carnival to celebrate launch of Cultural Olympiad

Hackney One Carnival saw hundreds of energetic performers take to Hackney's streets last month, providing music and dance to celebrate the launch of the 2012 Cultural Olympiad.

For the first time, Hackney One Carnival brought together a vibrant mix of 15 carnival groups, with around 600 performers, to celebrate Hackney's role as a host borough for the 2012 Games. Youngsters got into the spirit of the celebrations by making carnival masks and getting their faces painted.

The Cultural Olympiad will highlight the UK's diversity by using both culture and sport to

create works and events that will bring people and places together and welcome the world to the 2012 Games and create a lasting legacy.



Residents enjoying the Hackney One Carnival led by Eddie Nestor and Mayor Jules Pipe



News In Brief

Reaching our customers

C&R Associates, a market research company are carrying out telephone surveys this month on our behalf of Hackney Homes to collect profiling information from customers where we hold no or little information. This information will help Hackney Homes provide services tailored to your needs and to ensure everyone has equal access to services.

The information you give will be treated in confidence and is bound by the Data Protection Act.

Thinking of attending a future Board Meeting?

Residents are welcome to attend Hackney Homes Board meetings. Here are some things you need to consider in advance of attending a Board Meeting.

Are there any special rules at the meeting?

Members of the public attending Hackney Homes meetings are welcome to observe, but would not normally participate in the meeting unless you have previously submitted a question or request to speak as described in the guidelines found at www.hackneyhomes.org.uk

I want to ask a question to the Board, what do I do?

If you would like to submit a question to the Hackney Homes Board, you need to contact the Governance Team at least 5 days in advance of the Board meeting. These questions should be in writing, the Governance Team will help you prepare your question if you need assistance.

What if I want to speak at a Board Meeting?

Requests to speak at the meeting must be relevant to the items on the meeting agenda. Your submission allows you to raise the Boards awareness about a particular issue. The Chair will invite you to present your information at the relevant point in the agenda.

Who do I contact for help and advice?

If you want to submit a question, request to address the Board or advise us of any special arrangements you need to attend the Board meeting, please contact the Governance Team on 020 8356 3432 or email governance.team@hackneyhomes.org.uk

Leaseholders and Freeholders News

2007/08 Actual Service Charges is out!

By now, you should have received your actual service charge bill for 2007/08.

The service charge bill details services provided to your estate/block and explains the proportion of costs to services to your block. Where your actual bill exceeds the estimate, you will have a minus sign beside the figure on your bill. This means that you owe additional money on your service charge account and should therefore arrange payment of the amount shown immediately.

Where your actual bill is less than the estimate, the amount shown will have no sign beside it. The amount will be carried forward on your account. If your account is in credit and you wish for the excess to be refunded, please contact our Customer Services team on telephone number 020 8356 2100

or email service.charges@hackneyhomes.org.uk

If you have problems making payments, contact the Recovery Team on 020 8356 2299. For enquiries relating to service charges, contact the Accounts team on 020 8356 2099 or at the email above.

Get online

You can now view and download service charge documents online including statement of accounts, schedule of charges and breakdown for repairs.

To logon you need a user name - either use your surname or service charge account number - and we will issue the password. Call us on 020 8356 2100 to get your password.

Leaseholders without access to a computer or the internet can access the same documents by telephoning our office for the same documents to be sent out to them or by visiting their local Neighbourhood Office.

SHP Floating Support Service



Do you experience any of the following problems?

- Are you having problems with your tenancy?
- Difficulty paying rent or bills?
- Having difficulty with drugs or alcohol?
- Suffering from neighbour nuisance
- Recently moved into a property?
- Do you feel isolated or confused?

Hackney Homes works with and supports the Single Homeless Project's (SHP) floating support service in Hackney. This service offers support to vulnerable tenants to help maintain their tenancy and live independently in the community.

Support provided may include help and advice on:

- Applying for welfare benefits
- Dealing with rent arrears or debt
- Arranging repairs or aids and adaptations
- Practical living skills
- Anti-social behaviour
- Accessing care and counselling services
- Developing skills and training to obtain work
- Assistance in contacting other agencies including GP's, Social Services, the Probation service and voluntary agencies.

For more information, phone 020 8986 8517 or email fsreferralshackney@shp.org.uk

Performance snapshot

This month's focus: Rent collection and arrears



The amount of money some tenants owe us is slowly getting less...but we are trying harder to collect more money so we have more to spend on managing your homes.

We have worked very hard to reduce the money owed from £6.85 million at the end of the last financial year to £5.29 million at the end of this financial year.

The latest rent collection performance indicators show:

- We are now collecting 98.51% of all rent due from current tenants
- Currently, more than 13% of our tenants are paying by direct debit

If you are having difficulty paying your rent or require debt advice, please speak to your Housing Manager at your local Neighbourhood Office for advice and assistance.

To find out more about performance reporting, contact the Performance Team at 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:
020 8356 3333

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 লিজহোল্ডারদের 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 nûçenayek 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 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)

یہ Hackney Homes News کرائے داروں اور بٹے 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

New exhibition at Hackney Museum

A new exhibition has opened at Hackney Museum on Mare Street, E8 commemorating the 60th anniversary of the voyage of the Empire Windrush from the Caribbean to London. 'Living under one roof' explores the memories of the people who settled in Hackney and recreates some of the rooms that they would have lived in.

The exhibition is now open and runs until early 2009. Entry is FREE.



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 • October 2008 • PJ35837 • Printed on 100% recyclable paper


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