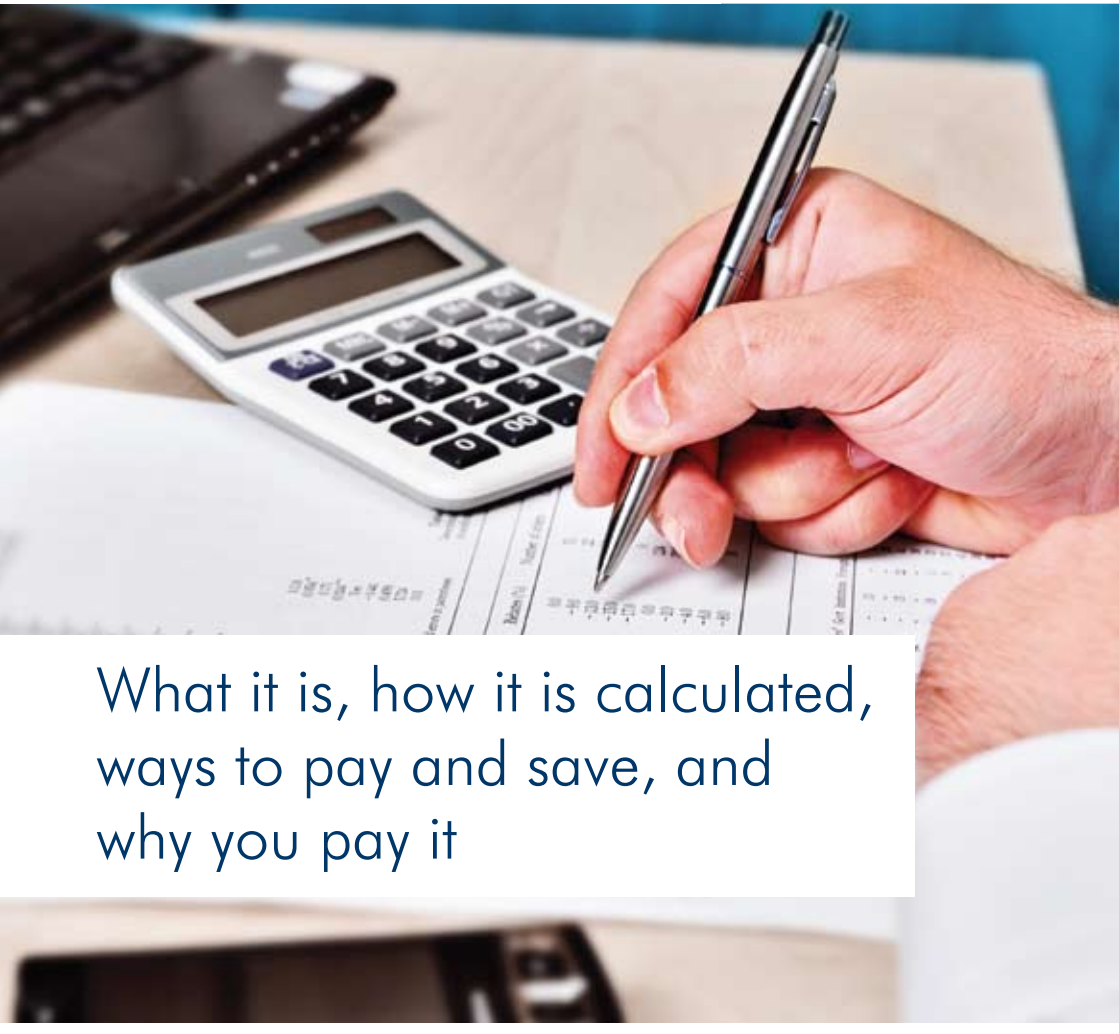


Actual Service Charge 2009/10



Homes for Haringey

www.homesforharingey.org



What it is, how it is calculated,
ways to pay and save, and
why you pay it

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Introduction

This booklet gives general information about your yearly Actual Service Charge 2009/10. We have consulted leaseholders through the Leasehold Panel about this booklet.

Your yearly Actual Service Charges are worked out by the Home Ownership Team. This team is also responsible for managing your service charge account, calculating your service charges, issuing invoices, collecting payments and answering queries.

If you would like to discuss your Actual Service Charges, you can contact a member of the Home Ownership Team for your area. Our address is 13-27 Station Road, London N22 6UW, fax: 0208 489 1998. For Team 1 (for Hornsey, North Tottenham and Broadwater Farm properties) please phone: 020 8489 5994, 020 8489 3048 or 020 8489 3486; email: home.ownershipteam1@homesforharingey.org.

