

HOMES ZONE

News for you
from Homes for Haringey

Homes Zone is Homes for Haringey's magazine for tenants and leaseholders.

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- and more...**

**Youth
express**
What young
people think

Your voice counts...



from left to right, Jackie Thomas, Mike Bagnall, Ruth Kelly



Is this a good read?

Go to **page 7** and tell us what you think

Bite size

Planning for the unexpected

If your possessions were destroyed in a fire or flood in your home, could you afford to replace them? Haringey Council has a home contents insurance scheme for all its tenants and leaseholders. The scheme is run by Royal & Sun Alliance Insurance PLC.

For an application form call Haringey Council's Insurance section on **020 8489 3610** or visit a Customer Service Centre. You can also download one from www.haringey.gov.uk

Home Connections

If you are looking for a new home in the borough, Haringey Council's new letting scheme may help you on your way. This is now the only way to find a council home in the borough.

It is called Haringey Home Connections and everyone on the council's housing register or transfer list can use it.

To find out more about Haringey Home Connections, call **020 8489 0000**.



Gas tape to keep safe

Homes for Haringey is committed to ensuring tenant safety by carrying out gas safety checks in all homes once a year. Tenants who repeatedly prevent access will find our new tape across their doors urging them to contact us.



Homes for Haringey signs up to Respect

Antisocial behaviour will not be tolerated on housing estates managed by Homes for Haringey. That's the promise we made to the Secretary of State for Housing and Communities, Ruth Kelly, at a special ceremony to sign up to the Respect Housing Standard.

To find out more about the Respect Standard, visit the government's website www.respect.gov.uk

Two star test

Has Homes for Haringey improved enough to get two stars?

In May, Audit Commission inspectors will be asking some tenants and leaseholders if we give them a good service.

This is part of a thorough inspection of our organisation. The inspectors will look at the services we offer and how we provide them. They will be particularly interested in what you, our customers, think.

If the inspectors decide that our services are up to scratch, we will get two stars. This will enable us to get the money we need to bring council homes in the borough up to the government's Decent Homes Standard.



Your voice counts

26 MARCH

Join us on the 26 March as we launch our Resident Involvement Agreement. We're going to be outside Wood Green Library for the day, so come, have a chat, join in the fun and get involved! If you want to know what the agreement is, take a look at the summary we've sent you with this issue of Homes Zone.

As well as residents and staff, you'll get to meet Stephen Clarke, our Chief Executive, Councillor Diakides, the Executive Member for Housing, and Mike Jones, the Chair of the Homes for Haringey Board.

If you can't make it on the 26, then why not pay us a visit during one of our road shows at each of the Customer Service Centres around the borough? We'll also be on Broadwater Farm for the day.

Get a repairs appointment online

Our new Graphical Repairs Ordering (GRO) system has proved to be a big hit with tenants. The picture based system is easy to use, and it can be all be done from the comfort of your own home. You can report repairs to your home and estate and choose an appointment time online.

In the first two weeks alone, over 140 people logged on and reported repairs. GRO is currently only available to tenants but will soon be extended to leaseholders.

GRO is available on www.homesforharingey.org

Want to be on **the Homes for Haringey Board?** ...see page six for more information about our resident election

◀ Left to right: David Lammy MP, Paul Dennehy and Classford Stirling



Residents help choose the decent homes contractors

We've made a bid for the Decent Homes money, but we still need to select the right people to do the work.

In November we invited eight contractors to tender for the work. Since then, residents and staff on the Procurement Panel have been **working hard together** so we get the best people for the job.

The first job for members of the panel was a thorough review of the contractors' written tender applications.

Members of the Procurement Panel then set off on site visits for each of the contractors. Following a close examination of the site setup, residents on the panel got to interview residents there. They asked them crucial questions, such as what it is like to have works done around them and what they thought of each contractor.

To finish off each contractor had a formal interview, where they were asked to give a presentation and answer some tough questions. Three residents joined staff members on the interview panel.

Contractors will be selected in February or March 2007. The final selection will depend on the scores for each contractor from residents, the procurement team, health and safety, equalities, sustainability, finance and corporate procurement.

Rewarding good work on the farm

Over 20 years ago, the Broadwater Farm riots made headline news. Since then, many people have worked hard to repair the damage done and rebuild community spirit on the estate. Paul Dennehy, former Broadwater Farm Estate Neighbourhood manager, was one of these people. His efforts were recognised recently when he received an award for 'Outstanding service to sport, youth and the community of Broadwater Farm and Haringey'.

David Lammy MP and youth worker Classford Stirling presented the award at a special community event in November 2006.

After the event, Paul said: "I was really pleased to receive this award. You don't expect to get anything for doing your job but I was really moved. Broadwater Farm has come a long way since 1985 and **it's been a real community effort.**"

Paul first worked on the farm after the unrest in 1985 and since then he has spent much of his career working in the community and helping with the regeneration of the estate. He is now Head of Tenancy Management (South) for Homes for Haringey, and continues to work with Broadwater Farm tenants.

The Farm on TV

Broadwater Farm was on television in November. The Joseph Rowntree Foundation used it as an example of good progress and improvement among council estates in England.

