

Leaseholders' Charter



www.homesforharingey.org

Homes for Haringey

'Working with residents
to provide quality
housing services and
decent homes'

Crystal
Mark
15672



Clarity approved by
Plain English Campaign

My tenancy management officer is:

You can phone us on the following numbers.

Freephone 0800 195 3404 (during office hours)

020 8348 3148 (outside office hours in emergencies only)

Home Ownership Team

The Home Ownership team is based at 13-27 Station Road, Wood Green, London, N22 6UW. There are three teams:

Service Charge Team 1

For leasehold properties in Hornsey, North Tottenham and Broadwater Farm

Phone: 020 8489 3048 or 020 8489 5994

E-mail: home.ownershipteam1@homesforharingey.org

Service Charge Team 2

For leasehold properties in Wood Green and South Tottenham

Phone: 020 8489 5976 or 020 8489 5996

E-mail: home.ownershipteam2@homesforharingey.org

Home Sales Team

For resale, re-mortgage and subletting enquiries

Phone 020 8489 3653 or 020 8489 3231

E-mail: right2buy@homesforharingey.org

For more information about the services we provide to you and updates on the information provided in this charter, visit our website at www.homesforharingey.org.

Contents

Introduction	3
Welcome	4
Homes for Haringey customer agreement	6
Leasehold service standards	8
Equalities and diversity statement	9
How you can contact us	10
Chapter 1 A guide to our housing services	14
Chapter 2 Glossary	17
Chapter 3 Your lease	22
Chapter 4 Service charges	31
Chapter 5 Managing your bills	43
Chapter 6 Your rights	49
Chapter 7 Repairs	55
Chapter 8 Insurance	63
Chapter 9 How you can get involved	68
Chapter 10 Antisocial behaviour	75
Chapter 11 Keeping our environment clean	84
Chapter 12 Problems with pests	90
Chapter 13 Concierge services	93
Chapter 14 Parking and garages	95
Chapter 15 Pets	103
Chapter 16 Be safe	106
Chapter 17 Selling	111
Chapter 18 Subletting	117
Chapter 19 Telling us what you think	120
Chapter 20 Other services	126
Chapter 21 Information we hold about you	129
Chapter 22 Index	132

Introduction

Your housing service is managed by **Homes for Haringey**. We are a non-profit arm's-length management organisation (ALMO), set up and owned by Haringey Council to manage its housing. We were set up in April 2006. Our mission is to work with residents to provide quality housing services and decent homes.

Haringey Council is still your **landlord**, and still owns the freehold of the building your flat is in.

Homes for Haringey (as managing agent) carries out the council's responsibilities under your lease. Your rights as a leaseholder have not changed.

Getting involved in how your home is managed can really make a difference. There are many opportunities for you to influence decisions and help monitor and improve the services we provide.

There are many ways to have your say – you can find out more on our website or by calling the resident involvement team. There are more details in chapter 9, '**How you can get involved**'.

Where we use the words '**you**' or '**your**' in this charter we are talking about our leaseholders.

Where we use the words '**we**', '**our**' or '**us**' in this charter we are talking about Homes for Haringey, who provide your housing service on the council's behalf.

This charter gives a summary of what leaseholder services are available. Managing the service and making sure charges are reasonable is complicated, and complicated legal issues are involved. The charter sets out our views on these issues. You must always consider getting your own expert, independent legal advice if you have a disagreement with us.

Homes for Haringey Ltd
River Park House
225 High Road
London
N22 8HQ

Dear Leaseholders

Welcome to the latest edition of the Leaseholders' Charter, which replaces the 2005 version.

The charter is a very important document and tells you:

- about your rights (the services you can expect from us);
- about your responsibilities (what we expect of you);
- how we plan to keep you informed; and
- how you can get involved.

Issuing this charter is part of meeting our commitment to improve services to our customers. Other booklets include 'Bills for major work', and 'Consulting leaseholders and section 20'.

We want to develop and improve the services you receive from us by working closely with you and your representatives. We will regularly review the charter and update it when necessary.

In producing this charter, we consulted leaseholders individually, with the Leasehold Panel and with Haringey Leaseholders' Association. We will continue to ask for your input as amendments become necessary.

Together with your lease, the charter forms the basis of your relationship with the council (as your landlord) and Homes for Haringey (who manage your flat). Please keep the charter in a safe place so that you can refer to it when you need to.

If you would like more information, please contact the Home Ownership team or your tenancy management officer. You can also visit any Customer Services Centre where staff will be pleased to help you.