For Team 2 (for South Tottenham and Wood Green properties) please phone: 020 8489 3042, 020 8489 3021 or 020 8489 5996 or email: home.ownershipteam2@homesforharingey.org. We are available between 8:45am and 5pm, Monday to Friday.

If you wish to see someone in person, you must phone us and make an appointment. All appointments take place at the Customer Services Centre at 48 Station Road, Wood Green, London, N22 7TY. If you have mobility problems we will be happy to visit you in your home.



We always welcome feedback. If you would like to comment on this booklet, you may write, fax or email your comments to the Home Ownership Team.

Your Actual Service Charge

At the beginning of every year we send you your estimated yearly service charge (the Estimate). After the end of the financial year we calculate your share of the costs based on the actual expenditure on each service during the previous year. The statement covers the period from the 1st April 2009 to the 31st March 2010.

The enclosures with your Actual

Together with your Actual we send you the following:

Certificate

It tells you how much your total service charges were for the year 2009/2010 which is certified by the chief finance officer of the council. It is not a bill.

Schedule of yearly actual day to day service charges ('the Actual')

This gives a breakdown of the costs that make up your yearly service charge. (we generally call this 'the Actual'). Please see page 18 for an example.

Notes to the schedule of yearly actual day to day service charges for 2009/10.

These provide further breakdowns in relation to cleaning, maintaining

grounds, lifts, controlled entry phone systems, maintaining water tanks, pumps and the management fee. (see page 10 for more details)

An invoice – if the total amount shown on the schedule of yearly actual day to day charges is more than the estimate then there will be an invoice for the additional amount you will have to pay. We call this the 'actual invoice'.

A credit - however if the total shown on your Actual is less than your Estimate, a credit will be placed on your account

Schedule of major work – gives you a list of the works if we have sent you invoices for major works and outside decorations. (We provide more details with the invoices.)

Summary of rights and obligations.

We will send you this if we enclose an invoice – please see page 7 for more details.



What is a service charge?

This is the way you pay your share of the cost of work and services to your block and estate. We collect service charges from leaseholders on behalf of the council. The law says that charges must be reasonable and the work must have been carried out to a reasonable standard.

You pay a **yearly service charge** for services to the building and estate, such as cleaning, controlled entry system, insurance, and day-to-day repairs. If the Actual costs are higher than the Estimate, you will have to pay an invoice (the 'actual invoice') for the difference. If it is lower than the estimate, we will credit your account with the difference. You also get separate **bills for major works** for works that have been done to your building or estate.

Charges vary even for leaseholders in similar properties, depending on the number and type of services they receive, the works that are carried out and the type of lease they have.

How we work out your service charge

On page 10 we give a list of the main services we provide every year

and the ways in which we work out the cost of each one.

Your lease says how we must work out your service charges. For most services, we divide the total cost for the block by the number of flats in the block. We work out your share of estate charges (if your flat is on an estate) in the same way, using the total number of properties on the estate.

The lease also takes account of the size of each property so that we charge larger flats a bit more than smaller flats. We have two standard types of lease, depending on when the council sold your flat.

- If your flat was sold by the council before 1st April 1990, your charges will be worked out using the rateable value of the flat. (At this time, all properties had a rateable value. This was a value, based on the property's size, location and so on, which was used to work out the rates due.)
- If your flat was sold by the council on or after 1st April 1990, your charges will be worked out using the number of bedrooms you have. This is because the ratings system ended in 1990. Please note that in the lease the number of bedrooms in each flat is increased by one. This is because bedsits are

classed as having no bedrooms and if we did not do this, bedsit owners would pay no charge.

Ways to pay and save

You can save money by paying your service charges in full or by direct debit or standing order. You can pay -

- **In full within 14 days** - If your bill is £100 or more and you pay in 14 days we will give you a discount of £10 for prompt payment.
- **In five monthly instalments** – If your bill is over £50 you can set up a direct debit or standing order to pay by five monthly instalments. We will write to you to advise that we will set up an instalment plan over five months for you to pay the 'actual invoice', unless you advise us otherwise.

Help us save paper and save £5!

Sign up to receive Leaseholder News, Homes Zone and other information updates from us by email, and we will credit your service charge account with £5 every year.

