

WHAT WE'VE BEEN DOING FOR YOU

Find out what the Council has achieved for tenants and leaseholders in the past year and what its priorities are for the year ahead. P4&5



THE BLIND MAYOR OF HACKNEY

Thrown out of parliament. Chained to railings. All in the name of equality. Daniel West may have been blind but he always made sure all eyes were on him as he fought for change for those with disabilities. P7



RECYCLING DOUBLES AFTER BIG CHANGES

Residents of Milton Gardens, in Stoke Newington, have been recycling more and more thanks to changes and improvements made by the Council to the estate P6



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Working for better homes

ourhomes



Flour power!

THE LUMINARY BAKERY in Stoke Newington is just one of many groundbreaking businesses with a social conscience that is serving the community out of once-empty shops in Council estates and buildings. Please turn to pages 3-4

Staff from the Luminary Bakery in Stoke Newington

New fire doors for thousands

About 17,000 homes will be fitted with new or upgraded front doors as part of the Council's multi-million pound investment proposals to improve resident safety and reduce fire risks.

The majority of tenants and leaseholders living in flats in tower blocks of six storeys and higher are to be given

more fire-resistant doors in order to meet current building regulations that state flat front doors must provide 30 minutes' fire and smoke protection. The plans go before the Council's Cabinet later this month.

The door replacement work is being undertaken in order of priority, based on fire risk assessments undertaken

by the Council. The Council is initially replacing all the front doors of flats in blocks that are 10 storeys and higher, with the entire project expected to take around three years.

The doors in need of replacement include older doors that don't meet the current legislation and a small percentage of newer doors that may

need to be replaced or improved because the Council cannot be sure they provide the correct protection. However, this is subject to ongoing Government testing.

The newer doors the Council thinks need replacing make up approximately 10 per cent of the total number of doors in its replacement programme.

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Fire rated front doors

THE flat front doors will be replaced with a door that resists 30 minutes of intense fire and smoke under test conditions.

Kim Wright, Group Director, Neighbourhoods and Housing at Hackney Council, said: "We have been working very closely with the London Fire Brigade on this issue.

"Their advice is that residents are at no immediate risk and the current doors still provide protection and valuable escape time in the event of a fire. What we are proposing is investment in new doors that will make homes even safer.

"Fire-rated doors prevent the spread of fire and smoke. It is important to remember that the Grenfell tragedy related to the cladding on the building, which assisted the spread of the fire, and not the fire doors."

In March, the Metropolitan Police revealed that the flat front fire doors installed in Grenfell Tower (manufactured by Manse Masterdor) failed under test conditions in 15 minutes; just half the 30-minute resistance it should have offered. The Council does not have any of these doors in its blocks.

Following that testing, the Council commissioned an accredited fire safety company to carry out fire resistance testing on its door stock, including two composite and one timber brand. The Council booked that in April and received initial results in July.

The doors were tested on one side, which was standard practice at the time. The Government has since issued guidance that requires composite doors be tested on both sides. The manufacturers said their doors have passed that test; they intend to share those results, which the Council will scrutinise carefully. Testing of the timber door will be undertaken by the Government in the coming weeks.



Walter Onyango at the Alive & Kicking store in Kenya. Below: A donation in Ghana

With empty shops in Council estates home to a range of start-ups, charities and community groups, it's a...

Whole new ball game



A HAND screen-printed ball from a co-operative in Ghana, and a gender-neutral pixie cut from a salon with a difference: these are just some of the services on offer from shops based in Hackney's estates.

There are around 250 shop units originally built into estates to provide facilities to the communities that lived there.

Many used to be traditional shops, such as butchers, fishmongers and grocers, but with the advent of the supermarket, many of these closed down, leaving behind an empty space.

