

HOMES ZONE

News for you
from Homes for Haringey



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Front cover: View of Haringey from Broadwater Farm

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Another first prize for youth involvement

We've just scooped our fourth award for youth involvement. Our Young Advisors Project, a joint funded collaboration between us, Neighbourhood Management and the New Deal for Communities, won the Tenant Participation Advisory Service (TPAS) National Best Practice in Youth Involvement Award at an awards ceremony in July.

Akbar Choudhury and Thanh Nyugen are Homes for Haringey's Young Advisors giving us an important youth friendly insight into our work and making sure we have a strong relationship with young people in the borough. Thanh, one of the winning Young Advisors, said: "It felt good to win the award, and achieve the status of being the best in youth involvement nationally." To find out more about the Young Advisors Project, call our Resident Involvement team on **020 8489 4476** or **4483**.

Audit Commission Inspection

At the end of June we were inspected by the Audit Commission to make sure we are still providing good services. The inspectors are now looking at all the evidence they've collected and will write a report on their findings. We should have a result later this month and we'll let you know as soon as we do.

Before they left the inspectors gave us some feedback. They said they were impressed with the passion and enthusiasm of the staff, and that many of the residents they spoke to while they were here gave them examples of how the service had improved. They also told us about some areas we need to improve on, such as the time we take to turn around empty properties, and we'll be making sure we focus on getting better in these areas.

We'd like to take this opportunity to thank all of you who played a part in the inspection, whether it was through a focus group, attendance at a panel or estate inspection, or speaking to one of the inspectors in person or on the phone.

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Future jobs

Elderly and vulnerable residents will get some extra help maintaining their gardens from a new team of Estate Service Support Officers working with us. The eight previously unemployed Haringey residents have been given jobs for six months thanks to funding from the Government's Future Jobs scheme which supports young people and the unemployed to get back into work.

The Estate Services Support Officers are between 18 and over 50 years old and work 25 hours per week. They were initially based at Broadwater Farm, helping to give the whole estate a bit of a deep clean and now thanks to training from the Parks Service, they will be able to offer gardening services.

Paul Bridge, Chief Executive, said: "It is fantastic to see how enthusiastic and dedicated the new support officers are. We are pleased to welcome them and appreciate the service they are providing."

Bite size

Pay your rent over the phone

You can now pay your rent over the phone using a credit or debit card, except for American Express. There is no charge for paying this way. Just call us on **0800 195 3404** (freephone) or **020 8489 5611** (cheaper from a mobile) and ask for your Income Collection Officer. Remember, you can also pay securely online using our website: www.homesforharingey.org

Changes to Payments Service hours

Due to the pressures caused by the demand of Central Government for in-year budget cuts and as part of the resultant programme of Council efficiency savings, Haringey Payments Service offices at 247 High Road no longer open late night on Thursday evenings and Saturday mornings. From Monday 16 August, revised opening hours for the offices at 247 High Road are: Monday to Friday, 8.45am to 5pm.

Award winning

Two of our female apprentices have recently won national recognition. Natasha McDonald has been named the National VQ Learner of the Year at a glittering ceremony in London hosted by Arlene Phillips.

Natasha, who completed her apprenticeship last year, said: "I love plumbing and fixing blockages in people's homes.

I've studied and worked hard so it is really rewarding to get recognised for the work I do. I am also passionate about encouraging other women to enter the construction industry."

And it seems her inspirational message is working. Fiona McKinney, who started her carpentry apprenticeship last year, was one of four finalists in the Apprentice of the Year category

at the APSE (Association for Public Service Excellence) Awards. Homes for Haringey was also honoured with an APSE award for our long-term commitment in developing apprentices.



◀ Natasha McDonald (centre) with her award



▶ Fiona McKinney at the APSE awards



Decent Homes programme update

We're in the third year of our Decent Homes programme. So far, we have brought over 4,200 tenanted homes up to the Decent Homes standard, and done improvement works to over 1,000 leasehold properties in the borough. Resident satisfaction remains high with an average of just over 96% of residents being pleased with their home improvements.

Apollo support Family Gospel Festival

Apollo has kindly donated a cheque for £250 to the annual Broadwater Farm Family Gospel Festival organised by May Richards MBE. It will be held for the 10th year running on 16 October 2010 between 6 and 11pm at the Broadwater Farm Community Centre, Adams Road, N17 6HE. Funds from the event will go towards the Haringey Sickle Cell and Thalassaemia Project.

New Community Centre provides activities for families in Haringey

The recently launched Commerce Road Community Centre in Wood Green, refurbished by Mulalley, was the centre of family activities such as tennis, costume making, print workshops and film making for youngsters on their school holidays. The activities were funded by partners including Metropolitan Housing Association, Neighbourhoods, the Residents' Association (CART) and Homes for Haringey. The Centre is also hosts fortnightly Safer Neighbourhood Team surgeries. Drop in surgeries are being held on:

- 8 September, 4-5pm
- 22 September, 4-5pm
- 6 October, 4-5pm
- 20 October, 4-5pm

For more dates, go to www.met.police.uk/teams/haringey/boundsgreen

Lovell helps residents go green

Staff from Lovell encouraged local residents to go green when manning a stand at the Haringey Green Fair and Tottenham Carnival in June. Over 30,000 people attended the Green Fair and Tottenham Carnival on Saturday 12 and 19 June respectively to raise their awareness and involvement around key environmental themes such as climate change, biodiversity and sustainable transport.