How to pay

- **Pay online by debit or credit card**

Go to our website at www.homesforharingey.org and follow the instructions for online payments. Please choose 'LBH invoice' and put your invoice number (this is the 10 digit number which begins with 1800 on your invoice) as the reference.



- **Pay over the phone by debit or credit card**

Please phone 0845 070 1414 and choose option 7 for paying a Haringey invoice. Please quote your invoice number (this is the 10 digit number which begins with 1800 on your invoice) as the reference. If you prefer to speak to someone you can call 0845 055 0923 or 0800 195 3404 between 8am and 8pm Monday to Friday, and between 8am and 1pm on Saturday.

- **Pay by bank transfer**

Please quote the following details

- Haringey Council's bank account number: **90663047**

- Haringey Council’s bank sort-code number: **60-24-23**
- Invoice number: this is the 10 digit number which begins with 1800 on your invoice.

- **Pay by cheque, cash, postal order, debit or credit card at Haringey Payment Services (cashiers)**

Haringey Payment Services is at 247 High Road, Wood Green N22 8HF and is open Monday to Friday 8.45am to 5pm (Thursday 8.45am to 7pm) and Saturday 9.30am to 12.30pm.

- **By cheque**

Please send your cheque in the envelope provided. Please write your name, address and invoice number (this is the 10 digit number which begins with 1800 on your invoice on the back). Cheques must be made payable to ‘London Borough of Haringey’.

What happens if I get into arrears?

You must pay your bills on time. By doing so you can avoid the additional charges we will make to cover our costs to obtain payment.

Failure to pay an invoice will result

in legal action being taken against you. You will then have to pay additional costs in solicitors’ fees and court fees when the County Court makes a judgment for non-payment.

Your property is at risk if you do not pay your service charge.

Your rights

Your lease gives you rights about the use of your flat. You also have rights relating to your service charges contained in Acts of Parliament. More information can be found in the Leaseholders’ Charter – Chapter 3, Your lease and Chapter 6 Your rights. Brief details are as follows:

- **Summary of rights and obligations**

If you have received an invoice for your actual charge then a summary of your rights and obligations relating to these charges will be enclosed. This is in accordance with the Commonhold and Leasehold Reform Act 2002.

- **Inspecting accounts**

You are entitled to inspect the accounts and documents that relate to your Certificate of actual

service charge. To do so you must write to us within six months of receiving your Certificate. We will then arrange an appointment with you within a month to carry out an inspection.

- **Management Audit**

You can employ a qualified accountant, valuer or surveyor to carry out a management audit regarding your service charges. You can either do this on your own or with a group of leaseholders.

- **Consultation rights**

Under section 20 of the Landlord and Tenant Act 1985 (amended by the Commonhold and Leasehold Reform Act 2002), you must be consulted (by a Section 20 Notice) about any proposals for major contracts relating to either work or services.

Keeping us up-to-date

You must tell us in writing if your contact details change (for example your correspondence address). You must also register with the Home Ownership Team if you rent out (sublet) your property. Please contact us on 020 8489 3357 for a form to do this.

Frequently asked questions

Can I get a list of repairs that were carried out to my block and estate in 2009/10?

Yes, please contact the Home Ownership Team. You do not have to pay for this. For a list of repair jobs for previous years, you will have to pay a fee of £25 for each year.

What if I am not happy with the level of service provided in 2009/10?

You should contact the Home Ownership Team as soon as possible. We will forward your query to the appropriate department. If it is confirmed that a service has not been provided, we will put a credit on your account.

Can I get a copy of my buildings insurance schedule?

Yes. Please contact Haringey Council's Insurance Team (see page 21 for their contact details).

I have a payment arrangement in place to pay my estimated yearly service charge in monthly instalments. Does this cover the actual invoice?

No. If you have signed an agreement to pay us by Direct Debit, we will set up a new instalment arrangement over five months, unless you tell us you don't want to pay in this way. However your arrangement for the estimated yearly charge will not cover the Actual Service Charges.

My service charge account has been credited because the estimate was higher than the actual. Can I have a refund?



You can only get a refund if your account has already been paid in full. For example, if you have a credit for 2009/10 but you still owe money for the estimated yearly service charge 2010/11, you will not be able to get a refund. Please write to the Home Ownership Team (see page 3 for contact details) for your refund.

Can I get help to pay my service charges?

