

List of documents – Leasehold Panel meeting

13 May 2010

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Leasehold Panel

Minutes of the meeting, 13 May 2010.

1. Attendance: Mr Roger Kemp (Chair of Leasehold Panel), Ms Lesley Ramm, Ms Linda Chrysostomou, Ms Shirley Perlman, Mrs Anne Goodhew, Mr Charles Greaves, Ms Yvonne Thompson, Ms Alena Breckova, Ms B Batten, Ms Sylvia Morgan, Ms Rita Batzias, Mrs Catrina Zahoor, Ms L Zilkha, Mrs M Shaw, Ms Merrick, Ms E Marshall, Mr Joseph Sefain and Ms L A Parris (18)

Chair: Mr Roger Kemp chaired the meeting.

Apologies: Mr M Pentol.

Officers: Mr Winston Reid, Head of Tenancy Management West. Mrs Pari Kotecha, Home Sales Team Leader, Mr Nesan Thevanesan, Head of Home Ownership and Mr Bruce Nicholas, Leasehold Project Officer who took the minutes.

2. Anti social behaviour (ASB) project update – Winston Reid, Head of Tenancy Management West.

Mr Reid explained that the report he had circulated to the Panel (Appendix 1) was concerned with the analysis of anti social behaviour cases reported by residents and the types of actions taken in response. Haringey was at the median for London boroughs with regard to the number of ASB problems reported. Mr Reid guided the Panel through the report.

In relation to noise complaints, it was noted (paragraph 5.6) that the Council's 24 hour Noise Response Team deals with noise complaints for all residents in Haringey. Mrs Goodhew commented that in her experience the Noise Team were very slow to take action when an incident was reported to them. However Mr Reid said it appeared from the statistics that the average reported response times were very good.

It was very encouraging to note he said that there appeared to be very little hate crime in Haringey. Although the subject had been quite well advertised by Haringey Council throughout the borough, the number of incidents reported had been very low and there had been very few cases for the Council to pursue.

The question was raised as to whether people reporting incidents of ASB would have their identities withheld from the person against whom the complaint had been made. Mr Reid said that it was standard practice not to divulge the identities in such cases. In answer to a question Mr Reid said that the statistics only related to the Council's residents (tenants and leaseholders).

He reported that customer journey mapping exercises had been carried out to gather information about residents' general experiences in relation to the service provided with respect to reporting ASB and how the issues had been dealt with. This had enabled an analysis to be undertaken and this had been fed into the recommendations incorporated in the Action Plan summarised in paragraph 8.5 (page 9) of the report.

With regard to the reporting of an ASB case she had been aware of, Ms Merrick said it was very important for more emphasis to be given to letting the residents know how the issues were being addressed, since in her experience this could be overlooked.

Mr Kemp thanked Mr Reid for his interesting report. Panel members said they found it useful and asked for similar updates in future.

3. New subletting procedure – Pari Kotecha, Home Sales Team Leader

Mrs Kotecha circulated a copy of the Information Pack for leaseholders' tenants ([Appendix 2](#)). The number of properties being rented out (sublet) by leaseholders was increasing she said. Currently about 1,300 properties were registered as being sublet. However about 1,700 had provided an alternative correspondence address, so there was a possible discrepancy of 300 properties, at least some of which were being sublet. Council Tax records were being used to help ascertain which of these properties were being sublet.

In future she said Tenancy Management Officers will undertake a welcome visit to all new sub lessees and provide them with a copy of the pack to ensure they know their responsibilities in relation to their neighbours. The TMO will also confirm their contact details in case we need to contact them in an emergency. Mrs Kotecha explained that the Sublessees Sub Group of the Panel had decided that leaseholders' tenants were often unaware of the rules for such things as the proper disposal of rubbish in their buildings and that it was important that they should receive information about these matters. Of course

Mrs Goodhew had been reporting back from the Sub Group to the Panel on a regular basis.

Mrs Kotecha said that it was planned that the TMO would visit a new sub-lessee within 4 weeks of being notified of their arrival. The TMO would make up to two calls and if they could not establish contact, they would then post an information pack to them. In answer to a question she said that new leaseholders already receive this sort of information. Leaseholders who sublet their properties were being notified about the new policy and the information that was going to be sent to sublessees in future.

Ms Zilkha pointed out that only leaseholders who were subletting could take action against their tenants if there were any problems, so she did not believe this policy was necessary. She said that as someone subletting she did not see its relevance to her tenants as she already made sure they received all the necessary information.

Mr Thevanesan said that the policy was only intended to improve the information to sublessees since it was clear in some cases that their landlords had not provided them with it. This meant that other residents had to suffer from their poor behaviour. Leaseholders who were subletting could decline a visit from the TMO to their tenants if they wished. He added that Homes for Haringey does not provide any advice in respect of disputes between leaseholders and their tenants.

The question was raised as to whether leaseholders who sublet their properties were required to have them soundproofed. Mr Thevanesan replied that the lease stated that any leasehold property should have adequate carpeting etc on the floors to prevent the transmission of noise to neighbouring properties.

Mr Thevanesan confirmed that the cost of the new service would be included as part of the annual service charge. Ms Breckova raised the question as to whether it was chargeable under the terms of the lease. Mr Thevanesan replied that the amount involved was low but an alternative possibility was to charge a small fee for sublet registration and this was under consideration.

4. HOT Action Plan including cleaning charges (review of the method of calculation) – Nesan Thevanesan, Head of Home Ownership

Mr Thevanesan began by explaining that some leaseholder had objected to the present method of calculating cleaning charges. This is carried out by taking the cost of the internal cleaning for a particular housing area and dividing it by the total number of units receiving the service there. The block

cost is then obtained by multiplying this average cost by the number of units in the building. This is done for each of the housing areas – Wood Green, Broadwater Farm, Hornsey, South Tottenham and North Tottenham. The alternative Mr Thevanesan said would be to calculate the cost using the average number of hours required to clean each building by the average cost per hour for each area. He was planning to submit a report on this matter to the Council.

