



# HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

November 2008

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

## 2,000 tenants make Decent Homes choice

**Over two thousand residents turned out at the Town Hall last month to decide how homes in Hackney will be modernised as part of the Decent Homes programme.**

Showcasing products and services on the day were five kitchen suppliers and two bathroom suppliers. Tenants had the chance to speak to them, test out the products on display and select which ones they preferred. The information will be used to help us choose the preferred supplier of kitchen and bathrooms.

“This has been very interesting. It's a great idea to be able to see samples of the different kitchen units and compare them for quality as well as look and feel”.

### **Mrs Barkey, Stoke Newington**

Mrs Barkey who lives in Stoke Newington attended the event as she is due to have Decent Homes works carried out in her home in the next few years.

Hackney Homes is currently awaiting funding from the Government to continue the works to kitchens and bathrooms from April 2009. At present we cannot say for certain which homes will be included in the programme as we must await a decision on whether we are allocated the funding.

We are expecting to hear a decision on this in early 2009, following an



inspection of Hackney Homes by the Audit Commission this month.

**For more information, log on to [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**

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## News In Brief

### 14 November is the deadline for 2008 Residents Awards

In last month's silver issue of *Hackney Homes News*, you received your own personal nomination form so that you can nominate a young resident, a group or resident for an Active Residents Award.

#### Have you sent your nomination in yet?

We have received a number of nominations from right across

the borough and there are some truly inspirational residents being nominated. With a few days left to the closing date, don't miss this opportunity to show off an unsung hero in your neighbourhood. You could even nominate yourself or someone on your Tenants' and Residents' Association. It is simple.

**For more information, check out the Hackney Homes website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**



### Hackney Homes tenant gets a month's rent free

A whole month's rent for free. Just for paying your rent by direct debit?

This was the prize on offer for all tenants who were either paying rent by direct debit or had signed up over the summer.

Over 180 residents signed up bringing the total number of residents paying by direct debit up to 2,800. One lucky winner, Mrs Britta Kronsbein-Nwanyanwu signed up, was selected at random and won.

**Do you want to sign up to pay your rent by Direct Debit? Call the Rents Team on 020 8356 2162 or download a form from the Hackney Homes website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**



### Met Police launch new non-emergency number



The Metropolitan Police Service (MPS) have launched a new telephone number for use in all non-emergency situations. The new number - **0300 123 1212** - should be used when you need to contact the police and it is not an emergency.

In an emergency, you should always call 999. An emergency is when a crime is happening, someone suspected of a crime is known to be nearby, or someone is injured, being threatened or in danger.

### Changes in parking permits on estates

**Please note that disabled blue badge holders need either an annual or visitor permit to be displayed to be able to park on estates. If you are a blue badge holder or your visitors are and you only display the blue badge a parking ticket will be issued.**

If blue badge holders want to park in the disabled parking bays on estates they must display both a valid permit and their blue badge or companion badge.



**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)**

# What's important to you?

**Earlier this year, Hackney Homes commissioned an independent research company, Ipsos MORI to ask tenants and leaseholders about the services that we provide.**

A number of questions were asked on a range of subjects including housing and neighbourhoods, contact with Hackney Homes, repairs and maintenance and anti-social behaviour. On this page, we have outlined the top two important areas to you and what we are doing to improve these.

## Repairs and Maintenance

Our repairs service carries out thousands of repairs every month. The survey asked tenants to comment on how satisfied you are with the repairs service.

**Around 70% indicated that they were satisfied with the way repairs are dealt with.**

## How are we improving?

We are working hard to improve the repairs service. We have:

- Introduced a Vulnerable Tenants Repairs Policy which clarifies the level of support available to vulnerable residents and the procedure to follow to ensure consistency of provision.

- Provided tenants with more appointment slots in early morning, early evening and Saturdays.
- Monitored resident satisfaction using a variety of methods. Each month we call 200-300 tenants who have had a repair to test their satisfaction with the service.