At your service

Do you need to report a repair? Perhaps you have a question about your rent statement. Whatever your query, using Homes for Haringey services has never been easier. We have options to suit everyone:

- **Visit our website.** Many of our services are available through the internet. You can report a repair, make a complaint, or pay your rent or service charges. If you do not have access to the internet at home, you can go along to your local library and use it for free.
- **Visit us in person.** We have four Customer Service Centres in Haringey. Pop in between 8:45 and 5pm Monday to Friday to speak to a member of staff. **See page 23 for more details.**
- **Call us** on 0800 195 3404. The call centre is open:

Monday	8am – 6 pm
Tuesday, Wednesday, Thursday	8am – 8pm
Friday	8am – 6 pm

Hot tip: Monday is the busiest day at our call centre and Customer Service Centres. If you call or visit on Wednesday afternoon, our quietest time, it will reduce the time you have to wait.



Winter celebration at Noel Park

Noel Park residents celebrated their first winter fun day organised by Homes for Haringey and Haringey Council on Saturday, December 16.

This successful event was not just about enjoying the park; we consulted with young people and residents on how to spend **£38,500** from the Better Haringey Estates Improvement Programme. This is a great example of how we are working with Haringey Council.

The funds have been specially earmarked for young people and could be used to purchase outdoor fitness and play equipment to be landscaped on the disused parking area. Consultation with residents is still ongoing and will consider other options including a 'goal end' area.

Do you need a repair?

Why not report it through our website at www.homesforharingey.org

Get on Board with our resident elections

If you want to be a member of the Homes for Haringey Board, now's your chance.

Resident members will be elected in July. This is your opportunity to make a difference to the way your housing service is run,

each of these areas.

Supported Housing tenants and leaseholders will also each elect one Board member representative.

To make sure the elections are fair, we are employing an independent organisation to run the election. The results will be announced at our first Annual General Meeting (AGM) in September.

If you wish to run for election, either in your area or as the representative for Supported Housing or leaseholders, contact the Governance team for a nominations pack on 020 8489 1702 or governance.team@homesforharingey.org. You can also download one from our website www.homesforharingey.org

For the purpose of the elections the borough will be split into four areas. These are: North Tottenham; South Tottenham; Wood Green, and Hornsey, which includes the west of the borough. One tenant will be elected onto the Board from

The Homes for Haringey Board was set up when we became an Arms Length Management Organisation (ALMO) in April of last year. The Board exists to make sure that Homes for Haringey acts in the best interest of the council's tenants and leaseholders. It is made up of residents, independent experts and Haringey Council representatives.

Board elections – we need you!

Do you want to have a say in the way Homes for Haringey is run? This summer we'll be electing six resident members for the Homes for Haringey Board. If this sounds like your cup of tea contact us today for a nomination pack. **Get involved!**

Call: 020 8489 1702

Email: governance.team@homesforharingey.org

Visit: www.homesforharingey.org

Your shout the place for you to have your say

Homes Zone is your magazine, so we want to hear more from you.

All of us could use hints and tips from time to time, so why not share yours with other readers?

Our first contribution is a recipe for a delicious dessert.

LEMON CHEESECAKE

- 175g (6oz) digestive biscuits, crushed
- 75g (3oz) butter or margarine
- 1 pack of lemon jelly
- 1 tablespoon lemon juice
- 250g (8oz) cream cheese
- 75g caster sugar
- 142ml (1/4pt) sour cream

Dissolve the jelly in 140ml (1/4 pt) boiling water and then add the lemon juice.

Melt the butter and mix with the crushed biscuits. Press on the base of a 19 cm (7.5 inch) flat tin. Leave to set.

Put the cream cheese in a bowl; gradually mix in the sugar and the sour cream. When the jelly is beginning to set, mix with the cheese and pour into the tin. Leave in the fridge to set.

We want to hear from you

If you have something you would like other tenants and leaseholders to know about, please contact us.
Phone: 020 8489 4487
Email: communications@homesforharingey.org
Write: Freepost RRBE-JGLA-ATLY,
Communications team, Homes for Haringey,
13-27 Station Road, London N22 6UW

www.homesforharingey.org

We reserve the right to edit articles, letters and emails we receive for publication. Unfortunately we cannot guarantee to publish them all.

feedbackform please tick one circle ONLY

How useful was the information in this publication?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very useful | Useful | Ok | Not useful | Very poor |
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How easy did you find this publication to understand?

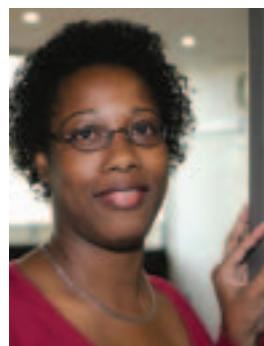
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| Very easy | Easy | Ok | Hard | Very hard |
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What do you think of the design of this publication?

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| Very good | Good | Ok | Not good | Very poor |
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Please use the space below for any comments: (Please return forms by post to the freepost address above.)

Interview with... resident Board members



How important are the views of residents in the work of Homes for Haringey? We think they are crucial, which is why we've enjoyed working with the residents who sit on the Homes for Haringey Board.

