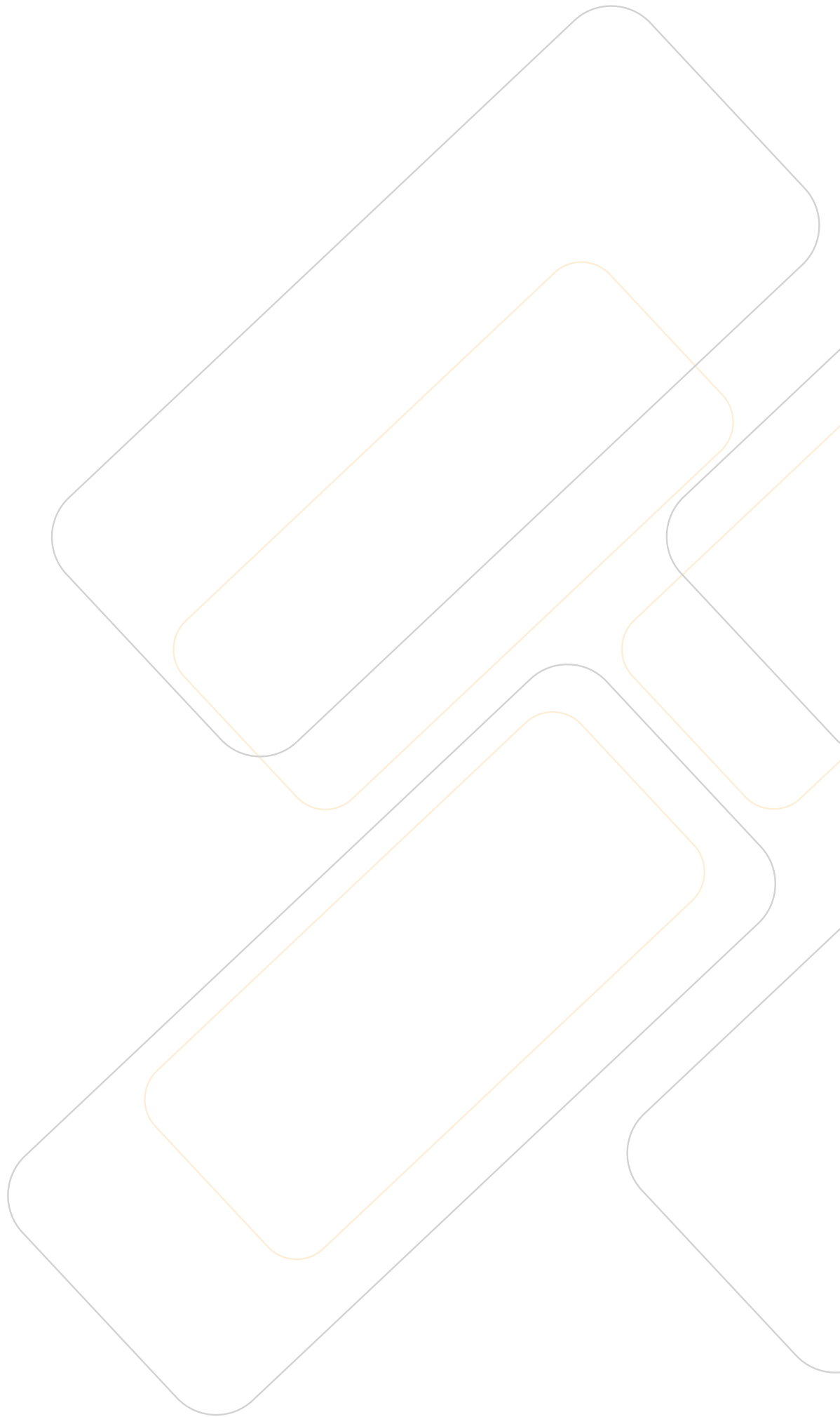


10. Contact Us



In partnership with  Hackney Council

CUSTOMER SERVICE EXCELLENCE



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

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

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.)
 - **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.)

Some Leaseholders and Freeholders will also deal with our Tenancy Management Offices (TMO) if their property is situated within a TMO area.

