

# HOMES ZONE

News for you  
from Homes for Haringey

## From shock to action: Our response to Tottenham riots

**Preparing  
for the digital  
switchover**

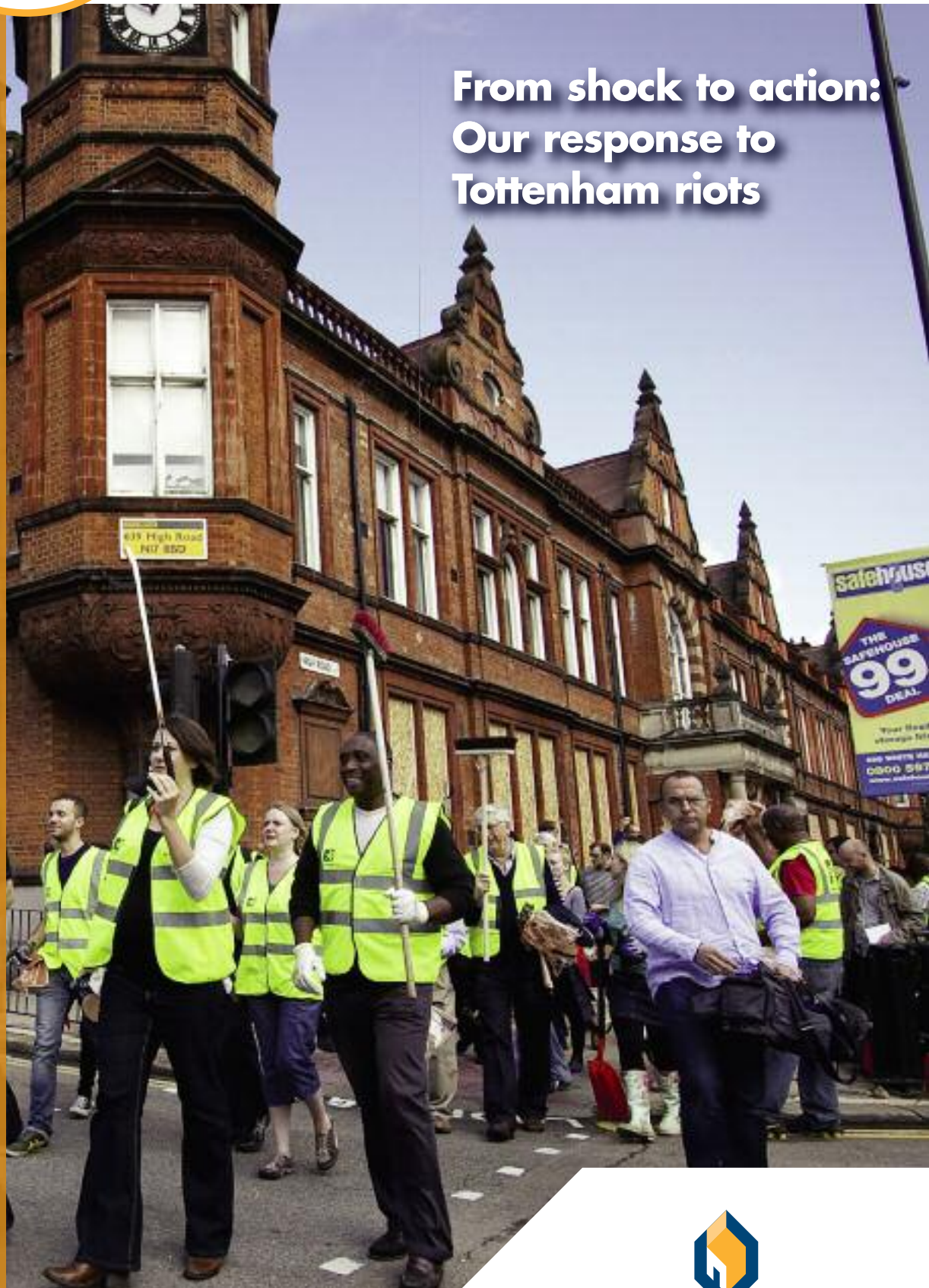
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## Service update for all North Tottenham residents

Following the recent disturbances in Tottenham, our NorthTottenham Housing Area office at 639 High Road is closed until further notice.

If you need to talk to your Tenancy Management Officer or your Housing Manager, or you would like to make an appointment to see them, call us on freephone **0800 195 3404** or **020 8489 5611** (cheaper from a mobile) and press option 3. For non-urgent queries email: [housing.northtottenham@homesforharingey.org](mailto:housing.northtottenham@homesforharingey.org)

## From shock to action: our response to the Tottenham riots

The August riots in Tottenham and beyond were a real shock and caused considerable distress to people affected. Some council homes suffered a power outages, local transport and roads were disrupted and residents on nearby estates were shocked at what took place.