If you are out of work, disabled or retired (and on benefits) you may be able to get help with paying

your service charges. For more information, you should contact your local Department for Work and Pensions office. You can also contact your local Citizens Advice Bureau directly or through the Home Ownership Team if you wish us to refer you to them.



The costs your yearly service charge covers

Service	What the service provides	How we work out your block or estate's share of the cost
Internal Cleaning [wages and salaries of estate service officers and managers. It includes council corporate recharges]	Clean shared staircases, communal landings and other lobbies every week; test, check and clean the lifts and lift entrances every weekday; rotate full paladin refuse bins daily; clean refuse chambers and bin areas weekly; report communal repairs and check door entry systems; check internal lighting, time clocks and electrical intake cupboards weekly; report emergency repairs in play areas, check for abandoned vehicles weekly; arrange for specialist cleaning of refuse chutes when necessary	We take the cost for your housing area and divide it by the total number of units which receive the service. We then multiply this amount by the number of units in your block
Weekend Cleaning wages of the estate service officers	This is for foyers, lifts, bin chambers, chutes and so on	The total cost is calculated based on the number of lifts and bin chambers in each block
External cleaning [Contract with Haringey Enterprise – formerly Accord]	Litter picking, sweeping grounds, forecourts access roads and so on	We work out the cost for each block by taking account of the area (in square metres) cleaned in the borough's housing estates, and how often this service is provided
Chute Clearing [Contract with Haringey Enterprise – formerly Accord]	Clearing chutes <ul style="list-style-type: none"> • Yearly chemical cleaning • When necessary 	We take the total cost of the service and divide it between the blocks receiving it
Various estate service costs	Refurbish bins, install dog waste bins and general refuse clearance	The cost can be for a block or estate
Maintaining lifts [yearly maintenance contract, call-outs and fees]	Repairing and maintaining lifts which serve the block	We use the contract and call-out charges for your block and the cost of managing the contract
Lighting and electricity [lighting, lifts and pumps in your block]	Supplying electricity to the communal parts of the building	This amount comes from the electricity bills (meter readings) for your block

Service	What the service provides	How we work out your block or estate's share of the cost
<p>Maintaining grounds [costs of the council's Parks Service, which carries out the work]</p> <ul style="list-style-type: none"> • Spraying weeds • Tree maintenance • Maintaining play equipment 	<p>Maintaining grassed areas – hedges, rose beds and shrub beds</p> <p>Apply herbicide to hard standing, access ways, footpaths and so on</p> <p>Planting, pruning, pest & disease control and felling trees</p> <p>Carry out inspections and repairs to play areas</p>	<p>We multiply the area (in square metres) for grass, hedges and shrubs at each location by the cost (for a square metre) of each type of work</p> <p>We take the total cost of the service and divide it between the blocks receiving it</p> <p>We take the cost for the service and apportion it amongst the flats receiving the service</p> <p>We work out the cost based on the number of pieces of play equipment on each site</p>
<p>'District' (shared) heating [cost of fuel and maintenance]</p>	<p>Heating and hot water for blocks with communal boilers</p>	<p>We work out the cost of fuel and of maintaining the system for each estate</p>
<p>Concierge [staff and management salaries. It also includes council corporate recharges]</p>	<p>The Concierge staff let visitors into the building and control access. They monitor closed circuit television cameras. They report vandalism, theft or anti social behaviour. The staff in each building keep a record of all incidents in a logbook. They respond to emergencies such as fire or flooding.</p> <p>Monday – Friday: 8am – 12am (midnight) Saturday: 10am – 2am Sunday: 12pm (noon) – 8pm</p>	<p>We take account of the number of properties served by the concierge staff and the cost of the service</p>

Service	What the service provides	How we work out your block or estate's share of the cost
Insurance [provided by Zurich Municipal Insurance Company]	The insurance cover is for damage caused to the block by fire, lightning, storm, flooding, vandalism and subsidence	We work out your premium by multiplying the estimated cost for rebuilding your property by the insurance rate (for every £1000), plus optional cover for accidental damage if you ask for this
TV aerials [the cost of call outs, repairs and the contract management fee. The repairs service is provided by Wards and SCC Aerials]	Repairing and maintaining the aerial, and cables in your building	We use the call-out costs and the charge for managing the contract for each block
Controlled entry system [annual maintenance, call out repairs and contract management fee. The repairs service is provided by Cartel and Eversafe]	Repairing and maintaining the shared entry phone, intercom or doorbell system in your building.	We take the cost of the contract, the yearly maintenance and call-out charges and the fee for managing the contract
Pest control [provided by the Council's Environmental Services]	Removing insects and treating vermin (for example, mice).	If your block has had pest-control treatment, your charge will be a share of the total cost of the service for the year. A charge is made to a block if any work is carried out in it
Maintaining tanks, pumps, etc <ul style="list-style-type: none"> o Tanks - contractors: IWS (Integrated Water Services) & Swiftclean o Pumps - contractor: London Pumps o Dry risers - contractor: Chubb 	<ul style="list-style-type: none"> Annual maintenance of the main cold water tank in the building. Legionella checks are carried out monthly Monthly maintenance Annual maintenance and response to call outs 	We take the cost of each contract, the yearly maintenance and call-out charges and the fees for managing the contracts to work out the charge for each of these items