Mr Thevanesan then referred in more detail to some of the proposals contained in the Action Plan. He said that the Home Ownership Team was considering how it might be possible to make Section 20 Notices easier for leaseholders to understand. It was proposed to have some short films for the website to introduce people subjects such as the payment options, section 20 consultation, general information for new leaseholders and so on.

Consideration was being given to ways of providing more information on the different roles of front line staff – who does what and so on. With regard to handling queries from leaseholders, the Home Ownership Team proposed to ensure in future that people who raised queries knew who was dealing with them when they were passed on to another department. Other points in the Action Plan that were mentioned were as follows:

- Bi-annual statements to all leaseholders - showing balances and accounts transactions
- More information in advance on proposed major works
- Cleaning – provide more information on cleaning schedules
- Procedure for adjusting time switches for communal lighting in Autumn and Spring
- Better monitoring of grounds maintenance
- Concierge services – consider ways of reducing costs
- Promote ways of reducing low level ASB – good neighbour agreements, use of soft balls etc

In answer to a question Mr Thevanesan said that the Action Plan had not been finalised yet and further proposals could be included if the Panel wished.

5. Core group update – Roger Kemp, Chair of the Leasehold Panel.

Mr Kemp gave a report on the meeting of the 24 March 2010. He said that recently new guidance had been issued by the Health and Safety Executive on the subject of the action required in respect of asbestos containing materials in homes and premises throughout the UK. The guidance required landlords to find out where any asbestos was located in tenanted properties, the exteriors

and communal areas and to ascertain what condition it was in and to replace it if necessary.

Homes for Haringey would be carrying out surveys to all buildings to fulfil these requirements. This meant they would have to carry out surveys of all the Council's blocks of flats and leaseholders would have to pay their share of the cost – anticipated at being in the region of £90 per unit for a survey. However if any asbestos material on the outside or in the communal areas was identified as requiring removal, leaseholders would also have to pay towards the cost of this work. The presence of asbestos could also be identified during the installation of new windows.

Following a ruling at a Leasehold Valuation Tribunal and comments at the Leaseholders' Forum in March Asset Management was undertaking a review of their procedures to ensure that the figures contained in the bills for major works had been vetted for errors before despatch to leaseholders. If any billing errors occurred as a result of mistakes committed by the contractors, leaseholders would not be charged for these.

Some roofs have been changed from flat to pitched as part of the Decent Homes work since such roofs are more durable. However the work necessarily incurs higher costs, and though desirable is not vital. It had therefore been decided in future that any decision to change roofs from flat to pitched would now be agreed by the Core Group before any proposal was implemented.

At the end of April Ola Akinfe, Director of Asset Management took up the post of Director of Property at Newham, but will be available for the purposes of consultation regarding the Audit Commission Inspection up to the end of June. Following his departure the posts of Director of Asset Management and Director of Repairs had been combined into the post of Director of Property and this had been filled on an interim basis by Paul Munday

Funding for the Decent Homes Programme had been confirmed as entirely secure in response to questions that had been raised. Overall the cost of the Decent Homes Programme per unit had been reducing on account of improvements in the methods and procedures, procurement policies and so on arising as a result of the experience gained. The savings had been achieved without any reduction in the quality of the work carried out.

It had been noted at the Core Group that a lot had been learned from comments and criticisms made by leaseholders at Newlands House. This had enabled considerable improvements to be made in the methods of consultation and communication with the residents about major works schemes.

The Panel thanked Mr Kemp for his highly informative report and expressed their appreciation of the fact that as their new representative he was carrying out their wishes in addressing the past failure to provide these reports.

6. Minutes of the meeting of the 2 March – to agree the minutes as a true record.

These were agreed as a true record. Mr Nicholas said he had raised a query about the location of the new socket boxes which would be installed under the digital TV conversion programme. This information would be included in the new booklet, as requested by the Panel. Tenants and leaseholders will have the option to pay for additional boxes and this is expected to be between £170 and £250 for each one he said.

7. Forward agenda proposals - topics for 2010

Ms Ramm said that the subject of administration charges for windows should be placed on the next agenda since it had been agreed earlier in the year to look again at this. At present the cost of processing applications from leaseholders who wish to install their own windows is spread across all leaseholders. The alternative would be for each applicant to pay a separate fee for the service. It was agreed to place this subject on the agenda for the next meeting.

Ms Ramm then raised the question of the provision of new 'bathtub' allotments on the Campsbourne Estate and whether they would be chargeable to leaseholders. She said this issue was of general interest since the Council had a policy to set up more of them. They were intended to be generally available to residents to apply to use them so she felt there was a strong case for leaseholders not to be charged and she asked for this item to be placed on the agenda for the next meeting.

8. Any other business.

Mrs Goodhew said she had heard at a recent meeting of the HLA Committee, which she had attended as an observer that Homes for Haringey had made an offer to Haringey Leaseholders' Association in respect of a membership levy. Apparently this would involve every leaseholder in Haringey being billed for £2.25 (in the first instance). If most leaseholders agreed to pay it would raise in the region of £10,000 each year for the HLA. Mrs Goodhew said that she felt many leaseholders would have a lot of questions about this proposal and that it should be discussed by the Leasehold Panel before it progressed any further.

Mr Thevanesan confirmed that Homes for Haringey had made this proposal to the HLA in response to a request for an increase in funding. The proposal had been sent in a letter to the HLA at the beginning of December. To date no response had been received from the HLA to the letter, which had also referred to a number of other matters he said. As soon as the HLA responds to this proposal the matter would be placed before the Panel. It would then be open to the Panel to make recommendations on the appropriate policies. He said it was appropriate for Homes for Haringey to deal with the HLA since it had an established record in representing leaseholders.

Mr Kemp said that following the situation at Islington where a similar proposal had proved to be unworkable, he understood that Jackie Thomas had said this sort of policy would not be considered by Homes for Haringey. Thus there had been an LVT decision that Islington could not collect such a levy for the local leaseholders' association. Therefore, the only way such an idea could work was if all leaseholders expressly agreed to pay.

