



Homes for
Islington

improving housing through partnership

Issue20

Spring 2009

news

Everyone needs good neighbours

ভালো প্ৰতিবেশী সকলে দরকার
Όλοι μας χρειαζόμαστε καλούς γείτονες
Todos precisamos de bons vizinhos
Qof walba waxa uu u baahan yahay jaar wacan
Todo el mundo necesita buenos vecinos
Herkesin iyi komşulara ihtiyacı vardır



Five Star Health & Safety
Management System Audit
Awarded 2008



INVESTOR IN PEOPLE



GREATER LONDON AUTHORITY

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■ New sponsorship helps more budding football heroes

Islington Borough FC officially unveiled their new kit for this season thanks to support from Homes for Islington.

Islington Borough FC has been offering boys over 16 the chance to play for their borough since the club was set up two years ago to give those who had been involved in Access to Sports and Islington Football Development Partnership youth football projects a step into adult football.

The first team were swiftly promoted to the Premier Division of the Islington Midweek League and this season, the club launched a reserve side which will follow in the A team's footsteps. That extra section has been aided by the sponsorship of HFI and will allow even more players to take part in.

For more information about the club please call 020 7686 8812.



Jessie White with the team in their new kits

■ Groundwork transforming play in Islington

Residents can expect to see big changes on the Andover Estate

Residents can expect to see big changes on the Andover Estate over the coming months. HFI have joined forces with environmental charity Groundwork, the Andover Estate Tenants and Residents Association, Islington Council's Positive Activities Team and other local partners to deliver an exciting new play area.

The new play area will be one of 7 sites across Islington to incorporate elements of Natural Play which aims to use more natural materials, for example boulders, and less fixed play equipment, creating imaginative and stimulating play spaces for children and young people.

Groundwork consulted local residents through a range of consultation methods to agree plans for the redevelopment of the play area and to seek feedback on designs.

Work will start on site in early February and the project will be completed by the end of March.

Funding for the project is being provided by HFI, the BIG Lottery and the Playbuilder programme, through the Department for Children, Schools and Families (DCSF).

For more information, contact Wendy Baverstock, Groundwork on 020 7239 1283.



■ Combating antisocial behaviour

How we're working with you to tackle ASB

■ Y Team Delivering programmes to young people

Homes for Islington are working in partnership with Children's Services to provide assistance and challenging activities to young people on our estates.

The Y Team is made up of trained youth workers and a counsellor, who offer advice on a whole range of issues in an informal setting, including: drugs awareness, sexual health, CV production, job searches, access to training and health & fitness. Youth Workers also offer support to young people if attending interviews, Youth Court and College.

The Y Team work with young people and local agencies to identify and respond to the needs of individuals and groups of young people by delivering activities which are educational and fun.

For the period Oct - Dec the team have successfully managed to engage and work with over 200 young people across Islington and have undertaken several events in areas such as Caledonian Road, Highbury, Junction and Hillrise.

For further information and updates on their current programme of activities contact 020 7527 5695 or email martin.wyborn@islington.gov.uk

Eviction of tenant for antisocial behaviour

HFI have evicted a tenant, Gregory Meli, of Allerton Walk, on the Andover estate.

The eviction came following a successful crack house closure order obtained by the Police. The tenant had also breached a Suspended Possession Order (SPO) against him for non-payment of rent and previous antisocial behaviour.

Eviction of tenant for illegal subletting

HFI have evicted a tenant, Stanley Dickson, of Tiber Gardens, off Caledonian Road.

Following reports of subletting and drug offences HFI installed covert cameras at the entrance to the front door of the property, as well as the entrance to the block. The filming showed that drugs were being dealt at this property.

The judge ordered that Mr Dickson be evicted and pay HFI's legal costs. Mr Dickson was refused the right of appeal.

Nightmare tenant evicted for antisocial behaviour

Joanne Maher of Amwell Street, was evicted from her flat in January 2009 for antisocial behaviour. HFI received complaints of noise nuisance and ASB from several residents.

The incidents included excessive noise from late night visitors, blocking communal entrances and littering the area.

This antisocial behaviour had a considerable impact on the neighbouring residents, resulting in concerns for their safety and security. HFI received invaluable assistance from local residents to ensure we could get a successful result in court.



Out of Hours ASB Team

Reassuring presence on HFI Estates

If you are being affected by ASB where you live then maybe the OOH ASB team can help:

Hotline Number 020 7527 7272
Sunday - Thursday 4pm - Midnight
Friday and Saturday 5pm - 1am

As you can see from the statistics below the service are able to attend a high level of calls within the teams working hours and will pass on all information received and actions taken by the team to your local Area Housing Office.

Hotline calls received during OOH working hours

April to November
Received 1387 Attended 1316 Attended 95%



Contact us

Central Street Area Housing Office
Central Street Area Housing Office
85 Central Street, London EC1V 8DT
Tel: 020 7527 6250
Fax: 020 7527 6207
e-mail: csha@homesforislington.org.uk
Minicom: 020 7527 6202

Holland Walk Area Housing Office
85 – 88 Holland Walk, London N19 3XS
Tel: 020 7527 7480
Fax: 020 7527 7407
e-mail: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

Lyon Street Area Housing Office
1 Lyon Street, London N1 1DQ
Tel: 020 7527 6880
Fax: 020 7527 6814
e-mail: lyon.street@homesforislington.org.uk
Minicom: 020 7527 6830

Upper Street Area Housing Office
Northway House, 257 Upper Street
London N1 1RU
Tel: 020 7527 5300
Fax: 020 7527 5301
e-mail: upperstreet.aho@homesforislington.org.uk
Minicom: 020 7527 5301

Home Ownership
50 Isledon Road, London N7 7LP
Tel: 020 7527 7715/7720
e-mail: homeownership@homesforislington.org.uk

Board Update

Ursula Woolley replacing John Gilbert on HFI Board

At its meeting on 15 December, HFI Board welcomed Councillor Ursula Woolley as the successor of John Gilbert, who recently resigned as a Board Director after two and a half years of service. Councillor Woolley is the Executive Member for Health and Adult Social Care.

