

Annual Report to residents

2010/11

Homes for Haringey Ltd



Homes for Haringey

working together



Haringey Council

Welcome from residents



We, the resident members of Home for Haringey's (HfH) annual report group, welcome you to your annual report. This is produced for you, the council tenants and leaseholders of Haringey.

Residents have had a lot more input into the report this year, so that it tells us what we want to know about housing services. Next year, we hope to have even more input. 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 are very pleased to have helped shape the report. Some of our suggestions were:

- Keep it to a reasonable length, to the point, and user friendly.
- Include articles and case studies to show how services are delivered.
- Avoid a lengthy description of how HfH meets the National Housing Standards, but show an honest summary of performance.
- Set out plans for improvement.
- Produce the report in a cost-effective way, with inexpensive design and print.
- Summarise the report in Homes Zone, the magazine for tenants and leaseholders.
- Do not duplicate general information already available in other HfH publications. We want a high level summary showing overall performance.

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.

Angie Buzzacott, Tenant Participation Panel nominee

Eric Lattimore, Communications Panel nominee

Martin Laheen, Leasehold Panel nominee

Michael Murphy, Tenant Participation Panel nominee

Phil Goodwin, HfH Resident Board Member

If you have any questions about this annual report, please contact Joe Boake on 020 8489 4483, or email him at joe.boake@homesforharingey.org.

Contents

1. Introduction	3
2. Housing Standards and Local Offers	4
3. Resident involvement and empowerment	5
4. Home	8
5. Tenancy	10
6. Neighbourhood and community	13
7. Value for money	16
8. Governance and Financial Viability	19
9. How you can get involved (Resident Scrutiny and Involvement)	20
10. Resident feedback survey	23

Introduction

1

Dear resident,

We have worked closely with a group of residents on this annual report and we thank them for their time and help. We hope you find the report informative.

The last year was challenging and busy, but we improved our services by listening to what residents had to say and acting on their feedback.

Examples include introducing a simpler and more effective feedback scheme – complaints are sorted out quickly and customer satisfaction rose to 97 per cent – and a Tenant Liaison team to help new tenants settle in quickly.

Working with residents is at the heart of what we do and we remain focused on improving the ways for you to get involved. More than 300 people applied for places on our Board and 49 per cent of residents voted in the election. This is the highest turnout of its kind across the country.

And our work with young people has continued to develop. We're proud that resident Derekston James, one of our young advisors, received a national award for his work this year and has continued to influence the way we develop as a company.

In February we learned our Decent Homes funding was going to be reduced, but we worked with residents to help make sure we invested in the right improvements, such as new windows, doors and roofs.

These are just some of events that shaped our year. We're pleased with progress and we hope that you are too.



Jonathan Card,
Chair, HfH Board



Paul Bridge,
Chief Executive



Cllr John Bevan,
Cabinet Member
for Housing



Martin Laheen,
Chair of Tenant
Participation Panel

Tenant Service Authority (TSA) National Housing Standards

The TSA was set up to monitor social housing in the UK. It worked with residents and landlords across the country to set housing standards to help make sure tenants receive good quality services.

Every year we produce a report to residents setting out these standards (below) and showing how we are meeting them (sections 3 to 8).

Resident involvement and empowerment

- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to your needs

Home

- Quality of accommodation
- Repairs and maintenance

Tenancy

- Allocations
- Rents
- Tenure (helping people stay in their homes)

Neighbourhood and community

- Neighbourhood management
- Local area co-operation
- Anti-social behaviour

Value for money

- Value for money

Governance and financial viability

- Governance
- Financial viability

Local offers

As well as meeting the National Housing Standards, we provide services tailored to the needs of local people. These are called local offers.

We agreed with residents that most of our local offers would be borough wide. However, we provide extra local offers for specific groups such as young people, older people or vulnerable tenants.

Each of our services has a comprehensive set of service standards, agreed with residents, which sets out what you can expect in each area.

Our service standards are available on our website:
www.homesforharingey.org



3.1 Customer service, choice and complaints



Your new Feedback Scheme

We introduced a new Customer and Stakeholder Feedback Scheme based on your comments.

In the new scheme you can choose to either 'fast track' your complaint – just get the problem sorted out quickly – or request a full service investigation.

We introduced the scheme on 1st April and the impact was immediate. From April to June 2011, customer satisfaction with the way we handled complaints improved to 97% and satisfaction with the outcome rose to 80%. These compare to 80% and 70% respectively in 2010/11.

Only two cases were referred to Haringey Council for further investigation and none were passed to the Local Government Ombudsman to resolve.

One customer, Mrs W, complained that repair appointments had not been kept. Our Feedback Team booked a new appointment and kept track of the case. The repair was more complex than originally stated but a Feedback Officer kept in touch and did not close the case until Mrs W was satisfied.

Mrs W nominated the member of staff involved for a WOW! Award. She said: "I was very pleased with the Feedback Team. My problems were sorted out and they kept me informed throughout. They provided an excellent service. I am very happy now."

