

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.

Housing Management service

The Housing 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 elderly 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 deal with the money side of things including collecting rent, collecting debts and dealing with accounting, for example, setting up direct debits. They will give you help and advice if you are having problems managing your rent payments.

If you are not sure who your tenancy management officer or income collection officer is, or where they are based, please contact your

local Customer Services Centre who will be able to help you. The contact numbers are on pages 9 and 10.

Estate services

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

The home ownership team

The home ownership team is responsible for managing the services we provide to leaseholders. This includes working out and issuing service-charge statements, maintaining leaseholders' accounts and collecting and receiving payments. Under section 20 of the Landlord and Tenant Act 1985, they will also consult leaseholders about work and services and other issues relating to leasehold management services and policies.

Building Services

Building Services is responsible for all services relating to repairing, maintaining, replacing and improving fixtures and fittings in your property and on our estates. 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 social services), asbestos surveying and management, specialised work (for example, timber treatment and damp proofing), estate inspections and maintenance, and insurance claims.

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 (your homes). It manages all major work programmes in consultation with you and makes sure that all homes meet the Government's Decent Homes standard. The Decent Homes standard is a 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 6, 'How you can get involved', for more details.

You can find more information about us on our website at www.homesforharingey.org.