This summer we will be running elections for resident Board members. We took a few minutes to chat to four of our current members to find out about being a board member and what it entails.



Why do you think it's important to have residents on the Board?

Frank Gonsalves has lived on Northumberland Park for 20 years. *"Residents on the Board are crucial. They provide a unique contribution based on real experiences of the places where they live. It's also important that residents know that fellow residents are at the heart of the decision making process."*



From top:
Andrea Danso,
Bill Guy and
Frank Gonsalves

Has it been hard work?

Andrea Danso lives in North Tottenham and has two young children so she is used to being busy! *"Yes! It has been hard work, attending meetings, conferences and training sessions. We've made some important decisions and worked hard on forward planning."*

Bill Guy is the Supported Housing representative on the Board. In his youth he won four gold medals in the World Athletics Championships, so he knows all about a good challenge. He agreed with Andrea, adding that: *"It's interesting work but can be strenuous at times. There's a lot to read and many regulations to understand."*

What has been the most enjoyable part of the work?

Bill points out there are many different aspects of the work, but for him: *"The most enjoyable part has been meeting new people, sharing ideas about housing and working on important projects."*

Andrea sees things differently. *"For me, learning about the different stages in setting up a large public sector company has been the most enjoyable aspect of the work."*

Finally, what has been the most rewarding part of being a Board member?

Frank is proud of what the Board has achieved so far, and he added: *"I think we have made real progress since we set up and it's great to play a part in the history of Haringey housing."*

Now you've got a taste of what it is like on the Board, why not join? Go to page 6 to find out more.

We want to hear from you.

Send your stories to

Freepost RRBE-JGLA-ATLY,
Communications team,
13-27 Station Road, London
N22 6UW or
email:
communications@homesforharingey.org

Notification of meetings

Homes for Haringey invites you to attend our regular Board meetings and Committees. All of these meetings take place at the Civic Centre, Wood Green at 7.00pm.

Board meetings

Members of the public are welcome to attend.

If you want to discuss a problem to do with your estate, a member of staff will be available from 6.45pm to talk to you and pass on your query to the right person.

Committees

Members of the public are welcome to attend.

Questions

If you have a general question for the Board or a Committee, you should send this to us at least 48 hours before the meeting. Verbal questions are not allowed at these meetings.

Please check the dates of the meetings online or by phone near to the time in case arrangements change.

You can find copies of agendas and reports on the Homes for Haringey website at www.homesforharingey.org or from the Governance team, Tel: 020 8489 1702.

Please email all questions for Board meetings and Committees to governance.team@homesforharingey.org or send by post to: Board and Committee questions, Homes for Haringey, 6th Floor, 225 High Road, River Park House, Wood Green, London N22 8HQ

Service Delivery Committee	26 February
Finance and Audit Committee	28 February
Human Resources Committee	6 March
Board meeting	14 March
Service Delivery Committee	26 March
Finance and Audit Committee	28 March
Board meeting	17 April

Getting **tough** on **BAD BEHAVIOUR**

Report illegal
rubbish dumping
call **020 8885 7700**

Feature

Why do some tenants and leaseholders fail to put their full rubbish bags in the chutes or bins provided?

Should people who park illegally in spaces reserved for tenants go unpunished?

Are you happy for dog owners to allow their pets to foul pavements and play areas?

And why do people who don't live on the estate feel they can use the land as a dumping ground for unwanted household items and other rubbish?

All of these issues have been brought up at meetings with residents. We listened to your concerns and are now introducing a number of measures designed to eliminate these selfish and antisocial acts. Those responsible will have to pay ...

Rubbish

We have started to monitor all sorts of rubbish dumping on estates. Residents will be told when this is happening in their area.

Our Estate Services Officers have been trained to search rubbish bags for evidence of the owner. Although this is an unpleasant task, staff are willing to do it to help improve conditions for other tenants.

They also have the authority to issue fixed penalty notices: the culprits will have to pay between £75 and £2,500 for dumping their household waste in inappropriate places.

But it doesn't stop there. If a tenant continues to dump rubbish, they will be expected to sign an Acceptable Behaviour Contract (ABC). They may also be served with a Notice of Seeking Possession – this is the first step in being evicted from your home.

Rubbish is also dumped on estates by people who don't live there. They do this because they know that the council has a duty to tenants to remove it. However, this costs the council money and residents end up paying for it through their rent and Council Tax. This must stop.

It is difficult for us to know who is responsible, but you can help. If you see someone dumping rubbish, take a note of the registration number of the car, van or lorry and report it by calling 020 8885 7700.

Tenants evicted for dumping rubbish

The Suffolk Road estate has recently had problems with fly tipping and rubbish dumping. This had become so bad that the emergency services access points were often blocked – this endangers everyone living on the estate.

To help deal with this problem the Antisocial Behaviour Action team installed a surveillance camera. The camera footage showed that rubbish was being dumped by residents who live on the estate.

All residents caught dumping rubbish were warned of their behaviour and private sector tenants were evicted by their landlord.

Since issuing the warnings fly tipping on the estate has been significantly reduced.

