



Homes for Haringey

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

## Information pack for leaseholders

Home Ownership Team  
13-27 Station Road  
Wood Green  
N22 6UW

E-Mail address:

[home.ownershipteam@  
homesforharingey.org](mailto:home.ownershipteam@homesforharingey.org)



Working with residents to  
provide quality housing  
services and decent homes

### Customer Agreement

- to deliver a friendly and professional service
- to provide a service that meets your needs
- to listen, respond and inform

# How you can contact us

Home Ownership Team Manager: **Nesan Thevanesan**

Home Ownership Team, Level 3,  
13-27 Station Road,  
Wood Green, LONDON N22 6UW  
Fax: **020 8489 1998**

## Team 1 –

for leasehold properties in Hornsey,  
North Tottenham & Broadwater Farm

**Phone:** **020 8489 3048**

**020 8489 5994**

**020 8489 1490**

**020 8489 3060**

**020 8489 3485**

**E-mail:** [home.ownershipteam1@homesforharingey.org](mailto:home.ownershipteam1@homesforharingey.org)

## Team 2 –

for leasehold Properties in Wood Green &  
South Tottenham

**Phone:** **020 8489 3021**

**020 8489 3042**

**020 8489 5996**

**020 8489 3313**

**020 8489 5976**

**E-mail:** [home.ownershipteam2@homesforharingey.org](mailto:home.ownershipteam2@homesforharingey.org)

## Home Sales Team

For resale, re-mortgage and sublet enquiries

**Phone:** **020 8489 3653**

**020 8489 3231**

**020 8489 3357**

## Your Tenancy Management Office is:

Hornsey	<b>020 8489 1100</b>	<input type="checkbox"/>
North Tottenham	<b>020 8489 4400</b>	<input type="checkbox"/>
Broadwater Farm	<b>020 8489 9650</b>	<input type="checkbox"/>
South Tottenham	<b>020 8489 4350</b>	<input type="checkbox"/>
Wood Green	<b>020 8489 3460</b>	<input type="checkbox"/>

## Haringey Payment Centre

247 High Road, Wood Green, London  
N22 8HF

**Phone:** **020 8489 3627**

## Repairs Line

**Phone:** **0800 195 3404 (Freephone from land-lines)**

## Haringey Accord: Rubbish collection

**Phone:** **020 8885 7700**

## Haringey Environmental Services

**Phone:** **020 8489 1147**

## Council Tax

**Phone:** **020 8489 3505**

## Haringey Council

### Insurance Section

**Phone:** **020 8489 3610**

## Feedback Team

(for comments and complaints)

**Phone:** **020 8489 4337**

**020 8489 4235**

**020 8489 4321**

## Citizens Advice Bureaux

Please call to make an appointment:

**0870 126 4030**

Or go to:

[www.citizensadvice.org.uk/index/getadvice](http://www.citizensadvice.org.uk/index/getadvice)

## Haringey Leaseholders' Association

(the independent organisation representing  
Leaseholders in Haringey)

E-mail: [help@haringeyleaseholders.org.uk](mailto:help@haringeyleaseholders.org.uk)

PO Box 5522

London N22 9BQ

# 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

## Customer Services

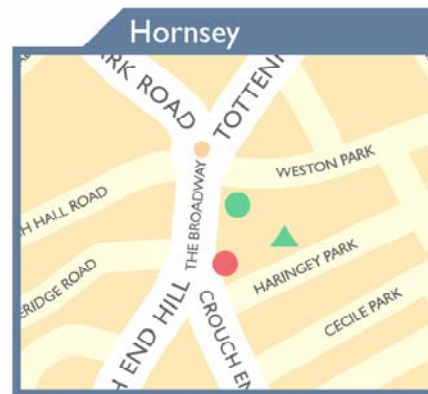
The Council's Customer Services Centres provide customer services to Homes for Haringey customers.

You can contact Customer Services in person by visiting your local Customer Services Centre. The addresses can be found on the map and are spread across various locations within the borough.

At the Customer Services Centres, you can report problems such as repairs relating to the shared communal areas of your block or estate, such as a leaking roof, and a faulty door entrance to your block.

