

Home Ownership office move

Home Ownership is moving offices. Find out where to and if this will affect you...

On 12 April 2010 Home Ownership will be moving offices from their current base at 50 Isledon Road, London N7 7LP to **Highbury House, 5 Highbury Crescent, London, N5 1RN**. The move will include all teams currently housed at Isledon Road (leasehold services, major works, service charge calculations and right to buy). 50 Isledon Road will then cease to be a Homes for Islington office, and the point of contact for all service charge enquires will be Highbury House.

We will contact you soon with information regarding changes to any contact details. We shall also be posting information on our website, www.homesforislington.org.uk.



Valuing diversity prize draw

Winners announced

Congratulations to Mr Munoz of Peregrine House, London EC1 and to Ms Ripper of Theseus Walk, London N1 who won £25 in vouchers in our last two quarterly prize draws. The vouchers can be used at a number of high street shops.

To enter the draw all you have to do is fill out a Valuing Diversity form. These are available from

Home Ownership, your local area housing office and on our website, www.homesforislington.org.uk.

The details that you provide in the form help us to tailor the services we provide to you.

There are draws every three months and the results will be announced in the next newsletter.

Online Information

In Home Ownership we are always looking for ways to improve our service and are looking into improving our online and e-facilities.

Currently leaseholders are able to access information on a variety of issues online such as contact information for our office, find advice on paying service charge invoices as well as information on major works consultation and building insurance. The ability to pay service charges online is also available, but we are always looking for further ideas as we know that doing things online can sometimes make things a lot easier.

Recently we have added the facility to update your correspondence address online which can be found

under the 'Do it online' section in the 'more online forms' box on the home page. This will ensure that we have your up-to-date details and guarantee you don't miss any important information or service updates.

We are also looking into the possibility of setting up an eco-friendly service which could mean that information such as newsletters and updates to your service could be sent via email instead of by post.

If you would be interested in this, please send a blank email to homeownership@homesforislington.org.uk with 'ECO' as the subject title and your name and property address. We will then be able to determine the amount of interest and look to move this proposal forward in the future.

The screenshot shows the homepage of Homes for Islington. The header includes the logo and navigation links: Home, Do It Online, News & Events, Works On Your Home, New Council Housing, and Jobs. A search bar is located on the right. The main content area features a 'Welcome to Homes for Islington' section with a 'Welcome' message in multiple languages. Below this is a 'News and Press Releases' section with several articles. On the right side, there is a 'Do it online' section highlighted with a red box, containing links for: Antisocial Behaviour Online Reporting Form, Complaints, Comments and Compliments, iPay, Satisfaction surveys, Repairs Online, Communal Repairs, Self-referral Form, and Your Rent Statement. The footer includes 'Useful Websites' and 'More online forms'.

Islington and City Credit Union



Savings and loans co-operative: helping you manage your money and deal with your debts

Islington and City Credit Union is a not for profit savings and loans co-operative set up by, and for, local people.

The Credit Union can help people to put their finances in order as well as providing credit. It provides secure savings accounts and encourages people to save up for the things that they need rather than borrow. They also pool the members' savings to form a pot of money from which people can borrow at those times when they need to. Because there are no outside shareholders the

loans are low cost and flexible, unlike many of the alternatives.

The credit union loan is called a 'Saver Loan' scheme which sees part of each borrower's loan repayments paid into their savings account. This means that the member has a pot of savings by the time they have cleared the loan, and over time reduces the need to borrow.

For further information contact:

Islington & City Credit Union,
1st Floor Caxton House, St John's Way,
London, N19 3RQ
Telephone: **020 7561 1786** or email: **info@iccu.coop**
Web: **www.iccu.coop**

Ways to pay your annual service charges

There are now many easy and convenient ways to pay your annual service charges...

The easiest way to pay your annual service charges is by Direct Debit. This is where payments are automatically taken from your bank account and credited to your annual service charge account. If you aren't already paying by Direct Debit, there is a £20 credit which will be allocated to your account when you agree to pay your service charges this way.

We also have other alternatives available such as the ability to pay by debit card over the phone, over the internet or at the Post Office.

You can also make payments at any time in cash at any shop displaying the Paypoint sign using your plastic payment card. We do accept cheques, but we would advise you to use one of the many other payment options in order that payments

are credited to your account straight away.

For more information, please contact Home Ownership on **020 7527 7709** or **020 7527 7715** or email **homeownership@homesforislington.org.uk**.

Preview your minor repairs charges

If you'd like indicative costs of the minor repairs carried out to your block or estate within three months of the works taking place, please contact Home Ownership on **020 7527 7728**, **020 7527 7813** or **020 7527 2605**.

These repairs form part of your annual service charge. They are repairs to communal areas for which the total cost of the repair divided by the number of properties that will benefit from the work is less than £250.

Visits to new leaseholders

Home Ownership is becoming more proactive in visiting leaseholders. We have been piloting a scheme where all new leaseholders in the borough are offered a joint visit to their flat by a Home Ownership officer and a member of staff from their Area Housing Office.

It's an opportunity for new leaseholders to ask any questions they have with our officers, in person. It's also an opportunity for them to get acquainted with the officers who manage their property and it's a chance for officers to go through the welcome pack sent to new leaseholders in order that they understand fully how our different services work.

Equity release scheme

Islington is currently undertaking an equity release pilot along with Kensington and Chelsea Borough Council, Maidstone Council and Just Retirement.

The pilot allows for people aged 65 or over with no mortgage who want the flexibility to live independently, to release equity from their property in order to help with everyday expenditure as well as larger one off expenses such as major works bills.

If you would be interested in this, please contact Just Retirement directly on **0800 232 1306** or email: **localauthority@justretirement.com**

You said, we did

We value your feedback on our services, whether you wish to make a comment, a complaint or a compliment. We try to learn from our mistakes and some of the things we have done as a result of your feedback are listed below.



You said...	We did...
Windows at Dixon Clark Court needed replacement.	Changed our scopes of works so that the windows will be replaced not repaired.
Proposed window design at Byworth Walk did not provide adequate ventilation.	Changed the design of the windows to improve ventilation.
Double glazing was needed.	Putting in double glazing at Eric Fletcher Court, Tensing House, Marie Curie House and Lilian Baylis House.
Windows need renewal and not repair at Hornsey Rise Estate, Ritchie House, Goldie House and Welby House.	Changed our plans so windows will be renewed and not repaired.
Windows needed renewal.	Changed our scope of works so windows will be renewed and not repaired at John Kennedy Court and Tudor Court.