This is now changing as community interest groups and charities are taking up the opportunity to be right in

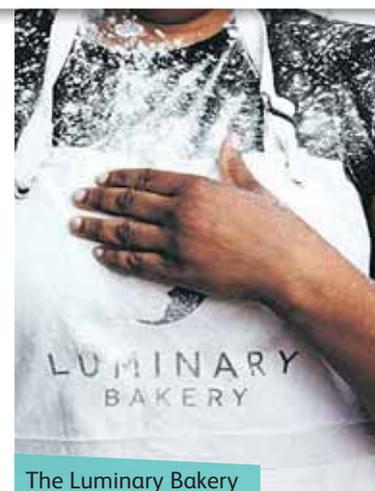
the heart of Hackney.

The Council, which is the landlord for many of these properties, is able to work with groups to offer a negotiated rent to enable renovations in order to bring the units back into use.

It's a win-win situation: this gives the start-ups a chance to get on their feet; whilst the rents go back into making improvements to the estate.

If you know of a social enterprise or charity looking for a home, Hackney's Strategic Property Services have a number of shops and office units available.

Please contact Adam Jones via email at: adam.jones@hackney.gov.uk; call: 020 8356 405; or register your interest at: hackney.gov.uk/property



The Luminary Bakery

Luminary Bakery

FLOUR and feminism mix together to create a recipe for change at the Luminary Bakery in Stoke Newington – a space that puts disadvantaged women through an employability training programme covering professional baking skills and personal development.

Since 2016 the shop has been selling delicious cakes and cookies out of its premises in Allen Street. The group secured the site after raising £16,000 through a crowdfunder to build a bakery, training room and shop front.

The social enterprise, which first started five years ago, uses baking as a tool to empower women who have experienced gender-

Working for better homes



Alive & Kicking

A SMALL shop on the Arden estate, in Hoxton, is making a big difference to communities in Africa.

Alive & Kicking is a charity and sports shop selling footballs, netballs and rugby balls with exciting colourful designs from £15, with all money made going back into supporting the charity's work.

It makes sports balls in its stitching-centre in Kenya, Zambia and Ghana, giving training and employment to 150 adults, who collectively support 800 people through their wages.

Alongside the production, the charity also provides free balls to thousands of African community groups, and works with other charities to print public health messages on the balls, to help raise awareness around malaria and HIV.

Such has been its success, the charity won the International Impact Award at the UK Social Enterprise Awards in 2016.

More than 850,000 balls have been made since it



based violence, poverty and homelessness to give women the skills needed to start their journey to employment. As well as training courses the bakery also offers the paid employment within the bakery, enabling women to build a career and positive future.

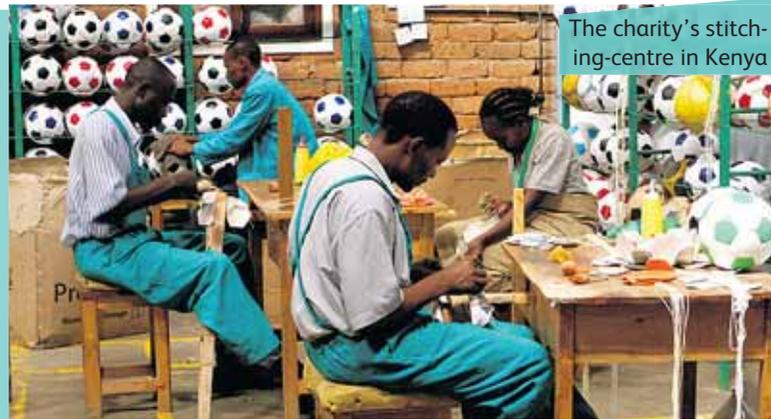
Luminary Founder, Alice Williams, says: "We were over the moon when we found this space to open our first bakery, the neighbourhood around Stokeley is really supportive of local business and there is a definite community feel. Hackney is such a diverse and vibrant place to be. Luminary provides opportunities to disadvantaged local women by providing training, employment and community, and our loyal customers enable that vision."

Find out more here: luminarybakery.com or pop in!

started in 2004 and they are mostly sold for retail in stores across Africa, but residents in Hackney can get their hands on one in the charity's shop in Hoxton.

Joel Phillimore, Programme and Partnerships Manager at Alive & Kicking, says: "The space at 147 Hoxton Street has given us the opportunity to create a really unique office space that also includes a store, meaning we can help to sustain our charitable activities through sales.