All Customer Services Centres are open between **8.45am and 5pm**, Monday to Friday. They are based at the following locations across the borough:

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



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As well as the Customer Services Centres across the borough, leaseholders living on the ***Broadwater Farm Estate*** can also visit the on-site Neighbourhood Office.

This is located at 108c Gloucester Road, Tottenham, London N17 6GZ, and opens during 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 Tuesday and Thursday from 2pm to 4.45pm, Please note this service is by appointment only.

Residents can be seen by appointment by a Customer Services Officer in the Neighbourhood Office from 2pm to 4.45pm on Tuesdays and Thursdays.

You can also call the Neighbourhood Office on ***Broadwater Farm*** between 8.45am to 5.00pm Monday to Friday, extended to 7.00pm on Wednesdays.

## Customer Services 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 a specific phone line to deal with your enquiries. You can contact the call centre on **0800 195 3404**.

Please note that **Customer Services Centres and the call centre** can assist you if you have problems in any of the following areas.

- Abandoned vehicles
- Antisocial behaviour
- Concessionary travel
- Council Tax
- Graffiti
- Housing and estate management
- Housing Repairs (communal areas) for leaseholders
- Noise Nuisance
- Parking
- Pest Control
- Recreation
- The Children and Young People's Services

You can also contact Customer Services by email:

[CustomerServices@haringey.gov.uk](mailto:CustomerServices@haringey.gov.uk)

# Welcome pack

## Equal opportunities 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 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, and religious belief, responsibility for dependants, sexuality or unrelated criminal conviction.

## Homes for Haringey

Homes for Haringey are a non-profit making, arm's length management organisation (ALMO). Homes for Haringey are wholly owned by Haringey Council. We have been responsible for managing the Council's housing since April 2006.

Our mission is to work with residents to provide quality housing services and decent homes. As managing agent, we carry out the council's responsibilities under the terms of your lease.

## Our values

We worked with staff, residents and the board to set our values. **Homes for Haringey** serves a diverse community working here means:

- customers are at the heart of everything we do;
- getting it right first time;
- everybody takes responsibility for delivery on our promises;
- welcoming feedback and using it to improve;
- achieving more through teamwork and valuing everyone's contribution;
- treating everyone with equal respect.

## The Home Ownership team

The Home Ownership team (HOT) is responsible for:

- managing the 'right to buy' and 'transferable discount' schemes;
- sending out estimated and actual service charge accounts;
- dealing with resales and re-mortgage applications;
- carrying out induction sessions for new leaseholders;
- telling you about any major works to be carried out to your building/estate; and
- dealing with queries raised by leaseholders and their representatives in relation to services and charges etc.

All correspondence should be sent to the Home Ownership team at 13-27 Station Road, Wood Green, London N22 6UW. The Office is open between 9.00am – 5.00pm for all telephone enquiries please see (page 2) for telephone numbers.

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If you would like to meet an officer from the Home Ownership team **in person**, please contact us to make an appointment. These appointments will be held at the Customer Services Centre at: **48 Station Road, Wood Green, London N22 7TY**

If you are unable to get to the Customer Services Centre and would like a home visit, please phone the Home Ownership team to make arrangements.

## Service charges

Under the terms of your lease, you must contribute towards the cost of any services or work done to the building of your flat, the grounds or estate around it. You do this by paying service charges, your lease set out how we work out those charges. However, you have various legal rights in relation to your leasehold property, including the following:

- your service charges must be fair and reasonable;
- you can only be charged for services and works relating to your building or your estate;
- under Section 20, we must consult you before we carry out major work (which you will have to pay towards);
- you are entitled to receive information about your service charges and explanations if things are not clear.

You can find more information in the estimated service charge and actual booklets included in this pack.

## Service Charge Payments

### Payment incentives

We offer leaseholders a discount for paying the yearly estimated service charge in full.

- **£15** (if you only pay insurance, communal lighting, management fee, day to day repairs and ground rent).
- **£25** (if your estimate contains more items than those listed above).

### Monthly Instalments discount

If you wish to pay your yearly estimated service charges by monthly instalments. You will receive £10 discount for using this payment option. You can pay by either direct debit or standing order.

if you make an agreement at the beginning of the year, payments are due over 10 monthly instalments. Payments are due from April to January each year. However, if you start your payment plan at a later date, then your payment plan will be less than (10) months.