Ms Breckova said that there was nothing in the lease covering such matters so she felt it would be difficult to justify any such payments. Mrs Goodhew raised the question as to whether leaseholders were already paying for any grants to residents' associations. Mr Thevanesan replied that this was not the case.

A number of Members of the Panel said that there should be much more information made available to leaseholders as to what the HLA proposed to do with a grant of this nature. Since most leaseholders felt its role should essentially be that of campaigning organisation, a substantial increase in funding could result in a fundamental change to the nature of the organisation. Ms Ramm said that any such proposal should be voted on by all leaseholders. She raised the question as to whether the HLA was now a functioning organisation. Mr Thevanesan replied that he was not in a position to be able to comment on these matters.

Mrs Zahoor said she felt the Panel should have a discussion about leaseholders' liabilities for the charges which could arise in respect of the creation of public facilities situated in housing estates. The latest example in her area related to making Chettle Court Neighbourhood Community Centre a link site for the Children's Service. Haringey has 17 children's centres across the borough. They offer a range of services to young families with children under 5, including childcare, family support, healthcare and education.

The Council has also decided that a number of locations across the borough can become link sites, allowing them to offer services as part of the children's centre network. The locations have been chosen by the Council and it has said they will be funded by the Department for Children, Schools and Families (DCSF).

The question Mrs Zahoor raised was as to whether leaseholders might be liable to pay a proportion of the cost under the terms of their lease. She felt it was

not reasonable to ask leaseholders to pay for services intended for the general community rather than just for the estate. Mr Thevanesan agreed to look into the matter and report back.

Mr Kemp thanked everyone who attended for their contributions and he then closed the meeting.



Report Title	Anti-Social Behaviour (ASB) Activity and Performance for 2009/10
Reporting Officer, Team and Role	Winston Reid, Head of Tenancy Management West
Meeting	Leaseholder Panel (LP)
Meeting Date	13 May 2010
Agenda Item	2
Status of Report	Non-confidential

1. Purpose of Report

- 1.1 To inform TEMP and LP of ASB activities and performance against all targets for 2009/10.
- 1.2 To report the findings of the Customer Journey Mapping exercise on ASB

2. Introduction

The Housing Service receives regular quarterly reports on ASB activities in order to identify key issues, assess trends and to recommend any actions to improve performance. It was also agreed that TEMP and LP would receive a similar yearly report.

This report sets out the year end activities 2009/10 and covers:

- Analysis of ASB calls by Team, Area, Ward and type
- Diversity aspects of victims and Perpetrators
- Analysis of Perpetrators
- Noise complaints
- Hate Crime analysis
- Performance
- Customer Satisfaction
- Customer Journey Mapping findings and Action Plan

3. Summary of key issues

- (i) 50% of the cases were reported in and dealt with by the West Area (5.1)
- (ii) The main ASB types reported were verbal abuse/intimidation/harassment; misuse of public space; noise; vandalism and damage to property (5.2)

- (iii) The top 6 wards where the highest number of ASB activities occurred were: **Northumberland Park, Harringay, Hornsey, White Hart Lane, Tottenham Hale and Noel Park (5.3)**

The main ASB in all these wards was “**verbal abuse/harassment/intimidation**” except Northumberland Park which was “**misuse of public space/loitering**”

- (iv) The number of ASB reports in 2009/10 reduced by 21 compared with 2008/09 (5%)
- (v) The most significant age groups for victims was **42-49 years (18%)** [5.4 (iv)]
- (vi) The most significant ethnic groups for victims was **White British (17%)** [5.4(iv)]
- (vii) For Perpetrators, the most significant age groups were **34-41 yrs (22%) for females; 44-49 yrs (17%) for male;** and the most significant ethnic groups was **White British 21%** (5.5)
- (viii) There were more female victims (51%)and perpetrators (56%) than males
- (ix) 24 Warnings and 22 Abatement Notices were served on Council tenants by the Council's 24 Hours Noise Response Team (5.6)
- (x) There were 21 Hate Crime cases reported in 2009/10 representing 5.8% on all cases dealt with. This compared with 20 cases in 2008/09 (5.7)
- (xi) ASBAT and Tenancy Management South failed to meet their target for dealing with their Stage 1 ASB cases. Target for 2010/11 has been increased to **75% for HfH only** (6.0)
- (xii) Customer Satisfaction for “case handling” and “outcome” was still below target of 70% (6.0), and customers in the South appear to be less satisfied in all aspects of the service

4. Recommendations

- 4.1 Note the increased target to **75% for HfH dealing with Stage 1 cases**
- 4.2 Tenancy Management South to put strategies in place to achieve the increased Stage 1 target of 75% from 2010/11, and customer satisfaction
- 4.3 Housing Managers to pursue better case management to improve Customer Satisfaction with case handling and outcomes
- 4.4 Note the findings of the Customer Journey Mapping exercise (8.4) and the Action Plan to address these issues (8.5)

5 Activities 2009/10

5.1 Table below shows the total number of calls made in 2009/10.

Sector	ASBAT	HfH	Total
North	30	62	92
South	40	43	83
West	61	121	182
Total	131	226	357

5.2 Analysis of Calls by ASB Type/Team

Count of ASBTYPE		ASBTYPE										
SECTOR	OWNER	Blank	Garden nuisance	Litter / rubbish / fly-tipping	Misuse of public space / loitering	Noise	Nuisance from vehicles	Pets and animal nuisance	Prostitution / sexual acts / kerb crawling	Vandalism and damage to property	Verbal abuse / harassment / intimidation etc.	Grand Total
(Blank)	Non ASBAT	2										2
	(Blank)	311	1	6	12	25	1	1	1	5	17	380
(Blank) Total		313	1	6	12	25	1	1	1	5	17	382
HfH – North	ASBAT			1	13	1		2	1	3	9	30
	Non ASBAT		3	3	9	6		9		5	27	62
	(Blank)									1	4	5
HfH – North Total			3	4	22	7		11	1	9	40	97
HfH – South	ASBAT			3	10			3	1	2	21	40
	Non ASBAT			9	5	3				3	23	43
	(Blank)										3	3
HfH – South Total				12	15	3		3	1	5	47	86
HfH – West	ASBAT				8	3				3	47	61
	Non ASBAT		2	5	7	14	2	4		18	67	119
	(Blank)						1				2	3
HfH – West Total			2	5	15	17	3	4		21	116	183
Grand Total		313	6	27	64	52	4	19	3	40	220	748

Blank = calls received but then could be cancelled where the reporter did not wish to /failed to pursue the complaint.