We offer you a range of accessible services through two Haringey Council Customer Service Centres and you can contact us by post, email, telephone and through our easy-to-use website.

We also keep you up-to-date with service news through Homes Zone magazine, which is sent to all tenants and leaseholders four times a year.

How we are doing

- We were awarded the Government's Customer Service Excellence standard for the second year running.
- In 2010/11, we answered 91.8% of telephone calls to our Repairs Call Centre. This improved to 95.6% from April to June 2011.
- We responded to 91% of complaints on time, which is above our 90% target.

What's next

- We are relocating some staff to enable us to support residents more effectively. For example, we hope to widen resident involvement by integrating our Resident Involvement and Tenancy Management staff.
- Our 'Looking Local' project will allow residents to access our services through digital television and smart-phone applications.

3. Resident involvement and empowerment

3.2. Involvement and empowerment

Our Resident Involvement team, and staff across HfH, offer you a wide range of ways to get involved and to influence the services we provide and how we deliver them.

How we are doing

- In 2010/11, 223 people attended resident involvement meetings, many coming along to several.
- 280 people came along to our 45 training sessions: 91% were satisfied with what they learnt.
- Increased grants are enabling Residents' Associations to carry on meeting to discuss community matters.
- Sheltered housing schemes are using grants to run regular social events such as coffee-mornings to help combat isolation and build better communities.
- We train volunteers to be Advocates for their area. Advocates across the borough bring local people's issues to the attention of housing staff and meet regularly to exchange ideas.

What's next

Residents have agreed some core principles for our local offer for Resident Involvement.

- Our local standards will include leaseholders.
- We will support local informal activities as well as Residents Associations and Advocates.
- Residents want more information about national housing policy and the opportunity to influence strategic decisions.
- Monitoring information will be reduced to focus on meaningful priorities.

We are developing this local offer with a residents' working group.

Award-winning work with young people



Young Advisors, Akbar Choudhury and Thanh Nyugen, won a national TPAS Award in 2010.

Our work with young people is being recognised nationally. We won the National Federation of ALMOs award for 'Most Outstanding Young Person' and were finalists in the Tenant Participation Advisory Service and Housing Heroes award schemes.

We work closely with a group of 15 trained Young Advisors and 10 other young people.

We are co-ordinating the Young Advisors scheme in Haringey, and will fund a further programme to train more young people to advise providers on how to make their services relevant and accessible to young users.

Our Young Advisors are leading on developing a national youth-led conference which TPAS has agreed to publicise.

We helped young people from the Sandlings estate bid successfully for over £15,000 of external funding for computers and other equipment. This led to a project to set up a borough-wide community youth association, which will be eligible to be funded as a voluntary project.

3.3 Understanding and responding to your needs

We use individual needs information to tailor our services to the diverse needs of our customers. Nearly 56% of Council tenants are from ethnic minority communities. Almost 24% are aged 60+. More Council tenants are female than male. Approximately 20% have some form of disability.

How we are doing

- To show our commitment to treating all customers and staff fairly, we introduced a Single Equalities Scheme.
- We provide information in other languages or formats (such as Braille) and visit vulnerable tenants regularly.
- We updated our Equal Opportunities Policy in consultation with residents and staff.
- All staff receive Equalities and Diversity training.

What's next

- We are working with you to develop a Vulnerability Strategy to address the needs of vulnerable residents. Practical actions include reviewing our Concern Cards scheme to make it easy for our repairs staff or contractors to report any concerns they may have about a resident's health, safety or wellbeing.



Winkfield Centre, Wood Green

Responding to diverse needs

We introduced a **Women's Forum** to encourage women from cultures where mixed gender groups would be a barrier to getting involved. This Forum has a core group of over 30 women from many different cultural backgrounds – and has been consulted on several strategic issues.

Our **Disabled People's Group** includes carers as well as residents with disabilities and sensory impairments. Every year, members of the group check our customer service centres. In response to their recommendations, reception desks and customer telephones are now easily accessible to wheelchair users.

4.1 Quality of accommodation

Our Property Management team led on making major improvements to the quality of Council housing accommodation.

Residents on our Asset Management Panel help determine how major works programmes are organised and how you are consulted.

How we are doing

- By the end of March 2011, we had brought 5,500 properties up to the Decent Homes Standard. The average satisfaction rate for this year was 95.7%. In the past three years, satisfaction with Decent Homes work has always been 95% or above.
- We successfully secured £0.5 million funding for increasing the energy efficiency of properties.
- We work closely with the Council's adaptations team, which carried out 193 adaptations in 2010/11, to help residents remain independent in their homes.
- We have already upgraded communal TV aerials serving 3,700 homes and will complete work on the remaining ones in good time for the switchover to digital television in April 2012. (Most tenants and leaseholders in street properties are responsible for installing their own system after obtaining the relevant permissions).
- We take fire prevention work seriously. Our dedicated Officers have made detailed fire-risk assessments of all medium- and high-rise blocks. They also check the properties regularly and carry out safety works.