Islington Housing Strategy 2009 – 2014

Safe as houses

Last year we asked residents what housing challenges they thought Islington faced. We wanted to know what you felt was important and how we could make changes.

The feedback has been used to help shape Islington's Housing Strategy 2009-2014, which sets out future housing plans for Islington.

In July 2008 an independent housing commission was set up, made up of housing professionals, local residents, tenant representatives, political party nominees and council officers. The commission has been guiding development of the new housing strategy and will present its findings to the council.

The strategy proposes five objectives: to deliver more homes, build better quality homes and neighbourhoods, provide better managed homes and services, and promote better engagement. The strategy also aims to make housing a solid foundation for improving lives and creating opportunities.

To view the strategy and the consultation report visit www.islington.gov.uk/housing. If you have any queries, please contact Hitesh Tailor on 020 7527 4438.

Repairs Contract Announcement

The current repairs contract with Kier Islington comes to an end in October 2010 and we are now starting the process of procuring a new contract.

HFI have employed the Housing Quality Network to work with a panel of residents, to look at the contract as a way of improving the service.

If you would like information on the repairs service contract procurement process please contact thomas.gillham@homesforislington.org.uk

Housing Investigations Successes

Busy protecting the public purse

As usual, the HFI Housing Investigation Team has been busy protecting the public purse and has been combating fraud with a vengeance. This year we have seen an increase in cases that we take to court being defended, however I am pleased to report that our success rate in court is still very high and we continue to recover properties that are desperately needed by the authority for those families that are genuinely in housing need. We aim to send out the message that Islington will take action where Housing Fraud has been identified.

Having worked through several housing fraud cases this year and achieved some very positive results, it is very hard to choose which cases to report on, however here is a very small sample of the results:

Tenancy audit success

Following a tenancy audit exercise it became clear that the tenant's sister was in occupation and not the tenant. Further enquiries revealed that the tenant actually had two live tenancies running for over two years. The tenant and his

Council homes are there for those who need them...

Help us tackle housing fraud

Do you know a council home which has been empty for a long time?

Do your neighbours change frequently?

Do you know a council home which is being sublet?

Homes for Islington's housing investigations team investigates council tenancy fraud including tenants not living in their property; tenants subletting the whole of their property; properties obtained by deception; and fraudulent applications for housing, right to buy, assignments, succession or mutual exchanges.

family had been transferred to a Peabody Trust property on grounds of overcrowding but he had not surrendered the HFI tenancy and instead sublet it to his sister. After a degree of pressure from the Investigations Office the tenant finally surrendered the tenancy he held with HFI.

Fraudulent housing application prevented

A homeless application was received which aroused suspicions as the applicant was unable to provide proof of identification for all the children on the application. The case was referred to the Investigations Team. The investigating officer discovered that the applicant had two identities and already had a tenancy in Islington under another name. During the course of the investigations a number of agencies were contacted. The officer investigating the homeless application won her case and obtained a prosecution against the applicant. The homeless application was stopped from proceeding. On top of this the Investigations Team was able to recover the HFI tenancy which had been obtained by providing false information.

Flood reveals housing fraud

Following complaints from a leaseholder after one flood too many from the flat above it emerged that our tenant was no longer in occupation and that the property was let to a single woman who had been the cause of the flood. Enquiries revealed that our tenant was living in the Bounds Green area where he rented a property and was in receipt of Housing Benefit. The tenant accepted that he had parted with possession and the property was recovered.

To contact Homes for Islington's housing investigations team:
call our telephone hotline 24 hours a day on 020 7527 7432.

You can also email us on
housing.investigationsreportingline@homesforislington.org.uk
or report housing fraud online at
www.homesforislington.org.uk.

Please provide as much information as possible. All reports are treated in the strictest confidence and we will not tell anyone where we got our information if you would prefer to remain anonymous.



Changes to the Compensation for Missed Appointments Scheme

Keeping pre-arranged appointments

We think that keeping a pre-arranged appointment is important, so if one of our repairs contractors misses an appointment you will be given £15 as compensation.

We have made some minor changes to the way the compensation is paid. If you do not have rent arrears, or any other form of debt owing to HFI, you will receive the £15 compensation as Love2Shop vouchers. However, if you do have rent arrears, or other debt owing to HFI, we are unable to pay you the compensation in vouchers. Instead the £15 is paid directly to the account which has the debt.

The missed appointments scheme now extends to residents as well as our contractors. This means that if a resident misses an appointment with an HFI Contractor, HFI may charge the resident £15. This is because HFI still have to pay the contractor's call-out fee if a resident misses an appointment, which takes money away from the repairs budget. By charging residents for missing appointments we can help to provide a fairer service to all of our residents. Residents are reminded of this charge when they make an appointment with HFI Direct.

Controlled drinking zone around the Emirates Stadium

Have your say on proposals to curb street drinking

Islington Council is consulting with residents living around the Emirates Stadium on proposals to introduce restrictions on street drinking on Arsenal match and event days. Since the new stadium opened, its increased capacity and larger catchment area of premises offering food and drink has resulted in a rise in the number of people drinking on the streets and causing alcohol-related anti-social behaviour (ASB).

The council's licensing team and the police have been monitoring the situation, working with local licensees, many of whom are committed to tackling the issue. However problems still persist and there has been an increase in the number of supporters buying drinks from off-licences and drinking in the street. Introducing a Controlled Drinking Zone wouldn't mean that drinking on the street is banned, however it would mean that the police can take action where drinkers are causing a nuisance.

If you would like to comment on the proposals, please contact licensing@islington.gov.uk by 31 March 2009 or visit the council's website www.islington.gov.uk/consultation



Cook & Taste' on the Andover

Promoting healthy eating

HFI residents on the Andover estate were recently given an opportunity to participate in 'cook & taste' sessions, which demonstrated just how quick, easy and enjoyable it is to cook healthy food.