Service	What the service provides	How we work out your block or estate's share of the cost
<p>Management Fee [staff salaries, office accommodation, computer systems, support services and so on – please see page 14 and also the Notes to the Schedule (enclosed with your Actual) for more details]</p>	<p>Leasehold services, management of the building and the estate, Customer Service Centres, the Call Centre, Housing Finance, Service Development, Resident Involvement, Feedback and Support, Communications and so on – please see page 14 for more details</p>	<p>There are two fixed charges. The first is for leaseholders who only have lighting and insurance. The second is for leaseholders whose building has more services than this.</p>
<p>Day-to-day repairs [cost of call outs, materials, labour and on-costs]</p>	<p>Repairing and maintaining the block or estate.</p>	<p>We make a list of the repairs that have been carried out to the communal areas in your block and your estate. The charge is worked out from the material prices, labour and overhead rates.</p>
<p>Minor works [contract cost and fees]</p>	<p>Works carried out to your block or estate that are not classed as 'major works', for example estate lighting and landscaping. These are works which are each priced at £250 or less.</p>	<p>We make a list of any minor works that have been carried out to your block and estate. The charge is then worked out as above.</p>
<p>Ground rent</p>	<p>This is a charge we have to make by law.</p>	<p>Standard charge. The amount is £10 as shown in your lease.</p>



Additional notes on the services

Management Fee

The management fee comprises a wide range of managerial and administrative costs relating to the Home Ownership Team, Tenancy Management, and support services. The work undertaken by these teams is described below.

Home Ownership Team

The main functions included in the management fee are as follows:

- Calculation of the charges for the day to day services to the building and the estate.
- The issue of invoices and collection of payments through various options.
- Provision of accounts information and supporting documents in relation to requests to inspect the accounts, etc.
- The issue of reminder letters and the recovery of service charge arrears.
- Dealing with queries regarding the services provided.
- Advice on how to make buildings insurance claims.
- General advice and information about the terms of the lease.

- In consultation with leaseholders review policy and implement improvements
- Attend consultation meetings
- Statutory consultation with all leaseholders regarding borough-wide long term agreements.

Alterations. Under the terms of the lease, a leaseholder must obtain the council's permission in writing before carrying out any alterations to their property. The Home Ownership Team acts as the point of first contact for all queries on this subject.

Registration of sublet properties
This is required under the terms of your lease. It is very important that leaseholders who rent out their properties provide the Home Ownership Team with their contact details and those of their tenants. This means we can contact them quickly in the event of an emergency inside their flat, such as the leakage of water as a result of a burst pipe.

Windows and doors – applications from leaseholders to install new replacement units. Some leaseholders wish to undertake this work themselves. Homes for Haringey (on behalf of the Council) can give permission for them to do this work under the terms of the lease. We can do this if we are not going to do the work in the near

future. However we must check your plans before we can give you permission to go ahead.

Tenancy Management

In respect of leaseholders this department is concerned with the monitoring of services provided to the building and the estate. It is organised so that there is a team to cover each of the five housing areas. Teams comprising Tenancy Management Officers deal with low level anti social behaviour, neighbour issues, removal of pests from communal areas and so on.

Business Improvement Team – Project Team only

The team deals with major project work. Some recent examples are as follows: Improving the Repairs Service and drafting and designing the Repairs Handbook; the Door Knocking survey which resulted in 5,000 separate pieces of feedback giving residents' views on the services provided by Homes for Haringey. It is also responsible for coordinating the corporate efforts required to meet the requests for information from the Audit Commission's Inspectors.