5.3 Analysis of Calls by Type/Ward

Count of WARD	ASBTYP										Grand Total
	Blank	Garden nuisance	Litter / rubbish / fly-tipping	Misuse of public space / loitering	Noise	Nuisance from vehicles	Pets and animal nuisance	Prostitution / sexual acts / kerb crawling	Vandalism and damage to property	Verbal abuse / harassment / intimidation etc.	
Blank	313										313
Alexandra			1	2	2	1	1		1	1	9
Bounds Green			1	1	3				1	8	14
Bruce Grove		1	1	3	4				2	8	19
Crouch End					1					4	5
Fortis Green			5							4	4
Harringay				9	11	1	1	1	6	32	66
Highgate				1	1					11	13
Hornsey		2		3	5		1		1	24	36
Lb Enfield									1	4	5
LBWF										1	1
Muswell Hill				1	1				1	3	6
Noel Park		1	2	3	2	2	1		6	19	34
Northumberland Park		1	2	18	3		3		3	8	38
Seven Sisters			1	4					1	11	18
St Ann'S				5			1		1	6	14
Stroud Green				1	2		1			11	15
Tottenham Green			2	4	2		1		1	15	25
Tottenham Hale			6	3	2		3	1	4	12	31
West Green			3	3	2				2	7	17
White Hart Lane		1	1	1	6		6	1	3	18	37
Woodside			2	2	5				6	13	28
Grand Total	313	6	27	64	52	4	19	3	40	220	748

5.4 Diversity analysis

(i) Disability

26 cases classified themselves as having a disability - 11 females and 15 males

(ii) Age Profile

The most significant age groups for victims were:

26-33	34-41	42-49	55-57	58-65	Not Known
8%	11%	18%	7%	7%	29%

(iii) Ethnicity

The most significant ethnic groups for victims were:

Bangladeshi/Black/ African	Black Caribbean	White British	Any other group	No response/Unk nown
5.3%	9.3%	17%	7%	40%

(iv) Gender

Female 51%
Male 35%
Unknown 14%

5.5 Perpetrator Analysis

The most significant age groups (by gender) were:

	18-25	26-33	34-41	42-49
Female	12%	11%	22%	12%
Male	15%	13%	15%	17%

Gender

Female – 56%
Male – 42%
Unknown – 2%

The most significant ethnic groups for perpetrators were:

Black Caribbean	White British	Black African	Any other Groups	No Response/Unknown
13%	21%	7%	7%	24%

5.6 Noise Complaints

The Council's 24 hours Noise Response Team deals with noise complaints for all residents in Haringey.

During 2009/10 the Team issued 24 warning letters and served 22 Abatement Notices on Council properties managed by HfH.

Where warnings and Abatement Notices are issued, the TMO is required to interview the tenant and take appropriate actions e.g. further warnings of breach of their tenancy or serving a NSP. Where successful prosecutions take place, this is also reported in HomeZone.

5.7 Hate Crime (Verbal Abuse/Harassment)

Of the 357 ASB reports, there were 21 incidents of Hate Crime

SECTOR	TEAM	HATE CRIME TYPE				Grand Total
		Disability	Faith/Religion	Homophobic	Race	
North	ASBAT			1	1	2
	HfH				1	1
North Total				1	2	3
South	ASBAT			1	3	5
	HfH			2		1
South Total				3	3	6
West	ASBAT	1	1	1	8	11
	HfH			1		1
West Total		1	1	2	8	12
Grand Total		1	1	6	13	21

5.8 Dispersal Orders

At the end of the year there were 4 Dispersal Orders in operation:

Date Obtained	Area	Ward	Reason
15 March 09	Napier Road	Bruce Grove	Youth nuisance
14 August 09	Ermine Road	Seven Sisters	Drugs/youths
9 July 08	Seven Sisters Road	Seven Sisters	Eastern Europeans congregating/drinking
Nov 09	St Loys Rd	Bruce Grove	Congolese street drinkers

6. Performance 2009/10

Performance Indication/Activity	Target 2009/10	Achieved
Cases assessed and allocated in 1 working day (ASBAT)	90%	77.6%
Stage 1 cases completed to timescale (%) (ASBAT)	70%	65%
Customer Satisfaction with handling of case (%) (ASBAT/HfH)	70%	53.5%
Customer Satisfaction with outcome of case (%) (ASBAT/HfH)	70%	56.1%
Cases completed within 3 months (%) (ASBAT)	Direction of Travel (DOT)	48.9%
No. of Legal Actions Taken		
• Dispersal Orders	N/A	4
• Injunctions	N/A	37
• ASBO	N/A	3
• ASBC	N/A	32
• Possession Orders	N/A	19
• Parenting Orders	N/A	0
• Closure Orders	N/A	16
% of (Stage 1) ASB case completed on Time (HFH)	70%	71.4%
HFH – North	70%	81.5%
HFH - South	70%	50%
HFH - West	70%	75.4%
% of ASB cases comp within 3 months (HFH)	Direction of Travel (DOT)	77.8%
HFH – North	DoT	88%
HFH - South	DoT	83.3%
HFH - West	DoT	71.2%

The target for % of Stage 1 ASB cases completed on time for HFH has been increased to **75% for 2010/11**. All other targets remain the same

7. Customer Satisfaction

At the closure of each ASB case, the customer is sent a Satisfaction Survey form to obtain their feedback and to use that feedback to improve services

Of the 400 cases dealt with and closed during 2009/10, 43 forms were returned (10.75%). A £100 quarterly Prize Draw was introduced in July 2009, to try and encourage greater feedback. This incentive has not yet had a significant impact on the return rate.