In the week after, our housing officers got in touch with residents to make sure they were safe and their estate secure. In the days that followed, some of our officers, including Chief Executive Paul Bridge and Resident Board member Paula Goodwin, visited around 300 residents most affected, to talk to them about what had happened and to see if we could offer support. We also distributed around 100 parcels. "We spoke to residents on Reynardson Close and the Chestnuts," Paula said, "Although residents in the blocks seemed calm, a few were still nervous about venturing out into the streets." Other blocks visited included Rheola Close, Millicent Fawcett Court, Ferry Lane, Reynardson's Close, Tamar Way, the chestnuts, Campbell Road and Whitbread Close.

There was considerable damage to the council building at 639 High Road, North Tottenham, which meant that our entire North Tottenham Housing Area Office had to find alternative office accommodation really quickly without affecting services to residents in the area. The team is currently based at 13-27 Station Road in Wood Green until further notice.

We are continuing to work with the Council where we can to contribute ideas and help to build an even stronger community in the wake of the disturbances. With many of the people involved in the riots being young people, our youth outreach officer, Marlon Bruce, met with young advisors across the borough to get their perspective on what happened. "They have been advising us on our work for over two years now and this is no different," Marlon said, "they want to contribute their ideas and thoughts as we help rebuild the community."

If you have any thoughts or ideas about how we can help build a stronger community in the wake of the disturbances, share them with us at: [communications@homesforharingey.org](mailto:communications@homesforharingey.org)

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# “Stronger, more united and prosperous” –

Council Leader Claire Kober on rebuilding Tottenham

“The impact of the riots in August was devastating. More than 50 families lost their homes to arson, traders lost their livelihoods to fire, vandalism and looting, and local people were terrified by the scenes on their doorsteps.”

“But the response to the disturbances has been genuinely heartening. The scenes at the Community Assistance Centre defined the sense of unity which is so strong in Tottenham, while the generosity of local people – who donated food, clothing and cash to help those who were suffering – was commendable.”

“Our focus now has to be on rebuilding Tottenham. And by that we don’t mean simply getting it back to where it was before the riots – we mean making sure it emerges from these troubles stronger, more united and more prosperous than ever before.”

“Through the Council’s dedicated business support scheme we have supported dozens of local traders – helping them to apply for grants, offering business advice and support with making insurance claims, and aiding them in finding new premises. We have made payments to businesses from the Council’s Tottenham Fund, the Mayor of London’s High Street Fund and the Government’s High Street Support Fund, and we will continue to support our local businesses for as long as it takes.”

“Repairing the damage in Tottenham – to homes and businesses and to people’s sense of security – will be a slow process, but we are determined to get it right. We have launched a Tottenham Regeneration Programme to oversee a raft of improvements and deliver a workable vision for the future of Tottenham – bringing together the community, businesses and investors to secure lasting change. In addition to that, I am honoured to be chairing our Community Panel – which brings together key community leaders to ensure that the views of local people are fully taken into account as we decide how best to move forward.”

“I am confident that together we can emerge from the recent troubles with a Tottenham that is stronger, more united and more successful than ever.”

## Councillor Claire Kober

Leader of the Council

For more information about the Community Panel and how to apply for support funds, go to the Council’s website at:

[www.haringey.gov.uk](http://www.haringey.gov.uk)



▲ Leader of the Council Claire Kober (pictured centre) helping with the clean up

## Bite size

### Our depot staff have moved

Our Property Services staff (including our call centre) at Ashley Road and Lordship Lane depots, have now moved to the first floor of the Broadwater Farm Community Centre. The move is consolidating our efforts to reduce office locations and will help towards more joined up working within the department. You can continue to contact us on freephone **0800 195 3404** (or **020 8489 5611**, the cheaper number to call if you are dialling from a mobile).

## We’ve won a health and safety award



We picked up a Gold award for health and safety from the Royal Society for the Prevention of Accidents (RoSPA) in their prestigious Occupational Health and Safety Awards 2011. The RoSPA is a safety charity and its award programme, which was launched 55 years ago, looks not only at accident records but also at our health and safety management systems and culture across the organisation. Paul Bridge, Homes for Haringey’s Chief Executive, said: “We are delighted to have received such a prestigious award from the RoSPA. The award shows how seriously we take the health and safety of our residents and staff, and recognises the work we have put in. Health and safety is a top priority for us, and we will continue to work hard to improve even further.”

# Decent Hom

Residents affected by the reduced Decent Homes funding had an opportunity to talk to us about our revised priorities for Decent Homes works at our four drop-in session that we held in July. We would like to thank those of you who came along for your feedback.

Even though residents were understandably disappointed, it was good to know that they understood and overwhelmingly supported our focus on external and essential health and safety works. Residents also told us that they thought the letters we had sent them were clear and helped them understand what was happening. Resident Asset Management Panel members were at the drop-in sessions and helped staff talk to residents. The Asset Management Panel's Chair, Chris Hutton, felt the sessions had been worthwhile: "I do believe this is a testament to the already good communication of the situation. The drop-in sessions gave residents with specific issues the opportunity to seek further clarification from Homes for Haringey officers. They also showed that residents can express their views in their own 'back yard'."