"Being in a property on the Arden estate means we have



The charity's stitching-centre in Kenya

plenty of opportunities to share our operations with locals, to discuss the challenges and successes faced by people from all walks of life, and explore how

sport can be used to create sustainable and meaningful change in the world."

Visit the store at 147 Hoxton St, N1 6QG to find out more.

You can also buy balls online at Alive & Kicking at: aliveandkicking.org



Felix Lane and Greygory Vass
Photo: James E Smith

success led to the pair starting a crowdfunding appeal and raising £25,000 to set up shop in Hackney.

They worked with Hackney Council, which owns the property, to secure a 12-month rent-free period, followed by reduced initial rent.

The lower outgoings helped to subsidise haircuts to make the shop even more accessible.

There are no set prices, just a sliding scale of what people can afford from £10-£40. There are

also certain times when clients can pay an even cheaper fee of between £2 to £10.

As well as haircuts, the salon is also a space for the LGBTQI+ community and it also hosts talks and workshops.

Greygory, Director, says: "We don't know if we would have survived without finding this incredible space in Hackney and the support of the Council.

"We love working in St John's estate and surrounding estates, the neighbours are so friendly, it's fantastic, and all the shops on our parade are run by brilliant and lovely people.

"We feel extremely lucky to have made it here and we hope to have a long future in this shop."

Visit: openbarbers.com; or visit the shop at 4 Clunbury Street, London, N1 6TT.



Open Barber

NESTLED in a row of shops on St John's estate in Hoxton is Open Barbers, London's first queer and trans-friendly salon, which has been serving the Hackney community since 2016.

If you identify as gender-neutral or transgender, going to the hairdresser can be a daunting experience, and in most salons there is gender discrimination in terms of pricing, with 'women's' treatments often more expensive.

The ethos of Open Barbers is to provide fair hairdressing for all lengths, genders and sexualities. It also offers welcoming space for self-identification, and no price difference between hair styles.

Friends Greygory Vass and Felix Lane, who are both transgender, founded their hairdressing social enterprise seven years ago as a pop-up in Finsbury Park. Its

Volunteer for group

THE Council is looking for people to join an important voluntary group in order to help improve the services it provides to tenants and leaseholders.

The role, in the Resident Liaison Group (RLG), means residents will get to make a real impact on Council homes, blocks and estates, as well as the local community, by telling the Council what Housing Services are doing well and how it could be doing better. As part of this group, residents will look at performance, policies and ideas, and work directly with the Housing Director and the Cabinet Member for Housing Services to suggest changes and help make improvements.

The current panel is made up of residents from neighbourhood and resident forums, and the Council is seeking to appoint another seven people – six tenants and one leaseholder – who are independent from existing TRA groups.

No qualifications are required and the Council does not want new recruits to be linked to any tenant and resident association or supported resident group.

But it is looking for people with the following traits:

- Good communication skills
- Good team spirit
- Positive can-do and problem-solving attitude
- Ability to express critical opinions in a constructive manner
- Creative and innovative approach to problem-solving
- Passionate about Hackney
- Knowledge of your area and of the borough
- Desire to learn about housing services
- Availability to undertake occasional training
- Willingness to make a real impact to the local communities in Hackney
- Willingness to represent the community fairly and evenly.

If you are interested, search 'resident' at consultation.hackney.gov.uk

The closing date for recruitment is 2 November.

Working for better homes



HERE is an overview of what the Housing Service has been doing for Council tenants and leaseholders over the past 12 months.

A year in figures:

£87.5m: spent on improvement works during the year, including:

2,882	kitchens modernised
2,673	bathrooms modernised
2,628	boilers replaced
450	homes better insulated
195	homes fitted with new windows
177	homes fitted with new roofs

£304k: invested in improving energy efficiency in homes.

£3.3m: invested in fire protection works.

1,823: fire risk assessments carried out.

285: vulnerable residents helped by our new, dedicated team, called Resident Sustainment. This includes action plans agreed with **136** of these households.

1,166: people prevented from being made homeless.