The table below shows satisfaction with different aspects of the service by Area

Sector	Ease of Reporting	Speed of Phone Back	How case dealt with - 70% target	Outcome of case - 70% target
Overall	60%	63%	53%	56%
North	60%	80%	60%	55%
South	43%	43%	43%	50%
West	65%	62%	54%	58%

In February 2010, we reviewed the administration arrangements for the customer satisfaction surveys to make the process more efficient. Customers now receive the form within a couple of weeks (max) of their case being resolved and closed.

8 Customer Journey Mapping

8.1 Members may recall that in 2008/09 the Housing Service developed a Respect Project in response to the Government's Respect Standard for Housing Management. One of the 15 objectives was to review the procedures for tackling low level ASB and officers recommended a number of changes.

8.2 During 2009, Homes for Haringey embarked on a programme of customer service reviews to map customers' experience when using a service. ASB was chosen, as this could contribute to the review which was taking place.

8.3 After Officers "mapped" the customer experience from their viewpoint, this was then tested on customers who had recently experienced ASB. Residents were selected from different parts of the borough, different Ethnic and gender groups and tenure type ie Leaseholders and tenants and by different team which dealt with the case.

8.4 **The key findings** of the CJM are reported below at the different stages of the process.

Reporting ASB

- The point at which ASB is reported is a crisis point for the customer. It is likely that the ASB has been going on for some time (at least a few weeks but it could be several months or even years) i.e. ASB is a big issue for people who are experiencing it.
- Customers have expectations at the first point of contact that their report will result in action. These expectations may be "unrealistic" for example that they will be re-housed or that the perpetrator will be moved or CCTV will be installed and solve the ASB.

Caseworker's interview

Officer's view and the customer's views were divergent at this point. Homes for Haringey thought that this should be a high point for the customer as they would be able to explain in detail what was going on, but consultation showed:

- People didn't always understand what was going on
- People had expectations that didn't really match the reality of what could be done
- Confidence levels that the situation would be resolved were low
- It may be the first time a customer gets "meaningful" information about what will happen.
- The quality of the interaction between the Caseworker and the customer is variable with some customers being told clearly what could happen whilst others remained unclear and not confident that anything would change.

Ongoing Communication and engagement

- The customer experience is variable with good and poor communication identified in the consultation
- From a customer view point the gaps in contact may feel too long.

Resolution/Case Closure

- Customers receive notification that HfH has finished its investigation in a variety of ways - telephone call, letter, email or all three. There were few examples of face to face contact when a case was closed.
- Customers had a mixed view of what they thought of the outcome. Some had seen the ASB stop and were satisfied whilst others were unsure why their case was closed and some were very unhappy with the outcome.

8.5 Action Plan

The findings from the "mapping exercise" confirmed some of the findings from the Officers' group and all these have been incorporated into one Action Plan summarised below:

- Carry out Mystery shopping to test the quality of service at the point of reporting ASB
- Write appropriate introductory section focusing on the user experience and putting process/procedure in context of the importance of dealing with ASB effectively and consequences on the victim if we don't.
- Improve case management at the first point of contact by producing a Checklist for interviews with victims to ensure all tasks and stages fully explained
- Carry out Face to Face interviews at case resolution stage (where appropriate)
- Carry out staff training to on key changes arising from ASB review and CJM exercise
- Identify future staff training needs and Implement programme of skills training
- Review training needs through regular monitoring of casework and Customer Satisfaction Surveys feedback
- Review and update the "Dealing with ASB" leaflet
- Produce leaflet explaining the Mediation Service

All Caseworkers have now completed an ASB Awareness training which focussed on "**what happens when we do not act on a report of ASB and the possible implication for the victim**". The training was funded by the Home Office as part of their drive to get Councils and housing organisations to tackle ASB more effectively.



Information pack for sub lessees

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Tel: 020 8489 0000
Fax: 020 8489 1998

On behalf of Haringey Council and Homes for Haringey, welcome to your new home. We hope that you will be very happy here.

Here is some information that you may find useful and information on what Homes for Haringey expects of residents living in our borough.

Information pack

Homes for Haringey

Homes for Haringey are a non-profit making, arm's length management organisation (ALMO) wholly owned by Haringey Council. We have been responsible for managing the Council's housing since April 2006.

Our mission is to work with residents to provide quality housing services and decent homes.

Our values

We worked with staff, residents and the board to set our values. **Homes for Haringey** serves a diverse community. Working here means:

- customers are at the heart of everything we do;
- getting it right first time;
- everybody takes responsibility for delivery on our promises;
- welcoming feedback and using it to improve;
- achieving more through teamwork and valuing everyone's contribution;
- treating everyone with equal respect.

Equal opportunities statement

Throughout our work, we are committed to reflecting the different needs of the community we serve and to promoting equal opportunities for everyone.

This means we will treat all people according to their needs.

You can expect to:

- have equal access to our services; and
- be provided with a service sensitive to your needs.

We are committed to preventing discrimination because of someone's age, disability, colour, ethnic origin,

nationality, national origin, race, sex, HIV status, marital status, and religious belief, responsibility for dependants, sexuality or unrelated criminal conviction.

Customer Services

The Council's Customer Services Centres provide customer services to Homes for Haringey customers.

You can contact Customer Services in person by visiting your local Customer Services Centre.

At the Customer Services Centres, you can report problems such as repairs relating to the shared communal areas of your block or estate, such as a leaking roof, and a faulty door entrance to your block.

All Customer Services Centres are open between **8.45am and 5pm**, Monday to Friday. They are based at the following locations across the borough:

- **Hornsey** - Broadway Annexe, Hornsey Town Hall, Crouch End, N8 9JJ
- **South Tottenham** - Apex House, 820 Seven Sister Road, London N15 5PQ
- **North Tottenham** - 639 High Road, Tottenham, London N17 8BD and
- **Wood Green** - 48 Station Road, Wood Green, London N22 4TR

As well as the Customer Services Centres across the borough, residents living on the **Broadwater Farm Estate** can also visit the on-site Neighbourhood Office.