These offices are as follows:

Tenant management offices (TMO)

- **Arden TMO**

Enquiries and repairs day time 020 7739 7075 (Mon-Fri 9am-5pm)

Out of hours emergencies 020 8356 2300

- **Clapton Park TMO**

Enquiries and repairs day time 020 8356 6300 (Mon-Fri 9am-5pm)

Out of hours emergencies 0800 199 113

- **Cranston TMO**

Enquiries and repairs day time 020 7684 6873 (Mon, Wed, Thurs, Fri 8.30am-5pm)

Out of hours emergencies 0800 328 1955 (Tues 12pm-7pm)

- **Lordship South TMO**

Enquiries and repairs day time 020 8211 8363 (Mon-Fri 9am-5pm)

Out of hours emergencies 020 8356 2300

- **Suffolk Estate TMO**

Enquiries and repairs day time 020 7923 3794 (Mon, Tues, Thurs, Fri, 9.30am-12.30pm, 2-4pm)

Out of hours emergencies 020 8356 2300 (Wed 2pm-4pm)

- **Tower TMO**

Enquiries and repairs day time 020 7254 8314 (Mon-Fri 10am-12pm, 2-4pm)

Out of hours emergencies 020 8356 2300

- **Wick Village TMO**

Enquiries and repairs day time 020 8533 4311 (Mon, Tues, Thurs 9-1, 2-4.45)

Out of hours emergencies 020 8523 2211 (Wed 1-5pm, Fri 1.30-5pm)

- **Wayman Court TMO**

Enquiries and repairs day time 020 7254 9309 (Mon, Wed, Fri 1.30pm-4.30pm)

Out of hours emergencies 020 8356 2300 (Tues 9am-12pm, Thurs 9am-4pm)

- **Wyke Estate TMO**

Enquiries and repairs day time 020 8533 6077 (Mon-Fri 9am-5pm)

Out of hours emergencies 020 8356 2300

If you have any queries you can phone the Hackney Homes TMO Officer on 020 8356 2131.

Hackney Homes Repairs

Hackney Homes Repairs is the main point of contact for maintenance and repairs for Hackney Homes properties whether you are tenant or leaseholder. They deal with:

- Repair requests
- Ground Maintenance
- Estate Cleaning
- Gas servicing appointments
- Pest Control Issues

The Hackney Homes Repairs team are the experts who are fully trained in customer service and can answer queries on repairs and maintenance. They will take your name, address, telephone number and a description of your repair. They will make an order to the appropriate trade and provide you with a job number for communal repairs.

The Team will advise you on whether the repairs you are reporting should be carried out by yourself or by Hackney Homes.

They will call you back after the repairs have been completed to find out how satisfied you are with the quality of the work carried out.

Hackney Homes Repairs also takes queries or requests for estate cleaning, pest control, ground maintenance and gas servicing appointments.

You can contact the Team on 020 8356 3691 and the Centre is open Monday to Friday between 8am to 7pm and on Saturdays from 9am – 1pm. You can also report emergency repairs using the above number 24 hours a day 7 days a week. Their email address is Repairs.RCC@hackneyhomes.org.uk

Hackney Homes Complaints Team

Ph: 020 8356 5022

Fax: 020 8356 5091

Email: housing.complaints@hackneyhomes.org.uk

Housing Complaints Team
136-142 Lower Clapton Road
London E5 0QD

Local Libraries

- | | |
|---------------------------|--------------------|
| • Clapton Library | 020 8356 1620 |
| • Hackney Central Library | 020 8356 2542/2539 |
| • Homerton Library | 020 8356 1690 |
| • Stamford Hill Library | 020 8356 1700 |
| • Stoke Newington Library | 020 8356 5231 |

Other useful numbers

- Abandoned vehicles 020 8356 4504
- Anti-Social Behaviour helpline 020 8356 3030
- Buildings Insurance 020 8356 2647
- Cashiers (Stoke NMO) 020 8356 5119
- Cashiers (Town Hall) 020 8356 3366
- Council Tax 020 8356 3154
- Drains on public roads 020 8356 8171
- Electoral Registration 020 8356 3234
- Environmental Services 020 8985 5930 (Pest Control)
- Family Housing Association 020 8881 7600 (Letting back to Council)
- Hackney Service Centre 020 8356 3000 (Making payments)
- Hackney Wasteline (for bulky waste) 020 8356 6688
- Housing Benefits 020 8356 3399
- Missed bin collections 020 8356 6688
- Parking Queries 020 8356 8877
- Re-usable nappies 020 8356 4946
- Social Security Office 020 8533 8600 (Hackney)
- Street light 020 8356 8145
- Thames Water 0845 9200800 (Customer Centre)