323,589: calls received by the repairs and neighbourhood call centres.

11,000: customers viewed their rent account online since the launch in October. Around **10** percent of these customers used their online rent account to make payments.

58: homes returned to our ownership from tenants illegally subletting or which had been obtained by fraudulent declarations.

55: residents who bought their homes under the Right to Buy scheme.

842: Council owned properties let, including **59** tenants who swapped homes.

301: new properties built, including **178** properties for leaseholders, **79** for tenants and **44** sold under a shared ownership scheme (part-rent / part-own).

How do we spend your money?

This is how we spent each pound we received from rent, service charges and from the Government:

- 34p:** Investment in properties: the yearly cost of big improvement works
- 24p:** Repairs and maintenance: the work done to ensure homes and estates are safe and in good working order
- 19p:** Tenancy & leasehold services: the management and delivery of services
- 9p:** Central support: behind-the-scenes work to support the delivery of frontline services
- 7p:** Cleaning and gardening: the cleaning, tidying and maintenance of communal areas
- 7p:** Other spending: insurance, staff pension costs and the running of some of the properties and buildings in which the housing service is based.

Savings

The Council has had to reduce the rent it charges residents in line with national changes. Whilst there are immediate benefits for residents, it has meant the Council has been forced to make **£3.2m** of savings over the past financial year to make up that shortfall in income.

These savings have been achieved without affecting frontline services. Instead, the Council has saved the money through a combination of efficiency and productivity reviews, such as:

- Cutting down all non-essential spending
- Identifying behind-the-scenes savings (our administrative work, for example)
- Integrating the Council's street cleansing service with the estates cleaning team.

Your priorities

Residents said they wanted the Council to focus on making improvements in:

- Antisocial behaviour
- Estate services
- Customer services
- Repairs

The Council looked at 14 indicators (aims) within these four areas in order to measure how it did.

Satisfaction Surveys

In 2017/18, the Council changed how it collects satisfaction information relating to antisocial behaviour, customer services, estate services and repairs.

Residents now receive either a text or email message, containing a web-link survey to complete. This new 'opt-in' method has generated a greater share of responses from those residents who are dissatisfied than it did in 2016/17. However, this change of approach in how the Council carries out surveys, has provided it with more information to identify where the Council needs to improve.

Key

- We are **happy** with our performance because we are meeting our target
- We are **satisfied** with our performance because we are close to meeting our target – it is within **10%** of being met
- We are **disappointed** with our performance as we are not meeting our target – performance is outside the **10%** threshold of being met. However, we are looking at ways to **improve** our performance.

Antisocial behaviour (ASB)

Our aim	2016/17	2017/18	Improvement	Meeting target
50% residents satisfied with handling of ASB cases	73 %	53 %		
50% residents satisfied with the outcome of ASB	70 %	48 %		

Here's how the Council plans to improve:

- Training housing officers and managers on how to better deal with and follow-up ASB issues
- Housing officers will be working out on estates more, using their mobile phones and tablets to bring services directly to residents. This will speed up how the Council tackles ASB, such as logging incidents. The new system will also help avoid duplication of work by officers
- Developing a reporting tool, which will assist managers with case monitoring with a view to raising overall standards.

To report a non-emergency repair call: 020 8356 3691

It's easier and quicker to pay
Council Tax by direct debit.
Go to: hackney.gov.uk/housing

**SPOT
LIGHT**

Customer services

Our aim	2016/17	2017/18	Improvement	Meeting target
98% of calls received by call centres answered	91 %	90 %	↓	😊
1% of callers waiting no more than 10 minutes for the call	N/A*	4 %	N/A	😞
50% of residents satisfied with the handling of their complaint	34 %	18 %	↓	😞
15 days: Average time taken to resolve complaints	25 days	18 days	↑	😞

Here's how the Council plans to improve:

- Implementing online services so residents do not have to wait for call centres to open
- Implementing a callback option for customers so that they do not need to wait in a queue during peak times
- Organising workshops with complaints officers to address the handling of complaints

*No call waiting data for 2016/17 year as the new telephone system was introduced in 2017/18.