Most people pay by **direct debit** as this is any easy way to spread payments by monthly instalments.

**Quarterly Invoices.** If you would like to pay by way of quarterly instalments. The first quarter is due on the 25 March. The remaining invoices are due on the 24 June, 29 September and 25 December each year. These are known as 'quarter date'. Please contact the Home Ownership Team to make arrangements to enable invoices to be sent to you automatically prior to the due dates.

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About six months after the end of the Council's financial year you will receive the 'Certificate of Actual Service Charge' (the actual).

This will give details of the actual cost for each service provided and the difference between the actual cost and the original estimate. If the actual cost is higher than the estimate, you will need to pay an invoice for the difference. If it is lower than the estimate, we will refund your account. The following payment options are available to pay the additional invoice

- **Pay the whole invoice in full within 14 days.** If your bill is over £100 and you pay this way we will give you a prompt-payment discount of £10.
- **Payment in four monthly instalments.** If your bill is over £100 you can set up a direct debit or standing order to pay by four monthly instalments. We will give you a discount of £10.

Please see below for easy ways to pay.

## Service Charge Payments

### Ways to pay:

There are many ways you can pay your service charges:

- ❖ by direct debit
- ❖ by standing order
- ❖ over the phone using your credit or debit card
- ❖ on our website [www.homesforharingey.org](http://www.homesforharingey.org) using your credit or debit card
- ❖ by bank transfer
- ❖ by post
- ❖ by payment book

- ❖ by visiting Haringey Council's Payment Services
- ❖ using the handy till at any of Haringey Council's Customer Services Centres

Further Information can be found in our '*ways to pay your service charges*' leaflet.

### **If you fail to pay your Service Charges, you risk losing your home.**

Please contact the Home Ownership Team if you have problems paying your service charges, to help avoid any legal action being taken against you.

The Home Ownership team currently has a number of booklets available. Those listed can also be downloaded from our website: [www.homesforharingey.org](http://www.homesforharingey.org)

### Booklets

- ❖ Leaseholders' Charter ;
- ❖ Consulting leaseholders and section 20;
- ❖ Bills for major works;
- ❖ Ways to pay your service charges;
- ❖ Estimated service charge;
- ❖ Actual service charge;
- ❖ Recovering service charges through legal action; and
- ❖ Houseproud;

You can also request the above booklets for free. Further information and up-to-date news on 'leasehold matters', can also be found on our website.

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

# Welcome pack

Please note that the Leaseholder's Charter is currently being reviewed and will be published shortly.

## Right to Buy Lease – the first five years from the date of purchase from the Council

Leaseholders who purchased under the 'right-to-buy' scheme. Charges for major works/improvements are limited for the first five years of the lease, after purchase from the Council. Please note that the **Landlord's Section 125**, which is known as your offer notice. The offer notice is issued when the tenant(s) purchases their property under the right-to-buy scheme.

The offer notice provides a description of any works/improvement which may be carried out within the first five years of purchasing your property, and provides an estimated cost.

During this period, we can only charge you for the major work and improvements included in the offer notice.

This is limited to the amount shown in the offer notice (increased in line with inflation) or the apportioned actual sum, whichever is lower. This also relates to leasehold properties sold on the open market within this time period (five-year period).

## Leasehold A-Z

### Access

We have the right to enter your home, to carry out essential maintenance for example. We must give you 48 hours' written notice, unless there is an emergency.

In an emergency, we may have to force entry in accordance with legal requirements if we are unable to gain access through any other means.

### Antisocial behaviour

If you commit acts of antisocial behaviour, you will be breaking the terms of your lease which could result in legal action being taken against you.

Antisocial behaviour means acting in a way that causes or is likely to cause harassment, alarm or distress to someone. Antisocial behaviour comes in many forms, ranging from minor nuisance to serious harassment that can damage people's quality of life and interfere with their ability to use and enjoy their home or community.

If you suffer antisocial behaviour, our Antisocial Behaviour Team will assess all reported cases of antisocial behaviour in Haringey.

To report such cases, you should:

- phone the Antisocial Behaviour Team on telephone number **0845 671 1177**, or
- contact your local housing office, and speak to a member of the Housing Management team; or visit your local Customer Services Centre.