Getting ready for the digital switchover



Individual satellite dishes

Haringey Council has decided that individual satellite dishes will not be allowed in a building with the new communal aerial system in place. This means that any individual satellite dishes will be taken down and we will not give residents permission to residents to put up an individual dish.

In buildings where we do not install the new communal aerial system, you **MUST** get our permission (landlord's consent) and planning permission from Haringey Council before getting an individual satellite dish installed.

Please consult our comprehensive guide for tenants and leaseholders, **Switching over to digital TV**, which we have sent to all residents affected by communal aerial upgrade works. It is also available on our website at: www.homesforharingey.org/digital_tv

Digital switchover

By the end of 2012, London will switch from analogue to digital TV. We are therefore upgrading all communal aerial systems in the borough and installing the Integrated Reception Systems (IRS) (which include satellite reception) to offer residents a wide range of free channels and a good choice of subscription services.

We are asking residents in each block to choose one of two communal aerial options for their block, a basic reception service and one providing a more comprehensive choice of satellite reception services. We will only install the option that the majority of residents have chosen.

Wates' 2010 Community Day

Wates is holding its annual Community Day in the communal gardens of Birkbeck Road, Hornsey, N8 on 17 September 2010. At this national event organised by the Wates Group to make a real difference to communities, staff leave their offices and building sites to run charity events in the communities where they work and live.

This year's Community Day will focus on supporting communities with a 12-member strong Wates team regenerating the outside of the block housing the Kurdish Advice Centre on Birkbeck Road. Quiz nights, auctions, raffles and sporting events will also take place across the UK to raise money for local charities.





Money made clear

We know that managing your finances at the moment might be difficult. That's why we want to offer you all the help we can. Staying on top of your rent, service charges and other bills is important. But sometimes it's difficult to know where to start.

That's why we've teamed up with the Consumer Financial Education Body set up by the Financial Services Authority, the UK's financial regulator, and sent you all a guide to managing your finances, called 'Making the most of your money' with this edition of Homes Zone.

The booklet is a practical guide that will help you take the first steps in getting to grips with your money. It covers everything from budgeting to borrowing, saving, investing, and protecting your

family and possessions to saving for retirement. So it's worth your time taking a look.

There are further guides on a range of financial topics, as well as online tools and calculators available free at www.moneymadeclear.org.uk

Remember, speak to your Income Collection Officer if you find yourself with money worries. Call freephone **0800 195 3404** or **020 8489 5611** (cheaper from mobile).

Is your child turning 18 this autumn?

Then you must tell the Council's Benefits team if your son or daughter is continuing with full-time education or starting work. Around your child's 18th birthday, you should receive an age qualification letter from the Benefits team. You **MUST** respond to this letter, normally within four weeks, and provide evidence of the current status of your child otherwise the Council may deduct the maximum amount (currently £47.75 a week) from your housing benefit. If your child is leaving home then you must still inform the Benefits team straight away otherwise the maximum amount will continue to be deducted from your housing benefit. For further advice, call the Benefits team on **020 8489 1000** or your Income Collection Officer on **0800 195 3404** (freephone) or **020 8489 5611** (cheaper from a mobile).

Fire safety begins at home

A huge number of home fires begin in the kitchen and the vast majority of kitchen fires are caused by cooking. In the last five years in London alone there were around 17,000 kitchen fires and over 2,000 people were injured by fires which had started in kitchens.

Richard Mills, London Fire Brigade's Borough Commander for Haringey, has over 18 years' experience of fighting fires. He says: "Small accidents or lapses of concentration in the kitchen can lead to tragedy. A large number of serious, and sometimes fatal, kitchen fires begin when people have been drinking. It's easy to become distracted after a few drinks, or even to fall asleep and leave your cooking on."

"If you've had a few drinks you should think twice before cooking. Not only are you more likely to cause a fire, but your reactions won't be as quick so you could struggle to escape if a fire breaks out. It's far safer to get a takeaway or have a cold snack than try to cook after a lot of alcohol has been consumed."

Currently 56% of all fires occurring in homes within Haringey start in the kitchen, but only 43% of those homes are fitted with a working smoke alarm.

For further advice or information on fire safety go to www.london-fire.gov.uk or <http://firekills.direct.gov.uk>

To request a free home fire safety visit call freephone **08000 284 428**.

Home safety tip #2

Make sure you take your pans off the heat if you're called away from the cooker – if the phone rings, switch off the hob.

Don't leave children alone in the kitchen and keep matches and lighters well out of their reach.