Parking

There are some very good reasons for having parking restrictions on housing estates. The main one is to make sure that, in an emergency, fire engines and ambulances have clear access to the buildings.

Illegal parking can also block access for rubbish collectors; cause damage to pavements, kerbs, and grounds; and reduce the number of parking spaces for residents.

Normal practice is that if someone parks illegally their vehicle is clamped and marked for removal by Wing Security (the company that enforces

estate parking regulations). However, some people have taken the law into their own hands and removed the clamp themselves without paying the fee.

Wing Security can now take legal action against these people to recover the money they are owed in unpaid fees. The owner and vehicle details are already on file because this information is recorded when a vehicle is clamped.

Wing Security will now remove these vehicles if they are seen at a later date, even if they are parked legally. Before taking any action they will check the vehicle is still owned by the same person and after removing it the police will be notified.

The vehicle will not be returned to its owner until all outstanding fees have been paid in full. This amount will include a charge for storage and compensation for all clamps damaged by the vehicle owner.

Dog fouling

No-one wants to step around – and much less in! – dog mess while walking to or from their home. Who wants foul-smelling excrement trails in their home or lobby area? Dog faeces can also carry parasitic worms and these can cause blindness in children.

If you are a dog owner, please remember to clean up behind your pet. If you don't you could be



Suggestions, comments and complaints.

Welcome to our new learning page, the place where we tell you about bright ideas and new initiatives to improve our services to you.

Learning from you Estate Services cleaning up

If you have a good idea about how we could improve our services, why keep it to yourself? Tell us about it and, if we can, we'll do it.

We've introduced a new system for recording suggestions from tenants, leaseholders and staff. It's called the Learning Log. Every suggestion we receive is recorded. If we believe it will benefit customers, and can be done with the money we have available, then we'll do it.

So the next time you think 'wouldn't it be good if ...', why not share that thought with us.

- Visit our website www.homesforharingey.org
- Email us at my-idea@homesforharingey.org
- Phone us on 020 8489 4337 or 020 8489 4321 or 020 8489 4646.
- Write to us at:
Feedback team,
Freepost RRBE-JGLA-ATLY,
Homes for Haringey,
13-27 Station Road,
London N22 6UW.

Learning from feedback is crucial to our success. We are committed to improving services by listening to what you have to say.

Recent inspections by residents around our estates have shown us that we have improved over the last six months. Residents told us through surveys that the general level of cleanliness and repair on estates was not as good as it should be.

Our response was to set up a specialised Estate Services team and improve the way we work with Accord and Haringey Council's Parks Service.

This happened in April last year and the results so far are very encouraging.

Housing Offices moving home

Some of you told us that Customer Service Centres do not provide the full range of services previously offered by Housing Offices.

To put things right, Housing Management staff currently based at local Area Housing Offices will soon move to the local Customer Service Centre. We are doing this to help you get expert housing advice and general services under one roof.

Wood Green Housing Office staff will move to the Wood Green Customer Service Centre at 48 Station Road.

North Tottenham Housing Office staff will move to the North Tottenham Customer Service Centre later this year.

Combating climate change

Does climate change matter to you? 2006 was the warmest year since records began so we need to act now to make a difference for the future.

The Leader of Haringey Council, Councillor George Meehan, and Chief Executive, Dr Ita O'Donovan, have signed a historic agreement that commits the council and Homes for Haringey, to combating the causes of climate change for decades to come.

Jacinta Walters, Asset Manager Regeneration and Sustainability, Homes for Haringey, spoke about some of the ways we will be contributing to a new green agenda. She said:

"Homes for Haringey is producing a climate change action plan. This will help us improve the energy efficiency of residents' homes and make sure all new investment is sustainable.

While we have many plans to help combat change we need your help as well. Follow our five top tips to save energy and start making a contribution today. You will also save money!"

Five top tips to help save energy and money

- 1 Fit energy efficient light bulbs.
- 2 Don't overfill your kettle. Only boil as much water as you need.
- 3 Turn your heating down. By reducing your heating by one degree, you could save as much as 10% off your heating bill.
- 4 Turn appliances off, such as televisions and satellite receivers, instead of leaving them on standby.
- 5 Walk or cycle instead of driving short distances.

For more information...

...about energy efficiency, contact:

The Energy Saving Trust offers free advice about saving energy.
Phone 0800 512 012
Web www.est.org.uk

or

North East London energy efficiency advice centre
Phone 020 8521 3156
Web www.lessenergy.co.uk/neleecac_home.htm

...about recycling services, contact:

Haringey Accord
Phone 020 8885 7700
Email generalenquiries@haringeyaccord.com

...about climate change, contact:

The Department for Environment, Food and Rural Affairs.
Phone 08459 33 55 77
Web www.defra.gov.uk/environment/climatechange



Welcome to resident involvement

Calling all Chettle Court residents!

On April 1 the council and Homes for Haringey are organising a fun day at Chettle Court community centre. During the day there'll be Easter egg hunts, fun games for everyone and live music.



We'll also be asking you what you'd like to use the community centre for in the future. For much of the year, it stands empty, so tell us what you think it should be used for. Look out for more information about the event soon.

