



Adrian Essex &lt;omotng@gmail.com&gt;

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**Fw: Phase 4 TA Meeting 7th May 2025**

1 message

**Roda Hassan** <roda.hassan@publicvoice.london>

15 May 2025 at 19:38

Cc: Simon Slater &lt;simon.slater@publicvoice.london&gt;, Ameera Hassan &lt;ameera.hassan@publicvoice.london&gt;

Dear Board members,

Please see below Hackney's update on Temporary Accommodation.

Thanks

Roda Hassan  
Independent Tenant and Leaseholder Adviser  
Woodberry Down Estate

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Regeneration Drop in Advice Surgeries  
Tuesdays and Thursdays 2-6pm  
Woodberry Down Community Organisation  
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**From:** Gareth Crawford <[gareth.crawford@hackney.gov.uk](mailto:gareth.crawford@hackney.gov.uk)>**Sent:** Friday, May 9, 2025 9:37 AM**To:** Roda Hassan <roda.hassan@publicvoice.london>

**Cc:** Sade Etti (Cllr) <[sade.etti@hackney.gov.uk](mailto:sade.etti@hackney.gov.uk)>; [omareliasvillalba@hotmail.com](mailto:omareliasvillalba@hotmail.com) <[omareliasvillalba@hotmail.com](mailto:omareliasvillalba@hotmail.com)>; Sarah Young (Cllr) <[sarah.young@hackney.gov.uk](mailto:sarah.young@hackney.gov.uk)>; Caroline Selman (Cllr) <[caroline.selman@hackney.gov.uk](mailto:caroline.selman@hackney.gov.uk)>; Hermione Brightwell <[hermione.brightwell@hackney.gov.uk](mailto:hermione.brightwell@hackney.gov.uk)>  
**Subject:** Re: Phase 4 TA Meeting 7th May 2025

Roda,  
Thanks for this.

I will leave Cllr Etti to respond to the specific queries set out in your email of 29th April.

In terms of a more general TA update (focusing on the April TA rent increase) I can include a section on this in future Hackney updates. For next week's WDCO meeting I can confirm the following:

*On 31st March 2025 there were 442 households in Temporary Accommodation (TA) on the estate, of which 62 were not in receipt of Housing Benefit (HB). Following a Cabinet decision on 24th February 2025, all Hackney TA rents were increased from 7th April 2025 so as to align with the 2024 Local Housing Allowance.*

*TA residents at Woodberry Down have their rents collected by the Income Collection Team within the Hackney Housing Service and can be afforded additional assistance by that team to apply for HB. Support is also provided by the Resident Sustainment Team to those with additional needs. In addition, Customer Services staff are proactively contacting all TA residents not receiving HB across the whole TA portfolio to encourage take up. All TA residents have a named income collection officer liaising with them and will also be aware of the named officer from the TA placement team who made their original TA offer. If they have not already done so, those not in receipt of HB who will be affected by the increased rent charges, should submit an application for HB as outlined on our [website](#) or provide any information required by officers to finalise the assessment of their claim. The current turnaround time for processing each Housing Benefit claim is 9 calendar days. Support to make a HB claim is available from the following funded provision:*

*Customer Services Hackney Service Centre, link [here](#)*

*TA and Hackney Housing Income Collection officers - if households have mobility issues, home visits are conducted*

*Drop in sessions at Hackney Downs and Wetlands every fortnight*

*Hostel Managers*

*Here to Help Team, link [here](#)*

*Hackney Engage Riverside - the commissioned floating support service for residents in TA, further details of which can be found [here](#).*

*If it is the case that a resident is working and not entitled to HB, this will be identified by the Income Collection Team, who may then utilise the new Temporary Accommodation Charges Support Fund (TACSF). The purpose of this fund is to ensure that temporary accommodation residents are not financially worse off as a result of the increase in their accommodation charges.*

*The TACSF is designed to assist those who would otherwise struggle to meet the higher TA charges, helping them to maintain financial stability and avoid arrears or further hardship. Cases are nominated by the Income Collection Officers, and authorised and paid to the rent account. The TACSF is managed and monitored by the TA Finance Team. Residents do not need to apply for this fund as the aim is to maximise HB take-up and other welfare benefits, discretionary payments and financial support for utilities, etc. first, before application of any fund credit to a rent account.*

On Thu, 8 May 2025 at 21:08, Roda Hassan <[roda.hassan@publicvoice.london](mailto:roda.hassan@publicvoice.london)> wrote:

Hi All,

Please see below the notes from yesterday's meeting.

[@Gareth Crawford](#) and [@Sade Etti \(Cllr\)](#) - I realise the temporary accommodation update was not included in Hackney's May report. Could this update please be provide on Monday?

**Temporary Accommodation Impact & Resident Support**

- Discussion on the impact of rent increases on Woodberry Down residents, with focus on those not on housing benefit.
- Fortnightly drop-in sessions and proactive communication (letters, emails) are in place to support affected residents.
- Majority of residents have not raised new casework; support funds and income collection teams are actively involved.

**Casework Trends and Process Improvements**

- New cases are emerging as residents become aware of support options; process improvements include dedicated income support officers and better tracking of ongoing cases.
- Older cases remain unresolved due to ongoing debt and support needs, but engagement and support have improved.

**Support Fund Criteria & Long-Term Solutions**

- Questions raised about the criteria, duration, and long-term sustainability of the temporary accommodation support fund, especially for those partially supported by housing benefit.
- Commitment to provide written clarification on these points in follow-up communication.

**Proactive Outreach & Resident Engagement**

- Suggestions for more proactive outreach, including door-knocking and direct contact for residents who may not respond to letters or drop-in sessions.
- Recognition that some residents may not understand written communications or know where to seek help; importance of word-of-mouth and community networks highlighted.

**Monitoring & Data Analysis**

- Proposal to analyze the list of temporary accommodation residents not on housing benefit to ensure all have been contacted, with targeted outreach for those missed.
- Emphasis on the need for clear criteria for support fund eligibility and better communication of this information to councillors and residents.

**Reporting & Communication**

- Request for updates on temporary accommodation to be included in the Hackney Report for wider dissemination via WDCO and community channels.

**Future Meetings & Process Review**

- Suggestion to shift meetings to a quarterly schedule and include regeneration (Regen) officers when relevant to long-term housing and decant issues.
- General consensus that engagement and processes have improved, with thanks to all participants for their contributions.

**Actions**

**Sade Etti (Cllr)**

- Respond to Roda Hassan's email regarding ITLA and WDCO queries, including details about the temporary accommodation support fund criteria, duration, and long-term solutions for residents not on full housing benefit.
- Ensure Gareth includes an update on temporary housing in the Hackney Report, so information can be shared with WDCO members and residents.

**Roda Hassan**

- Follow up with a note summarising the meeting outcomes

**Sarah Young (Cllr)**

- Consider organising a door-knocking session or targeted outreach for temporary accommodation residents not on housing benefit who have not been contacted, to ensure no one is missed.

Thanks

Roda Hassan  
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**Gareth Crawford**  
**Head of Regeneration (Woodberry Down)**

12/27/25, 6:45 PM

Gmail - Fw: Phase 4 TA Meeting 7th May 2025

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