

Press release

16 March 2007

Merhaba (Hello) to our Turkish tenants and homeowners in Hackney

Serving over 30,000 tenants and homeowners (including London's biggest Turkish speaking community), Hackney Homes is recording high levels of customer satisfaction with the services provided.

Each month, Hackney Homes News is posted to residents. It is now available in Turkish. We have been posting this to our Turkish residents for the past two months.

A number of residents have responded acknowledging that this is helpful in allowing them greater access to information about their home and their environment.

This newsletter is also available to download via the Hackney Homes website (www.hackneyhomes.org.uk) and can be picked up at Turkish community centres within the borough including the Halkevi Community Centre at 92-100 Stoke Newington Rd, N16, the London Alevi Cultural Centre and Cem-evi at 89 Ridley Rd, E8 and the Anatolian People's Cultural Centre at 89-91 Stoke Newington Rd, N16.

Ends

Press queries to Olaide Oyekanmi on 0208 356 3522, 0777 2565514 or email olaide.oyekanmi@hackneyhomes.org.uk

Notes for Editors

- Hackney Homes has recently recorded high levels of resident satisfaction with 59% of residents **extremely pleased** with the services being provided. Satisfaction levels amongst Black and Minority Ethnic tenants, which were lower in previous surveys, have increased significantly matching those of non-BME tenants.
- Tenants expressed an encouraging response towards Hackney Homes' communication and information initiatives with 70% of respondents feeling they have been kept well-informed and up to date with the latest news around Hackney.
- Hackney Homes uses the services of Language Line, the biggest supplier of translation and interpreting services in the UK. The 3 way call facility provided to Hackney Homes allows staff to call an interpreter anytime for over 150 languages and have them on the line in less than a minute.