Run by residents, for residents

A group of council tenants and leaseholders has taken control of one of Homes for Haringey's regular meetings.

The Residents' Consultative Forum is held every six weeks or so and is fairly well attended. However, we always welcome suggestions about how to get more people to come along.

At November's meeting, some of the regular participants told us they wanted to take a more hands on approach in the organisation and direction of each session. We were delighted to hear this and agreed immediately.

The first residents to take on the challenge were Martin Laheen, Joan Lewis, Tony Jackson, David Singh and Agatha King. The group lost no time in getting together to work on the format, agenda and chairing arrangements of the January meeting.

Tony Jackson said: "We want more people to come along to the Residents' Consultative Forum. By running it ourselves, we hope to **freshen up the approach and get more residents interested and involved** in the work of Homes for Haringey."

Martin Laheen added: "There is a lot happening at Homes for Haringey right now. We want more tenants and leaseholders to find out about the good work that's going on and to help make sure things keep on improving."

We will report on the January Residents' Consultative Forum in the next issue of Homes Zone.

All council tenants and leaseholders are invited to attend the Residents' Consultative Forum. The next meeting will be held at the Civic Centre on 21 March 2007. For more information call **020 8489 4463**.

For more information on grants available contact the Resident Involvement team on **020 8489 4463**.

New faces



Whatever your age, race, nationality, or religion, we want your help to provide housing services that are right for you.

Two new members of the Resident Involvement team are helping us to reach residents we don't usually hear from.

Countess Lundy-Kujore and Fay McGregor are working with youngsters and local community groups to find out their opinions and how our service can be improved.

To find out more, contact Countess or Fay on **020 8489 4476**.

New groups

New residents' associations continue to spring up around the borough. **Hillside Road Residents' Association** is the latest to set up and meet for the first time and **Plevna Crescent Residents' Association** has restarted.

Resident Service Monitors wanted!

Would you like to develop your skills, meet new people and make a difference to other people's lives? If so, then this may be just the ticket for you!

We're looking for residents to help monitor our services, so get in touch if you want to:

- help us monitor our repairs service;
- inspect our empty properties to make sure they meet our letting standard; or
- check the standard of repairs and cleanliness on your estate.

Training will be offered and you may also be able to claim expenses for transport or carers.

If you are interested, please contact us:

By phone: **020 8489 3221**

By email: **Michael.liu@homesforharingey.org**

By post: **Resident Service Monitors,
FREEPOST RRBE-JGLA-ATLY,
Homes for Haringey, 13-27 Station Road,
London, N22 6UW**

Youth express

The column for young people with opinions

Kofi Boateng is 17 and lives on the Noel Park estate. Although very busy with college, he took some time out to tell us about the winter fun day he went to on December 16.

"The day was certainly a good laugh. The best part was the spray painting workshop where we made our own T-shirts.

Although we had a lot of fun, we did get together to talk about some serious things as well. We have some extra funding for the area, and I told them I thought it should be spent on an outdoor gym. This would be great for the older kids on the estate, but I think it's really important that something is done for the younger ones as well.

It's a good idea to organise days like this, as it gave us a chance to get together, have some fun and talk about how we can improve the estate. Homes for Haringey should definitely organise more local events, especially if they want to get young people involved."

Got an opinion? Tell us. Contact Countess or Fay on **020 8489 4476**.

Getting involved

a residents story

Marcus Beckett first got involved in the work of Homes for Haringey when he helped to establish the residents' association on Plevna Crescent. Now the association is going strong, he's decided to turn his hand to something new. He's recently attended training to be a Resident Estate Monitor, and this is where we caught up with him to have a quick chat.

What is a Resident Estate Monitor?

Each month we inspect the estates we live on and report its state of cleanliness and repair to the Estate Services Manager. By working closely with Homes for Haringey we can improve the area and pick up on problems quickly.

Why did you get involved?

I felt it was important that someone from Plevna Crescent got involved. The residents' association I chair has a number of goals and I felt some of these could be achieved by being involved in this scheme.

Are you enjoying it?

Of course! Its great to meet other residents in Haringey and the training has been delivered by helpful and approachable staff.

Would you recommend the scheme to other residents?

Yes, I already have and I think several will be going to the next training session.

Are you involved in any other activities?

I heard recently that the Residents' Consultative Forum (RCF) is going to be run by a panel of residents. It sounds like a great opportunity to look at some important issues that really matter to residents.

To find out more about becoming a Resident Estate Monitor, contact **020 8489 3221**.