### Concierge Services

The Concierge Services in certain housing blocks give you greater security in your home by:

- controlling access to your block
- providing a welcoming reception service
- reporting and monitoring vandalism and graffiti
- regularly viewing and maintaining closed-circuit television (CCTV), and contacting the police, if necessary
- putting emergency procedures in place
- recording all incidents in the logbook.

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The Concierge service operates:

- 8:00 am to 12 midnight Monday to Friday
- 10:00 am to 2:00 am on Saturday
- 12 noon to 8:00 pm on Sunday

## Estate Services

If you live on an estate, you have an Estate Services Officer who makes sure that your building is clean and well maintained.

The estate service officers are responsible for looking after the interior of communal areas by regularly cleaning the lifts, entrance halls, communal staircases and lobbies.

The estate service officers will also, where possible, remove graffiti, and check that the refuse chutes are clean and that bulky items of rubbish are safely stored. They also deal with any emergency in normal working hours, and will report repairs to shared areas.

## Maintaining the grounds

If you live on an estate or in a block that we manage. We will be responsible for maintaining the grounds around your property. The following grounds maintenance services are provided.

- Grass (shared areas)
- Shrubs and rose beds (shared areas)
- Hedges (shared areas)
- Weed spraying (shared areas)

Please see the Leasehold Charter for further information.

## Flammable materials

You should **not** keep items such as petrol, or gas cylinders or anything that is a fire hazard in your home or garage.



## Gas safety checks

Anyone who owns a property is responsible for ensuring their gas fittings and appliances are safe. Obviously this is even more important in a block of flats. The Health and Safety Executive states everything should be checked by a CORGI-registered installer. You should have your gas fittings and appliances checked every year.

If you are currently renting (sub-letting) your property, please note that the law requires you to get a certificate of gas safety every year. You must provide a copy to your tenants before they move in and every year after that.

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## Home Insurance

In accordance with the lease the Council arranges the buildings insurance for all leasehold properties. The premium is included in your service charge. The policy covers the structure and the shared areas of the building against any damage as a result of an insured peril, full details of the insured perils can be found in the statement of cover booklet which will be sent to you by the insurance section.

If you need to make a claim, you should contact the Insurance Section, who will send you a claim form. Please phone **020 8489 3610**.

The company used by the Council is **Zurich Municipal** who will:

- provide 24-hour emergency advice about possible claims;
- answer questions about the progress of your claims (during normal office hours); and
- put you in touch with a number of recommended tradespeople.

You can contact Zurich Municipal on telephone number 08700 10 88 55.

## Home Contents Insurance

You are strongly advised to take out your own home contents insurance, as the building insurance will **not** cover the cost for replacing your personal belongings if you are burgled.

To insure the contents of your home, you can use any insurance company. However, if you find it hard to get contents insurance to help, the Council has introduced a home contents insurance scheme for tenants and leaseholders.

The scheme is run by Royal and Sun Alliance Insurance Plc. You can download an information leaflet and application form from our website:

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

A Home Contents Insurance form is included in this pack. Should you wish to speak to Haringey's Insurance Section in relation to this item, please call on 020 8489 3712, or write to:

Royal and Sun Alliance Insurance PLC  
PO Box 394  
Winchester  
Hampshire  
SO23 8XG  
telephone No. 08457 337 788

## Improvements or alterations to your home

You cannot carry out any home improvements or alterations until you get written permission from Homes for Haringey. This includes installing double glazing or removing internal walls.

When making alterations, such as the installation of new windows, please note that you would still have to pay your share of the cost should we carry out replacement of the windows, at your block, and to the communal areas within your block at a later date.

## Lost keys or fobs

You are responsible for your own keys and fobs used for the entrance to your block. If you lose your keys, you will have to make your own arrangements to get into your home and repair the damage caused in the process.

We can provide **fobs** for the entrance doors to blocks, although we will make a charge for replacements.

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## Parking Schemes

Parking has become a problem in Haringey and on council estates. To improve the situation for both our residents and visitors, two parking schemes have been introduced within the borough.