The participants were mostly mothers whose children were attending the Bright Start crèche next to Andover Community Centre. The community centre kitchen provided a base to meet each Wednesday afternoon over a four-week period from November to December, to cook a meal together under the expert tuition of staff from the nearby Manor Gardens project.

Participant's also learned more about food hygiene tips, digestion, budgeting, cooking with children and cutting down on salt, fats and sugar. Vegetable stir-fry, home made pizza and beef burgers, lentil burgers, roasted vegetables and healthy apricot flapjacks were amongst the treats that were prepared and shared.

The sessions were funded jointly by the Finsbury Park Neighbourhood Management programme and Manor Gardens project. Homes for Islington is the lead agency in the Finsbury Park Neighbourhood Management programme which is looking to tackle issues around community safety, local environment, education and employment as well as promoting healthy eating and lifestyles in the Finsbury Park area.

If you live on the Tollington Estates and would like to know more about Finsbury Park neighbourhood management programme, you can contact Lee Farrow on 020 7527 8455 or at lee.farrow@homesforislington.org.uk

Community Centres 'Thank You'

Keep up the good work

An event was held in December at the Westbourne Estate Community Centre as a means of saying 'thank you' to all of our community centre management committees for all the hard work they do to keep them functioning. It really is greatly appreciated. HFI Chief Executive, Eamon Mcgoldrick, vice-chair, Jessie White, and the Mayor of Islington, Cllr Stefan Kasprzyk, joined us for lunch to share their thanks.

There are more than 50 community centres managed by Homes for Islington and spread throughout the borough. They are run by local volunteers and provide a very important community resource hosting community events, playgroups, various health and fitness classes, youth clubs and much more. Many of the centres are also available for private hire and provide a convenient and good-value location for many needs.

You can find out about centres near you on the Homes for Islington website: click on 'Your Housing Area' then 'Community Centres on Housing Estates' on the list on the left-hand side of the page.

Alternatively you can visit your local Area Housing Office or simply call your local Community and Service Development Officer. (See page 4 for contact details).

Lyon Street has its first community Garden!

Grow your own fruit and vegetables

Earlier this year the Boston and Nailour Estate Tenants and Residents Association (TRA) successfully applied to Cripplegate for funding to establish Lyon Street's first organic community garden.

The TRA in conjunction with Prospex and HFI began converting the sunken and disused playground at the back of the estate which had been blighted by ASB into a green oasis which will be used by the residents of the estate to grow their own fruit and vegetables.

The scheme currently comprises of five raised planting beds and a five meter polytunnell but there are plans to expand the scheme beyond this to include full disabled access, a pond, composting area and much more.



TMO Xmas drinks & Awards event

Awards and winners announced

The Tenant Management Team hosted the third annual TMO Xmas drinks and awards event in December at the Lorraine Estate Community Centre.

The evening was a real success with Adam Borrie – HFI Chair presenting the awards to the following organisations, for achieving the highest levels of standards of performance in their services and partnerships.

Awards and winners are as follows:

Best Caretaking - Joint 1st prize Stafford Cripps Harry Weston	Most Improved TMO Elthorne 1 st	Best Handbook Gambier TMO
Top PI Provider Charteris Co-op	Best Partner Brooke Park	TMO/C's Choice of the Year Bemerton

At HFI's Annual General Meeting on 24th November, Pleydell TMO was presented with the "Board TMO award" for working hand-in-hand with HFI to achieve the best services for residents.



HFI board director Jyoti Vaja with winners

Fire Safety at home

Protect your home by taking a few simple steps

Working smoke alarms save lives

They give you those vital extra few moments to get your family out of harm's way. Most smoke alarms are fitted with a test button so that you can easily check the smoke alarm is working. Test the smoke alarm once a week and change the batteries at least once a year except those with fixed 10 year batteries.



Fire prevention

Many fires in the home are caused by carelessness, so please:

- Put cigarettes out properly before emptying ash trays. Don't smoke in bed.
- Keep matches/candles away from children ensure nothing is around candles that could catch fire.
- Always place candleholders on flat, heat resistant surfaces, in ventilated areas.
- Unplug/switch off all electrical equipment not being used, check for danger signs of faulty appliances or wiring such as hot plugs and sockets.
- Close all doors before going to bed to help prevent the spread of smoke and fire.
- Take extra care when frying chips or other foods.

When Planning your escape

- Discuss how you would escape if there were a fire.
- Take account of everyone in the household, especially children, older or disabled people.
- Talk through and regularly remind people what to do and what not to do if there's a fire.
- Put up a reminder of what to do (e.g. on the fridge door or kitchen notice board).
- Keep all exits clear.
- Ensure everyone in your home can easily find keys for doors or windows.

If fire breaks out in your home

- If safe, close all doors to prevent fire spreading.
- Turn off the heat if safe to do so, never lean over the pan to reach the controls.
- Never use water or a fire extinguisher on a hot fat fire.

- Leave the kitchen, close the door behind you and tell everyone else in your home to get out quickly.
- Call the fire brigade using 999 and give the exact address of the fire. Use a neighbour's phone or public call box.
- Stay out until the Fire Brigade tells you it is safe to return.

If fire breaks out in your block

Blocks of flats are designed to be fire resistant. Most fires don't spread through more than one or two rooms. It is not normally necessary to evacuate your home unless the fire is very close. The Fire Brigade will evacuate only those properties at risk. Taking time to think about fire safety can help keep you and your family safe. Follow the advice and plan your escape from your block using stairs and not lifts if possible.

Smoke and fumes can kill

If you're trapped by fire, go into a room, close the door, open a window and try to attract the attention of others by shouting. Use towels or sheets to block gaps under doors to stop smoke entering the room. If the room gets smoky, get down low, the air is cleaner at floor level. Never open the door and run through smoke and fire to safety.

If you would like a Free Home Fire Safety Check please call Brenda Quashie on 020 7527 4016.

The Up & Down World of Passenger Lifts

Did you know that there are over 300 passenger lifts in HFI housing block in Islington?

Lifts are characterized as being extremely reliable and safe. Their record of moving millions of passengers every day with an extremely low incident rate is unsurpassed.