We are currently writing to all residents who are getting works done this year to tell them that works are starting on site shortly. Our Property Management team is also putting together proposals for Decent Homes works to be done next year (2012/13). This will be agreed the Council's Cabinet in October. We have also organised further drop-in information sessions for residents in the 2012/13 programme. For dates and times of these sessions, please visit our website at:

**[www.homesforharingey.org/decenthomes](http://www.homesforharingey.org/decenthomes)**

If you do have any questions about Decent Homes works, please call our Property Management team on **020 8489 1778** or email us at **[decenthomes@homesforharingey.org](mailto:decenthomes@homesforharingey.org)** You can also search for works planned for 2011/12 at:

**[www.homesforharingey.org/decenthomessearch.htm](http://www.homesforharingey.org/decenthomessearch.htm)**

## £4m Decent Homes funding brought forward

Following discussions with the Government, we have brought forward £4m of Decent Homes funding. This is not extra money – it simply means we can spend the money earlier. This means that around 400 residents will benefit from Decent Homes works earlier than expected, which is great news.



Commerce Road

# es revisited

## Preparing for the digital switchover

The Government has set April 2012 as the deadline for the digital switchover in London. This means the existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal so almost everyone will be able to receive digital TV through an aerial (Freeview).

We are responsible for upgrading shared communal aerial systems in council blocks only. Most of our digital TV upgrade works will be complete by January 2012 and we hope residents will be happy with the new system. If you are interested in upgrading to Option 1 (which includes Turksat and Hotbird and enables access to community language channels), please contact us on **020 8489 1203**. If you think you get your TV signal from a shared communal aerial and we have not contacted you about our upgrade programme, called Integrated Reception System (IRS), please call Ronke Adetunji on **020 8489 1203** or our Property Management team on **020 8489 1778**. You can also email us at: **project.management@homesforharingey.org**

If you are not part of a shared communal aerial system, then you are responsible for ensuring that your TV is digital and that your aerial can receive the digital signal after the switchover.

### What do I have to do to receive digital TV?

If your TV only receives analogue services (BBC 1, BBC 2, ITV, Channel 4 and, depending on signal strength, Channel 5), then you will need to either convert your existing TV with a digital box or get a new TV with digital already built in.

You will also need to have an aerial capable of receiving a digital TV signal. Most rooftop aerials and some set-top aerials will be fine after switchover. If you decide to get a service like Freeview, BT Vision or Top Up TV, you can check your aerial by visiting the aerial test on Teletext page 284 (see text box).

If you get a good analogue signal now, you should be able to get a good signal after the switchover. You can test your aerial through analogue Teletext instructions for this are below (see text box).

If you already subscribe to satellite or cable services such as Sky, Freesat and Virgin Media, then you don't need to do anything and you also don't need an aerial. If you decide to get your digital TV service from Sky TV, Virgin Media, Freesat from Sky or Freesat on all the TV sets in your home, you won't need an aerial.

For more information about preparing for the digital switchover, visit the Digital UK's website at **www.digitaluk.co.uk** or call **08456 50 50 50**, or go to our website at: **www.homesforharingey.org/digital**

#### Teletext aerial test

The aerial test through analogue Teletext gives you a basic guide as to whether your aerial needs replacing to receive digital TV after switchover. The test pattern is broadcast on Teletext page 284 on BBC1, BBC2, ITV1 and Channel 4. It's best to do the test on all channels at different times of day and under different weather conditions to get more accurate results. If there are more than four squares missing (randomly spaced – complete lines missing are fine) then your aerial needs checking and possibly replacing. If the screen displays a full grid of vertical/horizontal white boxes this indicates that your aerial should be ok for the switchover.

# Tenancy fraud

There are an estimated 50,000 council homes across the country being occupied by people who are not entitled to it. In fact, housing tenancy fraud affects every borough including Haringey.

A common way to commit housing fraud is if a council tenant moves out of their council home, to move in with their partner, for example, and then rents the property out to someone else. Another way to defraud the housing system is when the council tenant dies, and a family member who has not applied for council housing or is on the waiting list, continues to live in the council property.

Housing fraud often involves giving the local authorities false information. In a recent case we dealt with, a resident was claiming she was living with a close relative in their small council flat and claimed succession rights. When we investigated, however, we found that the person was renting privately and claiming housing benefit as well.

## Greed over need

Housing fraud costs the UK billions of pounds, but it's not just the money that's being wasted. People occupying council homes illegally use up valuable housing accommodation to those who really need it. As a result more people end up in temporary housing and stay there for longer. People renting from those letting out council homes illegally, may be in a desperate situation and not know their rights.

