

LEASEHOLDER NEWS

September 2009 Issue

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Welcome to your new look newsletter. We hope you like Leaseholder News.

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If you would like to subscribe to receive Homes Zone and Leaseholder News by email please let us know by emailing: homeownershipteam2@homesforharingey.org.

If you choose to receive the magazines this way we will take £5 off your service charge.



Key Leaseholder Scheme

From November leaseholders from across the borough can take part in our new scheme designed to resolve any queries about day to day repairs before charges are finalised.

Thank you to everyone who expressed an interest in joining the Key Leaseholder Scheme. Those who got in touch will receive an information pack soon.

The main aim of the scheme is to get leaseholders in each area to review the records of the day to day repairs undertaken on their building and estate. By doing this we should be able to resolve any queries before charges are finalised and included in the actual service charge accounts.

There are a number of other activities key leaseholders will be able to take part in if they would like to:

- Carrying out checks of communal repairs to see if they meet the right standards.
- Mystery shopping – phoning us up and checking we are providing the right information when we receive queries.
- Acting as a point of contact for other leaseholders who have queries and concerns about repairs.

Four members of Homes for Haringey's Leasehold Panel have joined the working group for this scheme. Sue Brown, who is also Chair of the Haringey Leaseholders' Association, said "I welcome this as an opportunity for leaseholders to have their say in good

time about the quality, effectiveness and value for money of work done on their building or estate before they get billed for it." Another member of the group, Sylvia Morgan agreed, saying "I feel this scheme is very important. As we pay a large amount in service charges we need to know that it is being spent in a way we feel happy about".

Any leaseholder can apply to join the scheme. We'll hold a meeting in November for leaseholders to come along and find out more.

If you are interested, and would like to discuss the scheme further then contact **Nick Claxton** on **020 8489 3021** or **Paul Cox** on **020 8489 3060** or email home.ownershipteam2@homesforharingey.org



Homes for Haringey

New gas maintenance service



We are pleased to be able to offer you a convenient way to make sure your gas appliances are safe.

After you told us this service would be useful we spoke to our gas contractor Kinetics to put together a choice of gas maintenance packages.

There are two options available.

Option 1 – service plus certificate

- Service the gas boiler and issue a Landlord's Gas Safety Certificate – £65 plus VAT.
- Each additional appliance will be charged at £25 plus VAT.

Option 2 – visual inspection plus certificate

- Carry out a visual inspection of the gas boiler and issue a Landlord's Gas Safety Certificate – £35 plus VAT.
- Each additional appliance will be charged at £10 plus VAT per appliance.

To use the gas maintenance service from Kinetics make an appointment by phoning them on **020 8440 8811** (9am – 5pm weekdays) and ask for the Haringey Leaseholders Section.

When the appointment is booked Kinetics will send you an invoice. Once they have received payment they will confirm the appointment, and come and carry out your gas service check.

Kinetics makes the condition that it will take no responsibility for any mechanical failure before or after the inspections.



Actual Service Charge 2008/09

You will have recently received your actual service charge account for the last year (2008/09). Please make sure that you have paid it or have set up a direct debit arrangement.

The booklet enclosed with your actual service charge account explains how your charge is calculated. This year as well as cost breakdowns for cleaning, grounds maintenance and insurance we have included cost breakdowns for lifts, controlled door entry and TV aerials. We have also shown the estimated figures on the left hand side to make comparisons easier.

We have included minor works that cost under £250 as part of your actual service charge. This means we don't have to issue a separate invoice for which you would have to pay an additional charge.

Installing new windows and doors



If you are scheduled to have work done in the Decent Homes programme next year but want to replace your own windows and doors, there is still time to do so if you act soon.

To replace your windows and doors you must get planning permission as well as our permission (landlord's consent) before you can do any work. If we give you permission you will not have to pay towards the cost of work we do on windows and doors except in communal areas.

There is step by step information on our website or you can contact us to send you an information pack and application form.

There is no charge for making an application but you will have to pay for planning permission. People who installed new windows before August 2008 in their flats can also apply for landlord permission. For more information please call **020 8489 3357** or email **right2buy@homesforharingey.org**.

Decent Homes

We are making very good progress and are now halfway through year two of the Decent Homes programme. You will recently have received a letter if your property is in year three of the programme. Our contractors will write to you to invite you to a residents' site meeting to discuss the proposed works.