The Weymarks

Making the best of funding

The Government has reduced Haringey's Decent Homes funding to £36 million for 2011 to 2013; £50 million less than first allocated.

We are making the best use of the reduced funding and making sure that homes are safe, warm and dry. Works to roofs and windows along with essential health and safety works, such as electrical rewiring, take priority. Unfortunately, we do not have enough money to replace bathrooms and kitchens.

We invited the residents affected to attend special drop-in sessions to discuss our new priorities. Although most were disappointed, they understood and overwhelmingly supported our plans. We notified everyone in the 2011/12 programme and works started in September 2011.

Roof at High Cross and Hale



What's next

- While our 2011/12 programme gets underway, we are planning the work we aim to complete next year. During 2012/13 we'll be spending £17 million and are now writing to residents to let them know if their home is included. We will also run drop-in sessions for residents who want to come and talk to us.

4.2 Repairs and maintenance

We aim to provide an excellent repairs and maintenance service. In 2011, we established a Property Services Directorate responsible for asset management, housing investment, repairs, and design & engineering.

How we are doing

- We kept 98.4% of routine repairs appointments, ahead of our target at the time of 97.5%. This places us in the top 25% of housing organisations on this item.
- In 2010/11, 96.7% of tenants were satisfied with the quality of their repair, exceeding our target of 95.5%.
- 100% of tenants' homes have a valid gas safety certificate, which helps ensure your safety.
- We attended 99.6% of lift repairs within our target time of four hours from the lift breakdown being reported.
- Residents told us we needed to improve our communal repairs performance so we put in place an improvement plan. In 2010/11, we completed 92.1% of communal repairs in time, exceeding our target of 90% and making a marked improvement on the previous year's figure of 86%. From April to June 2011 our performance improved to 95.4%.



What's next

- We will be introducing a new call handling system at our Repairs Call Centre in September 2011 to improve the service you receive when reporting a repair. We aim to meet industry best practice standard (typically 96%).
- We have worked with the Council to make the Alterations process clearer for tenants and leaseholders who want to alter their home in some way.

Learning the trade

To celebrate our top-notch apprenticeship scheme we take part in National Apprenticeship Week every year. This gives the apprentices a chance to show off their new skills while working on a project that will benefit residents.

This year, 11 apprentices transformed a storage space in a supported housing scheme into a communal kitchen. Plumbers, electricians and carpenters worked together to fit kitchen units, worktops, a sink and a cooker.

The 27 residents of Coombes House in Tottenham now enjoy cooking, entertaining and socialising in their brand new space.



Apprentices in the newly-built kitchen at Coombes House

5.1 Allocations

Haringey Council's Strategic and Community Housing Services manages allocations, lettings and rents setting.

Most council properties are let through the choice-based lettings scheme. Our Tenant Liaison Officers show people around the empty homes, answer questions about the property, and support new tenants during those critical first few weeks.

Tenant Liaison

Our Tenant Liaison Team works closely with the Council to make sure the service meets the needs of applicants and new tenants. It was set up in 2010/11 to support new tenants during the first few weeks of their tenancy and to reduce the time taken to let vacant properties.

A Tenant Liaison Officer goes along with the applicant to view the property, signs up the new tenant, keeps in touch during the first weeks and takes up any issues such as repairs, rent payments and advice on improvements on the tenant's behalf.

Most properties are now being let quickly, reducing the time any property remains empty.

How we are doing

- In 2010/11, 742 council properties were let; 585 (79%) at the first viewing. In over 95% of cases, the new tenancy started within a week.
- We have reduced the amount of time it takes to repair a regular empty property (a void). In 2010/11, we took an average of 16.6 days against a target of 15 days – nearly half the recorded figure of three years ago (27.8 days in 2007/08).
- Our New Tenant Liaison Team, set up in response to customer feedback, aims to visit all new tenants in their home within the first four weeks of their tenancy (it was six weeks previously). In 2010/11, 97% of tenants were visited within the target time.

What's next

- To help determine the future of our Housing Management Service, we will consult with residents, staff and partners later this year. This will shape how we work with the Council's Strategic and Community Housing Services to support their allocations team.



5.2 Rent

Every year, on behalf of Haringey Council, we consult residents on proposed changes in rent. We also present an overview of the proposed rent and service charges to our Residents' Finance Panel and submit comments to our Board.

The Council considers feedback from this consultation when deciding on the level of rent for the financial year ahead.

Our Income Collection team collects rent and gives help and advice to tenants experiencing financial difficulties.



Financial assistance

We offer a range of initiatives to support tenants who are finding it hard to manage their finances. We are also working closely with the Benefits Service to resolve any issues resulting from changes in housing benefit entitlement.

Our targeted money advice workshops are popular and include one for young people who are leaving care and have been approved for permanent council housing.

