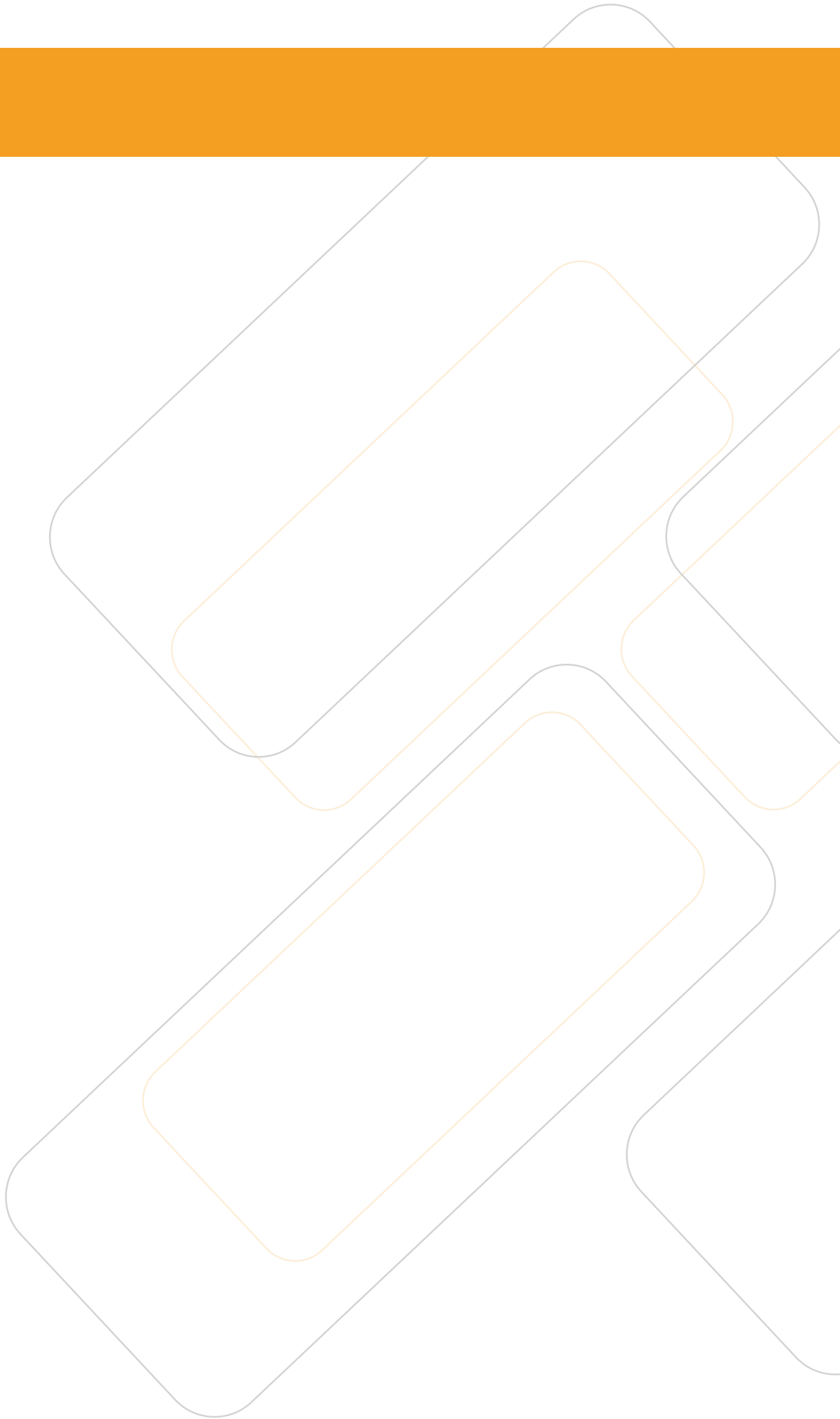


8. Your Neighbourhood and Estate





Your Neighbourhood and Estate

Estate Cleaning & Ground Maintenance Services

Hackney Homes is committed to providing high quality service to our customers through our various contractors who carry out estate cleaning and grounds maintenance services.