However, getting stuck in a lift is a fear for many people and although HFI lifts are generally very reliable, some instances will inevitably occur with so many lifts in operation 24 hours a day, 7 days a week, 365 days of the year.

In the unlikely event of lift breakdown and getting stuck in a lift, please press the alarm button and speak into the grill on the control panel when prompted or call 020 7527 5493 for 24 hour response. Our dedicated staff will be on hand to help.

Please do not call the Fire Brigade (999) unless there is an emergency and you are in immediate danger.

Save money and our environment!

Money saving tips

HFI recognise the importance of responsible environmental management and the necessity for us all to play our part. We work with our partners to reduce our environmental impact and make sure our actions are sustainable. Our Environmental Policy commits us to action, ensuring we are:

- complying with environmental legislation
- preventing pollution
- striving for continual improvement

There are also a number of ways you can help our environment and save yourself money!

- Turn your thermostat down by 1°C and save as much as 10% off your annual heating bill (£39 for the average Islington household)
- Turn appliances off standby and you could save on average £29 a year
- Sell or donate unwanted goods rather than throw them away
- Turn off lights when you leave a room and save on average £6 a year
- Lower your hot water thermostat to 60°C and save £10 for every 1°C

For further information please contact: environment@homesforislington.org.uk

Are you feeling the effects of the credit crunch?

HFI and its partners have a number of ways to help our tenants and homeowners during this downturn in the economy.

If you are a tenant and are struggling with your rent you should speak to your local area housing office. HFI homeowners can get advice about payment options for service charge and major works bills from the home ownership service.

HFI can also make referrals to other advice services that can help you prioritise your debts, negotiate affordable repayments, maximising your available income and check you are claiming the correct welfare benefits.

These advice agencies include:

- Independent Advice Project
- Welfare Rights Unit
- CHAS Central London
- Citizens Advice Bureau

You can also get free debt advice from the national debtline on 0808 808 4000 or visit www.nationaldebtline.co.uk.

If you are unfortunate enough to lose your job you should contact your local Jobcentre plus office, call them on 0800 055 6688 or visit www.jobcentreplus.gov.uk.

All HFI area housing offices operate a daily housing benefit drop-in service between 9am-4pm each weekday where you can get advice on how to apply for housing benefit.

Keeping up with your housing costs

Please remember that housing costs are a priority debt and your home can be at risk if you fall behind with payments.

New eco-friendly homes available summer 2009

Armour Close Site



Boleyn Road and Armour Close - On course to meet the summer completion date

Good news for residents on Islington's housing waiting list. Construction of our first new council houses for a generation will be complete by summer 2009. 10 new family-sized homes at Boleyn Road and 4 new three-bed family homes at Armour Close will be available to rent.

Greener homes for the future – Did you know that UK homes account for around 27% of the UK's carbon emissions, a major cause of climate change.

Because HFI are committed to protecting and enhancing the environment and tackling climate change our new homes are built to the standards set in the Code for Sustainable Homes making them more energy and water efficient, they will produce fewer carbon emissions and are better for the environment.

The new homes will be available to residents from the transfer and waiting lists.



Everyone needs good neighbours

Are you feeling more fed-up than usual?

With the economic downturn combined with increases in fuel, food & other living costs all of us are feeling the recession bite. To lift yourself out of the 'doom & gloom' try doing a good deed for others. Visit an elderly person, say 'hello' to your neighbour or do some volunteer work – it makes a world of difference to them and makes you feel happier!

A 'Celebrate your Neighbour' event was organised by a local Islington resident at Highbury Barn on 7 February 2009 to do just that. Local businesses participated in the day by offering special deals and local residents came out to meet their neighbours over a cup of tea at Highbury Barn. It was a successful day combined with the Mosque Open Day in Finsbury Park. Further information on the event can be found on www.celebrateyourneighbour.org.uk

If you are a recipient of a good deed or have done a good deed yourself let us know about it. Any good neighbourly deeds big or small we would like to hear about so we can share this with others and help to inspire more residents to be good neighbours.

Please email your good deed stories to supportingpeople@islington.gov.uk with the subject title: 'good neighbour' or write to us at **Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ.**

Your good deed stories will be published on the Islington Council web pages and/or in the 'Islington Now' resident's newsletter and on the Homes for Islington web pages and/or in the 'HFI News' resident's newsletter.

ভাল প্ৰতিবেশী সকলৰে দৰকাৰ

আপনিকি অস্বাভাবিককম অসহ্য ব স কৰছনে?

অৰ্থনৈতিক পড়তৰি সঙ্গে সঙ্গে জ্বালানী, খাবাদাবাৰ ও জীবনযাপনে অন্যান্য খৰচ বড়ে য়ে যাওয। আমা সকলহে মনদাৰ কামড অনুভব কৰছ। এই 'সৰ্বনাশ ও হতাশা' থকে নজিকে টনে তুলতে অন্যান্যৰে জন্য কছি ভাল কাৰু কৰাৰ চেষ্টা কৰনা একজন বৃদ্ধ মানুহৰে সাথে দেখা কৰতে যান, আপনাৰ প্ৰতিবেশীকে 'হয়াৰ ৱ বলে সমভাষণ কৰুন অথবা স্ক ম স্বচেষ্টাসবোমলক কাৰু কৰুন' এগুলি হবো তাদেৰে পক্ষ্যে আকাশ-পাতাল পৰিবৰ্তন এবং আপনিত আৰও খুশি ব স কৰবনে!

