

# Tenants' Charter



Homes for Haringey

working with residents  
to provide quality  
housing services and  
decent homes



# Homes for Haringey

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 good-quality housing services and decent homes.

Haringey Council is still your landlord, and still owns the property you live in. The council will set housing policies and decide the rent. You will stay as a secure tenant of the council, but your housing service will be provided by Homes for Haringey.

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 6, 'How you can get involved'.

Where we use the words 'you' or 'your' we are talking about our tenants.

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

My tenancy management officer is:

My income collection 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)

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](http://www.homesforharingey.org).

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

Dear Tenants

Welcome to the latest edition of the Tenants' Charter, which replaces the 2004 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 we plan to encourage you to get involved.

Issuing this charter is part of meeting our commitment to improve services to our customers. The charter is the main document we produce specifically for council tenants.

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 tenants individually, in focus groups, in panel group meetings and by using questionnaires. The review was also publicised in the newsletter we produce every three months. We will continue to ask for your input as amendments become necessary.

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

This charter should tell you almost everything you will need to know

about being a council tenant. You should use it for guidance. If you need more information, please contact your:

- tenancy management officer for tenancy-related issues; or
- your income collection officer for issues about rents and charges.

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**  
Executive 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 interpreting service if you need it; and
  - arranging an appointment with you in your home within 10 days if you cannot to 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 Tenants' Charter or on our website ([www.homesforharingey.org](http://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 tenancy agreement;
- 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 e-mails within 10 working days.
- If we cannot give you a full reply within 10 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 tenants 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 21, 'Other services'.

## 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

- Freephone: **0800 195 3404**
- Minicom [for people with hearing difficulties only]:  
**020 8489 2088**
- Website: [www.homesforharingey.org](http://www.homesforharingey.org)
- In person

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 or income collection officer, Customer Services staff will make an appointment for you. Appointments take place at local Customer Services Centres. This means that you can access all our services and go to appointments in one place.

## 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 income collection officer.

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, London, N15 5PQ;
- **North Tottenham** – 639 High Road, Tottenham, London, N17 8BD; and
- **Wood Green** – 48 Station Road, Wood Green, London, N22 4TR.

You can also contact Customer Services by e-mail at [Customer.Services@Haringey.gov.uk](mailto:Customer.Services@Haringey.gov.uk).

As well as the Customer Services Centres shown above, tenants 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.

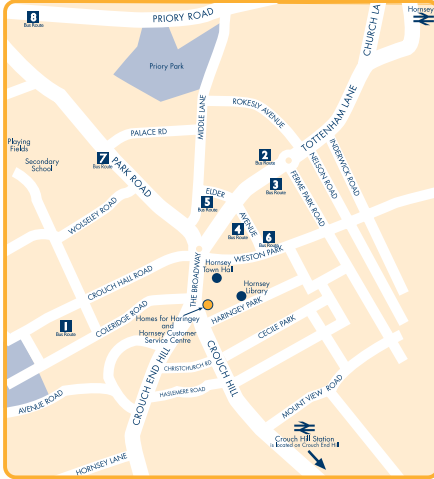
## Call centre

The council's Customer Services call centre is open:

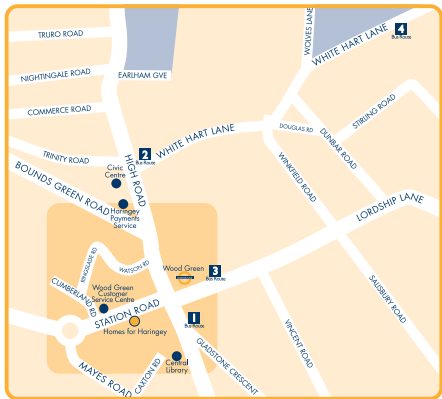
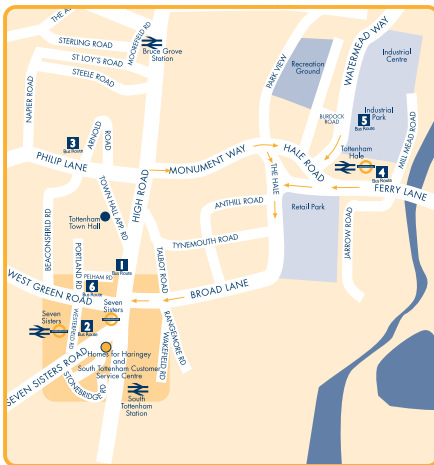
- Mondays and Fridays from 8am to 6pm; and
- Tuesdays, Wednesdays and Thursdays from 8am to 8pm.

The Customer Services call centre has specific phone lines to deal

with a range of problems – call **0800 195 3404**. You can also pay for rent, Council Tax, non-national and non-domestic rates or parking tickets by phoning the call centre.



**Broadway Annex, Hornsey Town Hall, 639 High Road, Tottenham N17 8BD  
Crouch End N8 9JJ**



**Apex House, 820 Seven Sisters Road, 48 Station Road,  
Tottenham N17 5PQ Wood Green N22 7TY**

**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's Service

## Homes for Haringey on the internet

You may also access our services on our website at [www.homesforharingey.org](http://www.homesforharingey.org). This includes paying your rent and Council Tax, contacting our teams direct or ordering a repair online.

## Legal notices

As your landlord, by law, the council must give you an address where you may serve notices on it relating to your tenancy.

In line with section 48 of the Landlord and Tenant Act 1987, the address where you may serve notices (including notices in proceedings) 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 the council's tenant.

We may serve any legal notice on you by:

- delivering it to you in person;
- leaving it addressed to you at the property; or
- sending it by first-class post, addressed to you at the property.