One tenant who attended a money advice workshop said: "The Income Collection team rang and suggested the money management workshop. I can't thank them enough – it was a fantastic idea. I was impressed that they had taken the time to see that I was having trouble and suggest a way to help. There are so many people out there worse off than me and I find it reassuring to know that there are people who care and will offer this kind of help."

How we are doing

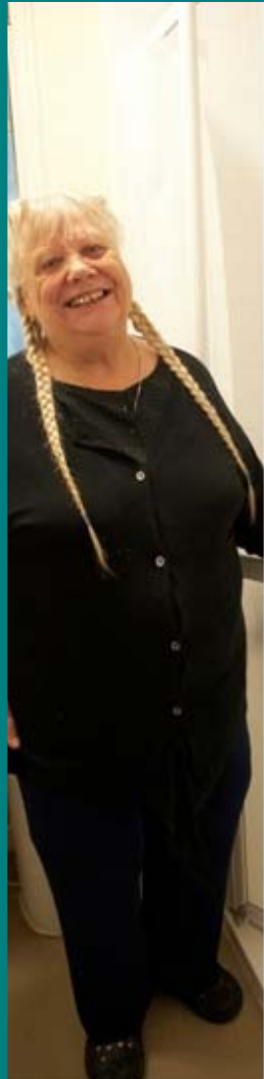
- In 2010/11, we collected 99.65% of rent due; an improvement on the previous year (98.92%) and the best performance since HfH was set up in 2006.
- To assist tenants during this tough economic time, we held a Rent Arrears Forum in association with the Council, housing associations, Citizens Advice and others.
- In 2010/11 we evicted fewer people for rent arrears than any year since HfH was launched.

What's next

- This year we are carrying out a value-for-money review of our Income Collection team. Residents' views will be heard through the Review Project Board. We will keep the Residents' Finance Panel and interested residents up-to-date on findings.
- We are also reviewing our Financial Inclusion Strategy, which explains how we will help tenants meet their financial commitments. Residents will help by looking at what other housing organisations offer and recommending ways we can improve.

We remain focused on taking prompt, early action to prevent arrears increasing and firm enforcement action when payments are not being made.

5. Tenancy



5.3 Your Tenancy

We are committed to ensuring tenants have the support they need to stay in their homes.

Our Tenancy Management teams provide an accessible service to 16,500 tenanted households, including 1,500 supported housing units. They handle over 10,000 phone calls a month about tenancy issues.

Each Tenancy Management Officer is responsible for about 40 vulnerable tenants and visits each one at least twice a year to check on their wellbeing.

How we are doing

- During 2010/11, we conducted 3,198 occupancy checks. We do these to confirm that the correct person is living at the address; reduce tenancy fraud; and make sure that tenants are receiving the services they need.
- In 2010/11, concierge desks were open 99.5% of the advertised time, ahead of our 97% target.
- Our Supported Housing team met all its targets.

What's next

- From 1st April 2011 all new tenants will be given a one-year Introductory Tenancy. If, during that first year, the new tenants pay their rent promptly and do not cause anti-social behaviour issues, then they will be given a full secure tenancy.
- Our Supported Housing team is working to improve the standard and appearance of the receptions and communal areas of all Supported Housing schemes.



Help for a vulnerable tenant

Mr G, an elderly resident with a mental health condition, was having problems with keeping his property clean and in a good state. He did not feel able to contact us directly for help.

Following an occupancy and vulnerability check, the Tenancy Management Officer organised a total 'deep clean' of the property and arranged for repairs to be done. These actions significantly improved the resident's living conditions.

Mr G was unwilling to accept help from the Council's Mental Health service so we contacted his family who agreed to help him keep his property in a good state. We are also keeping in contact with him.



6.1 Neighbourhood management

Our Estate Services team takes care of the common areas inside blocks of flats. Veolia Environmental Services is responsible for cleaning the outside areas and for collecting refuse and recycling. Haringey Council's Parks Service maintains parks and open spaces.

How we are doing

- Our Estate Service Managers check all estates regularly to make sure standards are being met. In 2010/11, 96.7% of estates were graded A (excellent) or B (good). This is above our target of 96% and shows continuous improvement (96.1% in 2009/10 and 95.7% in 2008/09).
- Veolia was appointed (from April 2011) after a competitive tender process. We will be working in partnership with Veolia over the next 14 years to deliver good quality services and excellent value for money.
- Almost all blocks and estates have mixed recycling facilities. We will be working with Veolia to encourage tenants to recycle more.
- We continue to provide free resident parking permits on estates with controlled parking schemes.

What's next

- We are working with Veolia to tackle the teething problems which resulted in a drop in performance for the litter picking and sweeping of our estates from April to June 2011.
- We are running a pilot project with Veolia to smarten up refuse bins and bin areas on 14 estates.
- Environmental regeneration charity, Groundwork, is working with us on:
 - a pilot project to help vulnerable tenants who have difficulty doing their own gardening and don't have relatives to help out; and
 - helping local residents into work by providing work experience in grounds maintenance.