ঠিক এটাই কৰাৰ জন্য 7 ফেব্ৰুৱাৰি 2009 -তে ইসলিংটন-এৰ একজন স্থানীয় বাসিন্দা হাইবাৰ্নাৰ বার্ন-এ একটা 'সলেব্ৰিটে ইওৱ নবোৰ' ('আপনাৰ প্ৰতিবেশীকে নযি, উৎসব কৰুন') অনুষ্ঠানৰে আয, জন কৰছেলিনো স্থানীয় ব্যবসায় গুলি এ দিন বিশেষ ছাড় দযি, এতে অংশগ্ৰহণ কৰছেলি এবং স্থানীয় বাসিন্দাৰা হাইবাৰ্নাৰ বার্ন-এ এসে এক কাপ চা-এৰ সাথে প্ৰতিবেশীদেৰে সঙ্গে দেখা কৰাৰ জন্য বৰেযি ছেলিনো ফনিসবাৰ্নাৰ পাৰক্ মসজিদ-এৰ ওপনে ডে-ৰ সাথে এটা সাফল্যেৰে সঙ্গে যুক্ত হয ছেলি। www.celebrateyourneighbour.org.uk ওয বেসাইটে এই অনুষ্ঠানৰে উপৰ আৰও তথ্য পাওয। যাবা

যদি কটে আপনাৰ ভাল কাৰু থাকে বা আপনিকি একটা ভাল কাৰু কৰছনে তাহলে আমাদেৰে সৈ সমপ্ৰক্ জানানা ছ ট বা বড, ৱ- য়ে ম ভাল প্ৰতিবেশীসুলভ কাৰু সমপ্ৰক্ আমাৰ শুনতে চাই যাত, আমাৰা ডা' অন্যান্যদেৰে সাথে ভাগ কৰে নতি পাবি এবং আৰও বশী সংখ্যক বাসিন্দাকে ভাল প্ৰতিবেশী হতে অনুপ্ৰাণেৰে দতি সাহায্য কৰতে পাৰি

অনুগ্ৰহ কৰে আপনাৰ ভাল কাৰুৰে গলপ <mailto:supportingpeople@islington.gov.uk> supportingpeople@islington.gov.uk ঠিকানায় বযি ৱে শৰি মাম (সাবজেক্ট টাইটলে): 'ভাল প্ৰতিবেশী' (গুড নবোৰ) দযি, ইমলে কৰে পাঠান, অথবা Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ. ঠিকানায় আমাদেৰে লখিন।

আপনাৰ ভাল কাৰুৰে গলপ ইসলিংটন কাউন্সিলেৰে ওয বে পজে-এ এবং/অথবা বাসিন্দাদেৰে সংবাদপত্ৰ (নেউজলটোৱ)-তে এবং স্ক মস ফৰ ইসলিংটন-এৰ পজে-এ এবং/অথবা বাসিন্দাদেৰে সংবাদপত্ৰ 'এইচ এফ আই নেউজ'-এ প্ৰকাশিত হবো

(Bengali)

Όλοι μας χρειαζόμαστε καλούς γείτονες

Αισθάνεστε πιο μπουχτισμένοι από συνήθως;

Με την οικονομική ύφεση σε συνδυασμό με την αύξηση του κόστους των καυσίμων, των τροφίμων και άλλων ειδών της καθημερινής ζωής, όλοι βιώνουμε το δράγμα της κρίσης. Για να ξεφύγετε από τη μαυρίλα και τη μελαγχολία κάντε μια καλή πράξη για τους άλλους. Επισκεφτείτε κάποιο ηλικιωμένο πρόσωπο, πείτε «γεια» στο γείτόνά σας ή κάντε κάποιες εργασίες εθελοντικά – θα αισθανθείτε πιο χαρούμενοι και θα έχετε βοηθήσει άλλους!

Ένας κάτοικος του 'Islington' οργάνωσε στις 7 Φεβρουαρίου 2009 μια εκδήλωση με τίτλο «Εορτάστε τον Γείτόνά σας» στο Highbury Barn με ακριβώς αυτό τον σκοπό. Στην ημέρα συμμετείχαν οι επιχειρήσεις της περιοχής με προσφορές και οι κάτοικοι της περιοχής ήρθαν να γνωρίσουν τους γείτονές τους και να πουν μαζί ένα φιλικό λόγο στο Highbury Barn. Η ημέρα είχε επιτυχία σε συνδυασμό με την Ανοιχτή Ημέρα στο Τζαμί στο Φίν्सμπουρι Παρκ. Για περισσότερες πληροφορίες επισκεφτείτε την ιστοσελίδα www.celebrateyourneighbour.org.uk

Εάν κάποιος έκανε για χάρη σας μια καλή πράξη ή εάν έχετε κάνει εσείς μια καλή πράξη, πείτε το μας. Θέλουμε να γνωρίζουμε τις καλές πράξεις, μικρές ή μεγάλες, μεταξύ γειτόνων, ώστε να τις μοιραζόμαστε με άλλους και να εμπνέουμε όλο και περισσότερους κατοίκους να είναι καλοί γείτονες.

Στείλτε με email τις ιστορίες καλών πράξεων στη διεύθυνση <mailto:supportingpeople@islington.gov.uk> με τίτλο θέματος: 'good neighbour' («καλός γείτονας») ή στείλτε μας επιστολή στη διεύθυνση Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ.

Οι ιστορίες καλών πράξεων θα δημοσιευτούν στις ιστοσελίδες του Δήμου του 'Islington' ή/και στο φυλλάδιο των κατοίκων 'Islington Now' και στις ιστοσελίδες του Homes for Islington ή/και στο φυλλάδιο των κατοίκων 'HFI News'. (Greek)

Todos precisamos de bons vizinhos

Sente-se mais farto do que o habitual?

Com a redução do poder de compra combinado com os aumentos de combustível, alimentos e outros custos de vida, todos estamos a sentir o peso da recessão. Para levantar a sua moral desta "desgraça e melancolia", tente fazer uma boa acção a outra pessoa. Visite uma pessoa idosa, diga "Olá" ao seu(sua) vizinho(a) ou faça algum trabalho voluntário - faz uma enorme diferença para eles e sente-se mais feliz!

