

Press release

8 May 2008

Hackney Homes duo are recognised for going the extra mile for residents

Taking the time to say thank you and well done for a job well done is important. That is why Hackney Homes took the time to say well done to staff members who have made a real difference to the service that Hackney residents receive.

Nominated for a Staff Excellence award in the customer service category by their colleagues, the two winners, Paulette Weekes and Cathy Codrington day to day job involves doing what most of us try to get out of doing too often – moving home.

Responsible for coordinating various moves into new properties and temporary accommodation right across the borough, Paulette and Cathy have been exceptional in ensuring that residents needs are addressed prior to and after the move to the new properties and they are also known to get stuck in with moving boxes and loading up vans.

Paulette and Cathy have received numerous letters and thank you cards from residents; an extract from one of the letters is below:

“During the move, I was able to see for myself the care and assistance given by Paulette and Cathy and all conducted with great patience and good humour. It made what is normally a traumatic experience for anybody; let alone an elderly person leaving her home of 35 years, into an exciting adventure”

Rupert Tyson, Chair of the Hackney Homes Board and resident in Hackney for over 25 years commented on Paulette and Cathy: “They are an example of what excellent customer service is and their hard work has been duly recognised”.

Notes to Editors

- Hackney Homes is an Arms Length Management Organisation (ALMO) launched in April 2006 to manage the Council’s social housing stock. Hackney Homes is responsible for managing 22,000 tenanted properties and 8,000 leasehold properties in the borough.
- Hackney Homes has over 900 staff members who work in a range of roles including housing management, cleaning and grounds maintenance and repairs and maintenance.

Our mission is to deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.

- The Hackney Homes Staff Excellence Awards was launched in February 2008 and over sixty members of staff were nominated by colleagues in two categories: Excellence in Customer Services and Excellence in Performance.
- There were three other winners in the Hackney Homes Staff Excellence Awards. They were:

Excellence in Performance

The Excellence in Performance category looks at how the individual or team has improved performance, shown new and better ways of doing things and improved value for money.

Individual Winner

Sally Raphael

Team Winner

Estate Cleaning and Grounds Maintenance

Excellence in Customer Services

The Excellence in Customer Services category looks at how the individual or teams have contributed to excellent customer service and what has been this result of this for our residents.

Individual Winner

Paul Norey

Team Winner

Decant Team (Paulette Weekes and Catherine Codrington)

Ends

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