Make sure any dish clothes or tea towels are kept well away from your stove and oven as they can easily catch fire.



Blow the whistle on housing cheats

When somebody with a council home rents it out without permission or obtains a home through providing false information, they are guilty of housing fraud. They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list.

This is **not fair**.

If you suspect someone of housing fraud call us on **0500 500 777** or email fraudcall@haringey.gov.uk. Your report will be treated in the strictest confidence and can be given anonymously.

Speak out if you have suspicions – you may get a reward.

Allocation of housing is changing – Haringey Council wants your views

Haringey Council is changing the way they decide who should get a permanent council or social rented home. You have until 10 October 2010 to tell them what you think about it.

The new policy replaces housing points with a new banding system. Haringey Council will write to everyone on the housing register to see if they want to remain on the housing register. Housing applicants will also need to give the Council up to date information about their circumstances. Their application will then be reassessed and put into one of the five new bands (A, B, C, D or E).

The new band system will apply to new housing applications as well as applications for transfers from one council home to another. A separate housing register and banding system will be in place for those in need of supported housing.

You can take a look at the full policy online and some Frequently Asked Questions at www.haringey.gov.uk/allocations-policy-consultation.

To have your say please **email** allocations-policy-consultation@haringey.gov.uk or **write to** Allocations Policy Consultation Team, Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ by **1 October**.

If it is easier for you to telephone, please call Haringey Council's Customer Services on **020 8489 1000**.

Copies of the policy are also available from your local Customer Services Centre, library or Citizens Advice Bureau, or you can email to request a copy.

Money to move scheme

Is your home too big for you?

Are you spending money on heating a large house you don't need?

Would you like to move to a new home?

Haringey Council wants to help council tenants living in large properties move to more suitably sized homes. This in turn will help us house families who need larger accommodation.

In order to do this the Council are offering three options that combine a financial incentive with help and assistance to move:

Option 1

The Council will pay you for decorations, removals and any other related moving costs up to the value of £2,000.

Option 2

You can get £300 for each bedroom you are giving up.

AND

The Council will organise and meet the cost of either removals or decorations up to the value of £2,000 (minus the cash payment for each bedroom you are giving up).

Option 3

Haringey Council will give you £650 for each bedroom you are giving up.



Helping you move

As well as offering these financial incentives an officer from the Council will make sure that you get help and support throughout your move.

They will:

- Help you find properties that are right for you.
- Give you advice and information on all aspects of moving.
- Attend viewings on your behalf or accompany you to view properties.
- Arrange removal of your belongings to your new property or into storage.
- Arrange for your new property to be cleared of unwanted furniture and carpets.

Any Haringey Council tenant living in a property with two or more bedrooms is eligible, provided you move to a property with fewer bedrooms. The scheme also applies if you want to move into the private sector or buy your own home on the open market. You may even be able to move to another borough.

For details call the Council's Under-occupation Officer on **020 8489 4771** between 9am and 5pm, Monday to Friday.

"The move wasn't stressful as the Council took care of all my removals for me. I've lived in the same house for 35 years so it was a big step for me but one I am glad I've taken." - Mrs Kelly



Standing up against HATE crime

Hate and prejudice take many forms, from spitting and name calling to vandalism and harassment. **Any degree of hate crime or harassment is unacceptable.** If you have been targeted for no other reason than your race, religion, disability, sexual preference, age or gender you must report it.

Don't suffer in silence
Let's stop hate

We take hate crime very seriously and will work with you and Haringey Council's Anti-Social Behaviour Action Team to stop the perpetrators. An injunction was recently obtained against a tenant, with power of arrest, after she inflicted months of nuisance on her neighbour, including homophobic abuse.

If you are a victim of hate crime, or harassment, speak out. We will take action on your behalf and can offer support and advice to help you feel safer. Call the Anti-Social Behaviour Action Team, Monday to Friday, 8am to 6pm on **020 8489 1000**. Or speak to your Tenancy Management Officer. In an emergency call 999.

Waste not! Recycle more!

Refuse collection, recycling, street cleaning and estate sweeping services are important to us all. When Haringey Council asked residents about their views on these services a year ago, they received over 6,800 responses – the biggest response ever! The results are now finally available to the public – go to www.haringey.gov.uk or check the September edition of Haringey People.

Is condensation getting the better of your home?

Autumn is on its way! It brings with it colder air and so this is a good time to check if you're doing your bit to keep condensation in your home at bay.

What is condensation?

Air holds moisture. Warm air acts like a sponge and soaks up moisture but cold air can't hold all the moisture we produce every day. So it condenses into tiny drops of water.

Condensation in your home usually appears on or near windows, in corners, in or behind wardrobes and cupboards, and on cold surfaces where there is little movement of air. If left unchecked it can cause mould growth, make wooden window frames start to rot and increase dust mites.

How can I control condensation?

To fully control condensation, you need to:

1. Reduce the amount of moisture produced in your home:

- Open a window and use an extractor fan when you are cooking and keep lids on saucepans.
- Don't dry washing over or in front of radiators.
- Don't use a gas cooker to heat the kitchen.
- Don't use bottled gas heaters.

