



HFI Residential

Are you subletting? Let us manage your property

If you are looking to let your property why not consider contacting our new property management service "HFI Residential". We specialise in housing management and can provide you with a unique and personal service.

HFI Residential can provide a quality service at below the market rate which includes a fixed charge of £750 plus 5% management fee to be taken from your first rental payment.

Landlords who sign up to this service before 30 September 2011 will be offered a 4% management fee for the first six months of their contract.

Our service to you will include:

- a full management service including rent collection, arrears management and tenancy management.
- a bi-monthly courtesy call or e-mail to you by your dedicated accounts manager.
- out of hours emergency repair number.
- managing both furnished and unfurnished properties.
- dealing and solving problems which may arise for example anti-social behaviour on estate.

Optional services include:

- a fixed fee repairs service.
- gas safety and servicing.
- electrical checks.
- Energy Performance Certificates (EPC's).
- voids service.

To find out more information please email Kay Morgan at hfiresidential@homesforislington.org.uk or phone on 020 7527 7752.



Improving services

Leaseholder Information Fair 2011

For the past three years we have held an annual event for leaseholders. Its purpose is to provide information about all areas of the services we provide to home owners.

Home Ownership would like the fair to meet your requirements so please get in touch with us if you have any views or suggestions that would improve the event.

Please send your comments to Kay Morgan at homeownership@homesforislington.org.uk or phone 0207 527 7752.

Let us know if you have changed your contact details

Please let us know if you have changed your telephone number, e-mail address or correspondence address. Updating your details will ensure that in the case of an emergency we will be able to contact you as quickly as possible.

Please e-mail any changes to homeownership@homesforislington.org.uk remembering to include your name and property address, as well as the changes that need to be made.

Valuing diversity prize draw

Congratulations to Ms Lucinda Blythe of Halton Mansions who won £25.00 in high street vouchers in our last quarterly prize draw.

To enter the draw all you need to do is complete a Valuing Diversity form. It only takes a few minutes to complete and also gives you the opportunity to update your contact details. The form is available on our website www.homesforislington.org.uk at your local Area Housing Office or from Home Ownership.

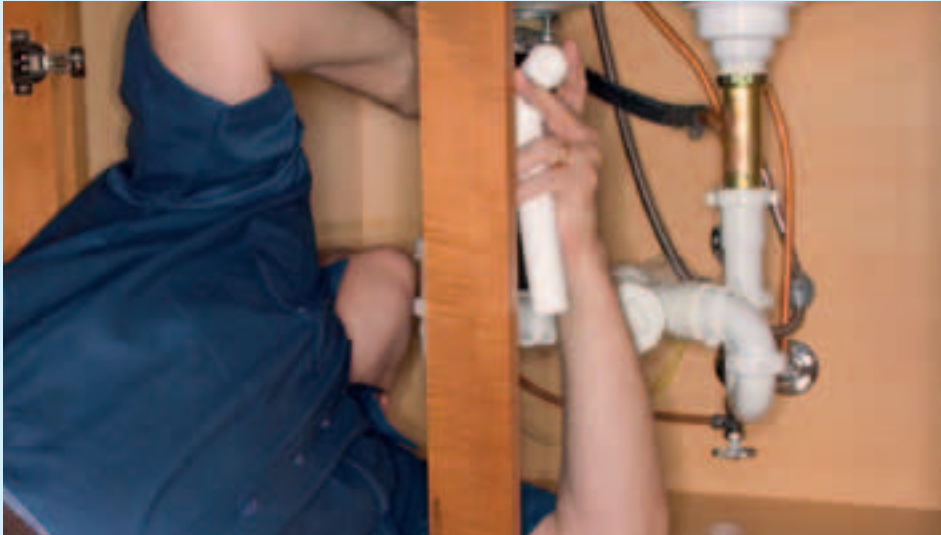
A draw takes place every three months, and the results will be announced in the next newsletter.

Improving performance 2010–2011

HFI are continuously working to improve our services to leaseholders. We have set ourselves targets to help us improve, for example:

- ✓ We are answering 100% of councillors' enquiries in ten working days.
- ✓ 97% of public complaints are responded to within fifteen working days.
- ✓ 100% of Section 20 Notices are issued within 10 working days ahead of major works schemes.
- ✓ We have exceeded our targets on collection of major works and service charges.

A reminder for insurance claims



If you need to make a claim on your buildings insurance you should do so as soon as possible. All claims must be made within 90 days of any event.

You can make your claim by calling Davies Managed Systems (Ocaso's claims department) on their 24 hour freephone number 0800 988 8087.

A copy of the policy booklet is available online at www.homesforislington.org.uk

If you would like to be sent a copy of the booklet please contact Home Ownership on 020 7527 7715.

Islington's new Citizens Advice Bureau (CAB)

Free advice for all

Everyone in the borough is able to get help to solve their problems with debt, benefits, employment, housing discrimination and many more issues. The Islington CAB has been funded by Islington Council as part of its drive to tackle poverty and inequality and make Islington fairer.

The CAB is run by trained advisory staff and is based at 222 Upper Street N1 1XR. You can drop in for free advice on:

Monday, Tuesday, Wednesday and Friday: 9.30am-4.30pm

Thursday: 1pm-8pm

Telephone **020 7947 7771**
(Monday to Friday from 10am to 5pm).

Website: www.cabislington.org.uk



Gas servicing for leaseholders

As a leaseholder you are responsible for the maintenance of all gas appliances and flues within your property. It is strongly recommended that these are checked for safety at least once every twelve months.

If you have sublet your property, as a landlord you also have a legal responsibility to your tenant under the Gas Safety (Installation and Use) Regulations 1998. You must ensure that an annual safety check is carried out on each appliance and/or flue that you provide for your tenants use, and that a record of each safety check is kept for two years.

Further information can be found at the Health and Safety Executive (HSE) website

www.hse.gov.uk/gas/domestic/gas_law.htm

Kier and MITIE work in partnership with HFI to carry out repairs and maintenance to HFI properties, and gas servicing to tenanted properties.

If you would like to obtain a no obligation quote for a Gas Safety Check you can contact either:

Kier on 020 7619 2394 or MITIE on 0845 300 3009.

Could your home fund a more comfortable retirement?

Retirement should be a time when you get to relax and enjoy life. If you own your home, but now find yourself short of funds, releasing some of the value of your property could be an option to help you live more comfortably.

Islington Council is part of a project with the charity, Joseph Rowntree Foundation, to enable older home owners to pay for extra care at home, home adaptations or simply with meeting living costs.

It provides access to a new type of equity release product – the Home Cash Plan – provided by retirement specialists, Just

Retirement Solutions, who are regulated by the Financial Services Authority. It allows home owners to release smaller sums of money from their property than traditional schemes, without jeopardising their benefits. Further information is available at www.islington.gov.uk/homecashplan.

If you'd like to discuss whether the scheme could be for you as well as all the features and risks you should know about, call Just Retirement Solutions on **0800 232 1306**.

You can also visit www.islington.gov.uk/moneyadvice for general information and advice about dealing with money worries.