This is located at 108c Gloucester Road, Tottenham, London N17 6GZ, and opens during the following times.

- Monday, Tuesday and Thursday: 9am to 12 noon, and 2pm to 4.45pm
- Wednesday: 5pm to 7pm

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- Friday: 9am to 12 noon
- Turkish and Kurdish interpreters are available on Tuesday and Thursday from 2pm to 4.45pm, Please note this service is by appointment only.

Residents can be seen by appointment by a Customer Services Officer in the Neighbourhood Office from 2pm to 4.45pm on Tuesdays and Thursdays.

Customer Services call centre

The Council's Customer Services call centre is open:

- Mondays to Fridays from 8am to 8pm; and
- Saturdays from 8am to 1pm

The Customer Services call centre has a specific phone line to deal with your enquiries. You can contact the call centre on **0800 195 3404**.

Please note that **Customer Services Centres and the call centre** can assist you if you have problems in any of the following areas.

- Abandoned vehicles
- Antisocial behaviour
- Concessionary travel
- Council Tax
- Graffiti
- Housing and estate management
- Housing Repairs (communal areas) for leaseholders
- Noise Nuisance
- Parking
- Pest Control
- Recreation
- The Children and Young People's Services

You can also contact Customer Services by email:

CustomerServices@haringey.gov.uk

Access

We have the right to enter your property, to carry out essential maintenance for example. We will give you 48 hours' written notice, unless there is an emergency. In an emergency, we may have to force entry in accordance with legal requirements if we are unable to gain access through any other means.

Antisocial behaviour

All residents are responsible for their behaviour and the behaviour of members of their household and visitors. Antisocial behaviour means acting in a way that causes or is likely to cause harassment, alarm or distress to someone. Antisocial behaviour comes in many forms, ranging from minor nuisance to serious harassment that can damage people's quality of life and interfere with their ability to use and enjoy their home or community.

What happens if you commit antisocial behaviour?

If you, members of your household or visitors cause harassment, nuisance, annoyance or other type of antisocial behaviour, we may take legal action against you.

Some examples of antisocial behaviour which are likely to cause a nuisance, harassment or annoyance are:

- Noise nuisance such as banging doors, shouting, playing loud music
- Allowing family members to behave in an unruly way

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- Abuse because of someone's colour, age, race, gender, sexuality, religious beliefs, disability
- Threats or acts of violence to other people
- Drug abuse
- Using the property for illegal or immoral purposes, including prostitution
- Dumping rubbish
- Offensive phone calls and malicious letters and other items
- Vandalism, graffiti
- Youth nuisance (children and young people)
- Pets, for example, dogs fouling and constantly barking
- Making false complaints

If you suffer from antisocial behaviour, our Antisocial Behaviour Team will assess all reported cases of antisocial behaviour in Haringey.

To report such cases, you should:

- phone the Antisocial Behaviour Team on telephone number **0845 671 1177**.

Cleaning, Refuse and Recycling

Haringey Enterprise is currently responsible for the cleaning of your roads, pavements, grassed areas, hard play areas and alleyways on your estate.

They deal with the collection of domestic rubbish, street cleaning and collection of dumped rubbish.

Proper arrangements must always be made with the Estate Services Officer

for the collection and disposal of large items of rubbish. These must not be placed in communal areas at any time and must only be placed in the refuse collection areas with prior agreement.

If you have any bulky items **DO NOT DUMP** them. Contact the estate services manager, contact details are on the estate notice board or call 020 8489 8651. Please dispose of your rubbish using either the bins or chutes provided. **Only SMALL** items/bags should be put down the chutes.

Please use the recycling containers on the estate. These containers show what you can recycle.

The days your block is cleaned can be found on the estate notice board.

The days your refuse is collected can be found on the estate notice board.

Estate Services

If you live on an estate, you have an estate services officer who makes sure that your building is clean and well maintained.

The estate service officers are responsible for looking after the interior of communal areas by regularly cleaning the lifts, entrance halls, communal staircases and lobbies.

The estate service officers will also, where possible, remove graffiti, and check that the refuse chutes are clean and that bulky items of rubbish are safely stored. They deal with any emergency in normal working hours, and will report repairs for communal areas.

You can participate in Estate Inspections (Walkabouts) where residents are joined with ward councilors and council officers. These take place twice a year. You will be

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notified by a letter and the dates are also advertised on the estate notice board.

Please contact the estate services manager for any concerns regarding estate services; external cleaning and grounds maintenance. Their contact details are on the estate notice board.

Concierge Services

The Concierge Services in certain housing blocks give you greater security in your home by:

- controlling access to your block
- providing a welcoming reception service
- reporting and monitoring vandalism and graffiti
- regularly viewing and maintaining closed-circuit television (CCTV), and contacting the police, if necessary
- putting emergency procedures in place
- recording all incidents in the logbook.

The Concierge service operates:

- 8:00 am to 12 midnight Monday to Friday
- 10:00 am to 2:00 am on Saturday
- 12 noon to 8:00 pm on Sunday

Flammable materials

You should **not** keep items such as petrol, or gas cylinders or anything that is a fire hazard in your home or garage.

Lost keys or fobs

You are responsible for your own keys and fobs used for the entrance to your block. If you lose your keys, you will

need to contact your landlord to obtain a replacement.

Home Contents Insurance

You are strongly advised to take out your own home contents insurance, as the building insurance will **not** cover the cost for replacing your personal belongings if you are burgled.

To insure the contents of your home, you can use any insurance company. However, if you find it hard to get contents insurance to help, the Council has introduced a home contents insurance scheme.

The scheme is run by Royal and Sun Alliance Insurance Plc. You can download an information leaflet and application form from our website:

www.homesforharingey.org

or write to:

Royal and Sun Alliance Insurance PLC
PO Box 394
Winchester
Hampshire
SO23 8XG
telephone No. 08457 337 788

Parking Schemes

Parking has become a problem in Haringey and on Homes for Haringey estates. To improve the situation for both our residents and visitors, two parking schemes have been introduced within the borough.