## Thinking of taking in a lodger?

You are not misusing your tenancy if you have taken in a lodger or sublet a room in your council home with our permission. If you are thinking of taking in a lodger, speak to your Tenancy Management Officer.

Illegal occupation also increases the risk of damage to council properties and may make them vulnerable to squatters. This means we spend more money on repairs and getting empty homes ready for new tenants.

## Closing the door on housing fraud

We are committed to tackling housing fraud by carrying out random but regular occupancy checks to each property we manage over a period of time. When we do an occupancy check, we will normally ask to see identification to establish the occupant is in fact the person named on the tenancy. We also check if there are other people living there that we don't know about, what the condition the property is in and if there are any repair issues that have not been reported to us.

If we don't get access to carry out an occupancy check after several attempts, we can serve notice to evict.

## What can you do?

Information from the public is vital in helping us detect housing fraud. If you know of anyone subletting or taking possession of a property fraudulently, or if you notice something unusual, for example a council flat next door being empty or you see different people coming in and out whom you haven't seen before, please inform us in confidence on the Fraud Watch line on **0500 500 777** or email [fraudcall@haringey.gov.uk](mailto:fraudcall@haringey.gov.uk)



## Cracking down on fly-tippers

Dumping rubbish is illegal and dangerous, and it ruins the appearance of our neighbourhoods.

That's why we are working with the Council's Anti-Social Behaviour and Street Enforcements teams, as well as Safer Neighbourhoods on cracking down on people who dump rubbish on our estates or inside blocks. We recently successfully prosecuted a fly tipper for dumping waste outside Albany Close, N15, and have other prosecutions pending.



▲ Rubbish dumping at Albany Close

We are also running a new pilot project to tackle the persistent dumping of rubbish in communal areas inside blocks at Tiverton Road and Blenheim Rise in South Tottenham. If residents are found dumping rubbish they get a fixed penalty notice and a £100 fine. CCTV cameras are installed and the footage is used as evidence to identify the perpetrators. Our Estate Services are continuing to monitor progress and we hope to eventually roll out the pilot to other council blocks in the borough where serious internal dumping of rubbish has been identified.

To report dumped rubbish, call us on freephone **0800 195 3404** or **020 8489 5611** (cheaper from mobiles).

## That little bit of extra help in the garden

Our Estate Services have teamed up with the environmental regeneration charity Groundwork to give gardening help to tenants who have difficulty doing their own gardening and don't have relatives to help out. Homes Zone went to see the Groundwork team in action at a tenanted property in South Tottenham to help a resident who hasn't been able to do gardening work due to mobility issues since he moved into the property a couple of years ago. When he saw his overgrown back garden turning into usable green space within less than a day, he was very happy: "I really appreciate what they have done for me," he said, "and now I can think about what to do with the space."

If you know of any elderly, disabled or vulnerable tenants who would benefit from the scheme please contact your Tenancy Management Officer or Housing Manager or call us on freephone **0800 195 3404** or **020 8489 5611** (cheaper from a mobile). The project runs until the end of October. For more information about Groundwork, go to [www.london.groundwork.org.uk](http://www.london.groundwork.org.uk)

Before



After



## Your call is important to us

Getting through to the right Homes for Haringey service is now much easier thanks to our new call menu option system, which we introduced in September.

When you call us on freephone **0800 195 3404** or **020 8489 5611** (cheaper if you're calling from your mobile), you can now select from the number of menu options to get through to the right person (see page 15 for details).

The menu option means your call is dealt with more quickly as you are put through to the right service straight away. It also routes the call to any available person in the service you require – so your call is far less likely to end up in a queue unless that department is exceptionally busy. But that's not the only way the new system will improve our services. The new phone system can be operated anywhere and we are no longer tied to one specific location. If, for example, the phone system is affected by a power cut, we can route the calls through to another team at the click of a button, meaning uninterrupted service to our customers.

If you've already tried out the new menu options and want to tell us what you think about them, why not mention it next time you call us, or contact **Lorraine Woodhead**, Project Officer, on **020 8489 4485**.



# Repairs

## Gas contractor Kinetics stops trading

The Kinetics Group went into administration in July and ceased trading. The company carried out gas repairs and gas safety checks to over 3,600 council properties in North Tottenham as well as to supported housing units across Haringey.

If you are a previous Kinetics customer, you now need to contact Oakray on freephone **0800 056 495** for a gas repair or to make an appointment for an annual gas safety check. If you are a supported housing tenant, you need to call Purdy (who are working in partnership with Oakray) on **01992 703 410**.

If you have already agreed your next annual gas safety check appointment with Kinetics, your new gas contractor will write to you if they need to change that appointment date.

If you still have an outstanding repair with Kinetics that has not been completed, please contact your new gas contractor to arrange an appointment for the repair to be completed. We do apologise for any inconvenience these changes may have caused. Please note that these arrangements will remain in place until further notice.