If you want to get involved but don't know where to start, contact the Homes for Haringey Resident Involvement team on **020 8489 4436** or email resident.involvement@homesforharingey.org

Meeting calendar

	date	place	time
FEBRUARY			
Leaseholders Panel	12	Civic Centre	7pm
Asset Management Panel	14	River Park House	6.30pm
Disabled People's Group	21	Winkfield Resource Centre	7pm
Communications Panel	26	Civic Centre	7pm
MARCH			
Tenant Participation Panel	5	Civic Centre	7pm
Finance Panel	6	Civic Centre	7pm
Supported Housing Forum	7	Bedale House	10.30am – 2.30pm
Tenant and Estate Management Panel	13	Civic Centre	7pm
Communications Panel	19	River Park House	7pm
Residents' Consultative Forum	21	Civic Centre	7pm
Turkish and Kurdish Speakers Forum	27	Civic Centre	11am – 1pm
Tenant Participation Training Sub-group	29	Civic Centre	7pm
APRIL			
Tenant Participation Panel	21	Civic Centre	7pm
Finance Panel	3	Civic Centre	7pm
Asset Management Panel	4	River Park House	6.30pm
Communications Panel	10	Civic Centre	7pm
Leaseholder Panel	16	Civic Centre	7pm

Area Assemblies

Haringey's assemblies are the place for you and other local residents to contribute ideas on how we can improve the area where you live; meetings where you can talk directly with Councillors. The assemblies are also a place to discuss where you want to see the local "Making a difference budgets" spent.

For more information: phone **020 8489 4521**, fax **020 8489 4577**, minicom **020 8489 4555**.

FEBRUARY

Northumberland Park and White Hart Lane	Thursday 15 February	Bruce Castle Museum, Lordship Lane, N17 8NU	7.30pm
Wood Green	Thursday 22 February	Bounds Green Infant and Junior School, Bounds Green Road, N11 2QG	7.30pm

MARCH

Muswell Hill	Thursday 1st March	St. Michaels CE Primary School, North Road, N6 4BG	7.30pm
St Ann's and Harringay	Monday 5th March	St John's The Baptist Church Hall, Wightman Road, N8 0LY	7.30pm
Crouch End	Thursday 8th March	Stroud Green Primary School, Woodstock Road, N4 3EX	7.30pm
Tottenham and Seven Sisters	Thursday 15th March	Marcus Garvey Library, 1 Philip Lane, N15 4JA	7.30pm

Welcome to the leaseholder pages of Homes Zone

Visit our new pages in the leaseholder section of the Homes for Haringey website, www.homesforharingey.org

Tough action on non-payers



Most leaseholders pay their service charges on time. However, some refuse to pay which means we must take them to court. This can be expensive, and it's the leaseholders who pay the cost.

After consultation with the Leasehold Panel, Haringey Council has authorised the Home Ownership team to take tougher action on leaseholders who won't pay their service charges.

If a leaseholder refuses to pay, we always apply for a County Court Judgement. Once this is received we issue notice to the leaseholder and the mortgage company requesting payment within 30 days. If the payment is not made we will now ask the court to enforce the forfeiture clause in the lease. This means the leaseholder, and/or tenants, can be evicted and the property repossessed. The details of this new scheme can be found in our leaflet 'Recovering service charges through legal action.'

If you are having difficulty paying your service charge please contact us. We can suggest some organisations that may be able to help. Failure to act could mean you lose your home.

Mediation: Let's talk

If a leaseholder has a complaint, the Feedback team can usually resolve the matter.

However if we can't agree a solution the case may go before the Court. This can be very expensive for the leaseholder.

Where there is a long running disagreement we are considering offering mediation. The Leasehold Advisory Service, an independent government organisation, has a mediation service. It takes the position of an impartial third party (the mediator) so that both sides can try and find an acceptable solution.

We want to know what you think. Is it a good idea to use this sort of service? Contact us on **020 8489 3485** or email your views to home.ownershipteam@homesforharingey.org

ADVERTISEMENT



Haringey Leaseholders' Association

Run by Leaseholders for Leaseholders

Haringey Leasehold Association (HLA) is the one independent organisation committed to upholding the rights of all Haringey Council leaseholders and fighting on your behalf against the serious financial challenges ahead.

Help us to help you now and – please – feel free to come along to our next committee meeting on Tuesday 27 February at 7pm in the Civic Centre, Wood Green.

**Contact us at PO Box 55222,
London N22 9BQ.**

The HLA advice centre, which closed last year, still has many personal files, including legal documents, bank statements and confidential correspondence. If you wish to reclaim any documents, you can collect them between 3pm and 4pm on Saturdays 10, 17, or 24 February from the Sandbunker Community Centre, the Sandlings, off Lymington Avenue, N22. Any documents not collected will be shredded.

If you wish to pick up documents, please bring proof of identity (ID) with you.

Run by Leaseholders for Leaseholders

The Haringey Leaseholders' Association is an independent organisation.
Its views are not necessarily those of Homes for Haringey

Gas servicing

All leaseholders are responsible for making sure their gas appliances are safe. If you sublet your property, you must have your appliances checked once a year. This is a legal requirement.

All gas safety checks must be carried out by a CORGI registered engineer.



Are you subletting?

If you sublet your property, you must tell us. It is important that you give us this information. This requirement is set out in your lease. We must be able to contact you and your tenant in case there is a problem, such as a burst water main, gas leak or fire.

You need to register with us to make sure that you are covered under the building insurance policy. Call: **020 8489 3653**, or **020 8489 3231**, or **020 8489 3357**.

Pam's problem page



Dear Pam

The tenant living in the flat above is extremely noisy. They are playing loud music late at night and they have fitted laminate flooring which means I can hear them every time they walk across the floor. I cannot sleep at night and I am at the end of my tether.

