

Press release

Hackney Homes makes it easier to get repairs at home fixed

1st September 2009

With such busy lives, it is important that reporting a repair in your home should not be an ordeal. That is why Hackney Homes has made it much easier for residents to report a repair that needs to be fixed.

Residents can report via the phone by calling the 24hour Contact centre on 020 8356 3691. Trained customer service staff will talk residents through the problem, provide them with a reference number for the request and offer a wide range of appointment slots from Monday to Saturday with the first appointment at 8am.

A number of other options are also available including reporting the repair via the Hackney Homes website www.hackneyhomes.org.uk or by sending an email directly to the team at repairsrcc@hackneyhomes.org.uk.

The option to report a repair face to face is also available via the dedicated repairs surgeries which take place across many estates in Hackney. Located in community centres on estates, residents can sit down with a repairs officer to discuss the problem in their home and they will be provided with an appointment on the spot for this to be fixed.

Gary Penticost, Director of Property Services at Hackney Homes said: Our residents tell us that they want to report repairs via a number of convenient methods. That is why we provide phone, email, website and face to face on estates. The feedback from residents has been positive”.

For more information, check the website www.hackneyhomes.org.uk.

Ends

Press queries to Olaide Oyekanmi on 0208 356 3522, 0777 256 5514 or email olaide.oyekanmi@hackneyhomes.org.uk

Notes to Editors

- Hackney Homes manages council housing, collects rents, repairs and maintains some 24,000 council homes in the borough.