



# HackneyHomes news

In partnership with  Hackney Council

Hoş geldiniz İsterseniz bu belgenin Türkçe'sini size gönderebiliriz.

December 2008

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

**2 for  
the price  
of 1!**



**Pay your rent on time and you will be entered into a draw to win a month's rent free\*.**

#### Ways to pay:

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

At the cash payment office

Paypoint

Via Direct Debit

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

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## News In Brief

# Mayor's Awards open for business

The Mayor of Hackney's Business Awards 2009 have been launched and businesses and entrepreneurs in the borough are invited to enter. The annual awards, now in their fourth year, are dedicated to recognising and celebrating the excellence and diversity of businesses in the borough.



Jules Pipe, Mayor of Hackney, said: "Small and medium sized businesses and entrepreneurship are at the heart of Hackney's local economy, and supporting and encouraging these organisations will help to create more opportunities and inspire entrepreneurs.

"These awards were set up with the aim of encouraging excellence in business practice across the borough, showcasing successes in Hackney's business community, and rewarding

companies and individuals who have excelled with enterprising ideas."

There are nine awards categories including Best Young Entrepreneur 2009, Best New Business Idea 2009, Best New Start Up 2009 and Best Environmental Practice 2009 to name a few. Businesses and individuals must submit entries by 5pm on 23 February 2009 and all finalists will be invited to a glittering black-tie event in April 2009.

Find out more by visiting [www.hackney.gov.uk/mayorsbusinessawards](http://www.hackney.gov.uk/mayorsbusinessawards)

An advertisement for ELATT (Employment Learning and Training) featuring a woman with curly hair sitting at a desk with a laptop. The text on the advertisement includes:

elatt

Do you want to improve your skills?

We offer FREE courses in  
ENGLISH (ESOL)  
READING and WRITING  
MATHS  
OFFICE SKILLS  
USING A COMPUTER  
WEB DESIGN

We can also help you to find a job

To find out more contact ELATT on 020 7275 6750 or visit [www.elatt.org.uk](http://www.elatt.org.uk) or email [enquiries@elatt.org.uk](mailto:enquiries@elatt.org.uk)

Some courses have eligibility criteria: call us to find out more

# Opening hours over Christmas

Hackney Homes opening hours are business as usual except for the following days during the busy Christmas period.

Christmas Day (25 December), Boxing Day (26 December) and New Years Day (1 January): all Neighbourhood Offices and Head Office will be closed.

Other than the days mentioned above, Neighbourhood Offices will be open for business as usual (9am – 5pm). Please bear in mind that there will be some reduced services due to the holiday time.

The Repairs Contact Centre will remain open 24/7 on Christmas, Boxing and New Years days - however, only for emergency repair services. If you have an emergency, please phone 020 8356 3691.



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)

# Happy Christmas and New Year

**2008 has been another busy and productive year for Hackney Homes and we would like to wish you a very festive Christmas season.**

As the festive lights go up on Mare Street, and the weather turns colder it's time for us to look back at the year that has passed and look forward to 2009.

This year has been challenging for all of us, we have had our Audit Commission inspection and we will hear in the first part of 2009 whether or not we have been successful. As you all will be aware we are hoping for a 2 star result which will release £225m Government funding to invest in the much needed Decent Homes programme.

We have had a year of successes too; our tenants' survey revealed a 9% increase in satisfaction since 2006 as well as a record response rate of 39%. This reveals that we are successfully engaging with tenants and that you think it is worth giving feedback. So, thank you to everyone who returned the survey. Your voice counts and we will

come back to you in the New Year with our plans for improvement.

We are aware that in these challenging economic times many of you will be worried about finance, especially over the Christmas period. So we have included some more advice in this issue about where to get help if you need it. The summer seems far away now,



*Question Time*

but we all enjoyed taking part in the fun days across your estates. This year ten TRAs took the reigns to organise the events, and it was so successful we plan to repeat this model again next year.

2008 was also the year when Question Time came to Hackney Homes, around 200 of you attended this event in October to quiz us about the decisions we make.

And we rounded the year off with a bang with the 2008 Residents Awards. This year we had double the amount of entries, and the event was a fantastic way of recognising the hard work of residents that often goes unnoticed on our estates.

We would like to wish you and your families a safe and festive holiday and a happy 2009!