Vincent Square, Wood Green

6.2 Local area co-operation

We work in partnership with Haringey Council, with residents and with other key organisations to establish priorities and achieve shared goals.

How we are doing

- We work with the Council's neighbourhood action teams and the Metropolitan Police Safer Neighbourhood teams to make sure that front line staff from different areas work in a co-ordinated way.

Community Centre for Wood Green

We opened the Commerce Road community centre to the general public in June 2010.

The Centre was refurbished by building contractors, Mulalley, who will use part of the building as their site office while carrying out the Decent Homes improvement work in the area.

The remaining space has been given over to the local community and has been used for family activities such as tennis, costume-making, print workshops and film-making for youngsters during school holidays. These were funded by partners including the Council, the Metropolitan Housing Association, the Residents' Association (CART) and HfH.

It has also been used to host Safer Neighbourhood Team surgeries, where residents can meet local police.

Chair of the Commerce Road Residents' Association, Teresa Orosun-Gay, said: "It is great to see this building up and running and back in community use. It has been an eyesore for far too long. We now have lots of ideas to keep it up and running for years to come."



Inside Commerce Road community centre.

- We work with a wide range of partners on projects to promote community life. Our 'World on Your Doorstep' fund gives grants to residents associations specifically for community-building events and initiatives.
- Along with the Parks Service, the environmental charities Groundwork and London Wildlife Trust, and local residents, we are working to improve the environment on estates. We planted over 100 trees and £60,000 worth of shrubs to make estates greener and attract more wildlife.
- Our part-time Project Officer is working with residents in and around the Ferry Lane estate to develop their ideas for growing wildlife-friendly plants, installing bird boxes, developing environmental art and sharing best practice. The project has been made possible by a grant from Access to Nature, a multi-million pound scheme run by Natural England and funded by the Big Lottery Fund.

What's next

- We set up the Campsbourne Housing Partnership, a group of housing organisations and local partners working together to improve services on Campsbourne estate in Hornsey. Priorities for this year include youth work and projects to address unemployment, environmental issues and anti-social behaviour.

6. Neighbourhood and community



Positive Futures event, Campsbourne, 2011.

Positive Futures

In 2010/11 the Home Office funded Positive Futures, a football-themed project for 13- to 17-year-olds living on Campsbourne estate.

Positive Futures was run as a partnership between HfH, Tottenham Hotspur Foundation, Haringey Youth Service, Campsbourne Primary School, London and Quadrant Housing Association, and Safer and Stronger Communities.

It attracted many young people from across the estate, with around 30 teenagers attending every session.

As well as engaging young people in sport, the project aimed to improve future job prospects. The 10 individuals who were enthusiastic about volunteering and committing themselves to sports coaching are now being supported by the Tottenham Hotspur Foundation to achieve their FA Level 1 coaching qualification and to access to volunteering placements.

Circle Anglia Housing Association, a member of the Campsbourne Housing Partnership, has won funding for another sports programme for 2011/12. Look out for posters and opportunities to get involved.



Youth-designed logo at 'Camspace', the community centre on Campsbourne estate.

6.3 Anti-Social Behaviour (ASB)

We work closely with residents and Haringey Council's Anti-Social Behaviour Action Team (ASBAT) to deal swiftly and efficiently with anti-social behaviour. We use a range of legal and other remedies available, from Estate Services Managers issuing a £75 fine to someone dropping litter on an estate to moving a family at risk to a new home.

How we are doing

- We aim to complete 75% of our initial responses to anti-social behaviour within timescale. In 2010/11 this finished at 81.6%, an enormous improvement on previous years: 71.7% in 2009/10 and 71.3% in 2008/09.
- In partnership with the police and ASBAT, from April to June 2011 we served five Injunctions, one Dispersal Order, five Acceptable Behaviour Contracts, three Closure Orders and four Possession Orders.
- All of our frontline staff are well trained and can help residents suffering any form of harassment by referring them to the support agencies they need.
- We work closely with Hearthstone, Haringey's domestic violence support service, who responded to 465 referrals in 2010/11.
- In 2010/11 we re-housed 17 families at risk and referred 15 tenants to a Sanctuary Scheme.



What's next

- We meet regularly with the Council's ASBAT and include the police and other partners when necessary.
- We will work to prevent ASB on estates by actions such as blocking off access through alleyways to keep out non-residents.
- We are improving the way we communicate with victims of ASB throughout their cases and encouraging residents to consider mediation when this is appropriate.