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## Dial 101 to contact the police

Less than a quarter of 999 calls need an emergency response which is why the Metropolitan Police Service, together with other police forces in London and the South East, have launched a new contact number for the public.

If you want to report a crime that's already happened, need advice about crime prevention or want to make the police aware of any policing issues in your local area, you should now call **101**. Calls to **101** from landlines and mobiles cost 15 pence per call, no matter what time of day you call or how long your call lasts. A text phone is available on 18001 101. Using **101** for situations that do not require an immediate police response helps keep **999** available for when there is an emergency. An emergency is when a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger. The textphone emergency number is 18000.

**In an emergency always call 999.** Find out more at: [www.met.police.uk/101](http://www.met.police.uk/101)



## Had a repair done recently?

If you've had a repair done recently, don't forget to fill in your repairs satisfaction survey, which we send out to customers after a repair job is completed. We enter all completed surveys into a monthly £100 prize draw. Here are our recent winners:

August 2011 – C Robinson, Tottenham  
 July 2011 – C Kelly, Wood Green  
 June 2011 – K Williams, Crouch End  
 May 2011 – R Geldert, Wood Green  
 April 2011 – R Moore, Tottenham

Dates for your diary  
 All meetings are held at Commerce Road Community Centre.

### October

19 Human Resources Committee 7pm

### November

8 Finance and Audit Committee 7pm  
 30 Performance Committee 7pm

### December

5 Board 7pm

If you have any general questions for the Board, please send these to us at least two working days before the meeting. You cannot ask questions during the meeting. Email [governance.team@homesforharingey.org](mailto:governance.team@homesforharingey.org) or write to the **Governance team, Homes for Haringey, 9th Floor, Alexandra House, 10 Station Road, London N22 7TR.**

You can also find a list of forthcoming Board and committee meetings on our public meetings calendar at: [www.homesforharingey.org](http://www.homesforharingey.org)

## Welcome aboard!

Earlier this year, the Council nominated Cllr Anne Stennett, Cllr Ed Butcher and Cllr Reg Rice to join our Board. You can find more details about our new board members at: [www.homesforharingey.org/meet\\_the\\_board](http://www.homesforharingey.org/meet_the_board) Watch out for our interview with our new Chair, Jonathan Card, in the next issue.



# Nominate your community hero!



Our Rewarding Resident Volunteers Awards have been so successful – they are now in their fourth year! So, time to think about your local hero – someone who's worked with us to improve their neighbourhood or estate, someone who's organised activities for young people. It could be someone who's monitored their estate regularly, advocated on behalf of their community, or done community work to benefit others.

You can nominate an individual or group. You could even nominate a local charity who's really made a difference to council residents in your area.

Not everyone nominated will get an award, but we will invite all nominees to our special awards ceremony in February to celebrate all the fantastic voluntary work that's being done in our communities.

Nominating is easy. Complete our nomination form that came with your copy of Homes Zone or complete it online at:

**[www.homesforharingey.org/awards](http://www.homesforharingey.org/awards)**

All council tenants and leaseholders in Haringey are eligible to nominate and be nominated. Get your nomination in by **Monday, 19 December, 2011**.

## We have appointed our Scrutiny Panel

We've now successfully recruited 10 members to our newly created Scrutiny Panel. They are:

- Sue Brown**, leaseholder
- Roger Bush**, leaseholder
- Yvonne Denny**, tenant
- Ana Florin**, leaseholder
- Peter Gilbert**, leaseholder
- Chris Hutton**, tenant
- Roger John**, tenant
- Caesar Lalobo**, tenant
- Dolly Pelham**, supported housing tenant
- Ellington McDonald**, leaseholder



The Scrutiny Panel has already met twice and will initially work with Homes for Haringey's Best Value Team to look at arrangements for winter planning within our Estate Service. Oonah Lacey from the Tenant Participation Advisory Service (TPAS) is currently still acting as independent consultant to the Panel. The Homes for Haringey link officer is Sheryl Hendrickson.

For more information about the Scrutiny Panel, contact Sheryl on **020 8489 4475**. You can also check for updates on our website at:

**[www.homesforharingey.org/scrutiny\\_panel](http://www.homesforharingey.org/scrutiny_panel)**

# How are we dealing with your feedback?



Earlier this year, we implemented our new Feedback Scheme to help us deal with your feedback more effectively.

You can now log a complaint with us in one of two ways. You can choose to have your complaint dealt with as a 'Quick Fix'. When you choose a Quick Fix, you want to get your issue resolved as quickly as possible. We will usually contact you by phone to discuss your issue and aim to resolve it within five working days.

Since we started operating the new Scheme at the beginning of the year, the vast majority of our customers have decided to log a Quick Fix with us. In the first six months, we handled a total of 65 Quick Fixes and we managed to resolve 98 per cent of them within our five-day target period. In fact, we've managed to cut our response time for Quick Fixes down to an average of four days.