Foi organizado um evento chamado "Celebrar o seu vizinho" por um residente local de Islington no Highbury Barn, no dia 7 de Fevereiro de 2009, para fazer apenas isso. Os comerciantes locais participaram nesse dia oferecendo promoções especiais e os residentes locais compareceram para se encontrar com os seus vizinhos e para tomarem uma chávena de chá no Highbury Barn. Foi um dia com muito sucesso combinado com o Dia Aberto da Mesquita no Finsbury Park. Para obter mais informações sobre o evento, visite: www.celebrateyourneighbour.org.uk

Se foi um receptor de uma boa acção ou fez uma boa acção, fale-nos sobre ela. Gostaríamos de saber sobre todas as acções de boa vizinhança, grandes ou pequenas, para que as possamos partilhar com outros e ajudar a inspirar mais residentes a serem bons vizinhos.

Por favor e-mail as suas histórias de boas acções para <mailto:supportingpeople@islington.gov.uk> com o título do assunto: 'Bom vizinho' ou escreva-nos para Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ.

As suas histórias de boas acções serão publicadas nas páginas da Internet do Município de Islington e/ou no boletim de notícias de residente "Islington Now", e nas páginas da Internet da "Homes for Islington" e/ou no boletim de notícias de residente "HFI News". (Portuguese)

Qof walba waxa uu u baahan yahay jaar wacan

Miyaad dareemaysaa caro sidii caadiga ahayad ka daran?

Marka laysku daro dhaqaalaha hoos u dhacay iyo sixir bararka enerjiga, cuntada iyo kharashka noloshu ee kale, waxaan dareemaynaa qaniinyada dhaqaale dhacana. Si aad uuga baxdo 'qoonka & calool xumada' isku day in aad camal quman u qabato dadka kale. Booqo qof waayeela, 'iska waran' ku dheh jaarkaaga ama waxoogaa shaqo iskaa-wax u qabso ah samee - aduunkay wax weyn u badali kartaa, adiganu waad ku farxi doontaa.

Xafladan 'U Banaan-baxa Jaarkaaga' (Celebrate your Neighbour) waxaa soo qaban-qaabiyay kuwa degan xaafada Islington ee Highbury Barn 7-da Febraayo 2009 si tani loo sameeyo. Ganacsatada xaafada way kasoo qayb-galaysaa maalintani waxana ay ku deeqaysaa alaabo jaban, dadka degan xaafaduna waa isku soo baxayaan si ay uula kulmaan jaarkooda, kuna wada shaahaynaayan Highbury Barn. Waxaanay ahayd maalin lagu guulaystay marka lagu daro Maalintii Furitaanka Masaajidka ee Finsbury Park. Warar dheeraada oo ku saabsan xafladan waxaa laga helayaa shabakada www.celebrateyourneighbour.org.uk

Hadii camal wacan lagu falay ama aad camal wacan u fashay qof kale noo soo sheeg. Camal kasta oo wacan oo jaarku falo, haba yaraado ama weynaado, waxaanu jecel nahay in aanu maqalno si aanu uula wadaagno dadka kale, oo waliba kusii dhiiri-galino si ay u noqdaan jaar wacan

Fadlan sheekadiina camalada wacan kusoo dir email-kani <mailto:supportingpeople@islington.gov.uk> cinwaankana kusoo dhig: 'good neighbour' ama qoraal noogu soo dir Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ.

Sheekooyinkiina camalada wacan waxaa lagu soo daabacayaa shabakada Kownsulka ee Islington Council ama warsidaha degenayaasha ee 'Islington Now' iyo bogaga shabakada ee 'Homes for Islington' ama warsidaha degenayaasha ee 'HFI News'. (Somali)

Todo el mundo necesita buenos vecinos

¿Se siente usted más harto de lo normal?

Con la bajada económica combinada con el aumento del precio de la gasolina, comida y otros gastos de subsistencia, todos estamos sintiendo los efectos de la recesión. Para sacudir el sentimiento de melancolía trate de hacer una buena acción por los demás. Visite a un anciano, salude a su vecino o realice algún trabajo voluntario – esto hace muchísima diferencia para ellos ¡y a usted le hace sentir más feliz!

"Celebre su Vecino" (Celebrate your Neighbour) fue un evento organizado por un residente de la localidad de Islington en Highbury Barn el 7 de febrero de 2009, para hacer justamente esa meta. Los negocios locales participaron ese día ofreciendo promociones especiales y los residentes locales salieron para encontrarse con sus vecinos y tomarse una taza de té en Highbury Barn. Fue un día exitoso en combinación con el Día Abierto a Todos de la Mesquita (Mosque Open Day) de Finsbury Park. Se puede encontrar más información sobre el evento en www.celebrateyourneighbour.org.uk

Si ha sido usted beneficiario de una buena acción o si ha realizado una buena acción, cuéntenos al respecto. Quisiéramos estar informados de cualquier buena acción entre vecinos para que la podamos compartir con otros para ayudar a inspirar a más residentes a ser buenos vecinos.

Por favor envíe sus relatos de buenas acciones por correo electrónico a <mailto:supportingpeople@islington.gov.uk> con el título: 'good neighbour' o escribanos a Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ.

Sus relatos de buenas acciones serán publicados en las páginas web de Islington Council y/o en el boletín informativo de los residentes 'Islington Now' así como en las páginas web de Homes for Islington y/o en el boletín informativo de los residentes 'HFI News'. (Spanish)

Herkesin iyi komşulara ihtiyacı vardır

Kendinizi her zamankinden daha fazla mı bıkkın hissediyorsunuz?

Ekonomideki ters gidişatın yakıt, gıda ve diğer yaşam masraflarındaki artışlar ile birleşmesi sonucunda hepimiz iktisadi durgunluğun etkilerini hissetmekteyiz. Bu 'kötü ve karamsar' ortamdan kendinizi sıyırmak amacıyla başkaları için hayırlı bir iş yapmayı deneyin. Yaşlı bir kişiyi ziyaret edin, komşunuza 'merhaba' deyin ya da bazı gönüllü çalışmalarda bulunun – bu onlar için dünyalara bedel bir anlam taşıyacaktır ve ayrıca kendinizi de daha mutlu hissetmenizi sağlayacaktır!