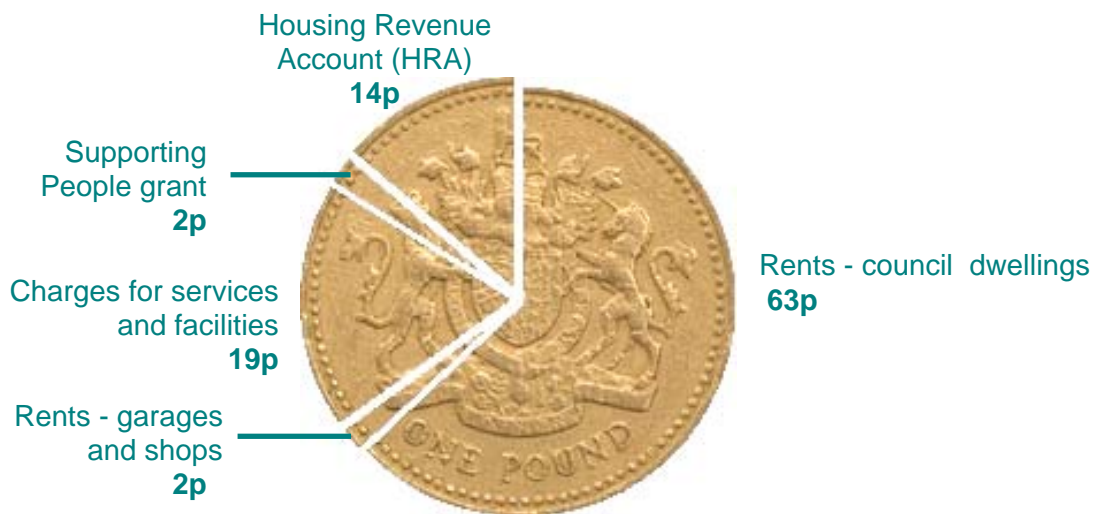
Community Support Officers on an estate

We aim to provide you with value for money services. This means they achieve the right balance between cost, performance and resident satisfaction.

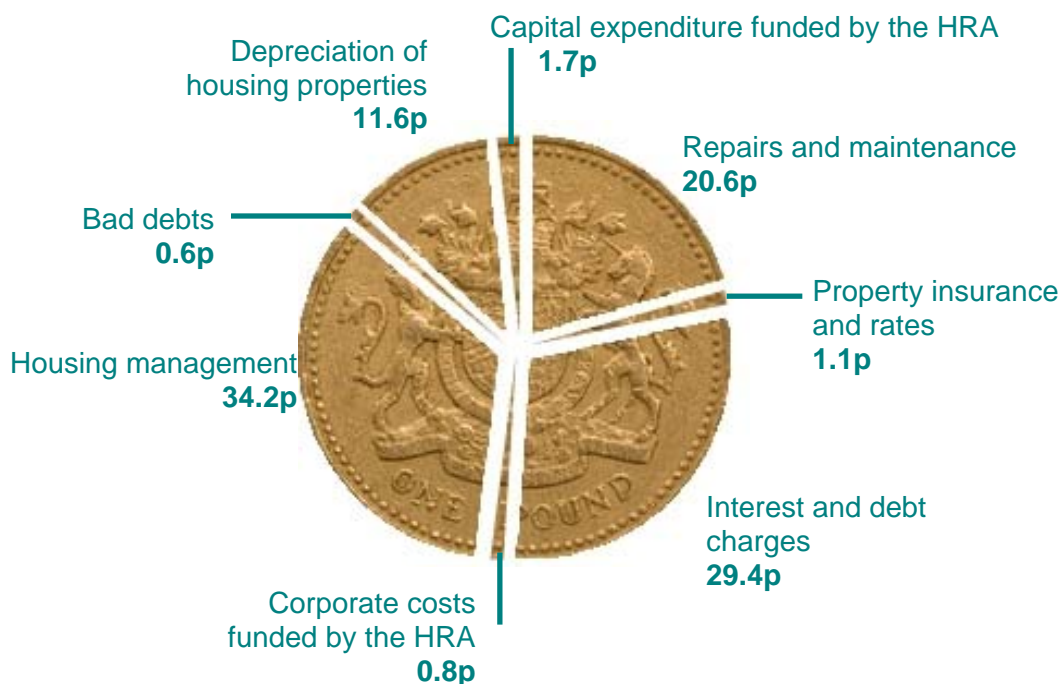
We involve residents in our annual business planning and our major procurements as well as consulting regularly so we understand priorities and target our resources accordingly.

We also carry out service reviews to identify improvements or savings that we can make.

Where every pound comes from



Every pound we receive is spent like this



How we are doing

- HfH budgeted for efficiencies of £2.7 million in the 2011/12 budget over the 2010/11 budget. This includes efficiencies of:
 - £500k from reducing our provision for doubtful debts due to improved income collection rates;
 - £100k by restructuring our Chief Executive Service;
 - £100k by reducing our staff agency costs;
 - £100k for efficiencies in our Resources service; and
 - £400K additional income from new service charges.
- Savings made will be invested in improving existing services or introducing new ones in response to residents' needs and priorities.
- The cost of producing this year's annual report was £2,900, which works out at a cost of 14p per resident.