If you have an issue and you want us to carry out a full and thorough investigation, you can log this as a Service Investigation. We aim to deal with a Service Investigation within 20 working days. In the first six months of operating the new Feedback Scheme, we dealt with 39 Service Investigations. 85 per cent of those were completed on time, and we've been able to cut down the overall response time for Service Investigations from 20 to 19 working days.

Customer satisfaction with our new Feedback Scheme has been very good so far. 98 per cent of residents who have either had a Quick Fix or a Service Investigation dealt with in the first six months of the new Scheme operating have been fully satisfied with our service. This is encouraging but we will continue to work hard to ensure that new Feedback Scheme remains a success and we welcome any thoughts or suggestions you might have.

Remember – you can submit your feedback online at:  
[www.homesforharingey.org/feedback](http://www.homesforharingey.org/feedback)

## Top Tenant

### Congratulations to:

- Mr D Bredwood of Wood Green and Mr J Dowling of Hornsey – our winners in June.
- Mr and Mrs Sigirtmac of South Tottenham and Mrs C Williams of Tottenham – our winners in July.
- Mr Ozannimlar of South Tottenham and Mrs Ahmed of Tottenham, our winners in August.

They each **win £75** for simply keeping their rent accounts debt free. Top tenant winners are drawn randomly – even if you've kept a clear rent account for years and your name may not have been drawn yet, there is the chance for you to win – every month!

If you maintain a clear rent account you are automatically entered into our Top Tenant award and could be chosen at random to win the monthly prize.

Nëse mbani konto të pastër (pa borxh) të qirasë, ju automatikisht do të futeni në shpërblimin Qiraxhiu Më i Mirë dhe mund të zgjidheni rastësisht për të fituar çmimin mujor.

إذا تبقى حساب إيجارك واضح، فستدخل تلقائياً إلى جائزة المستأجرين ويمكنك أن تختار عشوائياً لربح الجائزة الشهرية

Αν πληρώνετε κανονικά το λογαριασμό του ενοικίου σας, το όνομά σας θα μπαίνει αυτόματα στην κλήρωση του βραβείου κορυφαίου ενοικιαστή και μπορεί να κερδίσετε το μηνιαίο δώρο.

Haddii xisaabtaada kiradu saafi tahay waxa si otomaatig ah abaalmarinta dadka guryaha deggan taas oo laga yaabo si aan xulasho ahayn aad ugu guulaysato abaalmarinta bisha.

Eğer kiranızı sürekli olarak zamanında öderseniz, otomatik olarak En İyi Kiracı ödülü çekilişine dâhil edilir ve rasgele çekilen aylık ödül çekilişi şanslısı olabilirsiniz.

# Pam's problem page



## Do you need Pam's help?

Then write to:

**Pam's problem page  
Communications team  
Homes for Haringey  
8th Floor, Alexandra House,  
10 Station Road,  
Wood Green N22 7TR**

or email Pam at:

**communications@  
homesforharingey.org**

Dear Pam,

I was living in temporary accommodation for about 13 years, and it was very bad. Last year the Council gave us a property through auto-bidding which does not suit me and my three children. I don't find the environment suitable for us. It is very stressful and unacceptable. There is noise nuisance, bad behaviour, harassment and much more. I made many complaints to the Council, the Police and said that we can't live in this area any more, we want a transfer but this has not been accepted. I am very disappointed that the Council has not helped us.

Could you please give me some advice if I could give the property back to the Council and rent in the private sector?

Mrs N

Dear Mrs N,

I am sorry to hear you are not happy where you are living. I have checked your application and it appears that although you had a high number of points, you did not make many bids with Home Connections. This meant that you were offered a property in the Auto Bidding Scheme. Someone would have come to explain the Scheme to you at the time.

You do not say why you feel that it does not suit you but the property has the correct number of bedrooms for your family; you do not have any special medical requirements that need to be taken into account and there are no area restrictions requiring you to be rehoused elsewhere in Haringey. The property you were offered was therefore a suitable offer.

There are only a limited number of properties available for letting each week and although many people would like to move to the west of the borough most properties advertised are in the east. There are also very few properties with gardens advertised. Housing applicants therefore need to be realistic about the type of property they are likely to be offered or to be successful for in the bidding process.

I understand that you have had some problems with your neighbours since moving into your new home. Your Tenancy Management Officer has carried out a thorough investigation and spoken to the leaseholder involved and his tenant. The local office and the Anti Social Behaviour Team have also spoken to residents in your block and the Noise Enforcement Team but we've been unable to obtain enough evidence to take further action.

