

## Press release

15 March 2007

### **Don't just walk past it, catch it on camera**

Hackney Homes make it easy for residents to report rubbish dumping, graffiti and communal repairs on their estate. That is why the Caught on Camera scheme which allows residents to use their camera phone to take a picture and send this to the repairs team has been so popular.

By using readily available camera phone technology, residents can take a picture of the problem and send this plus a text stating the name of the estate and what the problem is to the repairs textline on 0773 854 4872.

Hackney Homes are able to see the problem and take action to deal with it quickly. An acknowledgement message is sent to the resident and they can monitor the work being done on the Hackney Homes website at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

One resident who used Caught on Camera to report graffiti on the stairwells in her block said "It is so quick and easy to use and the problem is dealt with immediately".

Throughout March and April, all residents who send a picture message via the textline will be entered into a draw to win a state of the art camera phone and other fantastic prizes.

Ends

**Press queries to Olaide Oyekanmi on 0208 356 3522, 07777 2565514 or email [Olaide.oyekanmi@hackneyhomes.org.uk](mailto:Olaide.oyekanmi@hackneyhomes.org.uk)**

Notes to editors

Residents can send their pictures to the Hackney Homes Contact Centre on **0773 854 4872** including the name of their estate and a KEY WORD to make sure it reaches the right person.

- Use the key word REPAIR to report a communal repair on an estate
- Use the key word GRAFFITI to report graffiti in an estate
- Use the key word RUBBISH to report rubbish dumping on an estate

Residents can also report repairs by calling the Hackney Homes Contact centre on 020 8356 3691, online via the Hackney Homes website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk) or by sending an email to [Repairsrcc@hackneyhomes.org.uk](mailto:Repairsrcc@hackneyhomes.org.uk)