**Have a wonderful Christmas!**

**Charlotte Graves (Chief Executive)  
and Rupert Tyson  
(Hackney Homes Chair)**



*Summer Fun Days*



*Staff with speaker Ian Rathbone*

## Mince Pies Recipe



### Mince Pies ingredients list:

Pastry for 2 pies.  
2 cups of chopped apples  
½ cup of raisins  
16 x chopped pecan halves  
3 tablespoons of rum flavouring  
Fruit mincemeat

### Instructions for Mince Pies:

- Prepare pastry crusts and line the bottom of an 8 inch pie dish.

- In a large bowl, mix the fruit mincemeat, raisins, apples, and pecans.
- Stir in flavouring slowly until well mixed.
- Spoon into the crust.
- Roll out top pastry crust and place over the filling. Flute the crust edge.
- Bake 30 minutes or until golden brown at 350 F

**Enjoy!**

# Recognising one of Hackney's finest

**Having worked to improve Hackney for the past 56 years, Gordon Bell has certainly made an impact in the borough. With retirement from active public life just around the corner, Hackney Homes News caught up with the man who is so well known for his community involvement, spirit and enthusiasm.**

Gordon's pioneering work in the housing, health and education sectors was officially recognised in 2001 when he was awarded Honorary Freeman of Hackney by the Council.

**“Being awarded the Freedom of the Borough was one of my most proudest moments. It was certainly unexpected to be recognised in such a formal way for doing something that I've always so enjoyed – and that is working on improving life in Hackney for the people of Hackney.”**

Gordon had served on several hospital management Boards and the then City and Hackney Health

Authority but it was his involvement in helping to pioneer special needs education for children in the late 1960s that he's most proud.

“All children are educable. That is why I have spent a lot of time working as Chairman or Vice Chairman of all special needs schools in Hackney. After 10 years of hard slog, we got the first Stormont House special needs school off the ground which then became London-wide,” Gordon said.

Gordon's involvement as Vice Chairman of the Hackney Parochial Charities, a charity providing financial support for many local organisations, has meant he's played a key role in helping to support various education and health projects and has been heavily involved in the hospice movement in particular.

Gordon has always been a proactive member of the Stamford Hill community when it comes to housing issues. He's the former Chairman of his local Housing Panel and former



Chairman of the Regeneration Board of Stamford Hill and Woodberry Down.

“Hackney's population is one of the most diverse in this country but this is where I think Hackney excels...it's the people element that makes Hackney the place it is today,” Gordon said.

We couldn't agree more and with his 75th birthday approaching, Hackney Homes wants to thank Gordon for all his hard work and involvement and wishes him all the best for his retirement.

## Recycling Officers may come knocking

**A team of 15 recycling promoters will be knocking on doors across Hackney from now until the end of January 2009. The officers will be visiting a selection of Hackney Homes estates and they will be:**

- promoting the new recycling service to residents
- sharing information on where to find the nearest recycling facilities and encouraging people to take part
- promoting the food waste scheme taking place on some estates and
- taking general queries and feedback on the new recycling service

**If you have any questions about recycling in Hackney, phone the Recycling hotline on 020 8356 6688.**



## Competition time

**Hackney Homes News wants to know what you think is the best thing about living in Hackney.**

Simply email your suggestions to [HousingEditor@hackneyhomes.org.uk](mailto:HousingEditor@hackneyhomes.org.uk) or phone 020 8356 3527.

You will be entered into a draw to win a family ticket (x4 tickets) to see a daytime session of Mother Goose at Hackney Empire on Mare Street.

# Don't **fall victim** to **fire** this winter

**Around fifty Londoners die in house fires each year, and the majority of these deaths happen in the home. The risks grow in winter, as people spend more time indoors and make greater use of heaters, candles and cooking appliances.**

The good news is most fires in the home can be prevented easily by taking some simple precautions.

During the winter months, keep the following advice in mind:

- Fit a smoke alarm on each level of your home and check alarms regularly to make sure they work
- Keep clothing or other objects away from electric heaters or fires
- Ensure all electrical appliances are in safe working order, replacing frayed cords and broken plugs and keeping them free from dust

- Make sure candles are used with caution and never left unattended
- Always turn off electric blankets before getting into bed, and make sure your blanket is serviced regularly
- Put out cigarettes carefully – never smoke in bed (falling asleep while smoking is a major cause of fires).
- Check Christmas lights conform to the British Standard (Kitemarked)

Cards, stockings or wrapping paper left next to open fires or heaters are a recipe for trouble, as are fairy lights with damaged wiring or unattended candles.