İşte tam bu amaca yönelik olarak yerel bir Islington sakini tarafından 7 Şubat 2009 günü Highbury Barn'da bir 'Komşunu Kutla' etkinliği düzenlendi. Bu güne özel fırsatlar sunan birçok yerel işyeri de katıldı ve mahalle sakinleri bir yandan çaylarını yudumlarken öte yandan da komşuları ile tanışabilmek amacıyla Highbury Barn'a çıkıp geldiler. Finsbury Park'taki Cami Açık Günü ile birlikte başarılı bir gün oldu. Bu etkinlik ile ilgili daha fazla bilgiyi www.celebrateyourneighbour.org.uk 'de bulabilirsiniz.

Eğer hayırlı bir işten yararlanmış biri konumdaysanız, ya da siz hayırlı bir iş yapmış biriyse, bizi bundan haberdar edin. Bu bilgileri başkaları ile paylaşmak ve daha fazla sakinin iyi komşular haline gelebilmesi konusunda onlara ilham verebilmek için büyük ya da küçük yapılmış olan her türlü hayırlı komşuluk işini duymak istiyoruz.

Lütfen hayırlı iş hikayelerinizi e-posta yoluyla <mailto:supportingpeople@islington.gov.uk> supportingpeople@islington.gov.uk adresine 'iyi komşu' konu başlığı altında gönderin ya da bize Good Neighbours (HASS), 338 Goswell Road, London, EC1V 7LQ adresine yazın.

Hayırlı iş hikayeleriniz Islington Belediyesi'nin internet sayfalarında ve/veya 'Islington Now' adlı sakinlere mahsus bültende, ve ayrıca Homes for Islington'ın internet sayfalarında ve/veya 'HFI News' başlıklı sakinlere mahsus bültende yayınlanacaktır. (Turkish)

Service Promise feedback

In each issue we feedback on how we are doing against the targets in areas that you have told us matter the most.

In this edition we are focussing on whether we are doing what we said we'd do in dealing with Complaints, Comments and Compliments.

Service Promise	What we are doing
We will take all complaints seriously and have a formal complaints procedure to ensure that your complaint is dealt with fairly and promptly.	HFI has improved both the accessibility and the accuracy of recording complaints across the organisation. Complaints can be registered by telephone, in person or via the HFI website as well as by letter or complaints form. Learning from complaints is now circulated to all HFI senior managers and publicised to customers in HFI News as "You said...We did...". It is also publicised on the comments and complaints section of the HFI website. We have consulted with the HFI Disability Panel on the complaints policy and procedure. Customer satisfaction with the handling of complaints, although still low, has improved since the first postal survey in October 2006. Our target for responding to your complaints is 95% and performance to October 2008 shows 93.6%.
We will encourage customers to tell us when we have done well and where officers have delivered excellent services.	We are always pleased to hear when a member of staff has treated you well and has given excellent service. You can let us know when you feel you have received good service by either speaking to any manager at one of our housing offices, filling out one of our customer comment cards in a housing office or by going online and filling in our complaints, comments or compliments form. We will publicise your compliments in HFI news and our website.
We will tell you where we have changed policies or working practices as a result of your customer feedback	Customer feedback is very important to us. We have publicised actions taken from your feedback in our reception areas, in regular news items in our HFI news publications and on the HFI website. Feedback from focus groups held between April 2007 and June 2008 and actions taken are publicised in this edition on page 14

We are always looking to improve feedback from our customers and welcome your feedback on any part of our service. If you would like to comment on any service that we have provided, please speak to a member of staff or pick up a 'complaints, comments and compliments' leaflet at your area office or visit our website at www.homesforislington.org.uk.

You may be interested in joining the Resident Involvement

Register. Once registered you can choose a way that is suitable for you to be asked about your views on our service provided to you. Joining is simple. Just pick up a form from the Home Ownership or our other area offices, fill it in and return it to a member of staff or visit our website at www.homesforislington.org.uk. We will then confirm your registration and will include you in consultation on the options you have chosen.

New Complaints surveys

Corporate Complaints Monitoring Survey

When a customer complaint has been closed we issue a customer satisfaction survey. This is to ensure that complaints we receive have been handled fairly and promptly.

In partnership with Islington Council, the survey has been reviewed and is now called the "Corporate Complaints Monitoring Survey".

All survey returns will now go to the Central Complaints Team in Islington Council for compilation but Homes for Islington

will still be responsible for learning from, taking any required action and feedback regarding your complaints.

If you have or do receive a new survey, then please fill it in and send it back in the prepaid envelope. Your feedback on our complaints service is very important to us.

If you need help in filling out the survey then please contact the Central Complaints Team on 020 7527 3007 or by emailing central.complaints@islington.gov.uk.

Get involved

How you can have your say about how your homes are managed

New Tenants Survey

Over the last year HFI has been improving the services that new tenants receive to help them settle in. The aim of these improvements is to make moving and settling into a new home as simple as possible. This article explains what help a new tenant can expect from HFI while they are settling into their new home.

HFI's Void Quality team help to monitor these improvements by interviewing approximately 10% of new tenants to find out their opinions on the whole moving in process from the first viewing through to the condition of the home once they have moved in. HFI use the survey results to highlight common weaknesses in the service with our contractors and monitor these.

Overall, according to the last analysis carried out in November 2008, 95.3% of new tenants taking part in the survey were satisfied with the services provided by HFI.

Viewing

At the viewing, prospective tenants should be given a copy of the void standard - this is the set of criteria that all of our empty properties are expected to meet. 88.8% of new tenants who had moved in thought that the condition of their property against the void standard could be rated as good or very good.

Sign up

The sign up meeting is where tenants come in and sign

their new tenancy agreement. Staff will explain what each department does and provide information to help the tenant settle in to their new home. Staff will also ask some basic questions that will help the welfare benefit adviser decide if the tenant may be eligible for extra money through the benefit system.

Settling in

Kier offer a Welcome Box which is made available in the empty property. The box contains essentials such as cleaning goods, coffee and tea among other things. Following on from suggestions made by tenants in the past, the box now contains more energy saving light bulbs.

