About this guide

Welcome to the Decent Homes guide for residents.

This guide explains what a 'decent home' is, who is involved and what to expect from Homes for Haringey and our partners before, during and after the works. It also has information on how you can get involved and practical advice on how to prepare for the works.

This booklet was developed with the help and support of residents from the Asset Management Panel and the Leasehold Panel. We would like to thank them for their positive contributions towards the success of the Decent Homes programme.

If you have any questions about the Decent Homes programme please contact us:

Tel: 020 8489 1778
Email: majorworksenquiries@homesforharingey.org

www.homesforharingey.org/decenthomes

Homes for Haringey Ltd 2015
Contents

Section 1

Decent Homes

- What is the Decent Homes standard? 5
- How do we identify the need for Decent Homes work? 5
- Who is involved in the Decent Homes programme? 6
  - Councillors 6
  - Homes for Haringey Board 6
  - Homes for Haringey staff 6
  - Contractor partners 6
  - Compliance team 7

Section 2

Keeping you informed

- Communications from Homes for Haringey and contractors 8
- Consultation standards 8
- Initial surveys 10
- Contractor survey 10
- Newsletters 10
- Meetings 10
- Contractor Resident Liaison Officer 10
- Representation during the works 10
- Monitoring the quality of the work 11
- Customer satisfaction survey 11
- Defects liability period 11
- Final project review 11
- Consulting with leaseholders 12
  - Notice of Intention/Estimate (Section 20 Notice) 13
  - After handover 13
  - Variations and additional works 13
### Contents (continued)

#### Section 3

**Getting ready for the start of the works**
- Detailed surveys by contractors 13
- Photo identification 13
- Your family’s health 14
- Insurance 14
- Holidays 14
- Your belongings 14
- TV satellite dishes 14
- Security grilles 15
- Choices available 15

#### Section 4

**During the works**
- **Health and safety** 16
  - Timetable of works – when we are working in your home 16
  - Your family’s health 16
  - Scaffolding 16
  - Cleaning of communal areas 16
  - Security 16
  - Children 16
  - Pets 17
  - Accidents 17
  - Good neighbours 17
  - Site office 17

**Questions, concerns and complaints** 17

#### Section 5

**How we work together**
- Homes for Haringey 18
- What we expect from our contractors 18
- What we expect from you 18

#### Section 6

**When works finish**
- Signing off the work 19
- Customer satisfaction survey 19
- Defects liability period 19
- Final project review 19

**Homes for Haringey contact details** 19
Decent Homes

What is the Decent Homes Standard?

The government’s Decent Homes standard says a decent home is one that is windproof, weather tight, warm and has modern facilities. It should:

- meet the current minimum legal standard for housing;
- be in a reasonable state of repair;
- have reasonably modern facilities such as kitchens and bathrooms;
- have an efficient heating system and insulation.

In Haringey, we have a higher standard aiming for all our homes to:

- be free from damp;
- have a kitchen less than 20 years old or in good condition;
- have a bathroom less than 30 years old or in good condition;
- have an efficient heating system and insulation;
- be in a good state of repair;
- have secure communal and dwelling entrance doors;
- have windows in a good state of repair.

As part of our Major Works programme in Haringey we also include:

- Communal door entry systems
- Communal electrics
- CCTV.

How do we identify the need for decent homes?

A stock condition survey shows the state of repair of properties. Every three years, we carry out a borough-wide stock condition survey to determine what improvement works need to be done. With the information of our 2010 stock condition survey, our consultant surveyors carried out validation surveys in 2014 to determine further the scope of the works needed for homes in the Decent Homes programme.

They survey the outside of all tenanted and leasehold properties, and the inside of all tenanted homes. We use this information to make sure we do the right work in every home.

The contractor then carries out a detailed design survey to help ensure the works you receive are right for you.

Our surveying and other maintenance staff who deal with repairs may recommend that major works are carried out when routine maintenance and ‘one off’ repairs cannot solve a problem such as a roof that can no longer be repaired and needs replacing.

