

# Lyon Street

## Dear Resident, Welcome to Homes for Islington!

As you know, from 1st July Hyde Northside will no longer provide housing management services to council homes in the Lyon Street area. From that date, Homes for Islington (HFI) will be your service provider, as we are for council residents in the rest of the borough.

Homes for Islington, one of the UK's largest arms length management organisations, began operations in April 2004, is owned by Islington Council and managed by a Board of Directors made up of Islington tenants and leaseholders, council representatives and independent members.

Council housing throughout Islington is set to be improved because Homes for Islington is now eligible to receive additional funding of £157million, following its well-earned two star rating from the Audit Commission earlier this year.

The organisation has now begun to invest the additional funding to ensure that all Islington council homes, including those in the Lyon Street area, reach the government's Decent Homes Standard by 2010.

The additional funding means that vital home improvements, such as new kitchens and bathrooms, can be completed and we can invest more in central heating, new windows, roofs, damp-proofing and insulation.

You will be hearing more about this vital work in future issues of Homes for Islington News, the HFI residents' newsletter, which will be delivered to you four times a year. Information about this and other services can also be found on the Homes for Islington website at [www.homesforislington.org.uk](http://www.homesforislington.org.uk).

A useful information pack will be delivered to you shortly after 1st July.

In addition to the improvement works, you will also notice a change in the repairs service. From 1st July, you will be able to contact HFI Direct to report repairs and pay rent or service charges. Contact HFI Direct on Freephone 0800 694 3344, by email to [repairs@homesforislington.org.uk](mailto:repairs@homesforislington.org.uk) or online to the Homes for Islington website. You will also notice that HFI Direct has extended hours of operation. Details of HFI Direct and other services are included below in this supplement.

Islington's council residents deserve improved services and better homes. Homes for Islington is committed to continuing our partnership with residents to improve their living environment and quality of life. We welcome you to this partnership and look forward to working with you towards these goals.

Sincerely



Chief Executive



**Lyon Street General Enquiries 020 7527 6880**

### Tenant compact 2005/06 – Programme update

The following works submitted to the Lyon Street Area Housing Panel have been agreed for completion this financial year subject to planning permission where appropriate.

**Field Court** – Door entry system and barrier gates to side entrances.

**Hartnoll House** – Door entry system (upper floors only).

**Pangbourne and Moulford House** – Installation of infill panels void areas under the block.

**Pollard Close 27-88 (tall block)** – Door entry system, barrier fence and gate (side entrance).

**Radford House** – Door entry system (upper floors) and improved road surface.

**Treaty Street** – Refurbishment of barrier gates to entrance of car park.

**Williamson Street** – Improvements to create a ball court area.

**Willow Court** – Door entry system.

In addition £10,000 had been set aside for minor improvement works determined by the project officer. A further £10,000 has been allocated for tree maintenance and £10,000 for road markings, parking restrictions and signage. The Lyon Street panel has also agreed to the allocation of £2,500 to youth training in painting skills via the Prospex Youth project.

**For more information regarding these works or to submit ideas you may have for improvements in the area please call Amanda Lester on 020 7527 6855.**

## Other planned works in the Lyon Street area 2005/6

The following properties will benefit from external redecoration and planned maintenance work this year. Where indicated the properties will also receive window replacement, door replacement or roof refurbishment. (If you are a leaseholder works carried out may vary according to your lease.)

Address	New windows	New front door	Roof works
1 Penn Rd	YES	YES	YES
13 – 53 Calshot Street	YES	YES	NO
81 – 103 Calshot Street	YES	YES	YES
Fairdene Court	YES	NO	YES
Everilda Street	YES	YES	NO
1-9 Paradise Passage	YES	YES	YES
New Wharf Road	NO	NO	YES
Sturmer Road	NO	NO	YES
Russett Crescent	NO	NO	YES

### Paving and lighting improvements

In addition to the major works mentioned above, Homes for Islington will be spending additional money this year to improve paving and lighting on a number of estates.

## A new look for Lyon Street area office

If you have visited our office over the last few months you will have noticed changes to our reception area. To coincide with the transfer to Homes for Islington, a minor facelift is being carried out to bring Lyon Street area office into line with other HFI offices. We apologise for any inconvenience while works have progressed, but hope you will come along and let us know what you think about the improvements.

## Major works to meet the Decent Homes Standard

Works to meet the Decent Homes Standard will be scheduled in phases over the next few years up to 2010. The Decent Homes Standard is set by central government.

Works carried out to individual homes and estates will depend on the results of surveys. The information will be posted on the Homes for Islington website and updated quarterly in this newsletter.

### Kitchens and bathrooms pilot

Each housing area has had a pilot programme for installation of kitchens and bathrooms. In the Lyon Street area homes at Olive Court, Barnes Court, Lion Court, Wynn Court and Richmond Crescent have been included in the pilot.

Decent Homes surveys will be carried out over the next few years to determine which other properties will need new kitchens and bathrooms before 2010.

## Lyon Street Area Housing Panel dates

Area housing panels are locally based resident consultation and resident involvement forums, established to provide a means for Homes for Islington residents to be involved in Homes for Islington's decisions regarding the provision of housing services.

The membership of area housing panels may include: nominated tenants and residents association (TRA) representatives, tenant management organisations (TMO) representatives, elected secure tenant representatives (one per thousand or part thousand) elected leaseholder representatives (one per thousand or part thousand) and ward councillors.

Meetings of the Lyon Street Area Housing Panel will be held at the Westbourne Community centre, Roman Way London N7. Refreshments will be provided.

- **Monday, 18 July 2005**
- **Monday, 19 September 2005**
- **Monday, 7 November 2005**
- **Monday, 16 January 2006**
- **Monday, 13 March 2006**

*If you would like more information about Lyon Street Area Housing Panel meetings or setting up a tenants and residents association (TRA) contact 020 7527 6830*

## Lyon Street antisocial behaviour message line – 020 7527 6853

Did you know that you can report incidents of antisocial behaviour 24 hours a day using our antisocial behaviour telephone message line? Staff at Lyon Street check the messages every working day and someone will get back to you. In an emergency please call the police on 999.

## How to report repairs to HFI Direct

Starting 1 July 2005, Lyon Street tenants will receive their day-to-day repairs services (both routine and emergency) directly from Homes for Islington. Services previously provided by Hyde Northside to tenant management organisations (TMOs) and cooperatives will also be provided by Homes for Islington.

Both routine and emergency repairs should be reported to HFI Direct on Freephone 0800 694 3344. A handy fridge magnet with the phone number is enclosed.

HFI Direct telephone lines are open for both routine and emergency repairs from 8am to 8pm Monday to Friday and 8am to noon on Saturdays. Gas servicing appointments can also be made on this number. Outside these hours HFI Direct will only take emergency repairs.

HFI Direct will take reports for urgent communal repairs. Non-urgent communal repairs should be reported to Lyon Street Office on 020 7527 6880.

You can also report repairs online to the Homes for Islington website [www.homesforislington.org.uk](http://www.homesforislington.org.uk). Click the blue Repairs & Improvements tab at the top of the web page and then click the green button that says Repairs Online or by email to [repairs@homeforislington.org.uk](mailto:repairs@homeforislington.org.uk). You may also contact HFI Direct by text on 07781 472 556 or Minicom on 0800 073 0536.