2. Increase ventilation in your home:

- Open the windows in your home for a short while every day, especially when cooking, washing up or taking a bath or shower.

- When running a bath, run cold water first, then add hot water – it creates less steam.
- Don't keep kitchen and bathroom doors open – steam will escape.
- Leave your bedroom window slightly open at night.
- Don't block air vents or air bricks.
- Don't over-ventilate your home when it's cold – the temperature in your home will drop and condensation will increase.

3. Control the temperature in your home:

- Keep your central heating at a low level rather than heat your home up twice a day from cold.
- If you're only heating one room, keep doors of unheated rooms open to allow some heat into them.
- Don't push beds or sofas against radiators.

Remember, if it is a repairs issue that is causing a damp problem in your home, report it to us on **0800 195 3404** (freephone) or **020 8489 5611** (cheaper from mobiles).

In most cases tackling condensation is in your control so please follow the advice above – it is the only way to really make a difference.



Reporting back

Our aim is to always provide you with good services. The Tenant Services Authority (TSA) is the independent regulator of all social housing in the UK and working with residents and landlords they've set standards for housing that make sure tenants across the country get good services and protection. These standards also mean you've got more power than ever before to hold us to account for what we do.

To make sure that residents know how we're meeting these standards, the TSA have asked us to produce an annual report for you about how we are performing. The report will be available early in October this year, and will look back at the financial year 2009/10 – that's April 2009 to March 2010.

What we're measuring

We've consulted resident groups about what you think should be included in the report, and the way you would like it to look. We've taken all these views into account to make sure the finished product reflects your opinions.

The annual report will give an overview of who we are, and what we do. It will also tell you how we performed against the new standards in 2009/10. The standards cover:

- Tenant involvement
- Repairs and property maintenance
- Quality of accommodation
- Rents
- Complaints
- Anti-social behaviour

We'll also be reporting back on our performance against the Residents Top Ten – ten performance targets selected by residents as the key priorities they want to be informed about.

The report will also set out how in future we're going to make sure we work with tenants to agree on local solutions to local issues. This will mean you have more opportunities to tell us about the changes you want to see in your neighbourhoods and we'll try to tailor our services to help make it happen.



an overview

How you'll be involved

Many of you are already involved in our work through our resident groups and panels, events like our Open Day or simply by giving us your feedback. Now we're also working with residents to set out how you will be involved in checking us against the TSA standards. A working group made up of residents has helped us set out how we can create a Resident Scrutiny Group. This group will recruit and select a wide range of members from across the borough who will receive training that will give them the skills they need to monitor our performance against the standards. This monitoring can then be used to make sure we're on track and to produce future annual reports.

The working group is currently deciding exactly how this process will work and the final guidelines will be included in this year's annual report.



Get your copy

The Annual Report 2009/10 will be ready in early October. We want to make sure that everyone has the opportunity to read it so we're providing a range of options on how you can get hold of a copy.

You can get your copy:

- Online at www.homesforharingey.org
- By email from communications@homesforharingey.org
- By calling us on 020 8489 2715
- From a Customer Service Centre, library or from your local advocate or Residents' Association.
- Or by post. Simply fill in your name and address below, cut out this box and send it back to us at: Freepost RYLE-ELRG-ASSB, 6th Floor River Park House, Wood Green, N22 8HQ

I would like to receive a copy of the annual report by post.

My name: _____

My address: _____

The report is also available in a variety of formats such as Braille, large print, audio tape, or another language. If you need it in one of these formats, please tell us here:



Dates for your diary

All meetings are held at the Wood Green Civic Centre.

September

27 Board meeting, incorporating Annual General Meeting (AGM) 7pm

October

11 Performance Committee 7pm

November

4 Finance and Audit Committee 7pm

December

1 Board meeting 7pm

If you have any general questions for the Board, please send these to us at least two working days before the meeting. Verbal questions are not allowed at these meetings. Email

governance.team@homesforharingey.org or write to the **Governance team, Homes for Haringey, 6th Floor, River Park House, 225 High Road, London N22 8HQ.**

You can also find a list of forthcoming Board and committee meetings on Home for Haringey's website at **www.homesforharingey.org**

All aboard

As we go to print, you should still have time to vote for a new resident board member (voting closes on Monday 13 September). There are six resident Board member places available on the Board – one supported housing tenant, one leaseholder and four tenants. The newly elected members will officially join the Board at our Annual General Meeting (AGM) on 27 September. Check the results on our website at **www.homesforharingey.org** or in our December edition of Homes Zone.

In preparation for the elections, we ran a special new five-module training course to give residents interested in becoming a Board member the necessary skills and knowledge. The training was designed so that even if residents decided not to stand for resident Board member elections, they could still apply what they had learnt in their personal careers. In total, 129 residents benefited from the training and the feedback we got was very positive.