If you have any concerns about potential fire dangers in your home, why not make use of the London Fire Brigade's FREE Home Fire Safety Visits? The visits are carried out by firefighters from your local fire station and include the fitting of a free smoke alarm where required and advice on electrical safety, heaters, escape plans and safety routines.

**Call 08000 28 44 28 to book a free Home Fire Safety Visit or pick up a Referral Card from your local Neighbourhood Office.**

## Tips for keeping **you and your home safe** this Christmas

**With the festive season now in full swing, Hackney Homes and Hackney Borough Police are reminding residents that a few simple steps will help keep you and your homes safe from the preying eyes of burglars.**

Open side gates, accessible windows left open and ladders left out all make access to a property far simpler and encourage a prospective burglar to take a second look.

Some simple tips to discourage a burglar are:

- Make sure you never leave a spare key concealed anywhere near the front door - burglars know all the hiding places.
- Never label your house keys in case you lose them and they fall into the wrong hands.
- Keep valuables out of sight from windows.

A good tip if you are away on holiday away from home this Christmas is to make your property look like it is occupied.

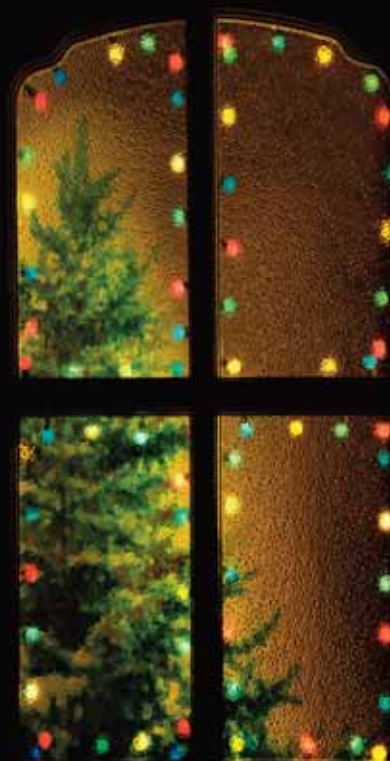
You can do this by:

- Installing timers which switch lights or radios on and off automatically;
- Asking a neighbour or friend to pop round to clear your letterbox or doorstep; and
- Drawing the curtains.

A few other points to consider:

- Avoid keeping large amounts of cash at home. Bank any cash you don't need.
- Be wary of people who could follow you home, especially after collecting pensions/benefits.

In an emergency and/or to report crime activity, phone the Police on 999. For any non-emergency situations, phone the Police on **0300 123 1212**.



## Residents enjoy Halloween on Wyke Estate

Wyke Estate's TRA recently held a Halloween party in the social club on the estate which saw around 100 residents dress up and get involved.

Recently elected TRA Chair, Carla Greenhow, said she was thrilled with the turn out given that the event was planned to help bring young and old residents together on the estate. All enjoyed themselves as you can see!

If you would like to join your local TRA or start a TRA on your estate, phone the Resident Participation team on 020 8356 7845.



## Getting by with a little help from my friends...

A group of residents from Millfields Estate have embarked on a peer mentoring programme coordinated by the Tenants' and Residents' Association (TRA) on the estate.

Thanks to a funding grant obtained via Team Hackney, the TRA has set up the free 10-week course for local residents and it has so far proved popular across all ages. On completion of the programme, the participants will be certificated, trained mentors.

TRA Chair, Carol Johkoo, said: "This course is all about extending a helping hand to people who have a passion for supporting and motivating others as well as for those people who need someone to confide in, to talk to and to be listened to."

The course is run by an independent, qualified lecturer and covers topics including self-development, building relationships, inclusion and participation, empowerment and emotional health.

Chereen Allen, from Millfields Estate, signed up for the programme on the advice of her mother who had



completed a similar mentoring course. "I have a passion for working with young people, especially vulnerable people, so the skills and knowledge I'm gaining through this course should help me to do just that."

To find out about involvement opportunities available on your estate, contact Hackney Homes' Resident Participation Team on 020 8356 7845.