Special note for leaseholders

No works will be carried out inside your home and you will not be charged for internal works done in tenants’ homes. However in accordance with the terms of your leases, a fair proportion of the cost of works to the structure of the building and of common parts will be charged to leaseholders through a major works bill.
Who is involved in the Decent Homes Programme?

Councillors

Councillors are elected representatives who agree on the shape of the Decent Homes programme based on the funding received.

Homes for Haringey Board

Homes for Haringey is an arms length management organisation (ALMO) run by a board of directors. The Board recommends various programmes of works to the Council.

Homes for Haringey staff

The following staff in Homes for Haringey are all involved in our Major Works and Decent Homes programmes:

- The Director of Asset Management has ultimate responsibility for the strategic planning and delivery of major works including Decent Homes.
- The Head of Capital Programmes is responsible for delivering major works including the Decent Homes programme.
- We have three major works and Decent Homes senior project managers who are responsible for overseeing a number of projects across the borough.
- The Project Manager is responsible for overseeing a number of projects working with the contractor to deliver major works including Decent Homes.

- We have two dedicated resident liaison officers who work across the whole borough. If resident enquiries cannot be dealt with by the contractor, they are responsible for ensuring feedback and enquiries are resolved in a timely manner.
- The Clerk of Works is responsible for setting the standard and checking the quality of every stage of the work. The Clerk of Works makes sure that the constructors use safe methods of work.

While the Decent Homes Programme is underway you should continue to contact your Tenancy Management team, the Estate Services team or Home Ownership team for enquiries that relate to their areas of work.

Contractor partners

With the help of residents we appointed four building contractors and four compliance teams to oversee, support and to carry out the Decent Homes and major works in the borough for the next two years.

We have appointed Keepmoat and Mulalley as the main contractors, and Wates and Mears as the reserve contractors to carry out all the Decent Homes work until 2016. They are responsible for carrying out the work to a standard that we have agreed with residents.

Each contractor partner will have site managers and resident liaison officers whom you will meet once works start.
The Site Manager is responsible for overseeing a number of projects across the borough. They make sure the work is done in the right order, that the right materials are available, and that the work is done safely and to a good standard.

Contractor resident liaison officers are the first point of contact for residents who have questions about the works. They are responsible for making appointments with residents and for customer care.

**Compliance team**

The Compliance team manages the contract on behalf of Homes for Haringey. They make sure the contractors complete the work on time, within budget and to the agreed quality standard:

- The Contract Administrator can issue instructions to the contractor and if satisfied with the completed work agrees the payment.
Keeping you informed

Communications from Homes for Haringey and contractors

You will receive a series of letters from Homes for Haringey and our contractor partners during major works or Decent Homes works to inform you of progress and what will happen next. An outline of when we send letters is on page 9.

The Decent Homes programme is a phased programme. This means that works are carried out in different areas of the borough at different times throughout the year. Sometimes we may need to talk to you on the phone or email you, so please make sure we have your up-to-date contact details including email address.

You can update your contact details by calling our Customer Contact Centre on 020 8489 5611 or emailing customerservices@homesforharingey.org.

As a council tenant or leaseholder, you can also sign up to your free online account at www.homesforharingey.org/seemydata. By signing up you have 24-hour access to view your rent or service charge accounts, report repairs (or communal repairs if you are a leaseholder) online and change your communication preferences.

Consultation standards

We will send you the contact details of your project team and who to contact if you have any concerns. With projects that include your home we will consult with you to agree the extent of the project, get your views and comments, and provide opportunities for you to get involved.

We will consult more or use different ways to consult to meet the particular needs of individual residents, projects and or estates if necessary.

We want as many residents as possible to come to our consultation meetings. This is why we try and ensure that we choose local venues and that the meetings are at a time that is suitable to as many people as possible. If you cannot come to meetings, we can make other arrangements such as getting you appointments to see the Resident Liaison Officer either at the site office or at your home.

We will use other formats (for example, large print or Braille) where necessary to make sure that the residents with special needs have access to the information they need. We are also committed to informing residents whose first language is not English by using translation and interpreting services where appropriate.