Governance Manager, Angela Bosnjak-Szekeres, whose team organised the training, was really encouraged: "The response has been overwhelming. It has been really inspirational to see the enthusiasm displayed by all the applicants at the workshops."

10 of the 129 local residents with William Janse Van Rensburg from Homes for Haringey's Governance team and trainer Zaidee O'Dell, Campbell Tickell (back row 2nd left and right)



Experiencing life at Homes for Haringey

Every now and then the staff of Homes for Haringey start to look suspiciously young. No, it's not a magic potion, it's the school work experience season.

We're committed to providing opportunities for young people in Haringey, which is why we offer a highly regarded work experience placement programme for 14 to 16 year olds from local schools. From January to November this year 33 local school children will be completing work experience placements with us.

This experience gives young people the chance to develop their talents and get a taste of life in the workplace. It's a unique opportunity for them to find out what type of work they are good at, be treated as adults, behave in a safe and responsible way and learn new skills.

But there are plenty of benefits for us too. Our staff who mentor the students get the chance to demonstrate their own skills and knowledge and enjoy the feeling of helping prepare these young people for working life.

The Education Business Partnership and the schools involved regularly express their thanks for our positive contribution to these young peoples' lives.

Kiera Persaud, 15, did two weeks' work experience with the Communications team because she would like to study media. Kiera did a fantastic job while she was with us, and took on the task of writing about her experience here for this page. We hope you enjoy it.

“ I am a student currently on work experience with Homes for Haringey working with the Communications team. I have had the chance to visit some of the local estates to see the conditions they were in and how Homes for Haringey have worked together to improve them and make them a better place for the community.

I also met with the young advisors for a conference to see how they can help engage the young people and improve opportunities for them.

I think the facilities that Homes for Haringey provide are an excellent service. They involve you in their projects, giving you the chance to have your own say and express your opinions and feelings. They also organise a load of activities for the young people as they think it's important to involve them in their work and make sure young people across the borough are involved.

”



Fun for all at the Open Day

About 500 of you joined us in the sunshine at our Open Day in July. As well as being pretty hot it was a fun filled day full of entertainment, prizes and advice workshops. We hope you had a great day.



Playtime

There were plenty of activities for the young ones. Children were treated to face painting and goodie bags, and the bouncy castle was very popular too. Those looking for a bit of a challenge could try out the 24ft climbing frame.



Let us entertain you

To match the sizzling weather we provided some hot music from our steel band and the warm temperature certainly didn't stop some of you from enjoying a dance. And to finish the day off in style a set of raffle prizes were up for grabs including cameras, shopping vouchers, watches and a rice cooker.



Yum yum

Food was available on the day, including barbecue and a hot and cold buffet. For those of you with a sweeter tooth there was also the chocolate fountain, provided by our Decent Homes partner, Mulalley.



Stay informed

The Open Day also provided an opportunity for us to offer you a range of information under one roof. There were information stalls for services across Homes for Haringey, as well as from other organisations and partners such as the Decent Homes contractors, the NHS and Safer Neighbourhoods.

A variety of workshops also ran on the day covering topics including how to become a resident board member, fire risk prevention and advice on managing your finances.



What you said

Your feedback about the day has been fantastic with 98% of you telling us in your feedback forms that you had enjoyed the day.

Olufemi Olubanjo, from Tottenham, attended the open day with his daughter, Folasade, 3, and was delighted to win a MP3 player. He told us: "I've had a wonderful time. This type of event helps bring the community together in a fun and informative way."

Residents from Sophia House and Talbot Close



What a difference a day makes!

With funding from the Making the Difference programme run by Neighbourhood Management and a Rewarding Residents' grant from Homes for Haringey, over 40 senior residents from two supported housing schemes in Tottenham got together for an afternoon of massages, manicures and makeovers recently.

Organised by the Sophia House and Talbot Close Association of Residents, the Pampering Day – including head and shoulder massage, refreshing facials, an assorted barbecue and music – attracted both men and women, and provided a day to remember.

"It was lovely to have so many treats and a wonderful barbecue." Sophia House resident, Verlyn Cowell, 71, said. "The day was really about getting people out of their flats for a good together, having wonderful treatments and letting them know more about the Residents' Association."



◀ Marline Kerr and Inna Tyrell prepare their nails for shaping and painting.

Want to learn a new skill?

If you do, then why not try out some of our resident training? The Resident Involvement team run a range of courses throughout the year. You can find out more by calling them on **020 8489 4463** or go to www.homesforharingey.org/training

To get you started why not try out one of these two courses:

Resident Monitoring Training

Resident estate monitors help us assess the quality of our estate services against the HouseMark National Standards. Having this resident view helps us make sure that we're maintaining good levels of grounds maintenance and cleanliness on estates. The training involves both discussion and practical experience of going out to an estate and trying out the standards.