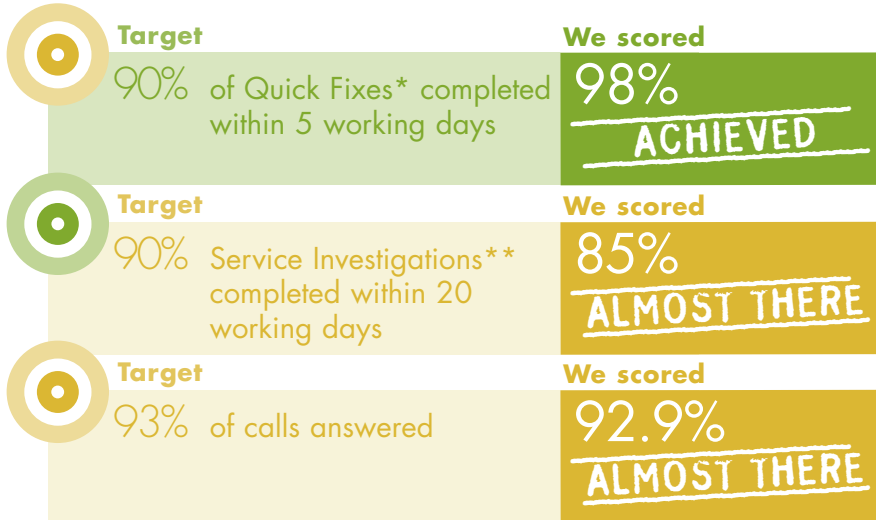
You can hand back your property to the Council but you are not eligible for any assistance from Haringey to find alternative accommodation. Please consider this carefully before making a decision as you will find it difficult to obtain council accommodation again if you give up your property.

You are registered with HomeSwapper so you may be successful in finding someone to swap with if you are willing to consider a number of areas and types of properties.

Best wishes  
Pam

# Customer care performance

In our Customer Agreement we promise to tell you about our performance against specific targets. Here is how we've been doing (April to July 2011).



\*If you need to make a complaint about our service, you can choose a Quick Fix to get your issue resolved within five working days. \*\*If you need to complain but want us to fully investigate your issue, you can choose a Service Investigation, which can take up to 20 working days.

## Reporting back on 2010/11

Our aim is always to provide you with excellent services. The Tenant Services Authority (TSA) is the independent regulator of all social housing in the UK. It works with residents and landlords to set standards for all social housing providers to meet. To make sure that residents know how we're meeting the TSA's standards between April 2010 and March 2011, we have produced our Annual Report 2010/11, which is now available.



We consulted resident groups about what you think should be included in the report and how it should look. The standards we are reporting on in the Annual Report cover tenant involvement and scrutiny, repairs and property maintenance, anti-social behaviour, quality of accommodation, rents, and complaints. In the report we will also tell you how we're working with residents to agree on local solutions to local issues.

To get your copy of our Annual Report 2010/11, call us on **020 8489 1582** or email us at: **communications@homesforharingey.org**. You can also view the report on our website at: **www.homesforharingey.org/annual\_report**



Martin Laheen is Chair of Homes for Haringey's Tenant Participation Panel, and has been working with other residents to help shape the content of our Annual Report.

"As residents we've had a lot more input into the report this year, to make sure it tells us what we want to know about housing services. All these services are very important to us, and it is crucial that we help make sure they are as good as they can be. We hope you are interested in getting involved in next year's report. Have a look, see what you think, and let us know your ideas on how it could be improved. Don't forget, we need your help to tell Homes for Haringey how to get it right for us."

## Top Five

These figures show our performance from April to July 2011.



\*How can we have a target of 101% for collecting rent in a month? That's because we can still collect money for rent arrears that have accrued previously but do not count as 'rent due' during that month.

# What's on

Check out our upcoming training courses. All our courses are free for council tenants and leaseholders in Haringey.

Communication skills – 20 October  
Helping you into work (part A) – 8 November  
Helping you into work (part B) – 15 November  
Helping you into work (part C) – 22 November  
Basic IT training – 9 December  
Advocate training – 12 December

Most of our courses run from 6.30pm to 9.30pm at the Wood Green Civic Centre. For more details and to book your course online go to: [www.homesforharingey.org/training](http://www.homesforharingey.org/training)

For further information, call Resident Involvement team on **020 8489 4463** or email them at: [resident.involvement@homesforharingey.org](mailto:resident.involvement@homesforharingey.org)



Gain new knowledge



Learn new skills!



Meet new people!

## Translation and interpreting services

For a free copy of Homes Zone in your own language, please check our website or complete the form and return it to the freepost address.

### Albanian

Për një kopje të 'Homes Zone' në gjuhën tuaj, ju lutem shikoni në faqen tonë të internetit ose plotësoni formularin dhe kthejeni në adresën e mëposhtme me postim falas.

### Greek

Για δωρεάν αντίγραφο του Homes Zone στη γλώσσα σας, παρακαλώ ελέγξτε την ιστοσελίδα ή συμπληρώστε το έντυπο και επιστρέψτε το στη διεύθυνση freepost.