After the meeting we will send you a section 20 notice with a cost estimate and a description of the works. All bills for major works are sent in advance, shortly after the work starts on site. We will send you a booklet about the programme and another to explain the payment options. You can also find a lot of information on our website.

We will hold drop-in advice sessions for leaseholders to discuss any payment issues with major works invoices.

You can always phone the Home Ownership team if you want some more information about how to pay an invoice.

For more information about the Decent Homes programme contact the Asset Management team on **020 8489 1021** or **020 8489 1046**.

The Home Ownership team can help if you want more information about payment options – call **020 8489 3313** or **020 8489 3485**. After the work is finished you will be sent a satisfaction survey.

New contracts

The Council has awarded new contracts for lighting and road maintenance on estates to Volker Highways Crowley Ltd.

Notifications of these proposals were sent in May. Leaseholders will only have to pay towards this work if it is carried out on their estate.

Your vote counts

Come along and vote for leaseholder representatives to act as Chair and Vice-Chair of the Leasehold Panel. The elections will take place at the Leasehold Panel meeting on 7 October.

To find out more call the Resident Involvement team on **020 8489 4463** or email us at: resident.involvement@homesforharingey.org

Stay fire safe



You are twice as likely to die in a house fire if you don't have a smoke alarm.

You can buy smoke alarms that are powered either by batteries or mains electricity (or both). If your smoke alarm is battery powered you must remember to replace the batteries regularly. If your smoke alarm is mains powered it must be

installed by a qualified electrician. If you live in a flat which is all on one floor, one smoke alarm in the hallway should be enough. If your home has more than one floor put one smoke alarm at the bottom of the stairs and one smoke alarm on each upstairs landing. Make sure you test your smoke alarm every week – it could save your life.

If a gas appliance is not maintained properly, it can produce carbon monoxide, a deadly poison which has no smell and which can kill in a matter of hours. You should have all gas appliances such as boilers checked every 12 months.

If you sublet your property, you are required by law to provide your tenants with a copy of the gas safety certificate every 12 months.

Estate Cleaning

You may recently have seen the Council's consultation questionnaire in Haringey People on estate and street cleaning and refuse collection around the borough. These services are currently carried out by Haringey Enterprise and are going to be re-tendered.

As leaseholders contribute to the costs of estate cleaning we will be sending section 20 notices early next year about the Council's proposals.

Going digital

All communal TV aerials on council properties have to be converted to receive a digital signal before the Government's digital switchover in 2012.

In every building where the aerial upgrade work is carried out, under the terms of the lease leaseholders will have to pay their proportion towards the cost, even if they do not want the service.

Most leaseholders will by now have received a legal notice known as Section 20 from us regarding a proposed long term agreement for digital conversion. It gave details of

the contractors the council proposes to use for the work across the borough.

If any work is planned for your building under this agreement, you will receive an additional section 20 notice with an estimated cost at least one month before the start date of the work.

There are different payment options available to you. If you pay the full amount within six weeks, you qualify for a 5% discount. You can also spread your payments by direct debit. More information will be sent out with the bill which will explain payment options in detail. You can also refer to our booklet Paying for major works on our website at: www.homesforharingey.org/paying_for_major_works_invoices.pdf



Contact us

Home Ownership team

13-27 Station Road
Wood Green
London
N22 6UW

Team 1 – for leasehold properties in Hornsey, North Tottenham and Broadwater Farm
Phone: 020 8489 1490,
020 8489 3486 or
020 8489 3060
Email:
home.ownershipteam1@homesforharingey.org

Team 2 – for leasehold properties in Wood Green and South Tottenham
Phone: 020 8489 5976,
020 8489 5996 or
020 8489 3042
Email:
home.ownershipteam2@homesforharingey.org

Home Sales – for resale, re-mortgage and subletting enquiries
Phone: 020 8489 3357 or
020 8489 3231
Email:
right2buy@homesforharingey.org

Arabic

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Greek

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Somali

Haddii aad rabto koobbi ah cadadkan warsidaha leaseholder news oo luqadaada ku qoran, fadlan calaamdi sanduuqa habboon oo fookan ku soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Turkish

Eğer Lease Holders News isimli derginin bu sayısının Türkçe çevirisini edinmek istiyorsanız, lütfen uygun kutucuğu işaretleyin ve formu aşağıdaki FREEPOST adresine geri gönderin.

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Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

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