

# HFI NEWS

SUMMER 2011



**Homes for  
Islington**

improving housing through partnership



*including*  
**Home Owner**  
for leaseholder news

## HFI Staff give time to the community



[www.homesforislington.org.uk](http://www.homesforislington.org.uk)

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# Do more online

There are a number of services you can apply for online via the Homes for Islington and Islington Council websites.

## Do it Online

On the HFI website the Do It Online section offers the following: report a repair or anti-social behaviour, pay bills, view your rent statement, make a complaint, comment, or compliment and even sign up to our involvement register which allows you to choose the way you want to be involved and what you would like to be involved in.

## My Estate Search

HFI's new one stop shop public search facility, 'My Estate Search' also enables you to go online, insert either your estate or block name and access key information regarding your property or area. Key contact details, such as who your Tenant Management Adviser or ASB Coordinator is will be displayed as well as details on when refuse collection will be collected in your area or if there are any major works planned on your estate.



## My eAccount

My eAccount the Councils online system [www.islington.gov.uk/myeaccount](http://www.islington.gov.uk/myeaccount) enables you to login to personalised and secure sub-sections of Islington Councils website to carry out day-to-day tasks.



## We have just developed two new sections:

In the new 'My Council Housing' section, HFI residents can:

- View their rent account
- Request for rent statement and/or payment card online
- Pay their rent

Estate parking online functions have been added to the 'My Parking' section allowing HFI residents to:

- View their estate parking account
- Renew estate parking permits
- Submit new estate parking applications

If you're not already registered, just visit [www.islington.gov.uk/myeaccount](http://www.islington.gov.uk/myeaccount)

No need to call or queue – doing it online means it's quick and easy and means you can access HFI/Council information as well as manage your accounts at a time that suits you.

More services will be added soon, so look out for updates. You will receive acknowledgement on screen once you submit an online form. Any information you have shared with us will be kept completely confidential.

## Did you know?

Did you know that in 2010 we received approximately 10,000 visits to our website and over 200 online form requests each month.

# Smiles for Miles

One of our caretakers has swept all before him to become the caretaker of the year, with a host of nominations from both residents and staff.

Miles Fairhurst, who works on the Tufnell Park Estate and Daren Court has consistently shown considerable professionalism, reliability and support for residents. He has worked well dealing with anti-social behaviour (ASB) on the estate linking well with the ASB team in the Holland Walk area office, whilst providing a high quality caretaking service, sometimes in quite trying circumstances.

Residents have been impressed by the way he has tackled mountains of rubbish left by others off the estate and kept the place tidy. And in Daren Court where there is a high number of elderly and vulnerable residents, Miles acted selflessly to help them out.

His enthusiasm has shone through as has the joy he gets from seeing his efforts appreciated. Miles is a very worthy winner of the caretaker of the year prize.



## Come along to our public Board meetings

Homes for Islington's Board and Performance Management Committee meetings are open to the public.

All meetings take place at 6.30pm at:

Highbury House, 5 Highbury Crescent, London N5 1RN

Board meetings take place on:

Tuesday 6 September 2011

Monday 5 December 2011

Monday 20 February 2012

Performance Management Committee meetings take place on:

Monday 25 July 2011

Monday 7 November 2011

Monday 6 February 2012

## HFI Direct accredited for Contact Centre Accreditation

HFI Direct, the call centre where you can report repairs and pay rent, have a target of answering the phone when you call within 20 seconds.

Last year, HFI Direct received over 160,000 phone calls from you; that's about 460 calls every day! To ensure you get the best service possible, and to meet the targets set, HFI has just achieved Call Centre Accreditation from the professional body for customer call

centres. This means we have adopted best practice techniques and met a series of criteria relating to HFI Direct's effectiveness, service and staff training.

To report repairs or pay rent by phone call HFI Direct free on **0800 694 3344**. Alternatively, you can report repairs or pay your rent online in the 'Do it online' section of our website, [www.homesforislington.org.uk](http://www.homesforislington.org.uk).