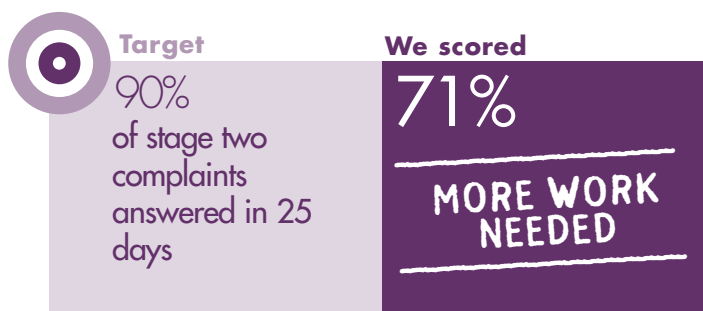
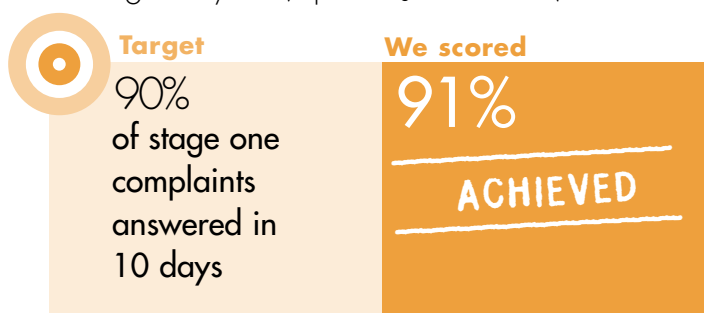
Sustainable Energy Use

Do you want to help save the planet while saving money on your energy bills? Then this is for you. It's a new course developed by Sarah Vincent and one of our involved residents, Martin Laheen, who has a long track record of championing green issues.

Customer care performance

Our agreement with you

In our Customer Agreement we promise to tell you about our performance against specific targets. Here is how we did during last year (April to June 2010).



Do you have a question for our Chief Executive, Paul Bridge?

Then don't hesitate to email us at communications@homesforharingey.org or send it to:

Talk to Paul
Freepost RYLE-ELRG-ASSB
6th Floor
River Park House
Wood Green
London N22 8HQ

Top Tenant

Congratulations to:

- Mr Hutton of N15 and Mrs Anik of N17 – our winners in June.
- Mrs Henderson of Tottenham and Mrs Karaoglu of Hornsey – our winners in July.

They each **win £75** for simply keeping their rent account debt free.

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 المسأجرين 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.

P Pam's problem page

To all readers: if you have experienced a similar problem to this resident, please write to me to let me know how you have dealt with it.



Dear Pam,

I live by myself in a ground floor flat of a very old converted maisonette with poor sound insulation.

My upstairs neighbours have been harassing me for over three years now. It is a family living on two upper levels. They keep on storming in rooms above me, stomping around on creaky floorboards, banging the floor, and throwing objects violently on hard floorboards. This is also happening now in the middle of the night above my bedroom. In the past I have had mediation meetings with the ASB team, councillors, called the Noise Team at night, logged incidents regularly and submitted sheets to the Tenancy Management Officer. The Council does not consider

this 'harassment' but domestic noise and that I should keep calling the Noise team.

I wonder why these upstairs tenants do not have any carpet in such a property - especially above my bedroom (they have rugs I was told). Also why is the Council not looking into who is actually living in the flat - there seem to be several families living there. I have exhausted all options. Is there anything else I could do or would it be possible for you to put me in touch with other tenants who experienced similar nuisance to find out how they dealt with it. Thank you for your help. Best regards

Ms C

Dear Ms C,

Thank you for your letter. I am sorry to hear that you are experiencing problems with your neighbours.

It appears that your home is, like many in Haringey, a property converted into flats but without suitable sound insulation. When the property was converted there was no requirement to install suitable sound proofing so noise problems are common in these buildings.

I note that there are a number of reported cases on the anti social behaviour log where you have reported noise nuisance. I have contacted your Tenancy Management Officer and confirmed that he has responded to all of your complaints. He has contacted your neighbours and reminded them of their tenancy conditions, visited with surveyors to look at the floor boards, and contacted the Police for reports. He has also confirmed details of the people who are living in the property.

Unfortunately, we cannot take further action – which would involve legal action – without substantial evidence for the court. The noise that you complain about is domestic noise common in such properties and there is a limit what a family with young children can do to avoid disturbing you. I understand that they have already put down rugs to try to alleviate the nuisance.

You say that the noise is happening in the middle of the night and loud banging at this time would be considered unreasonable but the Noise team have had no reports of this. As advised, you should report such incidents to the Noise team. If they can witness unreasonable noise, then this would help us take further action. I understand that your Tenancy Management Officer has asked the Noise Team to be alert and to respond promptly to any reports made from your address.

The Noise Team have also advised that they have previously offered you opportunities for their officers to come to see you and stay for 15 to 30 minutes at a time when the noise generally occurs. I would encourage you to use this service so the officers can actually witness the disturbance. Please call **020 8348 3148** about one hour before you wish to be visited and the officer will arrange to visit you.

I have asked readers to write in if they have experienced a similar problem and how they have dealt with it.

Best wishes

Pam

Do you need Pam's help?