## Report a repair

Call 020 8356 3691; send an email to [repairsrcc@hackneyhomes.org.uk](mailto:repairsrcc@hackneyhomes.org.uk) or log on to our website

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

## Dealing with anti-social behaviour

Tackling anti-social behaviour is a key priority for us. In the survey, you told us that this is one of the most important things to you.

## How are we improving?

We are working hard to improve the way we deal with antisocial behaviour cases so that we can solve them quickly and to your satisfaction. We use a range of enforcement methods to tackle anti-social behaviour including:

- Communicating with residents openly and working with them where possible to resolve the issue. This can include home visits, interviews and reminding them of their

**The overall results show a 9% increase in overall satisfaction with services provided since 2006.**



obligations as tenants.

- In serious cases we work with the Police and Council to apply to the courts for Anti Social Behaviour Orders and injunctions.
  - Diversionary initiatives are in place to provide young people with activities on estates. These include: the Bike Project; Nemesis Dance; Kickz (football); a British army youth programme; and a Bike Project which teaches young people to renovate bicycles.
  - In 2007/8 we delivered a wide range of security improvements to our estates, including installing 1200 multi-locking steel doors; new door entry systems on 80 blocks; upgrading lighting on 48 blocks; and networking 44 sites to the wireless CCTV network.
- And finally...thank you to all tenants and leaseholders for filling in the survey.**

**Around 52% of tenants were satisfied with the advice provided by Hackney Homes staff**



# Hackney Homes invests in **new technology** to bring quicker repairs

**A new automated system to speed up the whole repairs process is being introduced by Hackney Homes. Called OptiTime, this automated workforce scheduling system will improve the whole repairs process.**

It is being rolled out as part of a wider scheme called Project Excellence, which uses technology to streamline our customer services and help Hackney Homes meet the needs of our residents.

**“It helps speed up the process and means we can complete jobs quicker”.**

With the new system all jobs will be held on one computer and appointments and routes will be sent out to operatives electronically. The information will be updated as it comes in and work schedules adjusted accordingly so that, for example, if an operative experiences a delay, the job will be automatically rescheduled to an alternative operative.



Steve O'Brien, a plumber who has worked in Hackney for 29 years is using the new system and says: “This new system is a great idea, you text to say that you have finished the job and another job is sent straight to you. It helps speed up the process and means we can complete jobs quicker.

Steve recently fixed a sink using the new system for a resident of Rowley Gardens who said: “I was really pleased with the service; he was friendly and

polite and completed the job quickly.

I think this new electronic system can only be a good thing all round if it helps operatives complete their jobs quicker.”



## Communal repairs: **The facts**

Hackney Homes has specialist teams who carry out repairs in communal areas. These works include the maintenance and/or upgrading of: estate and block lighting; lifts; CCTV systems; security doors and door entry systems; drainage and water quality systems as well as domestic central heating and hot water services.

Minor repairs will be carried out by the responsive repairs team and all large scale work will be referred to the Hackney Homes Planned Maintenance. They will schedule this in with other

planned activities to minimise disruption and inconvenience for residents.

To report a repair in the communal area, you can call our Contact Centre on **020 8356 3691**, email **RepairsRCC@hackneyhomes.org.uk** Please include your name, address and contact telephone number and specific details about the repair requested.

Log on to our website **www.hackneyhomes.org.uk** and click on the link to report a repair online.



## £5,000 up for grabs!



Are you a small voluntary and community group or Tenants and Residents Association in Hackney with an average income of less than £20,000 a year? Congratulations! You can apply for a Grassroot Grant of up to £5,000 from Hackney Council for Voluntary service (HCVS).

Open for the next three years, Grassroots Grants offers funding for projects that benefit your community, including computers and equipment, rent or holding an events on your estate.