What can I do about this problem? Why do the Allocations team keep moving problem tenants into the flat above mine? Please help, I can only get peace and quiet when I visit my daughter.

Yours truly

Mrs. K

Nuisance noise can be extremely upsetting. In my letter I explain some of the options you have if someone is causing nuisance noise. Your neighbours should be considerate, but if they are not, there are ways to solve the problem.

Do you need Pam's help?

Then write to:

Pam's problem page
Communications team
Homes for Haringey
13-27 Station Road
London N22 6UW

or email Pam at:

communications@homesforharingey.org

Pam's reply...

Dear Mrs. K,

I am sorry to hear you are having problems with the tenant above and appreciate how distressing it is to be kept awake by noise.

If you have a problem with noise you should speak to your Tenancy Management Officer (TMO). I understand you have done this and that the TMO is now speaking to the tenant above and other residents in the block to find out who is causing the noise.

During cases of bad noise nuisance you can contact Haringey Council's Noise team, who will send an officer to visit your home to try and identify which tenant is making the noise. It is important you call the Noise team as they can work with Tenancy Management to take action against bad offenders. This can include prosecution, an injunction, demotion of tenancy or possession proceedings if the tenant continues to cause noise.

Most importantly, whenever dealing with noise nuisance you should keep a diary of incidents. This will help us if we need to take the case further.

Your letter also mentioned the problem of noise caused by the tenant above walking across laminate flooring. The TMO has again spoken to the resident and requested they lay down rugs to reduce noise.

To prevent this problem in other Homes for Haringey properties, we have introduced a new clause in the Tenancy Agreement. Tenants must now get permission from the council before installing new flooring and they must use a high quality underlay to reduce noise in the homes below.

Finally, you mention that allocations keep putting noisy tenants in the flat above you. While the TMO can ask for sensitivity when allocating a flat, the lettings section will not know if they are noisy unless they are existing tenants and have a history of antisocial behaviour. Furthermore, properties are now let through Haringey Home Connections (see page five for more information) to people with the most housing points. It would be unfair to discriminate against someone with a high level of points unless there was clear evidence in their application that legal action had been taken in the past to deal with antisocial behaviour.

Homes for Haringey takes noise nuisance very seriously. While we cannot let you choose who your neighbours are, there are several options for you choose from if you have a problem in your home.

Best wishes

Pam

Report noise now

If you are experiencing nuisance noise now call the **Haringey Council Noise team**. If there is an officer on duty they aim to call you back within one hour.

Monday – Friday
8.45 – 5pm
0845 055 0921

Outside office hours
020 8348 3148

Report other antisocial behaviour

If you are experiencing antisocial behaviour contact the **Haringey Council Antisocial Behaviour Action team**.
0845 671 1177

Homes for Haringey is all about improving housing services to council tenants. We have many ways to measure improvement. Some of these are below.

A-Z

Top job!

We receive feedback from our customers regularly. It's an important way for us to measure our performance and find out areas we need to improve.

Repairs

Every time we do a repair we ask the tenant to fill in a repairs customer care questionnaire. The results help us see how we're doing.

Since April we've received over 3,000 completed forms. These have told us:

92% of tenants were satisfied with the completed repair

94% of tenants said the appointment was kept

97% of tenants thought the operative was polite

93% of tenants thought staff are helpful.

When we get a negative response we try to understand what went wrong so that we can get it right next time. Your responses told us that not all operatives were showing their ID. We have reinforced the importance of this and we expect to see an improvement soon.

The more forms we get back, the better the service that we can offer, so please complete one.

If you want to become a resident monitor, take a look at **page 15** to find out how to get involved.

Estate services

Our team of resident estate monitors take a monthly look at how clean communal areas are, at grounds maintenance and if litter and refuse have been cleared.

The results from their surveys are used to measure the performance of our estate services teams and contractors working for us.

In the last six months, resident monitoring results have shown that some real improvements have been made on the internal cleanliness of estates.

Cleanliness of lifts



Cleanliness of lobbies and entries



Cleanliness of landings and corridors



Cleanliness of stairwells



useful contacts

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

call **0800 195 3404**
Minicom: 020 8489 2088

Emergency repairs (out of office hours) 020 8348 3148

Monday: 8.00am – 6.00pm
Tuesday: 8.00am – 8.00pm
Wednesday: 8.00am – 8.00pm
Thursday: 8.00am – 8.00pm
Friday: 8.00am – 6.00pm

Abandoned vehicle reporting
0845 073 6904

Allotments
020 8489 5662

Anti-social behaviour
0845 671 1177

Citizens Advice Bureaux
0870 126 4030
www.adviceguide.org.uk

Council Tax
0845 073 3557

Crime Stoppers
All calls are anonymous
0800 555 111

Graffiti hotline
0845 073 1979

Haringey Council
020 8489 0000

Home Ownership team 1
020 8489 3048
020 8489 5994
(for leasehold enquiries about homes in Hornsey, Broadwater Farm and North Tottenham)

Home Ownership team 2
020 8489 5976
020 8489 3042
(for leasehold enquiries about homes in South Tottenham and Wood Green)