Some estates and roads in Haringey have parking schemes which control who can park there. The **estate controlled parking scheme** is managed by Homes for Haringey and the **controlled parking zones** are managed by Haringey Council's parking services.

If you are living on an estate running a controlled parking scheme or in a controlled parking zone. You will need to get a permit to be able to park on these estates or roads.

## Estate Resident Parking Scheme

If your estate has a parking scheme you will need to get a permit from your local customer services centre.

## Controlled Parking Zone

If your road is in a controlled zone you will need to purchase a permit by following ways.

- By visiting Haringey Council's Payment Service Office at:

247High Road,  
Wood Green,  
London N22 8NZ  
Telephone: 0845 073 1234

### Opening hours

Monday to Friday: 9am to 4.30pm  
Saturday: 9.30am to 12.30pm

- By writing to:  
Haringey Council Parking Service  
PO Box 38996

London N8 9ZQ

Email: [parking@haringey.gov.uk](mailto:parking@haringey.gov.uk)

- Or, contact Customer Services 'parking helpline' on 0845 073 1234

### Opening hours

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

Please note that permits for controlled parking zones are not valid within estate controlled parking schemes. If you park without a permit during the operational hours of a controlled parking zone you will be issued with a parking ticket. Your vehicle could be towed away and you will have to pay a release fee.

## People with disabilities (controlled parking zones)

If you are a disabled driver, you do not need a parking permit as your disabled person's badge (blue or orange) allows you to park your vehicle in any type of parking bay.

Please refer to your Leaseholders Charter '**Parking**' section for further information.

## Pest Control

Pest such as insects, rats and mice can be a serious health risk and make living in your home very unpleasant. Whether you are a council tenant or leaseholder and you have a pest problem, we may be able to help.

Leaseholders will have to pay the cost for treatment carried out within the property.

For any treatment which involves the building and the shared areas, you will have to pay your share of the cost as part of your annual service charges when we produce the 'actual' certificate.

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How to report a pest problem:

- Phone our call centre on Freephone number **0800 195 3404**;
- contact your Tenancy Management Officer; who will raise the order for the work
- call into your local Customer Services Centre; or
- report the problem on-line at [www.homesforharingey.org](http://www.homesforharingey.org)

Further information can be found on our website on preventing and getting rid of pests and vermin at:

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

## Repairs

Homes for Haringey's Building Services is responsible for carrying out repairs and general maintenance to the shared (communal) areas of your building or estate outside of your home, on behalf of Haringey Council.

**You are** responsible for maintaining the inside of your home. This includes repairs related to:

- plumbing,
- electricity,
- individual central-heating systems and
- internal decorations.

You can report a repair in several ways, by:

- online via the Graphical Repairs Ordering system
- phoning the Repairs Line on Freephone number **0800 195 3404**, Mondays and Fridays from 8am to 6pm; and Tuesdays, Wednesdays and Thursday 8am to 8pm.

- visiting your local customer services centre between 8.45am and 5pm.
- email (not for urgent or emergency repairs) [repairs@homesforharingey.org](mailto:repairs@homesforharingey.org)

Outside office hours, you can phone our emergency repairs line on **020 8348 3148**.

### *Housing repairs online:*

Homes for Haringey have introduced an 'online' system which allows tenants to book a repair through their computer. The new system is a great addition to the normal repairs and emergency service. The housing repairs 'Graphical Repairs Ordering' was extended to Haringey's leaseholders in April.

## Renting a garage

Priority is given to council tenants living on estates. If no council tenant is on the list, then the vacancy is automatically offered to the next person on the list.

To rent a garage phone your local housing office or contact your local Customer Services Centre. They will send you a form and put you on the waiting list. Or you can fill in the on-line form on our website at [www.homesforharingey.org](http://www.homesforharingey.org)

## Rubbish – Haringey Accord

Haringey Accord is currently responsible for the cleaning and maintenance of your roads, pavements, grassed areas, hard play areas and alleyways on your estate.

They deal with the collection of domestic rubbish, street cleaning and collection of dumped rubbish.

If you have any bulky items **DO NOT DUMP** them. Contact Haringey Accord who can arrange for a collection, you can call **Haringey Accord on 020 8885 7700**.

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Please dispose of your rubbish using either your wheelie bin or your own black or white bags. **Only SMALL** items should be put down the chutes. Further information can be found in the Leaseholders Charter.