What's next

- In 2011/12 we will carry out value-for-money reviews of Estate Services, Income Collection, and the Repairs Service. Members of the Residents' Finance Panel will be involved as will other relevant resident groups.

Our Key Leaseholder Scheme

Our Key Leaseholder scheme is helping to ensure we provide services that are value for money. More than 500 volunteers receive reports on communal repairs for their estates. Nearly every block in the borough is represented and 30 members meet regularly to discuss communal repairs and major works issues.

The group have elected Ian Lush, a leaseholder and Chief Executive of the Architectural Heritage Fund, as their chair. Ian said: "The Key Leaseholder Scheme is a good example of HfH working closely with leaseholders to ensure that charges for communal repairs are fair and accurate. I look forward to working with fellow leaseholders and HfH."



Our Board has overall responsibility for managing HfH and its Management Agreement with Haringey Council. The Board's decision-making process is supported by three committees: Human Resources, Finance & Audit, and Performance.

The Board is made up of six residents, five councillors and five independents. Each position is voluntary. We held an election for the six resident places on the Board in 2010.

Both our Board and our Finance & Audit Committee are responsible for managing the financial affairs of the company.

Board Elections

More than 300 local residents expressed an initial interest in joining the HfH Board when we advertised free training for potential resident members.

The 130 people who fully completed the application process attended the five-day training workshops designed to help them understand the role and duties of a Board member.

The elections, held in Autumn 2010, saw a record rise in turnout. Over 60% of supported housing tenants, 47% of tenants and 45% of leaseholders cast votes.

Haringey tenants Phil Goodwin, Laurie White, Georgina Walters and Paula Goodwin were elected along with supported housing tenant, Mary Marchi, and leaseholder, Alena Breckova. All are now fully-fledged members of our Board.



How we are doing

- Our Board elections in 2010/11 saw a record rise in voting turnout.
- We have established a Residents' Scrutiny panel that will review services and provide feedback to our Board and Leadership team, who will have a duty to respond.
- Independent Auditors have confirmed that Homes for Haringey Limited's financial statements for the year ended 31 March 2011 give a 'true and fair view of the state of the company's affairs'.

What's next

- The Government have changed the way council housing is financed. From March 2012 we will not receive subsidy so we are preparing to become 'self-financing'. We are responding to this change by planning for long term investment in Haringey's housing.

To see our 'Financial statements 2010 -11' visit our website http://www.homesforharingey.org/almo/about/the_board/financial_governance.htm or call our Finance team on 020 8489 4389 to ask for a copy.

9. How you can get involved



Resident estate monitors.

We offer various ways for you to get involved in shaping the services we provide.

Local involvement

Advocates: Advocates act as a link between residents and HfH staff on estates where no residents' association exists.

Estate Inspections: Residents can join Councillors and their Tenancy Management Officer in twice-yearly inspections of their estates to identify issues.

Resident Estate Monitors: Trained resident volunteers help us check the standard of cleanliness and repairs on estates.

Residents' associations: Neighbourhood groups that address local concerns.

Residents' Panels

Asset Management Panel: Has a say in how the Decent Homes and other major works programmes are organised and how residents are consulted.

Communications Panel: Helps HfH communicate effectively with residents and helps to produce Homes Zone, our magazine for residents.

Finance Panel: Strives to make sure that the services HfH provides to residents are good value for money.

Leaseholders' Panel: Explores issues that are important to leaseholders. These include annual service charges, value for money and consultation on major works.

Residents' Consultative Forum: A general forum, run by residents, which explores a wide range of housing and related issues.

Residents' Repairs Panel: Works with repairs staff and managers to help improve the repairs and maintenance service.

Tenancy & Estate Management Panel: Monitors and makes recommendations about services such as cleaning, caretaking, parking and tackling anti-social behaviour.

Tenant Participation Panel: Looks at wider resident involvement and helps to make sure that council tenants and leaseholders have a say in developing and improving the services provided by HfH.

Training sub-group (part of the Tenant Participation Panel): Helps choose training courses for residents that will empower them and provide skills for the future.

Residents' Open Day, 2010



Resident Scrutiny

We have recruited five leaseholders, four general needs tenants and one supported housing tenant to the Scrutiny Panel. Their role is to monitor our performance against the Tenant Service Authority's National Housing Standards and suggest improvements to the way we provide services to you.

The Scrutiny Panel will also review service areas that you have said are a priority. The finished reviews and their recommended actions will be passed on to our Leadership Team and our Board. Our Leadership Team will respond and agree the actions to take and how long it will take to complete them.

The Panel has decided that they will initially work with our Best Value Team to look at our Estate Services team's winter planning. An independent consultant from the Tenant Participation Advisory Service (TPAS) is advising the Panel.

Special interest groups

Disabled People's Group: This group focuses on the housing needs of disabled tenants.

Key Leaseholders: Volunteers who inspect communal repairs and other works carried out to their blocks or estates, and provide feedback on our frontline services.