Find out how to apply, call Elizabeth Adebola on 020 7923 1962 or check out [www.hcvs.org.uk](http://www.hcvs.org.uk) and click on Funding & Commissioning.



## Peace of Mind Service for Carers in Hackney

Are you a carer? A carer is someone who provides unpaid care by looking after an ill, frail or disabled family member, friend or partner.

Are you worried about what would happen if there was an emergency and you couldn't reach the person that you look after?

The **Emergency Home Respite Service (EHRS)** is there to offer peace of mind to carers. The EHRS will reassure carers that backup and support are available to step in when the carer is unable to reach the cared for person. Carers now have 'peace of mind' knowing that in an emergency situation such as an accident or family crisis, plans are in place to ensure the cared for person is looked after.

Carers can sign up for the new service as part of a Carers Assessment where emergency arrangements can be discussed. An 'emergency plan' will be developed that can be put in place if an emergency situation occurs.

Please note: This service is not intended to be a substitute for normal respite care or short breaks from caring to cover non-emergency situations.

If you would like more information, please contact the Carers Helpline on 020 8356 3000. Lines are open 8am – 8pm Monday to Friday and 9am -1pm on Saturdays. You can also email [info@hackney.gov.uk](mailto:info@hackney.gov.uk)



 Hackney

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## Inspection 2008: The final phase

**Hackney Homes will be inspected by the Audit Commission 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 government standard for Decent Homes.**

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](mailto:HousingEditor@hackneyhomes.org.uk) or phone 020 8356 2752 / 3835.

**For more information, visit [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**

# Keeping on top of payments during difficult times

## Did you know there are several ways to pay your rent and service charges?

By far the quickest and most secure is to pay by Direct Debit. You can also pay your rent online, via paypoint and by post. The least cost effective option is to pay by credit card.

But, in times of unavoidable and unplanned expense it may seem easy to reach for the credit card. Think twice before you start spending in this way as there are hidden pitfalls. Always ask yourself: 'Do I really need it and can I really afford it?'

## Think twice before you start spending

Credit and store cards may be convenient, but they are often the most expensive source of finance. Beware of swapping your credit from one interest-free card to another: you have to really be on top of your finances to benefit and all too often the end date is not only forgotten but the interest is then charged at extremely high rates - sometimes with an administration charge thrown in.

One way of avoiding interest charges if you do need to use your cards, is to pay back the full amount the very next month. But be careful, opting for the minimum payment can lead to missed or forgotten payments and a swift decline into debt crisis.

## Always ask yourself: 'Do I really need it and can I really afford it?'

If missed or minimum payments are part of your way of dealing with debt or if you're paying off one card using another, then you should think about getting some debit advice now, before it gets out of hand.

## Free, impartial advice

There are a number of sources of free specialist debt advice in Hackney including the Citizens Advice Bureau; 236 - 238 Mare Street, London, E8 1HE. Advice line is open on Tuesday



## Speak to us if you need help paying your rent.

and Wednesday from 1-3pm. Contact them on 020 8525 6350. The Rights shop on 296 Bethnal Green Road provides advice and assistance on welfare rights and a money/debt. It offers an advice service 10 - 12pm Monday to Thursdays.

## Help paying your rent

Everyone gets into difficulties now and then with their finances, so do speak to us if you need help paying your rent. The first place to go is to your neighbourhood office where someone will be available to give you some advice.

## Beware of dodgy companies offering help with **Right to Buy**

The Hackney Homes Right to Buy Team are here to help you right from the start. We can offer advice and assistance from the first stage when you find out the price of your home and a dedicated officer will explain the facts and figures, and the costs and responsibilities of home ownership.

We would urge you to be cautious about companies who may contact you or put leaflets through your door offering to "help you" through the Right-to-Buy process. Some of these companies

are fraudulent and whilst they may claim to offer help, they can exploit you.

If you are approached by any such companies, please report this to us and we will carry out necessary investigations.