## Selling

You can sell your property whenever you want to. However, if you sell within three or five years of buying from the Council (depending on when you applied for the right to buy), you will have to repay some or all of the discount received under the 'right to buy' scheme.

## Subletting

You have the right to sublet your property, but you must tell us first. To register your sublet, you must contact our Homes Sales Team on telephone number 020 8489 3653 or 020 8489 3231. This is a free service offered by the Home Ownership team.

## Money Matters

Becoming a homeowner can be stressful and very expensive. You may not have experience of managing a home budget and it is important to organise your money so that you can pay essential bills. Essential bills you must pay on time include the following:

- **Services charges.** The charges include a yearly day-to-day service charges and bills for major work, which we send to you separately, where applicable. In late summer statements of actual service charge accounts will be calculated and forwarded to all leaseholders, advising the difference between

the estimated and actual statement for that year. Please note that the actual service charge relates to the previous financial year.

- **Mortgage payments.** Most homeowners will have a mortgage, which is likely to be the largest regular domestic bill.
- **Water, gas and electricity.** There are different ways you can pay these regular bills. Contact your suppliers to give you advice about their different options available.
- **Council Tax.** Council Tax is not included in your service charges. You are responsible for paying your Council Tax. If you have any queries regarding your council tax charge, you can either visit or call the Customer Services Centres. Or you can call the Customer Services, to discuss your account.

## Other bills

You will need to budget for other bills, such as your phone, TV licence, water rates, gas, telephone, travel or car costs, life insurance, food and housekeeping.

## Financial help

### Help with paying your service charges

Unfortunately, we have no powers to help people who have difficulties paying their service charges. We suggest that if you have recently become unemployed, are on a low-income, or in receipt of pension credit. You should apply to your local Benefits Agency.

If you are having problems paying your service charges, please contact the Home Ownership Team who will refer you on to the Citizens Advice Bureau to provide help and advice if needed.

An officer from the Citizens Advice Bureau will contact you directly to arrange a suitable appointment time. They can also help you with:

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- tackling any other debts, including mortgage arrears, council tax arrears, loans
- keeping control of your bills
- managing your debt and benefit entitlement
- making the most of your income; and dealing effectively with people you owe money to.

## Moving in Security

When moving in, ensure all windows and doors are secure.

Try to make your home look lived-in as soon as possible. If you can, hang up curtains before you move in. A light on a timer switch can also help to prevent break-ins.

## Telling people your new address

If you are receiving benefits such as Working Tax Credit or Child Benefit, remember to **tell them of your change of address as soon as possible**. This could otherwise mean your benefit could be held up.

You will also have to give your new address to other organisations including your Bank/Building Society, Doctor etc.

You might want to have your mail forwarded from your old address. Mail can be forwarded for up to two years, but you will have to pay for this service. To arrange this fill in the application form "Moving Home" available at any post office. Then post the completed form in the FREEPOST envelope provided. You can get more information by going to the Royal Mail

web-site at [www.royalmail.com](http://www.royalmail.com) or by phoning 0845 7740 740.

## Getting involved



Homes for Haringey wants you to be involved in making the decisions which will affect the management of your home, and the services you receive.

The Resident Involvement team offers advice, training and help with the cost of getting involved in shaping our housing services.

These are some of the ways you can get involved:

- Estate Inspections
- Residents Groups
- Tenant Management Organisations
- Neighbourhood Assemblies
- Homes for Haringey Board
- Resident's Consultative Forum
- Tenants and Leaseholders Annual Conference
- Leasehold Panel
- Surveys

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If you want to find out more, please refer to your Tenants Charter or contact:

## Resident Involvement team

Wood Green Area Housing Office  
13-27 Station Road  
Wood Green  
N22 6UW

Telephone: 020 8489 4463

Email: [resident.involvement@homesforharingey.org](mailto:resident.involvement@homesforharingey.org)

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

The Leasehold Forum and workshops are held annually. The Leasehold Panel meets monthly, to discuss various issues around leasehold matters.