Best wishes



Michael Jones
Chair
Homes for Haringey



Isidoros Diakides
Cabinet Member for Housing
Haringey Council

Homes for Haringey customer agreement

‘Working with residents to provide quality housing services and decent homes’

At Homes for Haringey, we have the following aims.

1 To deliver a friendly and professional service.

We aim to:

- be polite and professional, and always introduce ourselves by name;
- respect you and your needs;
- be consistent and clear in the information we give you and the decisions we make;
- deal with your enquiry quickly, whether you contact us by phone, letter or e-mail; and
- keep appointments or let you know if we have been delayed.

2 To provide a service that meets your needs.

We aim to:

- deal with your enquiry straight away if possible, and if we cannot help you, we will try to find someone who can;
- with your permission, use information we hold about you to give you the best service that we can;
- talk to and write to you in a way that is clear and easy to understand; and
- be easily accessible, provide a service when you need it, and make sure that services are accessible to all our customers by:
 - providing a 24-hour emergency service 365 days a year;
 - providing a translation and interpretation service if you need it; and
 - arranging an appointment with you in your home within 10 days if you cannot come to us.

3 To listen, respond and inform.

We aim to:

- involve you in our business, listen to what you say, and tell you how we have improved as a result;
- admit when we have made a mistake, apologise and put it right;
- learn from our mistakes and show this to you;
- always try to deliver the best value for money that we can;
- make sure that our partners and contractors have the same aims as us;
- deliver services in line with our published **performance standards**, which you can find throughout this copy of the Leaseholders' Charter or on our website (www.homesforharingey.org);
- share with you how well we are performing and, if we need to improve, tell you how we plan to put it right; and
- keep trying to improve our services by asking you what improvements we need to make.

In return, **we ask you to:**

- treat our staff politely and with respect;
- stick to the terms of your lease;
- give us your feedback – it is important to us and helps us improve our service in the way you want; and
- get involved – for more information, call our resident involvement team on 020 8489 4463.

We set ourselves demanding **targets** and make sure we monitor ourselves closely so that we can provide you with a high-quality and cost-effective service.

- We will try to answer the phone within 15 seconds.
- We will reply to letters and emails within 10 working days.
- If we cannot give you a full reply within 10 working days, we will send a temporary reply giving the reasons for the delay.

For this year's targets and our performance against them, please visit our website or look in your most recent copy of 'Homes Zone' - our newsletter for residents.

Appointments and home visits

- We will always offer a home visit to leaseholders who have a mobility problem or difficulty visiting the office.
- We will agree the date of a visit beforehand, and give you notice if we have to cancel it.
- Staff will carry identification cards, which you can ask to see.

Communications

- We will arrange for interpreters and translations when we need help to communicate with you.
- We need notice to make these arrangements.
- We cannot use children to interpret.

For more information on translations, please see chapter 20, 'Other services'.

Leasehold service standards

As well as the Homes for Haringey customer agreement, we have leasehold service standards. These set out the service that you can expect from the Home Ownership Team, which manages leasehold properties.

In producing these standards we consulted leaseholders individually and with the Leasehold Panel.

1 Service charges

We will:

- send your estimated yearly service charge in March each year;
- send your actual yearly service charge within six months of the end of each financial year;
- offer you a wide range of payment options, including monthly instalments by direct debit;
- offer you a wide range of ways to pay, including through our website at www.homesforharingey.org;
- give you a detailed statement of your service charge account, if you ask for one;
- give you a breakdown of the day-to-day repairs which form part of your actual service charge, if you ask for one; and
- arrange evening and weekend surgeries after sending out your estimated and actual service charges.

2 Keeping you informed

We will:

- provide new leaseholders with a comprehensive 'welcome pack' which includes copies of all our leasehold publications;
- invite new leaseholders to an induction session to explain leasehold issues such as service charges and the lease;
- publish regular information on leasehold issues in Homes Zone and on our website www.homesforharingey.org; and
- sign post you to other organisations who can give you help and advice, including citizens advice bureaux and the Leasehold Advisory Service (LEASE).

3 Consulting with you

We will:

- consult you before we carry out any major work that will cost you more than £250;
- consult you about any new long-term agreements (over 12 months) where the cost of the goods, services or work under the agreement will cost you more than £100 each year;
- keep you informed of our performance;

- hold leasehold forums and workshops once a year;
- hold leasehold panel meetings at least four times a year (although we will aim to hold one each month);
- inform you of other ways that you can get involved in making decisions that affect the management of your home; and
- involve you in decisions we make, listening to what you and your representatives have to say, and tell you how we have improved our service as a result of your comments.

