

## Press release

### Settling disputes the easier way

24<sup>th</sup> August 2009

Hackney Homes is encouraging leaseholders to take advantage of the help on offer from the Disputes Resolution service. This service allows both the leaseholder and landlord to discuss the legality and reasonableness of service charges and major works.

How does it work? An independent panel comprising of a resident leaseholder, an independent leasehold specialist, and a Hackney Homes complaints officer will review the disputed case once it has been submitted by the leaseholder. The outcome will be communicated to the leaseholder within a set timeframe.

Judith Morrison, Head of Leasehold and Right to Buy for Hackney Homes said: "Hackney Homes strives to ensure that the charges for works carried out are transparent. That is why we want to encourage leaseholders who have a dispute about charges to use this service to highlight concerns that they would like addressed".

A detailed information leaflet with full details of how the disputes resolution service works and associated costs can be requested from the Leasehold and Right to Buy Services office at 298 Mare Street, Hackney, E8 1HE.

In addition, the Hackney Homes website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) has a wealth of information about this service and leaseholders are able to download the relevant guidance notes and application forms.

**Ends**

**Press queries to Olaide Oyekanmi on 0208 356 3522, 0777 256 5514 or email [olaide.oyekanmi@hackneyhomes.org.uk](mailto:olaide.oyekanmi@hackneyhomes.org.uk)**