Then write to:

Pam's problem page

Communications team, Homes for Haringey,
6th Floor, River Park House, 225 High Road,
Wood Green N22 8HQ

or email Pam at:

communications@homesforharingey.org

Focus on performance

A year at the top

In August last year our gas contractors managed to get access to the one property that would enable us to hit the government-set target of 100% of homes with a valid gas safety certificate for the first time. And our performance has stayed at 100% ever since – that's for an entire year.

You have played an enormous part in this achievement. Most tenants are aware of the importance of the annual gas safety check and let us in to complete the check when we make an appointment. Thanks you to your co-operation and good joint working with our gas contractors and Haringey Council we now have strong process in place which should hopefully see us stay on top performance for many more years to come.

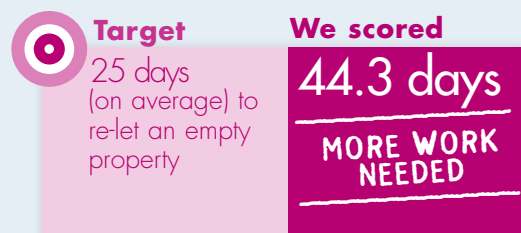
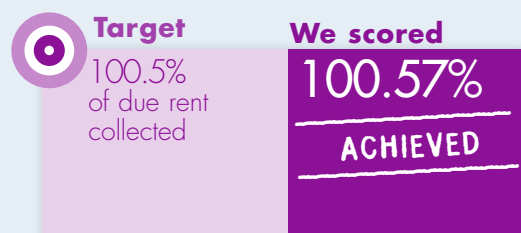
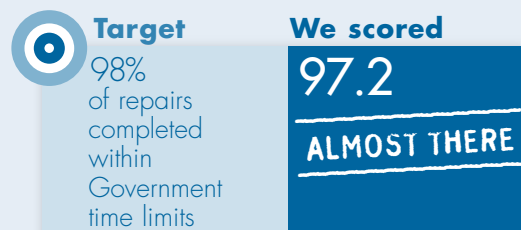
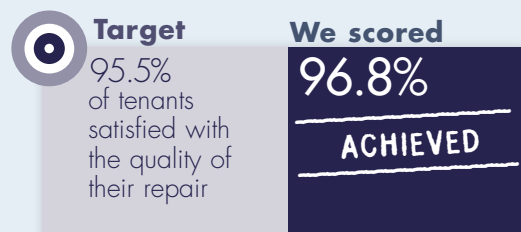
Rent collection

The eagle-eyed among you may have noticed that our rent collection target is now 100.5% and that we've met it. But some of you might wonder how we can collect more than 100% of rent. The target takes into account outstanding arrears that we are collecting, along with the standard due rent.

Remember, you must pay your rent on time. If you do find yourself struggling to pay your bills, talk to us straight away so we can help before arrears build up. Call your Income Collection Officer on **0800 195 3404** (freephone) or **020 8489 5611** (cheaper from a mobile).

These figures show our performance from April to June 2010.

If you have any comments on these figures or how we report our performance, call us on **020 8489 2715** or email communications@homesforharingey.org



What's on



Homes for Haringey Annual General Meeting (AGM) and Board meeting

All residents are welcome to attend. The newly elected Resident Board members will formally join Homes for Haringey's board at the AGM.

Monday, 27 September
7pm to 9pm
Wood Green Civic Centre

For further information, contact our Governance team on **020 8489 1737** or email **governance@homesforharingey.org**



Residents' Consultative Forum

To learn about and discuss housing issues with other residents and Homes for Haringey representatives. All residents are welcome to attend.

Wednesday, 29 September
7pm to 9pm
Wood Green Civic Centre

For further information, call our Resident Involvement team on **020 8489 4463**.



Black History Month

Throughout October, there will be events in Haringey celebrating Black History month.

Visit **www.blackhistorymonth.co.uk** or the events list on **www.haringey.gov.uk**

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 ma'is san duukha, soo buuxi foomka kuna soo dir ciwaanka hoose ee boostadu bilaash tahay.

Arabic

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

Turkish

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

Kurdish

Heke hun kopiyekê Homes Zone ya bizimanê xwe ya bêpere dibwazin, ji kerema xwe li websîteya me binêrin, an jî fîrmê tîje bikn û ji navnîşana posta bêpere ve bigînin.

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

Contacts

Go online



We now have more services than ever available to you at the click of a button. To see the full range, visit our website www.homesforharingey.org/do_it_online

Online you can:

- Report a repair
- Tell us what you think by giving us feedback on our services or nominating someone for a WOW award
- Pay your rent
- Report abandoned vehicles
- Report noise nuisance

Visit us



Pop into one of our Customer Services Centres to access any Homes for Haringey or Haringey Council service. All Customer Service Centres are open 8.45am – 5pm.

Hornsey
Broadway Annexe
Hornsey Town Hall
Crouch End, N8 9JJ

North Tottenham
639 High Road
Tottenham, N17 8BD

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

Wood Green
48 Station Road
Wood Green,
N22 7TY

Residents on Broadwater Farm can also access services at the **Broadwater Farm Neighbourhood office** at set times. These are on display at the office.