Scattered/street properties forum: A forum for residents who don't live on estates.

Women's forum: A forum to encourage women from cultures where a mixed gender group might be a barrier to getting involved.

Youth online: An online group that gives 11- to 21-year-olds an opportunity to discuss matters that affect them in the area they live.

Residents and Officers discuss plans for Campsbourne estate.



9. How you can get involved

Rewarding residents

This year we ran our third, increasingly popular and successful, HfH Rewarding Resident Volunteers Awards event to give public recognition to residents who richly deserve it for voluntary work with their communities.

Award winners included Yvonne Denny from Edgecot Grove who, besides her tireless work providing foster care for 65 children over the years, sits on several Homes for Haringey resident involvement panels. In her spare time she chairs the local residents' association.

She has also been very busy raising money to get the residents' community room refurbished. Building on the work she did last year, helping to raise funds for a multi-use games area, she has now started raising money for a toddlers play area – so she really does cater for all ages.

Yvonne's personal commitment to making sure that residents get the best they can, even when her health is not the greatest, is a testament to what can be achieved by residents who want their neighbourhood and their community to be better places to live.

The Rewarding Resident Volunteers Awards celebration, 2011.



Pauleen Lijertwood is another community resident volunteer. As Chair of Milton Road Residents' Association she has set up a homework club, 'Age Don't Matter' fitness classes, and free local training for residents.

Pauleen also helps individual residents, offering them advice and support and even calling to check on them if they are not well. She raised funds for an international Christmas social event to celebrate the different communities living on her estate in South Tottenham, and for a summer trip to Hastings. These events gave many residents a chance to get to know their neighbours better.

Both these volunteers have shown huge enthusiasm, drive and determination to build community spirit, raise funds, involve local people and make life better for residents who live nearby.

Pauleen Lijertwood with her Award in 2011.





We would be delighted to hear your views on our annual report to residents 2010/11 and we will use them to improve next year's report. Please complete this form and return it to: **Freepost RRXB-SACU-YERY**

**Homes for Haringey
Resident Involvement Team
8th Floor, Alexandra House
10 Station Road
Wood Green
N22 7TR**

If you return the form to us by 31st January 2012, you will be entered into a prize draw to win a £25 shopping voucher.

Question 1: Is the annual report clear and easy to understand?

- Yes
- No
- Don't know

Question 2: Did the report cover what is important to you?

- Yes
- No
- Don't know

Question 3: If you answered 'no' to question 2, please let us know what information you would like us to include:

.....

.....

.....

Name: _____

Address: _____

Postcode: _____

Phone number: _____

Email address: _____

Contact us



Online:

At www.homesforharingey.org

We now have more services than ever available to you online.

You can:

- Report a repair
- Tell us what you think by giving us feedback on our services
- Pay your rent
- Report abandoned vehicles
- Report noise nuisance



By phone:

To report a repair or enquire about any Homes for Haringey service,

contact our call centre, open 8am – 6pm, Mondays to Fridays on **0800 195 3404** (freephone) or **020 8489 5611** (cheaper from a mobile).

To make a complaint or suggestion, or nominate someone for a WOW! Award call our Feedback team on **020 8489 4321/4235/4337**

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

Albanian

Për një kopje falas të këtij Raporti Vjetor në gjuhën tuaj, ju lutem shikoni në ueb-sajtin tonë apo plotësoni formularin dhe dërgojeni tek adresa me postim falas.

Arabic

للحصول على نسخة مجانية من هذا التقرير السنوي في لغتك الخاصة، يرجى مراجعة موقعنا على شبكة الإنترنت أو أملئ الاستمارة وإعادتها إلى العنوان في البريد المجني freepost.

Greek

Για ένα δωρεάν αντίτυπο αυτής της Ετήσιας Έκθεσης στη δική σας γλώσσα, παρακαλούμε επισκεφτείτε την ιστοσελίδα μας ή συμπληρώστε τη φόρμα και επιστρέψτε την στη διεύθυνσή μας χωρίς ταχυδρομικά.

Kurdish

Heke hun kopîyeke bêpere ya vê Rapora Salane ya bi zimanê xwe dixwazin, ji kerema xwe yan biçin websîfeya me, yan jî formê tîje bikin û ji navnîşana posta bêpere re bişînin.

Somali

Si aad u hesho koobbi ah warbixintan sannadka oo luqaddaada ku qoran, fadlan ka eeg goobtayada internetka ama buuxi foomka oo ku soo celi cinwaanka boostiisu lacag la'aanta yahay.

Turkish

Bu raporun Türkçe kopyasını edinmek için lütfen web sitemizi ziyaret edin ya da bu formu doldurarak aşağıdaki ücretsiz posta adresine geri gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print
- On audio tape
- In Braille



In another language, please state:

Name: _____

Tel: _____

Address: _____

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

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY. published by Haringey Council's Annual Report Communications Unit 728.28 | 10/2011