Some estates and roads in Haringey have parking schemes which control who can park there. The **estate controlled parking scheme** is managed by Homes for Haringey and the **controlled parking zones** are managed by Haringey Council's parking services.

If you are living on an estate with a controlled parking scheme or in a

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controlled parking zone, you will need to get a permit to be able to park there.

Estate Controlled Parking Scheme

If your estate has an estate parking scheme you will need to get a residents permit from your local customer services centre. Their opening hours are 08.45 – 17.00, Monday – Friday. These permits are issued free of charge.

If you park on the estate without a valid permit and valid road tax, your vehicle will be clamped or removed and you will have to pay a release fee or removal and storage charges. Vehicles and their contents that are removed and not reclaimed within a reasonable time will be destroyed or disposed of.

Controlled Parking Zone

If your road is a public highway and in a controlled zone you will need to purchase a permit by one of the following ways.

- Visiting Haringey Council's Payment Service Office at:

247 High Road,
Wood Green,
London N22 8NZ
Telephone: 0845 073 1234

Opening hours

Monday to Friday 9am – 4.30pm
Saturday: 9.30am to 12.30pm

- Writing to:
Haringey Council Parking Service
PO Box 38996
London N8 9ZQ
Email: parking@haringey.gov.uk
- Or, contact Customer Services 0800 195 3404

Please note that permits for controlled parking zones are not valid within estate controlled parking schemes and vice versa.

Renting a garage

Priority is given to council tenants living on the estate. If no council tenant is on the waiting list, then the next vacant garage is automatically offered to the next person on the waiting list.

To rent a garage phone your local housing office or contact your local Customer Services Centre. They will send you an application form and put you on the waiting list. Or you can fill in the on-line form on our website at www.homesforharingey.org/zones

People with disabilities

If you are a disabled driver, you do not need a parking permit as your disabled person's badge (blue or orange) or companion badge allows you to park your vehicle in any type of parking bay, except business bays.

The disabled or companion badge must be clearly on display and the vehicle must be used for carrying the owner of the disabled person or companion badge.

Pest Control

Pests such as insects, rats and mice can be a serious health risk and make living in your home very unpleasant. If you have a pest problem, we may be able to help.

How to report a pest problem:

- Phone our call centre on Freephone number **0800 195 3404**;

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- contact your Tenancy Management Officer; who will raise the order for the work
- call into your local Customer Services Centre; or
- report the problem on-line at www.haringey.gov.uk

Further information can be found on our website on preventing and getting rid of pests and vermin at:
www.homesforharingey.org

Repairs

Homes for Haringey's Building Services is responsible for repairs to the outside of the building, communal (shared) areas and the structure of the building i.e. brickwork or foundations.

You can report a repair by:

By phone

- Freephone (24hours) 0800 195 3404 or 020 8489 5611

Our office hours are: Mondays and Fridays 8am to 6pm; Tuesday, Wednesday and Thursday 8am to 8pm

- Visiting your local customer services between 8:45am to 5pm.
- Email (not for urgent or emergency repairs)
repairs@homesforharingey.org
- Online via the Graphical Repairs Ordering system.

Please see appendix 1 which lists out who is responsible for different types of repairs.

Health & Safety

Gas leaks

If you smell gas, contact National Grid (formerly Transco) immediately on 0800 111999.

It is your landlord's responsibility to ensure that the gas appliances in the property have been serviced.

Electrical heating

If you have a problem with an electrical heating system, you should contact a qualified contractor (for example, one who is registered with the National Inspection Council for Electrical Installation Contracting). You can find these in the Yellow Pages.

Water

Make sure you know where the stopcock is so you can turn off the water if you need to. If your water supply is cut off, make sure that you turn off all the taps and remove plugs from all sinks and baths to prevent a flood when the water comes back on.

Windows

If the windows are fitted with safety catches, please test them from time to time to make sure they are working properly.

To do this, simply open the window. It should open no more than 10cm (4 inches) before it stops. This means the safety catch is working. Do not force the window past this point.

If the window does not stop at this point it could be because the catch is worn out or broken. If this is the case, close the window, and lock it (if possible) then contact your landlord so that they can report this to Homes for Haringey to repair.

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If you have released the catch to open the window wider, make sure you secure it again.

You should never leave a window unattended when the catch is off.

Fire Safety

If there is a fire inside your home please:

- Don't try to put it out, unless you can do so safely and quickly.
- Leave the room immediately and close the door.
- Make sure everyone leaves the flat, closing all the doors behind them.
- If the fire prevents you from leaving your flat, go to one room and close the door behind you. Then put a wet towel at the bottom of the door and stay low on the floor.
- Do not open windows, as this will help the fire to spread through your flat.
- Call the fire brigade immediately. Dial 999, give the number of the phone you are calling from and ask for the fire brigade. They will ask for your name and address and where the fire is. Do not hang up until they repeat your address.
- Once you've left the flat, wait for the emergency services, who may want more information from you.

If there is a fire somewhere else in your block of flats:

Call the fire brigade immediately. Unless the fire brigade tells you to

evacuate, you will normally be safe if you stay in your flat. Close all the doors and windows to keep out the smoke. If smoke gets in, leave immediately, closing the door behind you. If the fire is near your flat or is in a property joined to yours, you should leave the building immediately. Do not use the lifts when there is a fire.

Remember the following.

- Closing doors slows down the spread of the fire and reduces the main danger – smoke.
- Keep escape routes clear – don't keep large items such as furniture on shared balconies and landings.
- Don't wedge self-closing doors open. These doors are normally fire-resistant. They help to stop fire and smoke spreading, but only when they are closed. If any of the self-closing doors are not working properly, please report it to us on 0800 195 3404.
- Before you go to bed or go out, close as many doors in your flat as you can. If a fire does start, this will help to stop it spreading.
- You should unplug all electrical appliances when you are not using them, especially overnight.

Smoke alarms

Smoke alarms are a cheap way of giving you early warning of a fire. You can buy them in most hardware shops and supermarkets. If you have smoke alarms, they should be on stair landings and outside the kitchen or bedrooms (or both). You should also check the batteries each week.