# Tenants customer feedback survey 2011

During May, we carried out over 600 face to face surveys with tenants from Homes for Islington, Partners and Tenant Management Organisations.

Thank you to all tenants who gave their time to complete the face to face surveys.

We are still analysing the results but initial findings have shown that overall satisfaction with services provided by

Homes for Islington has increased from 70% in 2008 to 72% in 2011.

As with previous surveys, repairs and maintenance remains a high priority for tenants, followed by overall quality of homes and keeping tenants informed.

The final report will be reviewed by Homes for Islington Board and Management Team and a full report on findings will be in the next edition of HFI

News and the full report published on the HFI website in August.

The results of the survey have a big impact on our plans for the future. They will influence how and where money is spent.

Many thanks again to all of you who took part and special congratulations go to Ms W from N1 who won £100 in the prize draw.



# Homes for Islington staff give time to the community

HFI staff have abandoned their desks to get out and about in Islington hoping to make a difference to the community they serve. In the first wave of projects in HFI's Community Investment initiative, over 100 volunteers took part in a variety of activities from the redecoration of community centres on estates to planting flowers ready for the summer.

Volunteers painted three community centres with technical support from Kier Building Maintenance Islington, who also provided all the equipment and some additional manpower.

More projects are planned for the summer months, including painting storage sheds on Highbury Quadrant Estate, helping to set up resident gardening projects with Groundwork on Harvist

Estate and estate improvements' and redecoration works on Elthorne Estate.

Eamon McGoldrick HFI's Chief Executive said, "The redecoration of this and other community centres would not have taken place in the current financial climate if we had not stepped in. This is a great chance for our staff to work doing something they wouldn't ordinarily do and to make a visible difference locally. People who have already volunteered have come back to me saying how much they enjoyed their involvement."

For more information on any future projects please contact Lee Farrow by email [lee.farrow@homesforislington.org.uk](mailto:lee.farrow@homesforislington.org.uk) or telephone **020 7527 8455**.

## The continued success of the Independent Advice Project

Assisting our tenants in living without the worry of debt has been a priority for HFI. The Independent Advice Project started in 2005 and since then has helped over 5,000 Islington Council residents to access free, impartial welfare advice. Users of the service have consistently reported high levels of satisfaction with the help they receive through the project and the demand for appointments is high.

The project is provided jointly by Homes for Islington and Islington Law Centre. Its qualified welfare benefits and housing law advisors provide advice on a wide variety of problems residents may be experiencing. Issues covered include advice on complex welfare and housing benefit problems, rent and council tax arrears, housing disrepair, housing moves, tenancy problems and court action.

If you think you could benefit from the advice provided by the project please contact your local Area Housing Office to discuss

whether a referral is appropriate for you. Please be aware that as there is very high demand for the service and there are only limited advice sessions available you may have to wait a few weeks to see an advisor if you are referred to the project.

- Many of our tenants who were experiencing financial difficulties have avoided the threat of legal action by seeking advice and agreeing repayment terms with HFI.
- Since the project began, evictions in the Borough have reduced from 195 in 2004/5 to 48 in 2010/11.
- At the same time we have made year on year improvements in the levels of collected rent and reduced average debt amongst our tenants from £242.60 per tenant in 2004/5 to £127.72 now.
- We have helped tenants in receiving over £1.6m in backdated housing benefit claims, welfare benefit tribunal cases won and income maximisation work with clients.



## Putting the customer first

Our repairs and maintenance contracts with Kier Support Services offers the following services to residents:

- **Increased availability of evening and weekend appointments.**
- **Appointment reminders by text or phone.**
- **Clearer response times for repairs services.**
- **A range of employment opportunities for local people (see below).**

For all repair orders please contact **HFI Direct on 0800 694 3344.**

## Helping you to live comfortably in your home

HFI have recently taken over the management of the Aids and Adaptations service on behalf of the council. We are working closely with social services ensuring that vulnerable people are given the assistance they need to live comfortably in their homes. In the past 6 months we have been successful in speeding up the time it takes to complete jobs and are achieving very high levels of satisfaction from our residents.