### Somali

Hadaad rabto inaad hesho qoraal luuqadaada ku qoran oo bilaash ah oo ku saabsan Homes Zone, fadlan sax mari sanduukha, soo buuxi foomka kuna soo dir ciwaanka hoose ee boostadu bilaash tahay.

### Arabic

لنسخة مجانية من منطقة بيوت Homes في لغتك الخاصة، رجاءً أرجع إلى موقع الويب أو أكمل الإستمارة وأرجعها إلى عنوان البريد المجاني. freepost.

### Turkish

Homes Zone'un Türkçe kopyasını ücretsiz olarak edinmek istiyorsanız lütfen web sayfamızı ziyaret edin ya da formu doldurarak aşağıdaki ücretsiz posta adresine gönderin.

### Kurdish

Heke hun kopîyeke Homes Zone ya bi zimanê xwe ya bêpere dixwazin, ji kerema xwe li websîteya me binêrin, an jî formê tije bikin û ji navnîşana posta bêpere re bişînin.

Please tell us if you would like a copy of this magazine in another language or in any of the following formats, and send the form to the Freepost address below.

## large print

On audio tape  In Braille

In another language

Which language?

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Please return to: **Freepost RLXS-XZGT-UGRJ  
Haringey Council, Translation and Interpretation  
Services, 8th Floor, River Park House, 225 High  
Road, London N22 8HQ**

# contacts

## Go online

You can access any Homes for Haringey or Haringey Council service at your local Customer Service Centre. They are open from 8.45am to 5pm, Mondays to Fridays.

## Visit us

You can access any Homes for Haringey or Haringey Council service at your local Customer Service Centre. They are open from 8.45am to 5pm, Mondays to Fridays.

### South Tottenham

Apex House, 820 Seven Sisters Road, Tottenham, N15 5PQ

### Wood Green

48 Station Road, Wood Green, N22 7TY

### North Tottenham

The Customer Service Centre at 639 High Road, N17 8BD, has now closed. You can call us to make an appointment to see your Tenancy Management Officer or Income Collection Officer.

To book an appointment to see your Tenancy Management Officer, call the North Tottenham Housing Area Office on **020 8489 4400**. Our offices at 639 High Road are temporarily unavailable but we can hold appointments at other locations on Mondays, Wednesdays and Fridays, between 9am and 5pm.

To book an appointment to see your Income Collection Officer either contact your Income Collection Officer directly or contact the Income Collection team on **020 8489 1539**.

### Broadwater Farm Neighbourhood Office

Opening times for drop-in advice are:

Mondays and Tuesdays: 9am to 12pm and 2pm to 4.45pm

Wednesdays: 4pm to 6pm

Thursdays: 9am to 12pm and 2pm to 4.45pm

Fridays: 9am to 12pm

To make an appointment for housing benefit advice: **020 8489 8650**.

## Call us

To report a repair or for another Homes for Haringey service, call us on freephone **0800 195 3404** or **020 8489 5611** (cheaper from mobiles). Lines are open 8am to 6pm, Mondays to Fridays. You can report an emergency repair at any time. Choose from the following menu options:

- Repairs – press 1
- Home ownership – press 4
- Rent – press 2
- Estate Services – press 5
- Tenancy issues – press 3
- Estate controlled parking – press 6

Contacts

### Other useful numbers

#### Abandoned vehicles

020 8489 1000

#### Anti social behaviour

020 8489 1000

#### Citizens Advice Bureau

0844 826 9715

#### Comments and complaints

020 8489 4321/4235/  
4337

#### Council Tax

020 8489 1000

#### Crime stoppers

0800 555 111

#### Graffiti hotline

020 8489 1000

#### Haringey Council

020 8489 1000

#### Leasehold enquiries:

Hornsey, Broadwater Farm  
and North Tottenham  
020 8489 3048/5994

#### Leasehold enquiries: South

Tottenham and Wood Green  
020 8489 5976/3042

#### Home Sales team

020 8489 3357

#### Housing and Council

Tax Benefit  
020 8489 2800

#### Parking

020 8489 1000

#### Police stations (local)

020 8808 1212

#### Repairs (see opposite)

#### Rubbish and waste

020 8885 7700

#### Supported Housing

management  
020 8489 4400

# Struggling with debts? Struggling to save money?

The Haringey, Islington and City Credit Union is a 'not for profit' savings and loans co-operative that encourages people to save rather than borrow, and helps their members to manage their money and deal with their debts.

The Credit Union is owned by its saver members. There are no highly paid directors or institutional shareholders pocketing large bonuses – all profits are returned to members through an annual dividend on their savings.

It costs just £5 to join the Credit Union ( £1 for the unwaged) and is open to anyone who lives, works or studies in Haringey. Members can save between £1 and £10,000 and borrow up to £10,000.

- **Join online at:**  
[www.credit-union.coop](http://www.credit-union.coop)
- **Call: 020 7561 1786**
- **Email: [info@credit-union.coop](mailto:info@credit-union.coop)**