Feedback and Support Team

The team logs and monitors all suggestions, compliments and complaints, making sure they are dealt with properly. The information

obtained is analysed to identify problem areas and possible solutions. They are also responsible for the Learning Log and Mystery Shopping.

Finance Team

The team is responsible for budgetary control and financial reporting.

Resident Involvement Team

The team deals with the arrangements for the Residents Consultative Forum and other resident involvement panels and events. It is responsible for reviewing and consulting on the Resident Involvement Agreement resident training, and the annual participants questionnaire.

Communications Team

The team is responsible for producing the residents' magazines, the website, leaflets, booklets, and other publications.

Homes Zone and Leaseholder News (including postage)

The editing, design and production of the magazines – Homes Zone for all residents and the Leaseholder News for all leaseholders.

Citizens Advice Bureau (CAB)

Homes for Haringey provides some funding for a unit of the CAB which employs staff who specialise in leasehold matters. It provides advice to those having difficulties paying their service charges. The CAB also helps people understand how to prioritise their debts, maximise their benefits with respect to major works invoices, etc.

Haringey Council's Customer Service Centres.

These act as points of contact for leaseholders wishing to report repairs, antisocial behaviour or raise queries about matters relating to parking on estates. The one at Wood Green also provides a venue for appointments with the Home Ownership Team.

Homes for Haringey's Call Centre

Enables leaseholders to report communal repairs on the phone, such as the controlled entry system, lifts, landings and stairways, exterior brickwork, roofs and so on.

Maintaining tanks, pumps, etc

In the past we did not bill for these costs. From now on we have introduced the following charges.

Communal Cold Water Storage Tanks

These are large tanks which are situated at the top of a tall block of flats. They provide water to all the flats in the building. This water is used mainly for bathrooms and hot water tanks.

Pumps

- **Booster pumps.** These are used to pump the mains water from ground floor level to the highest point in the block, normally the cold water storage tank in the roof space.
- **Surface water pumps.** These are generally located in basement areas and are used to remove rainwater which has accumulated there. These pumps are located in small pits into which the water drains before it is pumped into the public drainage system.
- **Sewage pumps.** These are used in areas where the flats are at a lower level than the main street sewage pipes.

Dry Riser

It is a pipe containing no water which runs up the side of a tall block of flats with an inlet box on the ground floor and an outlet valve on each floor. This means fire-fighters can use it to pump water up to any floor and connect a hose there and run it along the corridor to put out the fire.

Involving Leaseholders

If you are interested in getting more involved you can take part in the following:

Key Leaseholder Scheme

We introduced this scheme in 2009. It is for all leaseholders who would like to get involved in the checking and inspection of communal repairs and other works carried out to their block or estate. They can also provide other types of feedback on the frontline customer services provided by Homes for Haringey.

If you are interested you can receive regular reports of the day to day repairs for your building and estate. You can let us know if there is anything we need to look into. We should then be able to sort out most of the queries before we prepare the actuals. If you would like to join the scheme, call us on 020 8489 3060 or 020 8489 3021 or email us at key.leaseholders@homesforharingey.org.

Leasehold Panel

We have set up this panel so we can consult leaseholders regularly on the issues that concern them. It generally meets once a month. It is one of a number of panels which makes recommendations to the Board of Homes for Haringey.

It is open to any of the council's leaseholder to attend. Please phone 020 8489 3487 or email: leasehold.panel@homesforharingey.org for more details. Future meetings this year are at 7pm in the Civic Centre on the 15th September, 7th October, 11th November and 9th December 2010.