Equalities and diversity 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 that 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, religious belief, responsibility for dependants, sexuality or unrelated criminal conviction.

It is the responsibility of all our employees to follow this policy, and the responsibility of each individual manager to plan and provide their services in line with this policy.

Every staff member also has the right to challenge discriminatory or offensive language or behaviour, either by you or another staff member. We will not accept anyone harassing our employees and service users. We will treat all complaints seriously and investigate them.

We will regularly monitor and review this policy to make sure it continues to meet our aims.

How you can contact us

Phone numbers and addresses are subject to changes, visit our website www.homeforharingey.org for up to date details.

- Freephone: **0800 195 3404**
- Minicom (for people with hearing difficulties only):
020 8489 2088
- Website:
www.homesforharingey.org
- In person: you should visit one of the council's Customer Services Centres. If they cannot deal with your enquiry, they will ask one of our staff to help you.

If you need to see your tenancy management officer, Customer Services Staff will make an appointment for you. Appointments now take place at local Customer Services Centres. You can also make an appointment to see a Home Ownership Team officer. These now take place at the Wood Green Customer Services Centre at 48 Station Road.

Customer Services Centres

The council's Customer Services Centres provide customer services to Homes for Haringey customers. At the centres you can report problems such as repairs, antisocial behaviour and parking, or book appointments with your tenancy management officer or with Home Ownership Team officers.

All Customer Services Centres are open between **8.45am and 5pm**, Monday to Friday. They are at:

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

You can also contact Customer Services by e-mail at Customer.Services@haringey.gov.uk

As well as the Customer Services Centres shown above, residents on the Broadwater Farm estate can also visit the estate's own neighbourhood office (108c Gloucester Road, Tottenham, N17 6GZ) where

Customer Services Centre staff are available at the following times:

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

Turkish and Kurdish interpreters are available on Tuesdays and Thursdays from 2pm to 4.45pm. This service is by appointment only.

(Location maps for all the above Customer Services Centres are on page 13.)

Call Centre

The council's Customer Services Call Centre is open:

- Mondays and Fridays from 8am to 6pm; and
- Tuesdays, Wednesdays and Thursdays from 8am to 8pm.

The Customer Services Call Centre deals with a range of problems – call **0800 195 3404**. You can also pay service charges, Council Tax, non-national and non-domestic rates or parking tickets by phoning this number.

Customer Services Centres and the Call Centre can help if you have problems in any of the following areas.

- Abandoned vehicles
- Antisocial behaviour
- Benefits
- Concessionary travel
- Council Tax
- Electoral Services
- Graffiti
- Housing advice
- Housing and estate management
- Housing repairs
- Noise nuisance
- Parking
- Recreation
- Supported housing repairs
- The Children and Young People's Service

Homes for Haringey on the internet

You may also access our services on our website at

www.homesforharingey.org.

This includes paying your service charges and Council Tax, contacting our teams direct or ordering a repair online.

Legal notices

As your landlord, in accordance with section 48 of the Landlord and Tenant Act 1987, the council must give you an address where you may serve notices on it relating to your lease.

The address where you may serve notices is:

The Head of Housing,
London Borough of Haringey,
Apex House,
820 Seven Sisters Road,
London,
N15 5PQ.

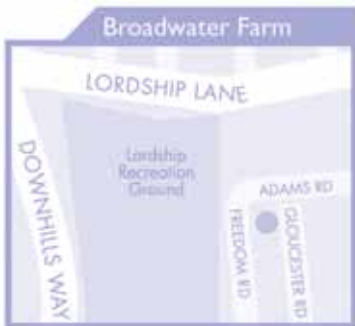
The council and Homes for Haringey also need an address where we can serve notices on you as a council leaseholder.

We may serve any legal notice on you by:

- delivering it to you in person;
- leaving it addressed to you at your flat (or at another address you have provided); or
- sending it by first-class post, addressed to you at your flat (or at another address you have provided).

Key

- Customer Services Centre
- Town Hall
- ▲ Library



108c Gloucester Road,
Tottenham N17 6GZ



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



639 High Road,
Tottenham N17 8BD



Apex House, 820 Seven Sisters
Road, Tottenham N17 5PQ



48 Station Road,
Wood Green N22 7TY