For more information please phone **Tony Boffa** on **020 7527 2455** or if you require Aids and Adaptations to your property please phone **Occupational Therapy** on **020 7527 2299.**

## Working locally

As part of the new repairs contract, you told us you wanted the new contractor to hire more local residents and give them the opportunity to gain an apprenticeship or work experience.

When Kier was successful in getting the contract, they were more than happy to involve local people in these chances to find work. In the new contract Kier have promised to take on 16 apprentices and provide 120 work placement opportunities. These staff will be learning a range of new skills from carpentry to gas fitting and from electrical installation to working on administrating skills



**74% of residents are satisfied with the way HFI deals with repairs and maintenance.**

**91% of residents are satisfied with the quality of the repairs work.**

**98% of residents are satisfied with staff being polite and courteous.**

## Gas boiler checks on the rise

HFI takes residents' safety very seriously, which is why we are happy that one of our new contractors, MITIE - chosen by you after you said what you wanted in the new contracts - has achieved a 100% record in getting the annual gas boiler safety checks completed. This is the first time HFI has hit the magical figure as there are often issues with getting access to a small number of homes.

These yearly checks are carried out by trained Gas Safe engineers and are important to make sure the gas boiler in your home is all working correctly and safely. HFI are legally required to make these safety checks each year, so when we or our contractors - MITIE and Kier - contact you for an appointment, for your own comfort and safety, please give them access to your home.

When MITIE and Kier write to you please arrange a convenient time for your boiler service on the following numbers:

**MITIE: 0845 300 3009 or Kier: 020 7619 2408**

**You can also arrange a gas safety check by calling HFI Direct on 0800 694 3344.**

## Gas works on your estate

We know there are works taking place on a number of estates at the moment where utility companies are working on national initiatives to improve the infrastructure of their pipes and cables. There may be some disruption from these works but they are necessary so that consistent services can be provided by companies such as National Grid, British Gas and Thames Water. These companies assess their supplies and decide where work needs to take place to maintain safety and minimise problems in the future. If you have any concerns with these works, please contact the supplier in the first instance.

For more information contact:

**National Grid customer services**  
**0845 0700 203**

**British Gas customer services**  
**0800 072 5280**

**Thames Water customer services**  
**0845 9200 800**

Where works take place that involves digging up roadways on estates, the utility firms need to apply to Islington Council Highways department for the relevant permissions. For more information on these permits, phone **020 7527 2000.**

### Community Alcohol Partnership is tackling underage drinking in Caledonian and Holloway



A new scheme to tackle underage drinking has been set up in the area between Holloway and Caledonian Road, N7 where concerns have been raised about problem drinking amongst youths.

The Community Alcohol Partnership (CAP) brings together organisations including Islington Council, the police, alcohol services and local retailers to reduce the crime, anti-social behaviour and harm caused by underage drinking.

Local retailers are on board to prevent underage and proxy alcohol sales. Proxy sales are a criminal offence when adults buy alcohol on behalf of an underage person. The police are carrying out extra patrols in hotspot areas and the Y Truck mobile youth

service is providing support and advice to young people.

Residents can also play their part by reporting any problems to your local Safer Neighbourhoods police team. If you are aware of any shops that are selling alcohol to young people, please contact Islington Trading Standards on: **020 7527 4028** or email [trading.standards@islington.gov.uk](mailto:trading.standards@islington.gov.uk)

**Caledonian Safer Neighbourhood Team - 020 7421 0271**

**Holloway Safer Neighbourhood Team - 020 7421 0362 / 07843 065 900**

Find information about local support services at [www.islington.gov.uk/cap](http://www.islington.gov.uk/cap)

## How to report ASB

Homes for Islington take all reports of anti-social behaviour seriously. We are determined to address unacceptable behaviour by providing easy access to both reporting incidents and ensuring appropriate support is available and accessible for any victims and reporters. We will take the strongest action against identified perpetrators of anti-social behaviour.