HFI has also made an arrangement with Scottish and Southern Electric to have the gas and electricity supply already connected by the time the tenant moves in. Between November 2007-November 2008, 82.8% of those tenants asked were satisfied or very satisfied with this arrangement.

HFI can also organise a free Fire Brigade safety visit to check that all necessary precautions are being taken.

There is also a New Tenant Liaison Officer who is available to help all new tenants settle in by dealing with any enquiries that may arise.

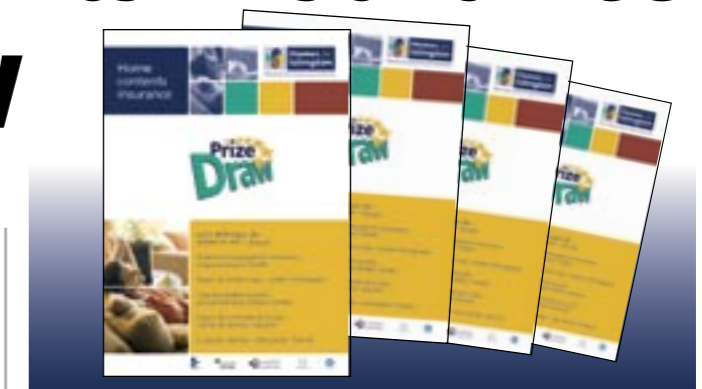
If you have any suggestions on how we could improve the service offered to new tenants or if you have any questions about any of the information mentioned in this article please contact the Service Development Team on 020 7527 4079.

Home Contents Insurance Prize Draw

And the winner is...

Between September and December 2008 HFI ran a Prize Draw to promote the Tenants Insurance Scheme offered by LBI. On the 18th of December, Mr Lakhbir Sandhu was picked out of a hat and won £100 in vouchers. There were two second prizes of £50, which were won by Mrs Dorothy Marsh and Miss Elizabeth Sliverthorne.

HFI recommend that all tenants take out home contents insurance. Tenants can get insurance via LBI's Tenants Insurance Scheme, or by making their own private arrangements.



If you would like more information, a leaflet or a proposal form for the Council's scheme contact the Tenants Insurance Scheme on free phone number 0800 917 3243 or write to them at 222 Upper Street, London N1 1XR.

Performance news

How well are we doing at listening to what you tell us?

Between April 2007 and June 2008 we have asked customers to feedback on several issues. The following table reports what we have done with your comments and suggestions.

We asked you about...	You told us...	So we did...
The tenant handbook	You liked a folder style where it would be easy to find information	We used a folder format
DVD for new tenants	New tenants might not have a DVD player	We play the DVD to new tenants at our offices
Our translation and interpreting services	That you didn't know about translation and interpreting services available or English for speakers of other languages classes	We are promoting the services available
Right to buy communication	You wanted to know more about the legal stages of the right to buy process	We added more information about eligibility, valuation, improvements and repairs
Good neighbour agreements (GNAs)	That estates are generally good places to live with occasional antisocial or nuisance behaviour	We have recommended that GNAs are retained as a tool that HFI could use, if appropriate
Tenants' incentive schemes	That incentives should benefit families, young people and communities and look at solving antisocial behaviour	We are working with Islington council on possible youth schemes
Repair and recharge policies	That it's ok for some types of work to have longer completion timescales, that customers who miss appointments should be charged and that we should promote the home contents insurance scheme	These comments have been incorporated into our new policy

Thank you to all those customers who attended focus groups or gave up their time to feedback on our services.

If you would like to be involved in focus groups or any other area of consultation, please contact Jacqueline Robinson on 020 7527 2903 or email jacqueline.robinson@homesforislington.org.uk

You said, we did

We value your feedback on our services, whether you wish to make a complaint or a compliment. Below are just some of the compliments we received from you.

What we did...	What you said...
Mechanical and Electrical Team response	When they came to visit they were really polite and helpful - they kept me informed of everything they were doing and have even called to check if we are experiencing any further problems.
Estate Services response	Regarding a longstanding problem in a communal corridor - he got my complaint and dealt with it at once and in a very professional way.
Repairs Service response	I logged online at 0500 this morning, a fault with my boiler. I was kept up to date all morning. The heating was back on at 1300. Very impressed! I have a poor immune system and have a heavy cold, so this is really appreciated.
Housing Support Service response	We would like to thank you for sending this wonderful woman to assist my father to move into sheltered accommodation. This was not a simple task as my sister and her 13 year old daughter lived in the property. She helped us all through a very difficult situation, we are so grateful
Antisocial Behaviour Team response	Very helpful, professional and supportive throughout my entire experience of having to take action regarding my disruptive neighbour...made a huge difference to my peace of mind and has given me an opportunity to enjoy my home again without interruptions from noise, violent behaviour and harassment.

Snapshot

What have young HFI residents produced so far...?

Young people from across Islington have been taking part in Snapshot, a new arts programme for young HFI residents aged 11-19. Projects are taking place now in various areas of the borough including Canonbury, EC1, Andover and Hilldrop areas. Young people have the opportunity to take part in a range of activities including photography, filmmaking, drama, music and sound production, creative writing and digital arts as part of the project. Creative workshops led by professional artists are taking place in youth clubs, community centres and out and about on estates.

On this page you can see just some of the work produced so far. Young people in the Bunhill and Clerkenwell wards have been trying out 'light painting', using torches to create some striking photographic images on the streets at night. While at the Rose Bowl Youth Club on New River Green Estate in Canonbury young people have been learning how to use professional photographic equipment to take creative portraits of each other and then using the photographs as inspiration for writing poetry!

The outcomes of all these projects will be showcased at an exciting special event at the Emirates Stadium on Tuesday 31 March 7-9pm. For more information and to book a ticket for the event please call All Change on 020 7689 4646 or email all.change@virgin.net

The Snapshot project has been commissioned by Homes for Islington and is being run by Islington based arts charity All Change in partnership with Islington Young People's Service and Arsenal Positive Futures.



'Light painting' by young people in EC1



Image created by young people at Rose Bowl Youth Club