Call us



To report a repair, or to enquire about any Homes for Haringey service, contact our call centre. open 8am – 6pm, Mondays to Fridays.
0800 195 3404 or **020 8489 5611**

Emergencies can be reported on these numbers at any time.

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 0000

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

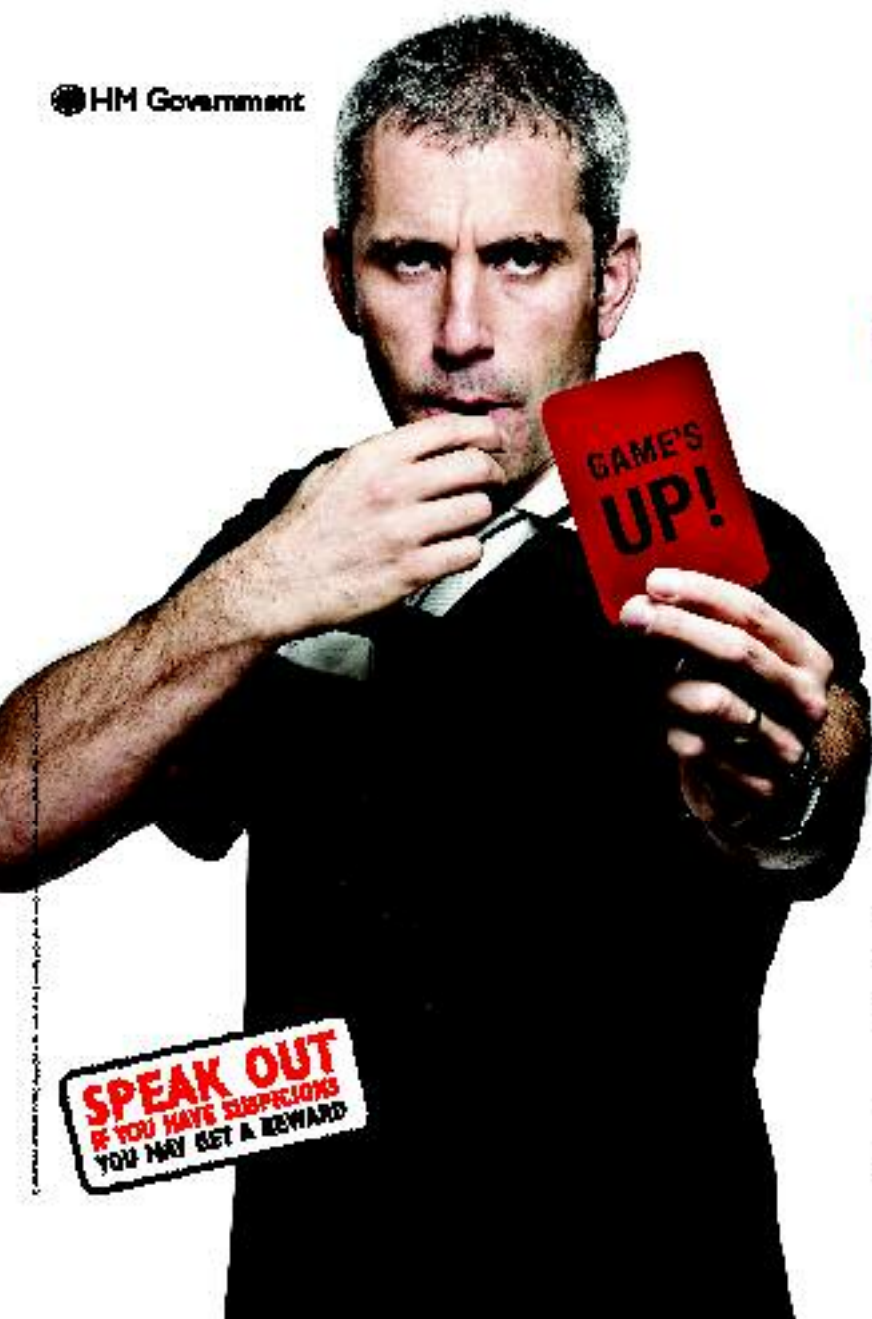
Police stations (local)
020 8808 1212

Repairs (see opposite)

Rubbish and waste
020 8885 7700

**Supported Housing
management**
020 8489 4400

HM Government



BLOW THE WHISTLE ON HOUSING CHEATS

When somebody with a council or housing association home rents it out without permission or obtains a home through providing false information, they are guilty of **housing fraud**. They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list. **It's not fair.**

If you suspect someone of unlawfully sub-letting
call us on **0500 500 777** or
email us on **fraudcall@haringey.gov.uk**
Your report will be treated in the strictest confidence and will be given appropriate

SPEAK OUT
IF YOU HAVE SUSPICIONS
YOU MAY GET A REWARD



Homes for Haringey