Homes for Haringey

Home Ownership Team
13-27 Station Road, Wood Green, London N22 6UW

Schedule of yearly actual day-to-day service charges for 2009/2010

Name: Ms D Anyone

Address: 4 Anywhere

Your account number

Sample Copy

Right to buy Sale date: 25 April 88

Estimated Charges 09/10	Section 1- Services	See Notes	Estate	Cost for your block	Charge
£340.00	1. Cleaning	(1)		£12,501.75	£331.89
£70.00	2. Maintaining lifts	(2)		£3,054.33	£82.55
£00.00	3. Lighting and electricity			£0.00	£0.00
£54.00	4. Maintaining grounds	(3)		£2,106.42	£56.93
£0.00	5. Concierge			£0.00	£0.00
£0.00	6. Heating – fuel costs			£0.00	£0.00
£0.00	7. Heating – maintenance			£0.00	£0.00
£185.00	8. Insurance	(4)			£191.84
£2.00	9. TV aerials			£212.32	£5.74
£28.00	10. Controlled entry system	(5)		£1,010.47	£27.31
£0.00	11. Pest Control				£0.00
£0.00	12. Maintaining tanks, pumps, etc	(6)		£1,389.72	£37.56
<u>£275.00</u>	13. Management fee	(7)			<u>£271.00</u>
£954.00	Section 2 – Other Repairs/Improvements				£1,004.82
£100.00	Day-to-day repairs – Block:-			£4,278.68	£105.64
£0.00	Day-to-day repairs – Estate:-		£16,313.18		£44.99
<u>£100.00</u>	Minor Works				<u>£0.00</u>
£200.00					£150.63
£10.00	Ground Rent				<u>£10.00</u>
	Total service charges and ground rent 2009/2010				£1,165.45
£1,164.00	Estimated service charges for 2009/2010 which we have already billed				<u>(£1,164.00)</u>
	Increase in charge to leaseholder (invoice enclosed)				£1.45

Explanatory notes are enclosed

This applies to tall blocks

These refer to any repair jobs we carry out to your block or estate. You can request a breakdown of these.

The total actual charge for the last year, 2009/10

Difference between the estimated and the actual charges



Haringey Council

Sample Copy

Certificate of Actual Service Charge for the financial year 2009/10

Name: Ms D Anyone
Property Address: 4 Anywhere
Account No:
Right to buy Sale date: 25 April 1988

Details of these charges are shown in your Schedule of yearly actual day to day service charges 2009/10

Schedule of yearly Actual Day to Day Service Charges for 209/10 £1,165.45
Cost of Major Works £450.00

Please see separate invoice for details

Your total service charge for the financial year 2009/10 £1,615.45

This is the total charge for the year – it is not an invoice.

Please note that where applicable a schedule of costs for each of the above sections is enclosed with this certificate.

I certify that this statement of expenditure for the financial year ended 31 March 2010, which has been prepared for £1,615.45, together with the detailed breakdown of costs and notes hereto, is sufficiently supported by the Council's records and in my opinion provides a fair summary of the expenditure incurred.

Julie Parker CPFA

Director of Corporate Resources

Phone numbers for services

Type of question/ query	Phone number	Ask for:
Anti social behaviour (ASB) – low level	0800 195 3404 or 020 8489 5611	the Tenancy Management Officer for your area
Anti social behaviour – major	020 8489 1000 or 0845 671 1177	Haringey Council Anti Social Behaviour Team (ASBAT)
Alterations and improvements to your flat – landlord permission	see page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Benefits issues	0800 882200 – Department of Work and Pensions (DWP)	the DWP
Cleaning	020 8489 8699 or 020 8489 8661 or email: estateservices@homesforharingey.org .	the Estate Services Manager for your area
Complaints	020 8489 4337 or email: complaintsHfH@homesforharingey.org	Complaints Team
Concierge services	0800 195 3404 or 020 8489 5611	Concierge manager for your area
Controlled entry system – repairs	0800 195 3404 or 0208 8489 5611 – you report problems through the Call Centre	the Repairs Team
Debt advice	Citizens Advice Bureau – for fast track referral phone HOT National Debtline – government approved charity) – freephone: 0808 808 4000 Mon to Fri 9am to 9pm, Sat 9.30am to 1pm or 24-hour voicemail	HOT Team 1 or Team 2 – CAB advice Helpline

Type of question/ query	Phone number	Ask for:
Gas servicing	Check on your boiler (between £35 and £65 plus VAT) – phone Kinetics on 0845 521 1423, weekdays 8am to 6pm.	Haringey Leaseholders Section
Getting involved	020 8489 4463 – Resident Involvement Team. For the Key Leaseholders Scheme and the Leasehold Panel please see page 17	Panel meetings
Grass cutting, pruning and so on	020 8489 8699 or 020 8489 8661 or email: estateservices@homesforharingey.org	the Estate Services Manager for your area
Insurance claims	020 8489 3610 - Haringey Council Insurance Section	Building Insurance
Leakage of water into your flat	0800 195 3404 or 020 8489 5611: if the flat above is leasehold, to report a breach of their lease, otherwise to request urgent repair work.	the Tenancy Management Officer for your area
Legal issues	Leasehold Advisory Service (LEASE) – phone 020 7374 5380 - open Monday to Friday from 9:30-5:00	Free legal advice on the lease and leasehold law
Lifts – repairs	0800 195 3404 or 0208 8489 5611 – you report problems through the Call Centre	the Repairs Team
Major works	Asset Management, Homes for Haringey: Strategic Client Representatives phone: 020 8489 1778 or 020 8489 1046 or email: decenthomes@homesforharingey.org	Questions about work under the Decent Homes Programme