Please note that our services are free, whereas some of these companies are likely to charge you a fee.

If you would like independent advice, you can contact the Citizens Advice Bureau in Hackney.

## Contact us

**Get in touch with our Hackney Homes Right to Buy Team based at 298 Mare Street.**  
**Phone: 020 8356 2232 or 2028,**  
**Email: [rtb@hackneyhomes.org.uk](mailto:rtb@hackneyhomes.org.uk).**

Check the Right-to-Buy pages of the Hackney Homes website

Come and visit us at 298 Mare Street Monday to Friday from 9:00 to 5:00 p.m. If you can't easily get to our office we can arrange a home visit.

# Leaseholders and Freeholders News

## New online service for viewing service charges

Would you like to view your service charge documents online whilst browsing the Hackney Homes website or like to download any of the documents at your own convenience? You can if you have an email address and internet access.

The only other thing you'll need is a password. You can obtain the password directly from Leasehold and Right to Buy Services. Once you have your password and know your service charge account number, you will be able to request any or all of the three documents online:

- Service Charge Breakdown of Repairs
- Service Charge Statement of Account
- Service Charge Schedule of Account (which lists services provided to your block/estate and your contributions)

If you do not have an email or web access, you can still contact us on **020 83562100** or e-mail: **service.charges@hackneyhomes.org.uk** and we will post a copy of the documents that you want.

Before issuing you with a password, we will verify your identity, to ensure you are the right owner of the information you are requesting access to.

We would encourage you to use this new service and provide us with feedback on how useful you find it and what further improvements you would like to see.

## Thanks

Thanks to all those leaseholders and freeholders who attended the Major Works Advice Day and the Financial Advice Day. If you haven't completed the evaluation forms, we'd love to hear what you thought.

**Contact the Customer Services team on 020 8356 2100 for a copy of the evaluation form.**

## Changes to your Neighbourhood Office Leasehold Liaison Officer

In the last issue of the Leaseholder Newsletter, we published details of the Leasehold Liaison Officers in your Neighbourhood Office. There have been some staff changes and below are names of your new contacts.

- **North East Neighbourhood Office:**  
**Diana Otieno**
- **Shoreditch Neighbourhood Office:**  
**Marie – Teclair Ngangoum**
- **Queensbridge & De Beauvoir Office:**  
**Yvonne Lewis**
- **North West Neighbourhood Office:**  
**Tom Nolan**
- **Homerton Neighbourhood Office:**  
**Gyamfi Addo**

These officers can be contacted via the neighbourhood office phone number listed on the back page of this newsletter.

Officers within the neighbourhood offices will continue to deal with your day to day enquiries but where such enquiries are on matters that require specialist leasehold advice, the Leasehold Liaison Officer will be able to assist you.

## Performance snapshot

### This month's focus: Responding to your queries



**We aim to deliver excellent customer service by putting our customers at the heart of everything that we do. That is why we ensure that we are responding to your queries when you call, visit or write to us promptly and to your satisfaction.**

- Percentage of answered telephone calls within five rings: 95.64%
- Percentage of all letters, faxes and emails responded to within 10 working days: 95.20%
- Percentage of all complaints replied within 15 working days: 87.12%

We aim to provide the highest quality of service at all times. If you are unhappy with the service you receive or you want to make a suggestion about how we can improve it, please speak to a staff member in your local Neighbourhood Office.

To find out more about performance reporting, contact the Performance Team at [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](http://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](http://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 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 nûçenamêk 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

  
**HackneyHomes**  
In partnership with  Hackney Council

## Have you seen the revised information leaflets?

If you have made a visit to one of the Neighbourhood Offices recently, you will have seen the revised Hackney Homes leaflets. In each leaflet, we explain our approach to delivering the service as well as the specific service standards that are related to the service area.

You can pick up one of the leaflets from any Hackney Homes Office or you can download via the Hackney Homes website.

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

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