Estate environment

Our aim	2016/17	2017/18	Improvement	Meeting target
95% of estate cleaning inspections graded 'good' or 'acceptable'	99 %	95 %	↓	😊
65% of residents satisfied with internal block cleaning	62 %	53 %	↓	😞
60% of residents satisfied with the maintenance of hedges, shrubs and rosebeds	69 %	58 %	↓	😊

Here's how the Council plans to improve:

- Internal painting will form part of future planned works in blocks
- We are introducing mobile working for estate cleaners, who will have mobile devices to log any immediate issues where a specialist service is required, such as the removal of drug paraphernalia
- We are merging the Grounds Maintenance Team with the Parks Service, which will lead to a new planting and biodiversity plan. This includes the maintenance of hedges, shrubs and rosebeds on estates.

Areas the Council needs to improve are:

- Obtaining tenants' ethnicity information
- Percentage of callers waiting less than 10 minutes
- Satisfaction with complaints handling
- Time taken to respond to complaints
- Satisfaction with internal block cleaning
- Completing repairs on our first visit (according to resident feedback)
- Satisfaction with the quality of repair work
- Average time taken to let empty homes.

Areas the Council is close to meeting are:

- Satisfaction with the outcome of antisocial behaviour complaints
- Satisfaction with the maintenance of hedges, shrubs and rosebeds
- Keeping to repair appointment times
- Completing all repairs within target time
- New tenants' satisfaction with the condition of property
- Collecting rent and arrears
- Collecting leaseholder service charges

Areas where performance or target is met are:

- Satisfaction with handling antisocial behaviour complaints
- Percentage of calls answered by the call centres
- Standard of estate cleaning inspections
- Percentage of dwellings with valid gas certificates
- Percentage of dwellings meeting the Decent Homes Standard (warm, safe, dry homes)

Repairs

Our aim	2014/15	2015/16	Improvement	Meeting target
95% of repairs appointments kept	78 %	93 %	↑	😊
85% of repairs completed on first visit (based on resident feedback)	72 %	63 %	↓	😞
95% of all repairs completed within target time	92 %	91 %	↓	😊
90% of residents satisfied with quality of repairs work	85 %	78 %	↓	😞
75% of all new tenants satisfied with the condition of the property	64 %	69 %	↑	😊

Here's how the Council plans to improve:

- We are reviewing factors, such as age of the property, to address the most common reasons provided by residents that cause low satisfaction
- We are now reviewing the repairs feedback on a daily basis, which means that any issues can be quickly dealt with
- We are developing a tool that will allow managers to review the quality of the repair work with a view to raising overall standards.

National Performance 2017/18

The following table shows the Council's performance over the past year (2017/18), in relation to the following national consumer standards:

- **Tenant involvement and empowerment:** customer service, handling complaints, understanding the diverse needs of the tenants, and providing opportunities for tenants to influence and be involved
- **Home:** quality of accommodation, and repairs and maintenance
- **Tenancy:** letting homes and tenancy management
- **Neighbourhood and community:** keeping neighbourhoods and communal areas clean and safe, handling antisocial behaviour complaints, and promoting wellbeing
- **Value for money – rent:** the amount charged for rent and service charges, and the provision of clear information on how the rent and service charges are set.

National consumer standards – social housing framework	Targets	Targets met or exceeded	Targets not met
1 Tenant involvement and empowerment	5	1	4
2 Home	7	2	5
3 Tenancy	1	0	1
4 Neighbourhood and community	5	2	3
5 Value for money - Rent	2	0	2
Total	20	5	15

Working for better homes



New shops for estate

NEW shops and a community venue are set to bring amenities to the Council's transformed Kings Crescent Estate, in Stoke Newington.

Over the autumn, residents will start to see businesses moving into retail spaces that complement the hundreds of much-needed, high-quality new Council homes built by the Council.

These include a Sainsbury's supermarket and a locally-run coffee shop in Green Lanes, both hoping to open this year; and an independent barber shop in Brownswood Road.

Elsewhere, the Council is looking to use the commercial space at Kimpton Court in Murrain Road for a new temporary community space, in partnership with community and social enterprises.

