

Chapter 1

A guide to our housing services

Homes for Haringey is managed by a board made up of residents, councillors and independent experts. The board's role is to make sure that we work in the best interests of our tenants and leaseholders.

We are responsible for managing the council's 21,500 properties, including over 4,500 leasehold homes.

We have a formal agreement with the council about the services we provide. We have a management team to manage our day-to-day business, made up of a chief executive and four executive directors who report to the board.

Tenancy Management Service

The Tenancy Management Service manages council properties and provides its services in four main areas.

- Tenancy Management
- Income Collection
- Estate Services
- Home Ownership

Tenancy Management

Tenancy management officers deal with the day-to-day management of

council homes, including supported housing (managing the homes of older people). Their work also includes dealing with home transfers, antisocial behaviour complaints, relationship breakdown, garages and all other tenancy matters.

Income Collection

Income collection officers collect rent from council tenants and give help and advice to tenants who are having problems managing their rent payments.

Estate Services

Estate services staff are responsible for cleaning the shared parts of your block or estate and also deal with contractors who help maintain the appearance of the estate (such as those responsible for collecting rubbish, sweeping outside areas, grounds maintenance and so on).

Home Ownership

The Home Ownership Team is responsible for managing the services we provide to leaseholders. This includes working out and issuing your service charge bills, maintaining your service charge accounts and collecting payments. Under section 20 of the Landlord and Tenant Act 1985, they will also

consult you about work and services.

Building Services

Building Services is responsible for all services relating to repairing, maintaining, replacing and improving council properties, including work on your block and estate. Building Services is structured into the following teams and areas of responsibility.

- Repairs
- Design and engineering
- Asset management

Repairs

The repairs service is responsible for dealing with housing repairs, repairing empty properties before reletting them, designing and installing adaptations (with the council's occupational therapy service), asbestos surveying and management, specialised work (for example, timber treatment and damp proofing), estate inspections and maintenance.

Design and Engineering

Design and Engineering deal with managing gas heating systems, shared door-entry and CCTV

systems, lifts, television aerials and satellite TV. They provide professional services such as structural, mechanical and electrical engineering and building surveying.

Asset Management

Asset management is responsible for looking after Haringey Council's major assets (council homes). It manages all major work programmes in consultation with residents and makes sure that all council homes meet the Government's Decent Homes standard. The Decent Homes standard is the minimum standard set by the Government that all social housing should not fall below.

Resident Involvement Team

We have a specialist resident involvement team to support residents who want to get involved in shaping our services. See chapter 9, 'How you can get involved', for more details.

You can find more information about us on our website at

www.homesforharingey.org.