You can report ASB by any of the following access points:

- **Visiting or calling your local Area Housing Office during normal working hours**
- **Calling the ASB Hotline number 020 7527 7272 (out of hours only)**
- **Completing our ASB online form via our website [www.homesforislington.org.uk](http://www.homesforislington.org.uk)**

This year we have managed 409 reports of anti-social behaviour that have been received on-line from the website.

## Be a responsible dog owner

Homes for Islington have been listening to residents' concerns about nuisance caused by dogs on our estates. We have taken the following action to tackle the minority of residents and/or their visitors who own dogs and who do not always behave in a responsible manner.

We have strengthened the terms and conditions of our tenancy agreement and our permission to keep pets policy and introduced a Responsible Dog Owner Agreement.

Our service standard to residents when dealing with irresponsible dog owners is the following:

- we will take action against tenants or visitors who allow their dogs to cause a nuisance on our estates. This could result in action to remove the dog(s) from the property and as a last resort could result in the loss of a tenancy.
- our Out of Hours ASB Team will issue Fixed Penalty Notices (FPN's) to those dog owners who do not comply with the boroughs dog

control order. These orders include dog fouling in any public space, failure to put and keep their dog on a lead when asked to do so and failure to allow their dog to enter areas of land where signs indicate dogs are not allowed.

If you have witnessed an incident of dog nuisance you can report it by completing our ASB online reporting form via our website [www.homesforislington.org.uk](http://www.homesforislington.org.uk) or by contacting our ASB hotline number **020 7527 7272** (24 hours day) or reporting the problem to your local Area Housing Office.

**i Did you know?**  
**Did you know that in 2010 we issued 39 Fixed Penalty Notices on owners who failed to control their dogs.**

## ASB Successes

**HFI resident gets two year injunction with powers of arrest for disruptive behaviour**

Homes for Islington have been successful in obtaining a two year injunction with powers of arrest on a resident from Halton Mansions estate, Lyon Street. The resident was being disruptive to the local community with reports of drunken behaviour, shouting, swearing, arguing and verbal abuse by the tenant and her visitors. As part of the injunction the resident is forbidden from breaching the terms of her tenancy agreement, causing nuisance alarm or distress, shouting, screaming, spitting and playing loud music from the property.

# Council homes are there for those who need them

With a large number of local people awaiting rehousing the Council and HFI are determined to crack down on illegal sub-letting of council and housing association properties.

Our Housing Investigations Team is working in partnership with several social landlords in the borough to actively address housing fraud in Islington and will take action against all those suspected of housing fraud.

We have an excellent track record in tackling housing fraud. Since 2007, we have recovered 368 houses all of which have been re-let to those who are waiting for re-housing on the housing waiting list. The success of our work means that we are regularly contacted by other housing organisations for advice. Below are some of our successful outcomes from the past 12 months.

## Illegal subletting

A tenant was in receipt of Housing Benefit and Disability Living Allowance. Correspondence on the tenancy file indicated that the tenant required a carer to support and reside with her at the premises. Enquiries revealed that she had in fact sublet to a builder whilst she owned and resided in an apartment in Hong Kong. The tenant provided a termination form and returned the keys with vacant possession four weeks after an interview at the Area Housing Office.

## Working together with overseas contacts

A tenant passed away and the son submitted an application to succeed to the tenancy. The son was able to provide some proof of residence but the housing officer had doubts about the length of time he had lived there. Enquiries revealed that the son had previously had a tenancy in Islington which he purchased under the Right to Buy scheme at a discounted



rate. He subsequently sold that property at a substantial profit and purchased a property in another borough. He then sold this property as he was moving to Australia. Information obtained from Australia confirmed that the son had been residing in Australia and they were able to provide dates for when he entered and left the country which proved he had not been residing with his mother for 12 months before her death. The son did not defend the possession proceedings and we obtained a possession order in court.