If you have any special needs that we should know about, please inform our Customer Services team on 020 8489 5611 or email customerservices@homesforharingey.org.
This flowchart gives you an overview of the key communications you will get from us and the contractor and the main actions during the course of the works.

**Before works start**

- Letter from us to confirm that your home is in the Major Works and Decent Homes programme
- Validation survey – we may require access to your home
- Consultant surveyors will visit you to conduct a validation survey. If you are not at home, they will leave a card
- Letter from us to confirm who your contractor will be
- Results of validation survey – you will get information on what works you may be receiving
- Letter of introduction from the contractor telling you what works they will be doing
- You will get a letter asking for an appointment to carry out a detailed design survey of your home
- You will receive a resident information pack and get information on when works are due to start and finish
- You’ll be invited to a consultation event to meet the Project team and learn more about the works
- A letter from the contractor requesting access to your home to start works
- You will be informed about the results of the design survey and what works will be done to your home
- The contractor will send you regular newsletters during the works to keep you up-to-date
- You will get a customer satisfaction survey – please complete and return to give us your feedback
- You will get a notice that the defects liability period starts (works done to your home are under a 12-month warranty)
- Notice the defects liability period is coming to an end – if there are problems with the works, report them to the contractor now

**During works**

**Key**

- Letter from Homes for Haringey
- Letter from contractor
Validation survey

We have to do a validation survey so that we can find out what works need to be done to your home to bring it up to the Decent Homes standard. A surveyor may visit you at home without booking an appointment first. If you are not home the surveyor will leave a card with their contact details so you can call them back to arrange another appointment with them.

Contractor survey

Once we appoint the contractors to carry out the works, they will need to do another survey so they can scope out in more detail what works will need to be done in your home. The contractor for your area will always write to you with an appointment date for the survey before they visit your home. If the appointment date on the letter is not convenient, you can call them to arrange a different date or time.

Newsletters

At the start of the works your contractor will send you a newsletter to introduce their project team, tell you about what works we are proposing to carry out, and ask for your views. Your contractor will continue to send you newsletters throughout the works to keep you up-to-date with progress.

Copies of newsletters will also be sent to your local councillor and your local residents' association if your estate or area has one.

Meetings

Before any work starts we will hold at least one meeting in the local area. Here you can meet our officers responsible for the project and the contractor's team as well. After this and any other residents’ meetings, your contractor will send a newsletter to tell you all about the outcome of the meeting and explain how we will deal with any issues that residents have raised.

Contractor Resident Liaison Officer

Before works begin our contractors ensure there is a resident liaison officer for every project. It is the Resident Liaison Officer's job to keep residents informed and to deal with any issues residents raise. This includes any customer care issues, making appointments, answering your questions and solving any problems.

Where projects involve internal works or works that will cause a lot of disruption, the Resident Liaison Officer will talk to all residents whose home is affected to ensure the proposals meet their specific requirements. This will include agreeing work programme dates and choices.

Representation during the works

Local residents may nominate two residents (usually one tenant and one leaseholder) to represent them at project site meetings.

We will involve your or local nominees in the signing off process for work to shared areas. We will do this by asking them to confirm that we have done the works we said we would.
If your local area has a residents’ association, a key leaseholder or tenant advocates, we will also keep them up to date with progress of the works.

**Monitoring the quality of the work**

Throughout the programme we will be monitoring the standard of the work and we will welcome your feedback. If you feel unhappy about any aspect of the work please tell your Contractor Resident Liaison Officer who will investigate on your behalf. You will find their name and telephone number on the newsletters your contractor sends you.

The Compliance team will analyse the number and type of comments and report to us at the regular meetings we hold with our contractor partners, compliance teams and residents. At these meetings we will work with our partners to resolve any issues.

**Customer satisfaction survey**

When the works are completed we will ask residents to fill in a questionnaire (called a satisfaction survey) asking for their views on how the project went. We use these to identify what we are doing well and what we need to improve. Your Resident Liaison Officer will hand out the survey, which you can then complete and return to them.

