




Services for Older People in Hackney



Hackney Homes in partnership with Hackney Council provide a number of services to assist older people who live in a property managed by Hackney Homes to lead safe, healthy and independent lives in their home.

This leaflet lists the services available to older people and tells you how you might qualify. It also gives you the numbers to contact for more information.

Additional repairs

If everyone living in your home is aged over 65 and the property is managed by Hackney Homes, you may be able to get help with a number of repairs. These include

- gaining entry to your home if you have lost your keys
- carrying out minor repairs such as tightening loose handles, locks or catches on internal doors.

For more information, ring Hackney Homes Repairs Contact Centre on 020 8356 3691.

Password scheme

When reporting a repair, you can give a password of your choice that will be used when our Repairs staff visit your home. This will help give you peace of mind by protecting you from bogus callers and added confidence that the caller at your doorstep is from Hackney Homes.

For more information, ring Hackney Homes Repairs Contact Centre on 020 8356 3691.

Tenancy support

If you are finding it difficult to cope with your household responsibilities, you may be able to get extra help and support to maintain your tenancy and live independently. The Tenancy Support Service can help you with claiming benefits, managing your bills, settling you into your new home or sorting out problems with your neighbours.

For more information ring

- Family Mosaic Housing on **020 7241 7940** (for North East and North West Neighbourhoods)
- Single Homeless Project (SHP) on **020 8986 8517** (for Shoreditch, Homerton and Queensbridge and De Beauvoir Neighbourhoods)

Internal decorations

If everyone living in your home is aged over 65 and the property is managed by Hackney Homes, you may be able to get help with decorating up to three rooms in your home at no extra cost.

For more information, ring your local Neighbourhood Office. Contact details are at the end of this leaflet.

Adapting your home

If you are having difficulties accessing or moving around your home and require adaptations to your home, we may be able to assist. You may be able to have certain fittings put in such as a 'flashing light' doorbell, extra handrails, special taps or a



stair lift, or have adaptations made to your bathroom.

For more information, ring Hackney Council's Access Team on 0208 356 6262.

Re-housing for medical reasons

If your home is not suitable for you and cannot be made suitable through adaptations, you can apply for re-housing on medical grounds. Hackney Homes works in partnership with Hackney Council to ensure ground floor and accessible homes are allocated to residents who need this kind of home.

For more information, ring your local Neighbourhood Office. Contact details are at the end of this leaflet.

Care in your home

You may be able to get care and support in your home such as personal care washing and dressing or other practical daily tasks. The Home Care service will work with you to develop your confidence and possibly regain skills to increase your independence.

For more information, ring Hackney Council's Access Team on 0208 356 6262.

Sheltered housing

Sheltered housing is accommodation designed to meet the needs of older people. Sheltered housing schemes provide homes that enable people to keep their independence and benefit from communal

facilities and support from Sheltered Housing Officers. If you feel the need for some support to live independently, sheltered housing could suit you.

For more information, ring your local Neighbourhood Office. Contact details are at the end of this leaflet.

Community alarm service

If you don't feel safe in your home, for example, risk of falling, not being able to get to the phone or being taken ill, a community alarm can provide you with peace of mind 24 hours a day, 365 days a year. The Community Alarm Service works through an alarm unit connected to your telephone. At the touch of a button on the alarm unit or pendant, a call is put through to the alarm centre where staff will answer your call and send for assistance as appropriate.

For more information, ring Hanover in Hackney Housing Association on 020 8525 5001.

Coldline project

You may be able to get help with preventing problems that are likely to put you at risk from the cold, such as help with housing repairs like draught proofing and emergency heaters on loan. You may also be able to receive help with paying bills.

For more information, ring Age Concern and Help the Aged on 0800 9179 830.

Contact the Elderly

If you are interested in meeting other older people and you are aged 75 or older and live on your own, Contact the Elderly arrange for small groups of older people to meet together for afternoon tea. Volunteers will collect you and take you home.

For more information, ring on Contact the Elderly on 0800 716 543.

Action on Elder Abuse

If anyone you know is concerned about abuse on older people, Action on Elder Abuse runs a free phone helpline for anyone concerned about elder abuse.

For more information, ring Action on Elder Abuse on 0808 808 8141.

Age Concern and Help the Aged

If you want information on services for older people, Age Concern and Help the Aged can give you information on transport, leisure activities, lunch clubs, help with issues such as housing, finance and health and more.

For more information, ring Age Concern and Help the Aged on 0800 9179 830.

The Sharp End

If you would like to exercise but do not want to join a gym, contact The Sharp End who provide exercise, art, recreational classes and other social activities for people over 50.

For more information, ring The Sharp End on 020 7923 9031.

Neighbourhood Housing Office Contact Details

De Beauvoir & Queensbridge Neighbourhood Office on **020 8356 6600**

Homerton Neighbourhood Office on **020 8356 7800**

North East Neighbourhood Office on **020 8356 6500**

Shoreditch Neighbourhood Office on **020 8356 6715**

Stoke Newington Neighbourhood Office on **020 8356 6151**

You can also find out more from our website: www.hackneyhomes.org.uk



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

Bengali

এই নথিতে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন। এই খাতের নিচে আপনার নাম, ঠিকানা ও ফোন নম্বর দিন। এবং এটি নিয়ে ঠিকানায় ফেরত পাঠান।

Somali

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

French

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

Spanish

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

Kurdish

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Turkish

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

Polish

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

Vietnamese

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

Urdu

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

Chinese

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

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