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# Canalside News

Metropolitan Housing Trust and Community Housing Association working together

Whitmore, Kingsland and Haggerston

Special Issue

Aug 1997

## Tenant's Survey

This newsletter is issued by Canalside Housing Partnership working together with Hackney to improve your estates.

### What is the Canalside Housing Partnership?

Hackney Council launched the Estate Regeneration Strategy as a way of funding a repairs, modernisations and improvements programme to your estates. The Canalside Housing Partnership is two Housing Associations, Metropolitan Housing Trust and Community Housing Association, working together to regenerate your estates. We were selected by Tenants and Hackney Council to develop proposals with you to improve your estates. Every Secure tenant will have the opportunity to vote in April 1998 on the proposals to transfer to the Canalside Housing Partnership. Before the vote takes place you will be given a detailed proposal setting out the works proposed, your rights on transfer and the rents and charges you will pay.

### What is the Tenants Survey?

We are now carrying out a complete survey of all secure tenants and leaseholders on the Haggerston, Kingsland and Whitmore estates. Some of you have already taken part in a survey carried out by a firm of surveyors called Rand Associates who looked at the buildings in a stock condition survey.

Now we need to carry out a survey to find out what you feel about your home and your estate and to find out what your needs are.

From your answers we can draw up a picture of your needs and wishes and use them to prepare the proposals which you will be asked to vote on.

### What's included in the survey?

The questionnaire is a series of questions asking about what kinds of problems you have in your home and on your estate and what you want to see happen.

### PRIZE DRAW!

Every returned and completed questionnaire will be entered into a FREE PRIZE DRAW.

1st Prize £50

2 x 2nd Prizes £10 each.

**DON'T DELAY! RETURN YOUR QUESTIONNAIRE TODAY TO MAKE SURE YOU ARE ENTERED INTO THE DRAW!**



## *How do I complete the survey form?*

Most of the questions can be answered by ticking the boxes. It should not take very long for you to complete.

You can either:-

1) Return your completed questionnaire in the pre-paid envelope provided. **You do not need to use a stamp.** Or:

2) If you prefer, your questionnaire can be collected by staff from Metropolitan Housing Trust and Community Housing Associations. Staff will be calling at your home in the next few weeks to do this between 6-8pm Mon-Fri and 10am-4pm on Sats. They will be able to complete the questionnaire with you if need any help.

**Whitmore estate will be collected from  
11th - 23rd August**

Leaseholders questionnaires will be collected separately.

When the collectors come to your home **they must show you** two confirmations of their identity:

- a photo identity card with the name of Canalside Housing Partnership.
- a letter from Canalside Housing Partnership, signed by Robin Hawkes, Estate Regeneration Manager.

**Please ask for these proofs of identity before letting a collector into your home.**

## *What happens next?*

Your answers to the questions in the survey will be used together with the results of the stock condition survey and consultation with you to develop a formal proposal. There will be further opportunities for you to have your say on what should happen to your estate through block meetings and other events over the next few weeks.

### **Who should you contact for more information?**

If you have any questions about this survey, or confirm when a collector will be visiting you, please contact:

**Sara Cunningham  
Housing Manager or  
Sue Gibson  
Housing Manager, on  
0171 254 7073.**

Or:

Call in at 222 Haggerston Rd  
between 2pm and 5pm Mon to  
Fri.

**LOOK OUT FOR THE SPECIAL  
NEWSLETTERS GIVING MORE  
DETAILS.**

**All your answers will be  
completely confidential and  
will not be used by anybody  
else or for any other purpose.**