## TMO residents voice their views

Earlier this year, a survey was dispatched by Hackney Homes on behalf of the ten Tenant Management Organisations (TMOs) currently operating in Hackney.

A TMO exists when tenants decide to take over the direct management of housing services on an estate, for example, carrying out repairs, collecting rent and estate cleaning.

This was the first TMO survey to be issued and a big thanks to all those residents who took the time to respond.

### What you told us:

- Over 70% of TMO residents are satisfied with the overall services offered by your TMO
- The majority of respondents were either very or fairly satisfied with estate cleaning and grounds maintenance along with communal and day to day repairs.
- Less than half of the respondents were satisfied with the way anti-social behaviour issues are addressed

Hackney Homes will be working with the TMOs in early 2009 to start looking at these results and the areas of concern that have been highlighted by residents.

If you are keen to join your TMO and have your say, contact Alex Heslop on 020 8356 6027 or email [alex.heslop@hackneyhomes.org.uk](mailto:alex.heslop@hackneyhomes.org.uk) to find out more.

# Drawing the City Art exhibition showcasing local Hackney artwork

In the October issue of *Hackney Homes News*, we publicised the Drawing the City art competition for Hackney residents to send in images and photographs which reflect living in Hackney.

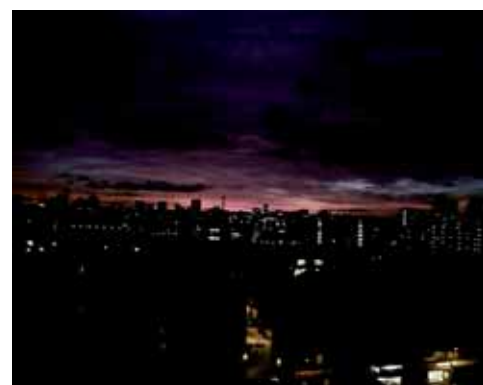


The entries received have been diverse capturing different perspectives of Hackney. Judging by the ones displayed on this page, they show an interesting range of creative techniques and styles from Hackney residents. The short-listed artworks and winners will be showcased at the Residents Awards later this month on 17 December.

Sam Lewis, Hackney Homes Resident Participation Officer said "The entries received show how much time and effort people put into the work. In each of these pieces, you can get a better understanding into what Hackney means to the artist and also how the artworks portray a diverse approach to art".



You can get a chance to see the artwork and meet the artists at a private view special exhibition on Thursday 18 December 2008, from 4 -7:30pm at the Assembly Hall, Hackney Town Hall. To attend the event, please contact the Resident Participation Team on 020 8356 7845 or email [getinvolved@hackneyhomes.org.uk](mailto:getinvolved@hackneyhomes.org.uk)



## Upcoming Estate Walkabouts

Staff from the Neighbourhood Office and the Estate Cleaning and Grounds Maintenance teams together with local residents carry out estate inspections and discuss any issues concerning tenants and leaseholders.

If you would like to come along on the next walkabout happening near you, get in contact with your Estate Manager via your local Neighbourhood Office.

### Upcoming walkabouts - January 2009

<b>Amwell Court</b>	<b>6</b>	<b>Goodrich House</b>	<b>14</b>
<b>Wayman Court</b>	<b>6</b>	<b>Moundfield Road</b>	<b>14</b>
<b>Wilton Estate</b>	<b>7</b>	<b>Stannard Road</b>	<b>14</b>
<b>Boscobel House</b>	<b>7</b>	<b>Stanton Court</b>	<b>14</b>
<b>Portland Rise Estate</b>	<b>8</b>	<b>Summit Estate</b>	<b>15</b>
<b>Tower Gardens Estate</b>	<b>9</b>	<b>Woodberry Grove</b>	<b>15</b>
<b>Milton Gardens</b>	<b>12</b>	<b>(inc. 7 blocks)</b>	<b>15</b>
<b>Geffrye &amp; Stanway Estate</b>	<b>12</b>	<b>Kings Crescent</b>	<b>19</b>
<b>Beecholme Estate</b>	<b>13</b>	<b>Colville</b>	<b>22</b>
<b>Newnton Close</b>	<b>13</b>	<b>Fellows Court</b>	<b>22</b>
<b>Durley House</b>	<b>14</b>	<b>Parkside Estate</b>	<b>22</b>
<b>Faircroft</b>	<b>14</b>	<b>Banbury Estate</b>	<b>29</b>

## 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 January 2009 dates.

<b>Warburton and Darcy</b>	<b>2</b>
<b>St Mary's Estate</b>	<b>6</b>
<b>Fawcett</b>	<b>14</b>
<b>Banister House</b>	<b>14</b>
<b>Boscobel</b>	<b>15</b>
<b>Webb</b>	<b>21</b>
<b>East Reservoir</b>	<b>22</b>

Dates are subject to change. To check times and venues, please call the Resident Participation team on 020 8356 7845.