Type of question/ query	Phone number	Ask for:
Neighbour disputes	0800 195 3404 or 020 8489 5611	the Tenancy Management Officer for your area
Noise	Office hours: Monday to Friday: 8.45am - 5pm. Please phone 020 8489 1000 Outside office hours: Please phone 020 8348 3148	the Noise Team (Haringey Council)
Parking	Controlled Parking Zone - 020 8489 1000 Estate Controlled Parking Scheme – go to your local Customer Service Centre	Parking
Paying your service charge invoice	see page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Pension advice	If you are receiving pension credit call 0845 6060265 for advice about pension credits in relation to service charges	Pension credits
Pets	For dangerous animals out of control phone 0845 671 1177 For stray animals phone 020 8489 1000, the Council's Animal Welfare and Control Team	The Council's ASB line Stray animals
Pests in communal areas	0800 195 3404 or 020 8489 5611 (This applies to ants, mice, rats and so on in communal areas.)	the Tenancy Management Officer for your area

Type of question/ query	Phone number	Ask for:
Repairs to communal areas	0800 195 3404 or 0208 8489 5611 – you report problems through the Call Centre	the Repairs Team
Resale of your flat	Home Sales Team – 020 8489 3357	Resale information pack
Service charges – for queries about your charges	See page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Statement	Home Ownership Team – see page 3 Statement of your account or statement of the day to day repairs	Statement
Subletting	020 8489 3357	Home Sales (HOT)
Windows and doors – permission to install	020 8489 3357	Home Sales (HOT)

Shqip

Statuti juaj i Qirambajtësve (leaseholders) përmban informata të dobishme mbi të drejtat dhe përgjegjësitë tuaja si qirambajtës këshilli. Për një kopje falas në gjuhën tuaj, ju lutem kontrolloni në faqen tonë të internetit ose shënjoni ✓ kutinë, plotësoni formularin dhe dërgojeni tek adresa me postim falas.

Kurdî Kurmancî

Peymana we ya Xwedî-Lease'an li ser maf û berpirsiyên we yên wek xwedî-leaseke şaredariyê gelek agahiya kêrhatî dide. Ji bo kopîyeke bêpere bi zimanê we, ji kerema xwe li websîteya me binêrin, an jî qutîka jêrîn nîşan bikin û wê ji navnîşana posta bêpere re bişînin.

اللغة العربية

يحتوي دستور المستأجر معلومات مفيدة حول حقوقك ومسؤولياتك كمستأجر البلدية. لنسخة مجانية في لغتك الخاصة، رجاءً أدخل في موقعنا الإلكتروني أو أشطب في المربع في الأسفل، أملئ الاستمارة وأرجعها إلى العنوان البريدي Freepost المجاني

Soomaali

Baillanqaadka dadka guryaha iibsaday waxa ku qoran macluumaad muhiim ah oo ku saabsan xuquuqdaada iyo mas'uuliyadaadkaaga marka aad kawnsalka guri ka iibsato. Si aad u hesho koobbi lacag la'aan ah oo luqaddaada ku qoran, fadlan ka eeg goobta internetka ama calaamad si sanduuqa hoose, buuxi foomka oo ku soo celi boosta lacag la'aanta ah ee hoose

Greek

Η Χάρτα των «Λήσχολντερ» περιέχει χρήσιμες πληροφορίες για τα δικαιώματα και τις ευθύνες σας σαν μισθωτής «λήσχολντερ» του Δήμου. Για ένα δωρεάν αντίτυπο στη δική σας γλώσσα, παρακαλούμε επισκεφτείτε τον ιστότοπό μας ή σημειώστε το πιο κάτω τετράγωνο, συμπληρώστε τη φόρμα και επιστρέψτε την στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

Türkçe

Lease sahipleri bildirimizin bir belediye lease sahibi olarak hak ve sorumluluklarınızla ilgili yararlı bilgiler içermektedir. Bu bildirim kendi dilinizde ücretsiz bir kopyası için lütfen internet sitemize bakın veya aşağıdaki kutuyu işaretleyip formu doldurarak ücretsiz posta (Freepost) adresine yollayın.

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