Alternatively, you can complete the survey online or return by freepost to Homes for Haringey. All satisfaction surveys received will be entered into a monthly prize draw to win £50 worth of high street shopping vouchers.

**Defects liability period**

This is the time within which the contractor partner must put right any problems that arise with the works they have done. It is usually 12 months from when the works finish.

For minor problems the contractor may do them all together at the end of the defects liability period. At the end of the defects liability period we will write to you to ask if there are any problems with the work that you have not reported. We will write and tell you when all the defects have been put right.

**Final project review**

If you have a residents’ association, key leaseholder or have a nominated person to represent you at site meetings they will be invited to a final review of the project with the project team.
Consulting with leaseholders

If a significant number of leaseholders are affected by the project, or if leaseholders request it, we will invite a representative from Homes for Haringey's Home Ownership team to the consultation meetings to discuss the implications for leaseholders.

Leaseholders will also be able to have a one-to-one meeting to discuss their specific needs, and the various payment options available to them.

Leaseholders are also legally entitled to receive information for any piece of work costing more than £250. These are known as Section 20 notices.

For the Decent Homes programme the first two statutory notices, the ‘Notice of Intention to enter into a Qualifying Long Term Agreement’ and the ‘Notice of Proposal’ have already been served prior to the appointment of contractor partners.

If you want more information about these please call the Home Ownership team on 020 8489 3048 or email: homeownershipteam@homesforharingey.org

Notice of Intention/Estimate (Section 20 Notice)

When the costs of the project works are decided, leaseholders will be sent the Notice of Intention/Estimate. This will be at least 30 days before works start at their home, estate or block.

The notice will:

- Describe the works in general terms, or say where and when a description of the works may be inspected
- Say why we consider it necessary to carry out the works
- Give you an estimate of the total cost of the proposed works
- Estimate the block cost, and estimate each individual leaseholder’s share of the total including fees
- Say when we estimate the works will start and finish
- Invite leaseholders to make written observations on the proposal within 30 days starting from the date of the notice.

We have a legal duty to consider any observations we receive in writing within 30 days and to reply to them in writing within 21 days of receipt.

We will not start work until we have considered the observations received and responded to them.
After handover

Leaseholders will receive the following letters after handover following completion of the works:

- The Practical Completion Newsletter will confirm that the works are complete, give the handover date and list any residents involved in the handover process. It will give details of who to contact to report defects during the defects liability period and include a satisfaction survey.

- In the 11th month of the 12-month defects liability period, we will write to you and ask if you have any problems that have not yet been reported.

- At the end of the defects liability period, we will write to you and tell you that the project is complete and that defects after this date should be reported to our Repairs Service.

Variations and additional works

We aim to inform the leaseholders where block costs increase by more than 10% above the Section 20 Notice of Intention/Estimate and the payment options available.

You can find more information about payment methods and options on our website at: www.homesforharingey.org/major_works_invoices

Getting ready for the start of the works

Detailed surveys by contractors

Your contractor will need to do a detailed survey of your home, block or estate before we decide exactly what works need to be done.

If they need access to your home they will give you an appointment with at least seven days’ notice. If the appointment is not convenient, you will be able to change it.

Please remember, it is a breach of your tenancy agreement if you do not allow us or our contractor partners access into your home to carry out a survey or a repair.

Photo identification

Always ask to see photo identification (and take the time to look at it) of anyone who wants to come into your home. If you are not satisfied the identity card is genuine please do not let the caller in.

Ask ask for their name and ID card, tell them to wait and make sure your door is closed. Do not phone the number of their ID card as this could be false.

If they claim to be from Homes for Haringey call us on 020 8489 5611. If they claim to be from Haringey Council call 020 8489 0000. If they are not genuine, call the police on 101.
If someone does try to visit your home and does not carry an ID card with them, please report this to your Contractor Resident Liaison Officer.

Your family’s health

Please let your Contractor Resident Liaison Officer know as soon as possible if you or anyone who lives with you has a health problem or disability that might be affected by the works.