# How to report **domestic violence** and **hate crime**

**In the recent customer satisfaction survey, you told us that tackling anti-social behaviour (ASB) was one of the most important things to you.**

Hackney Homes is harnessing new technology through Project Excellence - a project designed to streamline customer services. One of the benefits it will bring is a more seamless, quicker service for residents when reporting ASB. The project is now in place across the Neighbourhood Offices. It means all cases can be recorded and monitored consistently and residents can easily get an update about their specific case by quoting a reference number.

## What is anti-social behaviour?

Anti-social behaviour is any behaviour which harms the quality of life of residents in an area, causing distress or alarm. It includes noise, drug dealing, theft, vandalism and prostitution. It also includes harassment and hate crime.

## What is Domestic Violence?

Domestic violence is physical, emotional, psychological or sexual violence, experienced by people in an intimate relationship. This can range from slaps, kicks, blows, shaking, rape and wounding to murder. It also includes harassment for example, by persistent letters or telephone

calls, threats of violence and emotional, psychological or mental abuse. It can include behaviours that are sanctioned by families or those that are called cultural such as forced marriages, honour killings or wife exchanging.

## What is Hate Crime?

Hate crime is any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- race, colour, ethnic origin, nationality or national origins
- religion
- gender or gender identity
- sexual orientation
- disability

Hate crime can take many forms including physical attacks, threat of attack and verbal abuse or insults.

**If you are experiencing problems with any of the above, please contact your Neighbourhood Office (see details on the back page).**

  
Domestic Violence & Hate crime Team

## Are you experiencing Domestic Violence, Homophobia or Race Hate?

Do you live, work or study in Hackney?  
Are you a Council, private tenant or leaseholder?

For advice on legal, welfare rights and housing options come to the Domestic Violence and Hate Crime Team

### Drop in Advice Surgery Every Monday 9.30 – 4pm

Please ask the Housing Advice/Homelessness Reception at Christopher Addison House, 72 Wilton Way London E8 (behind Hackney Town Hall) and they will direct you to us

Hackney Homes tenants/leaseholders please enquire at your local Neighbourhood Housing office.

To speak to an Advisor please call our Freephone Number 0800 056 0905 or enquiries 020 8356 4459

**Don't suffer in silence! Hate Crime is a punishable crime!**



## Pest control advice

**Hackney Homes has a Hygiene and Pest Control Service to help you deal with unwanted pests in your home.**

The presence of pests including rats, mice, pharaoh ants, cockroaches, bed bugs, wasps and hornets can be offensive, present infection hazards, contaminate food, damage materials and be a nuisance.

### What you can do:

- Report the pest problem to us as soon as you can. Hackney Homes tenants and leaseholders should contact the Housing Contact Centre on **020 8356 3691**.
- Follow the advice or instructions given to you by the Pest Control Officer

### To limit the risk of pests and infestations:

- Cover food or store in pest proof containers
- Spillages should be promptly removed
- Place rubbish in bins, making sure any rubbish that has fallen out is picked up.



# Improving parking on estates



**It can sometimes be difficult for residents to park their cars on estates and surrounding areas due to large numbers of unauthorised vehicles.**

That is why Hackney Homes is working in partnership with Parking Services to increase enforcement on estates. By doing this, we will ensure that unauthorised vehicles are not on the estate and that:

- residents and their visitors can park in designated bays on the estates
- emergency service vehicles can access the estates at all times and

- service providers working on the estate can park in designated bays.

You will see Parking Enforcement Officers patrolling estates on weekdays, weeknights as well as on Saturdays.

Please ensure that you have your estate permit displayed when parking on your estate.