Home Sales team
020 8489 3357

Homelessness and housing advice
0845 076 2700

Housing and Council Tax Benefit
0845 071 2800

Leisure services
020 8489 5301

Parking
0845 073 1234

Police stations (local)
0208 808 1212

Resident Involvement team
020 8489 4463
resident.involvement@homesforharingey.org

Rubbish and waste
020 8885 7700

Sheltered housing repairs
0800 195 3404

Supported housing assessment
020 8489 2367

Supported housing management
020 8489 1310

Housing offices

Broadwater Farm Neighbourhood Office
108c Gloucester Road
Tottenham, N17 6GZ

Opening times:

Monday
9.00am – 12 noon
2.00pm – 4.45pm

Tuesday
9.00am – 12 noon
2.00pm – 4.45pm

Wednesday
5.00pm – 7.00pm

Thursday
9.00am – 12 noon
2.00pm – 4.45pm

Friday
9.00am – 12 noon

North Tottenham
By appointment only.
782 High Road
Tottenham, N17 0BX

Customer Service Centres

Open Monday to Friday,
8.45am to 5pm

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

North Tottenham
639 High Road
Tottenham, N17 8BD

Wood Green
48 Station Road
Wood Green, N22 7T

South Tottenham
(next to Seven Sisters tube station) Apex House
820 Seven Sisters Road
Tottenham, N15 5PQ

Homes Zone is a magazine containing news and useful information from Homes for Haringey. For a free copy of this issue in your own language, please tick the box, fill in the form and return it to the Freepost address below.

Albanian

Homes Zone është një revistë që përmban lajme dhe informata të dobishme mbi Homes for Haringey. Për një kopje falas të këtij botimi në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni dhe ktheni formularin dhe kthejeni atë në adresën e mëposhtme me Postim Falas.

Bengali

হোমস জোন হচ্ছে একটা ম্যাগাজিন যার মাধ্যমে হোমস ফর হারিংয়ে তথ্য হ্যাঁরিসের বাড়ীঘর সঙ্কে খবর আর দরকারী তথ্য আছে। এই ইস্যুর একটা কপি আপনার নিজের ভাষায় পেতে চাইলে, অনুগ্রহ করে এই বক্সে দাগ দিন, এই ফর্মটা ভর্তি করুন আর নিচের ফ্রীপোস্ট ঠিকানায় ফেরত পাঠান।

Greek

To Homes Zone είναι ένα περιοδικό με ειδήσεις και χρήσιμες πληροφορίες από τον οργανισμό Homes for Haringey. Για ένα δωρεάν αντίτυπο αυτού του τεύχους στη δική σας γλώσσα, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε και επιστρέψτε τη φόρμα στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

Portuguese

Homes Zone é uma revista contendo notícias e informações úteis da Homes for Haringey (Lares para Haringey). Para uma cópia gratuita desse número em sua própria língua, por favor marque o quadradinho, preencha o formulário e retorne-o para o endereço postal gratuito (Freepost) abaixo.

Somali

Homes Zone waa warside ay ku yaallaan warar iyo macluumaad waxtar leh oo ka yimi Homes for Haringey. Si aad u hesho cadadkan koobbi lacag la'aan ah oo ku qoran luqaddaada, fadlan calaamadi suduuqa, ku qor magacaaga kuna soo celi sanduuqa lacag la'aanta ee cinwaanka hoose

Arabic

”هوم زون“ مجلة تحتوي على اخبار ومعلومات مفيدة عن المساكن في ”هارنغى“ للحصول على نسخة مجانية من هذا الإصدار في لغتك الخاصة، الرجاء وضع علامة في الخانة، وملء الاستمارة وإرسالها على عنوان البريد المجاني المذكور أدناه.

French

Homes Zone est un magazine contenant des nouvelles et des informations utiles sur “Homes for Haringey”. Pour obtenir ce numéro gratuit dans votre langue, cochez la case, remplissez le coupon et renvoyez-nous le à l'adresse ci-dessous (inutile de timbrer).

Kurdish

Homes Zone kovarek e; tê de nûçe û agahîyên girîng ên Homes for Haringey hene. Ji bo kopîyeye vê hejmarê bê pere û bi zimanê we, ji kerema xwe qufikê îşaret bikin, formê tije bikin û ji navnîşana jêrîn a posta bêpere re bişînin.

Romanian

Homes Zone este o revistă care conține noutăți și informații utile, editată de Homes for Haringey. Dacă doriți o copie a acestui număr în limba dvs, vă rugăm bifați caseta, completați formularul și returnați-l la adresa de mai jos fără timbru poștal.

Turkish

Homes Zone, Haringey İçin Evler konusunda haber ve yararlı bilgiler içeren bir magazindir. Şimdiki sayısının kendi dilinizde ücretsiz bir kopyası için lütfen kareyi işaretleyip formu doldurarak aşağıda verilen, posta pulu gerektirmeyen adrese gönderiniz.

Please tell us if you would like a copy of Homes Zone 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 disk

On audio tape

In Braille

In another language, please state:

Name:

Address:

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

