

1. Introduction and welcome to Hackney Homes



CUSTOMER SERVICE EXCELLENCE





Introduction and welcome to Hackney Homes

INTRODUCTION

Hackney Homes has produced this Handbook as a guide to our Leaseholders and Freeholders, who pay service charges, for the services provided by Hackney Homes. This handbook is provided to all homeowners whether you purchased your home under the Right-to-Buy Scheme or on the open market.

Our aim is to give you general information about your rights and responsibilities; to explain why the terms of your lease or deed of transfer of part are important; and to inform you of services you can expect from Hackney Homes.

You will find a summary of the broad legal terms which you entered into with the Council when you purchased your property. This guide does not replace any of the terms contained within your deed, either a 'lease' or a 'transfer of part' or any other legal agreements which may relate to your property (including a mortgage deed).

This handbook includes information about your legal rights and also what you must maintain; what services are provided by Hackney Homes in relation to your building or estate; why we send bills for repairs and services; explanations of how we calculate service charges or major works, how to get involved and give your observations to improve our services; selling your home; making alterations to your home; how to get independent advice and our complaints procedure. Each section describes your

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role as a home owner and Hackney Homes as managing agent of the Council's housing stock.

If you have recently purchased your home, please read this carefully as many of your questions may be answered.

Please do not rely solely on this handbook if you have any difficulty or concern about your Lease/ Transfer of Part. You may contact us for advice, and we will assist you where possible.

We have provided contact details for the Leasehold and Freehold team in each booklet as well as a separate booklet with numerous useful contacts. If you are unsure about your rights or responsibilities, you should take independent legal advice from a solicitor, law centre or the Citizens Advisory Bureau.

If you need advice, or wish to find out who provides other services, we have a dedicated Customer Services Team for home owners who pay service charges and major works. Please contact us on 020 8356 2100 and we will assist you.

Hackney Homes working in partnership

Hackney Homes manages the estates, properties and services across the Council's housing stock. We work closely with the London Borough of Hackney to deliver a quality service to residents, leaseholders



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and freeholders. We also work closely with other partners and agencies that provide services to our residents.

This includes Tenant Management Organisations and Housing Management Partners, who provide direct services from estate offices across five neighbourhood areas. Part of our continuing improvement includes achieving a decent homes standard for which we have engaged five constructors, who work in partnership with the Council.

Hackney Homes Mission

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.

Equality and Diversity Policy

The London borough of Hackney is one of the most socially and culturally diverse in the country. Diversity brings with it both challenges and great strengths and Hackney Homes believes that through listening to and involving Hackney's residents, it will realise its vision of reducing inequality and social exclusion.

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Two key Equality Standards focus on the following areas:

- Consultation and Community Development and Scrutiny
- Service Delivery and Customer Care

These will be achieved through forming key partnerships; consulting and working with our customers, partner agencies, residents, services users and visitors to the area. We will strive to improve services and increase opportunities for all, raising the life chances of the most disadvantaged within the community.

Hackney Homes has produced a customer service charter, service standards and customer service commitments. These can be found at the back of this pack.

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Contact Us

Leasehold & Right To Buy Services

Below are the Sections that make up the Leasehold & Right to Buy Services. You can contact us between 9am - 5pm Monday to Friday. We also open from 9.00am - 7.30pm on the second and last Wednesday of every month.

All our teams are located at:

Leasehold & Right to Buy Services
1st Floor, 298 Mare Street
London
E8 1HE

Customer Services (General enquiries)

- Sellers Pack
- Subletting

Phone: 020 8356 2100

Email: leaseholders@hackneyhomes.org.uk or freeholders@hackneyhomes.org.uk

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Right to Buy

- Applications
- Offers

Phone: 020 8356 2010/2232

Email: RTB@hackneyhomes.org.uk

Service Charge Accounts

- Preparation/Billing of Estimates
- Preparation/Billing of Actuals

Phone: 020 8356 2099

Email: Service.charges@hackneyhomes.org.uk

Service Charge & Major Works Recovery

- Payments and Arrears

Phone: 020 8356 2299

Email: major.works@hackneyhomes.org.uk and Service.charges@hackneyhomes.org.uk

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Major Works

- Estimates and Invoicing
Phone: 020 8356 2400
Email: major.works@hackneyhomes.org.uk

The contents of this Handbook are believed to be accurate at the date of publication (November 2006).