**i** If you know of someone who is committing housing fraud let us know.

Phone: **020 7257 7432 (24 hour hotline)**

Email: **housing.fraud@homesforislington.org.uk**

Website: **Report housing fraud online via our website  
www.homesforislington.org.uk**

Please provide as much information as possible.  
*All reports are treated in the strictest confidence.*

# Re-letting council homes

With more people on the housing waiting list, we recognise the importance of making sure empty homes are re-let as soon as possible. Our Voids Quality Team works closely with our contractor Kiers to ensure that homes are swiftly re-serviced for the benefit of new tenants.

Even though our performance compares

favourably with most other Landlords, we recognise the need to ensure that we continue re-servicing properties quickly to the standards that our residents deserve.

Properties are re-let quickly. The figures on the right compare well with other top performing local authorities in London.

**i** Empty property turnaround time

2005/6 .....26 days

2007/8.....22 days

2010/2011 .....20 days

# Free summer holiday sports activities



## Summer holiday Sports Programme 2011

The Access to Sports Project in partnership with Homes for Islington, Islington Council and Aquaterra Leisure will be delivering a programme of free summer sports activities. The programme includes sports coaching, competitions, festivals for young people and a programme of training and volunteering opportunities. Activities on offer include; Football, Basketball, Cricket, Tennis, Netball, Athletics and Roller Skating.

### Free sports activities for young people:

**Islington Community Cup** - Football Tournaments for ages Under 11s, Under 13s and Under 15s.

**Estate Based Sports** – Activities will be delivered on local estates – including Elthorne, Bemerton, Mayville, King Square, St Lukes and New River Green.

**Female Sports Academy** - 'Girls Only' coaching programmes in a range of sports (Ages 8-19).

**Multi Sports Camps** – Opportunities to take part in day-long programmes in a range of different sports (Ages 8-15).

### Sports Coaching Clinics

– A variety of week-long sports specific coaching programmes will be held in locations around the borough including Football at Elthorne, Cricket at Wray Crescent, Badminton and Table tennis at Finsbury Leisure Centre and Netball and Basketball at Sobell Leisure Centre (Ages 8-19).



## Sports Coach Training & Volunteering

Throughout the summer there are opportunities for HFI residents to gain qualifications and voluntary experience as sports coaches or instructors. The courses are nationally recognised and provide participants with the skills and qualifications required to deliver sports and fitness sessions. Most of the courses are free and are open to anyone aged 16+ years (unless stated).

### Courses on offer include:

- **Football Level 1 & 2 Qualifications in Coaching Football**
- **Volleyball Level 1 Certificate in Coaching**
- **Level 2 Award in Sports Leadership**
- **Junior Football Organiser Award (Age 14+)**
- **Level 1 Award in Sports Leadership (Age 14+)**
- **Gym Level 2 Fitness Instructor Award**
- **Badminton Level 1 Certificate in Coaching**
- **Junior Basketball Leaders Award (Age 14+)**
- **Level 1 Certificate in Coaching Cricket**

## Sports Volunteering

We are offering young people aged 14 -25 years the opportunity to gain experience, skills and qualifications as sports volunteers & coaches. Volunteers will be supported to manage teams, assist in delivering sports sessions and referee or umpire matches.

## Islington Giving - Saturday Night Project

The Access to Sports Project, in partnership with Homes for Islington and Aquaterra Leisure have teamed up with Islington Giving to offer an exciting new programme for Islington young people aged 13-19.



### The Saturday Night Project will offer:

- **Free weekly sports sessions in a range of sports and physical activities**
- **Saturday Night events at Sobell Leisure Centre featuring competitions, coaching festivals and much more!**

The events will run from 7-11pm and will be open to ages 13-19 years.

**i For more information and to check dates contact The Access to Sports Project on 020 7686 8812.**

# The sun shines on HFI's sports programme for children with special needs

The sun shone brightly on HFI's first Sports Academy event held during the Easter school holidays.

HFI worked with Islington sports providers to deliver two days of activities for children with special needs. Over 70 children and their families attended over the two days with children having the opportunity to play basketball, football, cricket and sports hall athletics.

Coaches from Access to Sport, Arsenal FC, Aquaterra Leisure, Cricket for Change and Sport for Choice all gave up their time to deliver the activities.