## Planned works in advance of enforcement

Work for the introduction of parking controls will take place between now and January 2009 on the following estates:

- Jack Dunning Estate
- Avebury Court, Colville Estate
- 25-39 Shacklewell Road Estate
- Moye Close Estate
- Landfield Estate
- Mountford Estate

During this period, parking signs will be installed on the estates and lines will be marked to indicate the bays. You may be required to move your vehicles for works to take place. You will be notified in advance of these works.

From February 2009 onwards, you will be able to purchase your estate parking permit from your Neighbourhood Office in preparation for enforcement which will commence in March 2009.

If you would like further advice, please get in touch with your local Neighbourhood Office.

## Do you have a pet?

**Remember, what you (and your pets) do in and around your home, can affect your neighbours. Please be considerate and remember:**

- You must make sure that you keep your pets under control i.e. they cannot escape or damage the property or any common areas.
- Your pets must not annoy or frighten your neighbours. This includes fouling, noise or smells.
- You must not allow your animal to foul your home or any areas you share with neighbours. You can be fined or taken to court if you allow your pet to foul public areas or to roam.
- Do not allow your dog to bark continually inside or outside your home.
- We can stop you or anyone living with you from having pets if you are not a responsible owner.

**If you have any questions or would like anything further explained, contact your local Neighbourhood Office.**



# DO YOU HAVE A HOUSING REPAIR PROBLEM? DO YOU WANT TO REPORT IT?

## HOUSING REPAIRS SURGERY FOR YOU! 2008



If so, why not come to a local surgery where you can report this directly to the Repairs Contact Centre team. Your Estate Managers will also be present.

### **KINGS CRESCENT ESTATE (CAPITAL CHALLENGE COMMUNITY SHOP)**

Every Monday  
1:30pm – 4:30pm  
12 Brownswood Road  
London N4 2XS

### **MUSLIM COMMUNITY**

First Tuesday of every month  
2pm – 4pm  
North London Muslim  
Community Centre  
66-68 Cazenove Road  
London N16

### **GOLDSMITHS COMMUNITY HALL**

First Wednesday of every month  
1pm – 3pm  
Goldsmith Square  
Goldsmiths Row  
London E2 9BG

### **RHODES ESTATE COMMUNITY HALL**

First Thursday of every month  
10am – 11am  
Kirkland Walk  
London E8 3SY

### **YORKSHIRE GROVE COMMUNITY HALL**

First Friday of every month  
11am – 12pm  
Beatty Road  
London N16 8EA

### **ST MARYS ESTATE COMMUNITY HALL**

Second Thursday of every month  
10am – 12pm  
Kent Street,  
London E2 8NU

### **SOMERFORD ESTATE COMMUNITY HALL**

Third Thursday of every month  
10am – 11am  
Somersford Grove  
London N16 7TN

### **COLVILLE ESTATE COMMUNITY HALL**

Every other Tuesday, 10am – 12pm  
Starting from 8 January 2008  
Colville Estate  
Whitmore Road  
London N1

### **WRENS PARK HOUSE COMMUNITY HALL**

Second Wednesday of every month  
2pm – 4pm  
Wrens Park Estate, Warwick Grove  
Upper Clapton Road  
London E5

### **MILTON GARDENS COMMUNITY HALL**

Every Wednesday  
10am – 11am  
Shakespeare Walk  
London N16

### **WOODBERRY DOWN (REDEVELOPMENT INFORMATION CENTRE)**

Second Thursday of every month  
2pm – 4pm  
95 Woodberry Grove  
London N4 2SB

### **NIGHTINGALE OFFICE**

Second Friday of every month  
10am – 12pm  
20 Olympus Square  
London E5 8PY

### **HOMERTON OFFICE**

First and Second Friday of every month  
2pm – 4pm  
92 Well Street  
London E9 7JA

### **DAYMER TURKISH/KURDISH CENTRE**

Third Tuesday of every month  
1pm – 3pm  
Howard Road, Hackney  
London N16 8PR

### **TROWBRIDGE SENIOR CITIZENS CLUB**

Third Wednesday of every month  
10am – 12pm  
15 Lavington Close  
Hackney, London E9 5HF

### **JACK WATTS ESTATE**

Third Thursday of every month  
2pm – 4pm  
10 Detmold Road  
London E5 9NJ

### **STOKE NEWINGTON MUNICIPAL BUILDINGS**

Third and Last Friday of every month  
10am – 12pm  
Stoke Newington Church Street  
London N16

