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SUMMER 2016

MAKE YOUR VOICE HEARD AT OUR AGM

SATURDAY 1 OCTOBER 3.30-6PM

VI FORRESTER HALL, GILPIN ROAD,
LONDON, E5 0HL

- ✓ Got a suggestion about the local area?
- ✓ Want to help improve the housing service?
- ✓ Why not stand to become a member of our Board and get involved in decisions that affect your home and neighbourhood?

Come along to our AGM where you can vote on estate issues and influence the future of your neighbourhood. You'll be able to meet staff and current Board members and find out about our achievements over the past year.

To attend the AGM and have a vote you need to become a member of Clapton Park. Lifetime membership costs just 20p. Pick up your membership application form in the Clapton Park Management Organisation office in Gilpin Street.





LISTENING TO YOU

Our residents are the heart of Clapton Park, and your views and opinions shape the way we work.

Since I joined Clapton Park in May 2016 I have been listening closely to what you have been telling us. I understand that in the past we haven't always got it right, so I'm committed to making improvements and bringing in changes to ensure that in the future, we do get it right.

We held a special public meeting in June when lots of residents gave us important feedback. Plus we've been listening to what you've been telling us through your day to day contact with staff in the office. As a result, we know that you want:

- **Staff who are well informed and able to answer your questions**
- **Better day to day communications**
- **People who understand and connect with your local communities**
- **Services that are shaped by our customers for our customers**
- **Improvement works to make your home and neighbourhood even better**

Over the next few weeks we are going to be looking at how we can transform our services to better meet your needs and address your feedback.

Whether it's extra training for staff, or changing the way we deliver services; we will be taking tough choices to ensure that we create the service that you want and need, both now and in the future. Value for money will continue to be our top priority as we improve our services to deliver our vision.

If you have any ideas or suggestions for how we can improve the service to you and your neighbours please get in touch. Pop in to the Housing Office or drop me an email on Mike.Wacha@Hackney.gov.uk – I would love to hear from you. And don't forget to complete the Satisfaction Survey you will be receiving soon (see opposite page for details).

Mike Wacha
Clapton Park Head of Services



If you have any ideas or suggestions for how we can improve the service to you and your neighbours please get in touch.



MAKING LIVES BETTER AT CLAPTON PARK

We think that Clapton Park is a great place to live – and we hope you do too.

But there is always room for improvement and we need you to tell us what we are doing well and where we could do better.

In the next few weeks we will be contacting all tenants and leaseholders across Clapton Park estate to ask everyone to complete a Resident Satisfaction Survey giving us feedback about your home and neighbourhood services.

It's really important that you complete the survey when it comes through your letterbox. You don't even need to buy a stamp to return it, just pop the survey in the freepost envelope provided.

The survey will include a wide range of questions about your home, the neighbourhood and the services we provide for you. Please take the time to answer these questions and give us any comments or suggestions about how we could improve. We need as many people as possible to return the survey so that we can see how satisfied the community is as a whole.

The findings will be used to measure how good we are at meeting your priorities and your responses will help influence how we work and invest money in the future.

If you have any queries about the Satisfaction Survey please call 0208 356 6300. Remember you can drop into the estate office in Gilpin Road whenever you have a query or a suggestion about the housing service.

The first batch of surveys will have landed on your doormats from 18th August. A second batch of surveys will be sent out to all of the residents who have not responded.



Check out future issues of the newsletter to find out the results of the survey.

MONEY WORRIES?

If you are struggling to make ends meet and worried about debt, we can help.

Drop in to our FREE money advice surgery every Wednesday between 10am and 12.30pm.

Chat to independent money advisors in confidence to receive expert advice on anything money-related.

Our friendly money experts can help you:

- Tackle your debt
- Budget your money
- Check you are receiving your full benefit entitlement

The service is run with Hackney Marsh Partnership.

Call us on 0208 356 6300 to make an appointment or just pop in to the Estate Office on a Wednesday between 10am-12.30pm.



GET IN TOUCH

If you have any comments about any of the articles inside or you have an idea for our next issue please get in touch.

Drop in to the Housing Office for a chat: 4a Gilpin Rd, London E5 0HL. Call us on 0208 356 6300

CLAPTON PARK ESTATE

run by residents for residents