**Parents enjoyed the day as much as the kids, they said:**

*"It was very good and was nice that the whole family was welcome."*

*"The coaching was 1st class and we look forward to the next one."*

*"A great day for the kids, keep up the good work."*

Special thanks to Sport Islington who provided match funding to HFI to enable this event to take place.

HFI are committed to delivering more activities for children with special needs



and creating more opportunities to all children to have access to different sports and activities.

If you would like to be on the mailing list for future events, please email [jacqueline.robinson@homesforislington.org.uk](mailto:jacqueline.robinson@homesforislington.org.uk) or call **020 7527 2903**.



## A Heatwave is coming

Children and young people in Islington have no reason to be bored this summer thanks to Heatwave, the annual programme of activities for children and young people.

The list of free and affordable activities on offer includes events in parks, Arsenal football coaching, circus skills, swimming, camping trips, youth theatre, music and DJ classes and play schemes, to name a few.

Dance Izzy, the popular club night for 12 to 16 year olds returns to the Relentless Garage on Highbury Corner on 30 July. You can find out where to buy tickets and view pictures and video from previous Dance Izzy nights by visiting the Dance Izzy page on Facebook.

The full programme of Heatwave activities can be found at [www.islington.gov.uk/heatwave](http://www.islington.gov.uk/heatwave)

# Tonte leads the way

HFI resident Tonte Anabraba, 19, is hoping to lead his football team to victory in the upcoming Islington Community Cup taking place over the summer holidays.

The Copenhagen Youth Project team which currently train at the Cally Pitch is made up of players from the Bemerton Estate and surrounding areas and hope to reclaim their crown as Islington Champions. The team lost out in the finals at Market Road last year to 'Newington Juniors'.

However, Tonte who has been delivering weekly training sessions alongside coaches from the Access to Sports Project and Copenhagen Youth Project is confident his team will go one better this year:

"I am confident that we have a good chance

to win a trophy. I played in the Islington Community Cup when I was younger so it would be good if I can win it with the team as well – we have a good team and have a good record".

### Sports Coach training & employment

Tonte completed his Sports Coach training as part of HFI's Sports Training offer and as a result gained employment with the Access to Sports Project. He hopes that more young people will follow his lead and take up some of the opportunities on offer:

"There are some great opportunities for training. I did my level 1 Football Coaching Certificate and I'm now doing Level 2. I am working for Access to Sports and CYP to coach sessions and help set up



new projects. It's really good to have role models from the local community - so I'd recommend everyone to get involved in the programmes".

**For more information on the Islington Community Cup & the Sports Coach Training Programme please contact the Access to Sports Project on 020 7686 8812.**



# The road to Decent Homes

When Homes for Islington was set up in 2004, only 38% of the homes under its management were considered 'Decent' by the Government. Now, all homes managed by HFI have met this standard. This is an important milestone for all of us: over the seven years approximately 25,000 properties have been improved.

After every major works project HFI asked residents for feedback on the quality of the improvements and residents' overall satisfaction with the work. Over the last seven years we have received over 20,000 comments and this year 85% of you told us you were happy with the quality of the improvements, and almost nine in ten of you were satisfied with the work. We are very grateful for all the feedback and believe that collectively we have improved accommodation for our residents and created a better local environment through community safety and estate improvements.

## Building new family homes in Islington

Homes for Islington manage the delivery of Islington Council's programme of new build council homes from inception to completion.

Our most recent handover was Docura House on the Andover Estate on 10 May 2011 providing five new 3-bedroom family homes. The new homes were designed to be energy efficient and will provide new social rented homes for 30 residents.

The New Build Team are also progressing six other new build developments currently being constructed at Elthorne Estate Holland Walk, Elthorne Estate Mulkern Road, Otley House, Graham Street, Holbrooke Court and 143 Seven Sisters Road. These are scheduled for completion by March 2012 and other sites are currently being identified.

Between now and 2014 the Council and HFI aim to build another 173 new homes for residents. The demand for larger accommodation means that we are concentrating on providing family sized homes particularly 3-4 bedroom properties.