Estate cleaning contractors are required to keep estates to an acceptable, clean standard on a daily, weekly and cyclical basis. The frequency of tasks undertaken is listed below, but these can vary on occasions according to the needs and in consultation with customers.

We must on a daily basis:

- Sweep, pick up litter, spot or fully mop communal parts of each block including entrances and lifts.
- Sweep courtyards, paths and roads, as well as removing litter from lawns and planted areas
- Rotate refuse containers and sweep out chambers
- Check for and remove dangerous items that are immediate health or safety hazard
- Check chutes and hoppers and unblock when necessary
- Checking of light bulbs will be undertaken as part of the regularly daily routine. Where practical broken bulbs will be replaced by the estate cleaner, where this is not possible, the fault will be reported to the Repairs Service.

We must on a weekly basis:

- Sweep, litter pick, spot mop or fully mop stairs and landings as required
- Remove graffiti from areas where it is possible to do so within 4 working days or within one working day for graffiti of a racist or sexual nature
- Wash out refuse chambers
- Clean glass and windows in communal areas

We will also:

- Keep lawns and flowerbeds clear and safe by removing litter and dangerous waste each day
- Cut grass during summer months and remove weeds
- Keep plants in good health by pruning and mulching
- Prevent damage to lawns by removing any build up of leaves in autumn

Note: These are not applicable to individual's gardens.

Your Neighbourhood and Estate

You can help by:

- Not parking where the access to rubbish chutes and containers would be blocked
- Not leaving bags of rubbish on landings or outside bin chambers
- Not blocking chutes with too big or badly packed bags of rubbish
- Not dumping large items such as furniture, cookers or fridges. These can be collected, free of charge by contacting Hackney Wasteline (for bulky waste) on 020 8356 6688

If you feel that ground maintenance work is not being provided as it should, please contact your Estate Manager at your local Housing Neighbourhood Office who will ensure that it is put right. Your estate manager will then advise you of the action they have taken.

Good Neighbours

Hackney Homes is aware that it is important for you to enjoy where you live. Getting on with your neighbours will help.

We cannot list all the things that can affect one another but some are listed below. We all need to think “Will what I am doing spoil things for my neighbours.”

Ways in which you can help

- Not being noisy
- Not dropping litter or rubbish
- Keeping to parking restrictions
- Not allowing your overflow pipes, from your internal plumbing (for which you are responsible), to drip continuously

You should also remember that you are responsible for the behaviour of other people who live with you or visitors to your home.

Not being noisy

Your neighbours should not be able to hear your television, radio or audio system. Close windows when there is a noise coming from your home.

Children can play and enjoy themselves without screaming or shouting. Make sure children you are responsible for are not making a nuisance of themselves to other residents. Encourage them to play in play areas and do not allow them to play ball games against a neighbour’s wall.

You should try to use noisy equipment such as a vacuum cleaner or washing machine in the daytime and not when young children or the elderly go to bed.

Your Neighbourhood and Estate

Do not use a refuse chute, if you have one, after early evening.

If you are carrying out home improvements this must be done during the daytime. It is also a good idea to tell your neighbours if equipment like electric drills are going to be used and for how long.

Keeping it clean

Please make sure that you, your family or visitors do not drop litter, or throw rubbish from windows and balconies. You should remember that part of your annual service charge relates to cleaning. Therefore, the more cleaning Hackney Homes has to do the greater the cost to you.

Please make sure that any pets you have are not a nuisance. Please make sure that your dog does not foul lifts, paths, play areas or grassed and planted areas.

Keep to parking restrictions

Freeholders: This section applies to you if your property is on an estate.

Please make sure you abide by any parking restrictions on your estate. Your Neighbourhood Housing Office will provide you with information if you are not sure.
(Contact details are given at the back of this section glossary section).

Remember, an illegally parked vehicle could stop the fire, ambulance or police services from reaching an emergency and Hackney Homes will clamp vehicles parked illegally.