Ideas could include activities like yoga, exercise and healthy eating classes, book clubs, creative groups like knitting and sewing, and activities for kids.

If you have ideas, let Ron Greenwood, at the Council, know via: ron.greenwood@hackney.gov.uk



A pilot scheme in Stoke Newington's Milton Gardens has dramatically improved rates of recycling

Rapid results in recycling project

New bin stores were installed as part of the recycling pilot

RECYCLING on a Hackney Council estate has more than doubled following a two-year project by the Council as it seeks to dramatically improve recycling rates across the borough.

Only eight per cent of waste in Milton Gardens, a 22-block estate in Stoke Newington, was being recycled by residents at the start of the pilot, but this has risen to 17 per cent following the introduction of a series of new measures.

Changes include: removal of bin chutes; installation of 30 additional communal recycling bins; building of

18 new bin stores; provision of free reusable bags; inclusion of recycling information in all new-home welcome packs; and the publication of recycling services via leaflet drops and noticeboards.

In addition, over the past 18 months, the Council has delivered recycling bags and food waste caddies to more than 1,330 estate-based

properties as part of the new-home packs, which are provided when Council properties become available.

The Council is seeking to recycle 50 per cent of all waste by 2020 as part of its commitment to greener living and as a way of mitigating the ever-increasing costs of disposing of waste. It will also help save £75,000 per year;

the current cost of unblocking bin chutes across the borough.

Ajman Ali, Director, Housing Services, said: "We are working really hard to improve recycling on estates. Recycling is an easy way to do something positive for the environment whilst saving money, as it costs more to dispose of rubbish. This money can then be invested into key services that benefit you."

For more information on what can and can't be recycled and to order free, reusable bags, compostable liners or food waste caddies, visit: hackney.gov.uk/recycling or collect them from your nearest neighbourhood office.

“Recycling is an easy way to do something positive for the environment whilst saving money”

Council to hold free info event for leaseholders

LEASEHOLDERS and freeholders can learn about the services the Council provides for them at an open day on 13 October.

Residents can talk to a range of Council teams, including those covering communal cleaning and repairs, antisocial behaviour, and recycling at the event, between 11am and 4pm,

at The Urswick School, Paragon Road, Hackney.

Discussion groups will be hosted, allowing residents to have their say on services. There will also be free activities including massages and children's entertainment, and free food and drink.

Other organisations available

to speak to at the event include the Leasehold Advisory Service and the London Fire Brigade.

Ajman Ali, Director, Housing Services, said: "This is a fantastic opportunity for freeholders and leaseholders to speak to Council staff and other organisations about the many services available to them and

find out what support we can provide.

"Residents can drop in at any time throughout the event."

If you have any specific concerns or questions, you can also book an appointment with staff by calling: **020 8356 2299**;

Don't miss this year's leaseholders & freeholders open day
Saturday 13 October 2018, 11am – 4pm
Urswick School, Paragon Road, Hackney E9 6NR

FREE children's entertainment
FREE food & drink
FREE massage

Working for better homes **Hackney**

or emailing: service.charges@hackney.gov.uk



ONE evening Daniel West found himself stranded outside London. He had hailed a taxi to deliver him to his Hackney home but the driver didn't know the route.

Daniel directed the cabbie from the southerly outskirts of the capital all the way to his flat in the Trelawney estate, in Morning Lane. It might be considered a challenge for anyone unsure of the roads. However, what makes it all the more remarkable was that Daniel was completely blind.

The story is indicative of the drive of a man who would twice become Mayor of Hackney; one of the country's first blind leaders, and who would later be awarded the Order of the British Empire (OBE) by the Queen for his services to people with disabilities.

Daniel came from inauspicious beginnings: he was born to a poor family in Bethnal Green right at the end of Queen Victoria's reign. He was blinded in one eye during an early childhood accident, and, tragically, in his other eye as a teenager while chopping wood.

His first job was a basket weaver, one of the few positions open to blind people in the 1930s. However, it was the abject inequality of that work that drove the young man into the politics.