## 'Have your say'

If you would like further information about our Leasehold Panel, please contact Bruce Nicholas, Home Ownership Team for further details on 020 8489 3487

Also, check our website for minutes on the above events at:

[www.homesforharingey.org](http://www.homesforharingey.org) *information for leaseholders*

For local information on what's happening in the borough, the latest News, and how to contact your local Councillor, read **Haringey People** magazine. This is a free monthly resident's magazine, delivered to your home. Haringey People can also be found at your local library, civic centre or customer service centre.

## Feedback

We always welcome feedback with regards to our publications. If you would like to comment on the welcome pack. Please write or email us at the Home Ownership team at:

Home Ownership team

13-27 Station Road  
Wood Green  
London N22 6UW

E-mail us at:

[home.ownershipteam@homesforharingey.org](mailto:home.ownershipteam@homesforharingey.org)

This pack contains useful information about your new home, and is part of our Homes for Haringey welcome visit to new tenants. If you would like a free copy in your own language, please tick the box, complete and return the form below.

### Albanian

Kjo përmban informata mbi shtëpinë tuaj të re dhe është pjesë e vizitës tonë të mirëseardhjes për qiraxhinjtë e rinj. Për një kopje falas në gjuhën tuaj, shënjoni ✓ kutinë, plotësoni dhe kthejeni formularin.

### Bengali

এটাতে আপনার নতুন বাড়ি সম্পর্কে কিছু তথ্য দেওয়া হয়েছে এবং এটা আমাদের নতুন ভাড়াটিয়াদের স্বাগত জানানোর প্রক্রিয়ার অংশ। আপনার নিজের ভাষায় এটার কপি পাওয়ার জন্য, বাক্সে টিক চিহ্ন দিন, ফর্ম পূরণ করুন এবং ফেরত পাঠান।

### Greek

Το πακέτο αυτό περιέχει πληροφορίες για το νέο σας σπίτι και αποτελεί μέρος της επίσκεψης που κάνουμε για να καλωσορίζουμε τους νέους ενοικιαστές. Για ένα δωρεάν αντίτυπο στη δική σας γλώσσα, σημειώστε το τετράγωνο, συμπληρώστε και επιστρέψτε τη φόρμα.

### Portuguese

Isso contém informação sobre seu novo lar, e é parte de nossa visita de boas vindas para novos inquilinos. Para uma cópia gratuita em sua própria língua, marque o quadrado, complete e retorne o formulário.

### Somali

Halkan waxa ku jira macluumaad ku saabsan gurigaaga cusub, waxaanuu qayb ka yahay booqashada soo dhawaynta ee dadka guryaha ku cusub. Si aad u hesho koobbi lacag la'aan ah oo ku qoran luqaddaada, calaamadi sanduuqa oo soo celi foomka.

### Arabic

هذا يحتوي على معلومات حول بيتك الجديد، والجزء الآخر نرحبنا بالزيارة الى المستأجرين الجدد. للحصول على اتمم نسخة مجانية بلغتك الأصلية، ضع علامة في المربع وأبعث الإستمارة

### French

Voici des informations sur votre nouveau logement. Cela fait partie de notre visite de bienvenue aux nouveaux locataires. Pour en avoir un exemplaire gratuit dans votre langue, cochez la case, remplissez et renvoyez-nous le coupon.

### Kurdish

Ev agahî dihundurîne di derbarî mala we ya nû de û ev parçeke serdana me ya bixêrhatinê ye ji bo kirêciyên nû. Ji bo qopyeke vê ya bi zimanê xwe, ji kerema xwe, qutiyê îşaret bikin, formê tijî bikin û vegeînin me.

### Romanian

Acest pliant conține informații în legătură cu noua dvs locuință și face parte din prima vizită de contact pe care o facem noilor chiriași de consiliu. Pentru o copie gratuită în limba dvs, bifați caseta, completați și returnați formularul.

### Turkish

Bu broşürde yeni evinizle ilgili bilgiler bulunmakta olup yeni kiracılara hoşgeldin ziyaretimizin bir parçasıdır. Kendi dilinizde bir kopyası için, kareyi işaretleyip formu doldurarak bize gönderiniz.

Please tell us if you would like a copy of this welcome pack in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On disk

On audio tape



In Braille

In another language, please state \_\_\_\_\_

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Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ Ref: Leasehold Welcome Pack