### **ALEVI CULTURAL CENTRE TURKISH COMMUNITY**

Last Tuesday of every month  
10am – 12pm  
89 Ridley Road  
Dalston, London E8

### **CLOCK HOUSE**

Last Tuesday of every month  
2pm – 4pm  
149 Stamford Hill  
London N16 5LG

### **PROVOST ESTATE COMMUNITY HALL**

Last Thursday of every month  
10am – 12pm  
Provost Street  
London N1 7QU

### **SHELLGROVE ESTATE COMMUNITY HALL**

Last Thursday of every month  
2pm – 3pm  
Millard Close  
London N16 8UU

### **BANISTER HOUSE COMMUNITY HALL**

Last Friday of every month  
2pm – 4pm  
Hommerton High Street  
London E9 6BU

### **TRELAWNEY ESTATE COMMUNITY HALL**

Second Tuesday of every month  
2pm – 4pm  
Paragon Road  
London E9 6NS

### **HERBERT BUTLER ESTATE COMMUNITY HALL**

Third Wednesday of every month  
2pm – 4pm  
Mabley Street  
London E9 5TN

### **MOUNTFORD ESTATE COMMUNITY HALL**

Third Friday of every month  
2pm – 4pm  
Cecilia Road  
London E8 2HL

### **WEBB ESTATE COMMUNITY HALL**

First Thursday of every month  
2pm – 4pm  
Clapton Common  
London E5 9BB

### **CHELSFIELD POINT COMMUNITY ROOM**

At side entrance to block on ground floor  
Last Wednesday of every month  
2pm – 4pm  
Banbury Estate, Banbury Road  
London E9 7DY

Do you need a surgery in your area? If yes or if you would like more information, contact the Repairs Contact Centre on 020 8356 3691 or [RepairsRCC@hackneyhomes.org.uk](mailto:RepairsRCC@hackneyhomes.org.uk)

# Leaseholders and Freeholders News

## Leaseholders and Freeholders News - December issue coming soon...

Leaseholders and freeholders in the borough can expect more detailed news and information in the upcoming Leaseholders and Freeholders News. You will find information about subletting your home along with the latest online services Hackney Homes provides.

## Costs of issuing and posting Section 20b Notices to leaseholders

In October 2008, Leasehold and Right to Buy Services issued the 2007/08 actuals slightly late due to printing problems. As the actuals were not issued by the 30 September deadline, it was necessary for us to issue Section 20b notices. Please note that the cost

of issuing and posting the Section 20b notices will not be passed onto service charge payers.

## REMINDERS about gas safety...did you know?

- As a leaseholder, you are responsible for gas servicing of appliances in your property
- It is recommended that you service all gas appliances in your property at least once a year
- If you sublet your property, you have an additional responsibility for the safety of all persons in your property, legally required to carry out gas checks and could be prosecuted for failing to do so
- If you sublet, you have a legal duty to ensure the gas safety of persons on your property



- If you smell gas in your property, call TRANSCO on 0800 111 999. TRANSCO is responsible for gas pipes.

## Performance snapshot

### The safety of our residents is of utmost importance to Hackney Homes

If you are experiencing problems relating to anti-social behaviour you should contact your Neighbourhood Office. They will either be able to help you or will refer the case to one of our specialist teams.



#### Since April 2008 to date:

1. We have carried out a total of 12 surveillance operations to tackle anti-social activities
2. Closed down 48 illegal pirate radio station operations
3. 88 specific crack down operations/actions against Class A drug suppliers and users have been carried out.

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)



Hackney Homes is shortly starting the consultation for rent and service levels for 2009/10. It is likely that rent will be increased within Government rent restructuring guidelines. Look out for our questionnaire which will shortly be sent to you, we welcome your feedback so please do respond.

# 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 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 ilişki merkezimize telefon ederseniz, bunu size tercüme edecek biriyle ilişkinizi sağlayabilirler. (Turkish)

ہے 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 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

## 50+ Christmas Day Dinner

inShape, the Healthy Living Partnership for Hackney's over 50s, in conjunction with Fellows Court TRA and St Marys Estate TRA, is running a Christmas Day dinner for people aged 50+ who would otherwise be alone.

The dinner, to be held on 25 December will provide home cooked food, entertainment and good company. If you would like to attend, please phone 020 7923 9031 or 020 7923 8690. Places are limited and will be allocated on a first come first served basis.



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

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