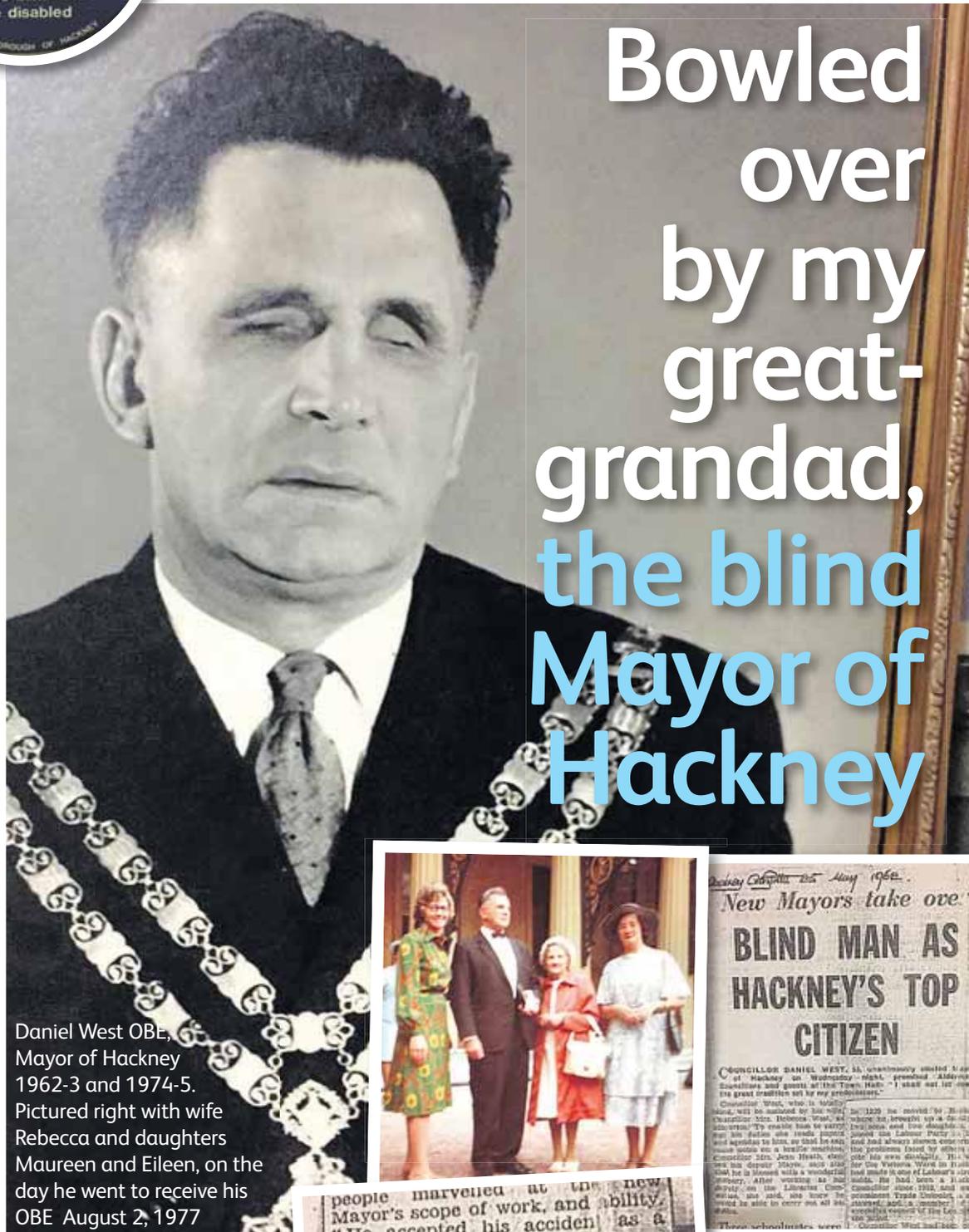
"The weavers were paid a pittance," explains Daniel's great-granddaughter Kathryn McHugh, who works at Hackney Council as a housing officer. But my great-grandfather led a strike to campaign for a fair wage."