Finding a doctor

If your new home is in a different area from your previous one, you may need to

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register with a new doctor. Before changing your doctor you should consider your family's needs.

You must register with a doctor whose surgery is close to your new home, otherwise the doctor will not do home visits.

There are different ways of finding out about doctors, dentists and opticians in your area.

You can contact Patient Services Department on 020 8272 5500. The Patient Services Department also has information about each doctor's practice. For example;

- Which practices have women doctors
- Which doctors provide "special services" such as well women clinics, asthma clinics, counselling or alternative therapies.

You can also visit the website www.haringey.nhs.uk and click on "Help" and then "Find a GP/Pharmacy....."

It's also a good idea to ask your new neighbours, or other parents at your children's school, to see if anyone can recommend a doctor to you.

Registering with a doctor

Once you have decided which doctor you want to register with, take your medical card to the surgery and ask to register as a patient. If you have lost your medical card, or if you don't have one, don't worry, the surgery will arrange for you to get a new one. The surgery will ask you to provide evidence of your identity and residence in the area, for example a household bill, bank statement or passport.

Difficulties finding a doctor

If you have difficulty in finding a doctor who will accept you as a patient, contact the Patient Services Department on 020 8272 5500 and ask for Patient Allocation. They will find a doctor for you.

The Patient Advice and Liaison Service (020 8442 6859) can also help you, in confidence, if you have any problems with local health services, and can talk to NHS staff on your behalf.

If English is not your first language

If you want to register with a practice where the doctor, or one of the staff speak your first language, the Patient Services Department (020 8272 5500) or the Patient Advice and Liaison Service (020 8442 6859) may be able to help.

Finding a school

Moving to your new home may mean that you have to arrange a new school or nursery for your children. Haringey Council is responsible for education and play facilities, including special needs centres, nurseries, nursery schools, playgroups, drop-in centres, after school clubs, toy libraries and adult education.

If you have any questions about schools or education in Haringey, contact:

- Childcare Information Services: 020 8489 1546 (childminders, nurseries, playgroups etc)
- Primary Admissions: 020 8489 3338
- Secondary Admissions: 020 8489 2504

Telling people your new address

If you are receiving benefits such as Working Tax Credit or Child Benefit, remember to **tell them of your change of address as soon as possible**. This could

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otherwise mean your benefit could be held up.

You will also have to give your new address to other organisations including your Bank/Building Society, Doctor etc.

You might want to have your mail forwarded from your old address. Mail can be forwarded for up to two years, but you will have to pay for this service. To arrange this, fill in the application form "Moving Home" available at any post office and post the completed form in the FREEPOST envelope provided. You can get more information by going to the Royal Mail web-site at www.royalmail.com or by phoning 0845 7740 740.

This pack contains useful information about your new home, and is part of our Homes for Haringey welcome visit to new tenants. If you would like a free copy in your own language, please tick the box, complete and return the form below.

Albanian

Kjo përmban informata mbi shtëpinë tuaj të re dhe është pjesë e vizitës tonë të mirëseardhjes për qiraxhinjtë e rinj. Për një kopje falas në gjuhën tuaj, shënjoni ✓ kutinë, plotësoni dhe kthejeni formularin.

Bengali

এটাতে আপনার নতুন বাড়ি সম্পর্কে কিছু তথ্য দেওয়া হয়েছে এবং এটা আমাদের নতুন ভাড়াটিয়াদের স্বাগত জানানোর প্রক্রিয়ার অংশ। আপনার নিজের ভাষায় এটার কপি পাওয়ার জন্য, বাঞ্চে টিক চিহ্ন দিন, ফর্ম পূরণ করুন এবং ফেরত পাঠান।

Greek

Το πακέτο αυτό περιέχει πληροφορίες για το νέο σας σπίτι και αποτελεί μέρος της επίσκεψης που κάνουμε για να καλωσορίζουμε τους νέους ενοικιαστές. Για ένα δωρεάν αντίτυπο στη δική σας γλώσσα, σημειώστε το τετράγωνο, συμπληρώστε και επιστρέψτε τη φόρμα.

Portuguese

Isso contém informação sobre seu novo lar, e é parte de nossa visita de boas vindas para novos inquilinos. Para uma cópia gratuita em sua própria língua, marque o quadrado, complete e retorne o formulário.

Somali

Halkan waxa ku jira macluumaad ku saabsan gurigaaga cusub, waxaanuu qayb ka yahay booqashada soo dhawaynta ee dadka guryaha ku cusub. Si aad u hesho koobbi lacag la'aan ah oo ku qoran luqaddaada, calaamadi sanduuqa oo soo celi foomka.

Arabic

هذا يحتوي على معلومات حول بيتك الجديد، والجزء الآخر نرحبنا بالزيارة الى المستأجرين الجدد. للحصول على اتمم نسخة مجانية بلغتك الأصلية، ضع علامة في المربع وأبعث الإستمارة

French

Voici des informations sur votre nouveau logement. Cela fait partie de notre visite de bienvenue aux nouveaux locataires. Pour en avoir un exemplaire gratuit dans votre langue, cochez la case, remplissez et renvoyez-nous le coupon.

Kurdish

Ev agahî di hundurîne di derbarî mala we ya nû de û ev parçeke serdana me ya bixêrhatinê ye ji bo kirêciyên nû. Ji bo qopyeke vê ya bi zimanê xwe, ji kerema xwe, qutiyê îşaret bikin, formê tijî bikin û vegeînin me.

Romanian

Acest pliant conține informații în legătură cu noua dvs locuință și face parte din prima vizită de contact pe care o facem noilor chiriași de consiliu. Pentru o copie gratuită în limba dvs, bifați caseta, completați și returnați formularul.

Turkish

Bu broşürde yeni evinizle ilgili bilgiler bulunmakta olup yeni kiracılara hoşgeldin ziyaretimizin bir parçasıdır. Kendi dilinizde bir kopyası için, kareyi işaretleyip formu doldurarak bize gönderiniz.

Please tell us if you would like a copy of this Information pack 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 Ref: Leasehold Information Pack 30