If you have any questions or require any further information on the new build programme, please contact David Ronan on **020 7527 7579**  
[david.ronan@homesforislington.org.uk](mailto:david.ronan@homesforislington.org.uk)

**i** Did you know that HFI have appointed partners to construct **52 new homes by March 2012 with potentially a further 173 new homes in the pipeline over 2013/14.**

- i** Did you know that since 2004 HFI have provided:
- 17,400 kitchens
  - 10,300 bathrooms
  - 18,000 electrical improvements
  - 16,000 mechanical improvements
  - 9,600 window renewals/improvements
  - 6,000 properties benefiting from new improved roofs



# Shared Ownership Scheme

One bedroom and studio flats for sale under Shared Ownership Scheme



**Would you like to own your own home but have struggled to get on the housing ladder?**

If so, the new shared ownership scheme may be for you!

Over the next few weeks 15 one bedroom and studio flats will be advertised for sale. Under shared ownership, you can buy a share of the property and pay rent on the remaining share you do not own. Gradually you can buy further shares and eventually own your home outright. You are also free to sell your share in the property at any time.

The scheme is aimed at residents who cannot afford to buy a home on the open market in Islington and want to make their first move into home ownership. Priority will be given to existing Islington social housing tenants and their children, people who are currently on the council's housing waiting list and key workers.

The maximum household income allowed for this scheme is £50,000. We also recommend that the minimum household income is £24,000 and applicants have savings of at least £4,000. An affordability assessment will be carried out on all applicants to ensure that they can meet the cost of being a home owner.

If you are interested in shared ownership and would like more details about the scheme or an application form, contact Home Ownership on **020 7527 7705** or email [homeownership@homesforislington.org.uk](mailto:homeownership@homesforislington.org.uk)

# Review of Local Offer

*Join the discussion*

During 2010 we asked for your views about setting Service Standards. These Service Standards will give residents firm commitments on how we intend to deliver our services to an agreed standard, quality and frequency.

During the summer period we will be asking residents to give us feedback on how we are doing against the agreed standards and if there is any that need changing to reflect current resident priorities.

The latest customer feedback survey results will be used as part of the Service Standard review but we will also be carrying out a number of local focus groups to gain further views from residents.

If you would like to be involved in one of our focus groups, then please contact Jacqueline Robinson on **020 7527 2903** or email [jacqueline.robinson@homesforislington.org.uk](mailto:jacqueline.robinson@homesforislington.org.uk)

Our current Service Standards can be seen on the HFI website [www.homesforislington.org.uk](http://www.homesforislington.org.uk) > **About Us** > **Performance**. The reviewed standards and feedback on how we have performed against the 2010 agreed standards will be published in October.

# Are you a disabled tenant?

## HFI Disability Panel needs you!

Disability Action in Islington (DAII) works in partnership with HFI to assist us to improve the tenant experience for disabled residents. They work with a panel of 12 disabled tenants

and leaseholders who meet every 2 months to look at where policy and practice needs to be improved in order to make HFI services more accessible to disabled residents. There are currently 3 vacancies on the Panel and DAII are particularly looking for residents with mental health

issues or physical impairments.

The Panel meets at Highbury House during office hours.

To find out more or to request an application form, please contact Liz at DAII on 020 7354 8925, or email [liz@daii.org](mailto:liz@daii.org)

## Contact us



If you would like this publication in another language, large print, audio tape, compact disc or in Braille please contact your Area Housing Office. Telephone numbers are listed below.

আপনি যদি এই প্রকাশনাটি অন্য কোন ভাষায়, বড় হরফের ছাপায়, কানে শোনার টেপ-এ, কম্প্যাক্ট ডিস্ক-এ অথবা ব্রেইল-এ চান, তাহলে দয়া করে আপনার এরিয়া হাউজিং অফিসের সাথে যোগাযোগ করবেন। টেলিফোন নম্বরগুলি নিচে দেওয়া হল। (Bengali)

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