That work kickstarted a lifetime of crusading that saw Daniel become a local councillor in 1937 as a means to fight for the rights of people of all disabilities; and later a prominent trade unionist and shop steward.

"My great-granddad did lots of work for charities," says Kathryn, who is based in Clock House Neighbourhood Office in Stamford Hill. "He loved reading and one of his campaigns when he was a local councillor was for the Hackney libraries to provide books in Braille.

"It was agreed it would happen but the money was not forthcoming from the Council. Dan chained himself to the library railings in protest and was on the TV news. He got his way!"

For 15 years Daniel was President of the National League



Daniel West OBE, Mayor of Hackney 1962-3 and 1974-5. Pictured right with wife Rebecca and daughters Maureen and Eileen, on the day he went to receive his OBE August 2, 1977

of the Blind, a trade union set up to support and protect blind people working in poor conditions in workshops. He took the fight right to the top.

"He was a real fighter," recalled Daniel's daughter Eileen Adams. "He and his blind friends got thrown out of parliament for protesting during a debate. The poor guards were so embarrassed. But it can't have done him any harm; the Queen awarded him the OBE!"

Daniel's inauguration to Mayor of Hackney in 1962 made national news; the press were baffled as to how a man with no sight could lead Council business when he couldn't even read the Council agendas. Kathryn's mum, Julie

people marvelled at the new Mayor's scope of work, and ability. "He accepted his accident as a challenge," he said. Councillor West was then led to the dais, where he received the chain of office from retiring Mayor Alderman Louis Sherman.



You can report antisocial behaviour to us 24-hours a day

DID YOU KNOW?

Gas safety certificates

LEASEHOLDERS living in Council blocks will, from next month, be required to submit an annual gas safety certificate for their property as part of the Council's drive to continue to improve safety for all residents living on estates.

Leasehold rules and regulations already require leaseholders to have these gas safety checks carried out on their home every year.

However, from November, the Council will be writing to leaseholders asking for copies of the gas-safe certificate to prove that their home meets gas-safe standards in order to ensure the safety of all residents.

Gas safety checks help reduce the risk of accidents occurring from faulty appliances, such as explosions or carbon monoxide poisoning.

Leaseholders can use any gas safe-registered engineer, a full list of which can be found here: gassaferegister.co.uk.

The Council already carries out yearly checks on all gas appliances and flues in the homes of tenants.

Ajman Ali, Director, Housing Services, said:

"Gas safety checks help reduce the risk of accidents occurring, including fires.

"Most people will be aware of the importance, now more than ever, of taking personal and collective responsibility when it comes to improving safety in their homes and blocks.

"Those who do not have gas-safe appliances are potentially putting the safety of everyone living in the same block as them at risk.

"The focus of the Council's housing service is to ensure residents are safe and feel safe in their homes.

"Leaseholders have a few weeks now to ensure they have the appropriate certification in place."

McHugh, explains: "My granddad didn't have a guide dog but had my Nan, Rebecca West, who was also a councillor. She was his eyes and helped him in everything he did." And that included reading papers and agendas.

Daniel is today commemorated in the Trelawney estate, where the community hall is named after him, and a blue plaque remembers his service to the community.

Kathryn adds: "Whenever I'm in that part of the borough I like to take a quick look at the plaque or pop into the Town Hall to see my great-granddad's photo.

"I feel great pride to now be working in the borough that Dan West did so much for!"

Universal Credit is now live in Hackney



If you are making a new benefits claim or your circumstances change, you may need to claim Universal Credit.

It replaces the following benefits with a single monthly award:

- Jobseekers allowance
- Employment and support allowance
- Income support
- Child tax credit
- Working tax credits
- Housing benefit

Hackney tenants can prepare by:

- Making sure you know how much your rent and service charges are
- Setting up a bank or building society account if you don't already have one
- Contact us if you are worried about Universal Credit or managing your money



For more information and to make a claim, visit www.gov.uk/universal-credit



For details of how to prepare and support available in Hackney, visit www.hackney.gov.uk/universal-credit or call **020 8356 3100**

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