If your Estate has a parking scheme and you wish to apply for a space, then you should contact your Neighbourhood Housing Office. **Please note that if your service charge account is in arrears you will not be eligible for a parking space.**

Nuisance & harassment

Everyone has the right to enjoy their home and environment peacefully. Anti-social behaviour and nuisance prevents you from doing this. If nuisance is serious and deliberate it may amount to harassment. Hackney Homes does not tolerate harassment in any form.

Your Neighbourhood and Estate

What does the term anti-social behaviour mean?

This behaviour covers any kind of nuisance, unreasonable disturbance or harassment. Below are some examples of anti-social behaviour:

- Verbal abuse, threats, violence or other unpleasant acts
- Making unreasonable noise that intrudes on other people's lives
- Harassment because of gender, ethnic background, religion, sexual orientation or any other intimidation
- Unreasonable interference with a person's rights to enjoyment in their neighbourhood

If you are affected by someone causing you nuisance or disturbance or you are being harassed in any way please report this to your Neighbourhood Housing Office. The action they will take will depend on what is actually happening. The sort of action that could be considered includes:

Making the person causing the problem aware that their behaviour is not acceptable by either writing to them or interviewing them

An Officer from the Neighbourhood Housing Office will investigate the allegation and if the situation is very serious they will refer the case to the Anti-Social Behaviour Order (ASBO) Team at our Homerton Office for intensive investigation which could lead to legal action being taken against the culprit.

If you are the victim of any form of harassment you should report this to the Police and the Neighbourhood Housing Office.

Your Neighbourhood and Estate

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

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

Major Works

- Estimates and Invoicing

Phone: 020 8356 2400

Email: major.works@hackneyhomes.org.uk

Your Neighbourhood and Estate

Your neighbourhood office

Hackney Homes has 5 Neighbourhood offices. It is the responsibility of the Neighbourhood Offices to ensure Leaseholders and Freeholders observe their obligations and enforce the terms of the lease/transfer of part. This includes obtaining landlord's consent for alterations/improvements.

The Neighbourhood offices responsibilities include:

- Estate inspections
 - Communal area and estate monitoring
 - Provide advice to Leaseholders about alterations to their properties
 - Deal with harassment and neighbourhood disputes
 - Ensure that properties are used for residential and not commercial purposes
 - Deal with nuisance and anti-social behaviour across estate
-
- **North East Neighbourhood Office (Stamford Hill)**
Clock House
149 Stamford Hill
London N16 5LG
General queries: 020 8356 6500 (Mon-Fri 9am – 5pm)
Repairs: 020 8356 3691 (Mon-Fri 8am to 7pm, Sat 9am to 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week.)
-
- **North West Neighbourhood Office (Stoke Newington)**
Stoke Newington Municipal Offices
Stoke Newington Church Street
London N16 0JR
General queries: 020 8356 6100 (Mon-Fri 9am-5pm)
Repairs: 020 8356 3691 (Mon-Fri 8am to 7pm, Sat 9am to 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week.)
-
- **Homerton Neighbourhood Office**
92 Well Street
London E9 7JA
General queries: 020 8356 7800 (Mon-Fri 9am-5pm)
Repairs: 020 8356 3691 (Mon-Fri 8am to 7pm, Sat 9am to 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week.)

Your Neighbourhood and Estate

- **De Beauvoir & Queensbridge Neighbourhood Office**

31 De Beauvoir Road

London N1 5SJ

General queries: 020 8356 6600 (Mon-Fri 9am-5pm)

Repairs: 020 8356 3691 (Mon-Fri 8am to 7pm, Sat 9am to 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week.)

- **Shoreditch Neighbourhood Office**

1 Cropley Street

London N1 7PT

General queries: 020 8356 6705 (Mon, Tues, Wed, Fri 9am-5pm, Thurs 8.30am-7.30pm)

Repairs: 020 8356 3691 (Mon-Fri 8am to 7pm, Sat 9am to 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week.)