Insurance

We always advise residents to have a home contents insurance policy. If you have one you should tell your insurance company about the work and when it is due to start and finish especially if there is scaffolding erected. If you don't have home contents insurance, we recommend you buy one. We offer a home contents insurance scheme for council tenants and leaseholders. For details visit our website at www.homesforharingey.org/homeinsurance.

Holidays

The Contractor Resident Liaison Officer will make appointments with you for the works to your home. If you are planning a holiday please let the Contractor Resident Liaison Officer know in good time so that suitable alternative appointments can be made.

Your belongings

You may need to move your belongings in your home and on your balcony, if you have one, to allow the contractors do their work. We will let you know in good time if you need to do this and the Contractor Resident Liaison Officer will provide you with storage boxes if you need them. If you are disabled, elderly or need additional support, please contact your Contractor Resident Liaison Officer.

Communal areas like hallways, staircases and landings areas must be kept clear at all times. You must not keep your belongings in communal areas – these must be kept clear in case of fire or an emergency.

TV satellite dishes

Where Homes for Haringey has installed a communal TV aerial to your block or home you must not install your own satellite dish. If you have a satellite dish on the outside of your home you need to take it down. If you do not take it down the contractor will be asked to remove it but will not refit it when works are finished.

Where we are erecting scaffold you must remove your dish otherwise our contractor will do so.

If you don't have a communal TV aerial installed by Homes for Haringey, both tenants and leaseholders must have permission from their Tenancy Management Officer before installing a satellite dish.
Where your satellite dish needs to be moved for any improvement works, it will be fixed to the scaffolding for the duration of the works.

If you have already installed a satellite dish and need to apply for retrospective permission please contact your Tenancy Management Officer on 020 8489 5611.

**Security grilles**

If you have fitted a security grille to a door or a window which is due to be changed as part of major or Decent Homes works you will need to take it down. If you don't, then the contractor will remove it.

Security grilles breach fire regulations which is why they will not be refitted.

### Choices available

We will:

- Offer you a range of styles and/or colours if you are having your front door changed. In blocks, the choice of the majority of residents will be used so that the block has a smart and co-ordinated appearance.

- Offer you a choice of four options for your kitchen if, as part of the programme, you are having a new one fitted. Each option specifies the units, worktop, wall tiles, floor covering and paint colour that will be used.

- Consult each resident about the choices for decorating the communal areas of their block, this will usually be done by ballot. Each resident will be able to vote and the selection is decided by the majority.
During the works

Health and safety

Time table of works – when we are working in your home

When we are working in your home your Contractor Resident Liaison Officer will give you two documents:

- A staff sign in sheet – all staff working in your home must sign in and out when they start and finish works each day
- A schedule of works – this will tell you when and what days staff will be working in your home.

We recommend you put these up in an easily accessible area of your home.

Your family’s health

If your health or the health of anyone living with you is affected by the works while they are going on please let your Contractor Resident Liaison Officer know. We will do our best to help.

Scaffolding

Do not allow your family or visitors to climb or get on to the scaffolding. Do not let children climb the scaffold or play near it.

Remember to keep the windows and doors of any room with scaffolding outside it closed and locked when you are out of the room.

Cleaning of communal areas

Our contractors will do a ‘sweep’ at the end of each day to ensure communal areas are tidy and clear of any work materials.

Once works are complete contractors will carry out thorough builders clean. This includes deep cleaning of communal areas, ‘making good’ of any green areas impacted by the works such as grass areas where site materials have been stored, and window cleaning to homes that have had scaffolding.

Security

Please remember to always ask for photo identification. Everyone working for Homes for Haringey and our contractor partners carry a photo ID card with them. Do not allow anyone into your home without first checking their ID card first. If anyone one does try to visit your home without identification please report this to your Contractor Resident Liaison Officer.

Children

These rules are designed to keep your children safe.

- Keep children away from work areas both inside and outside your home.
- Don’t let children play with constructors’ tools, materials, rubbish or skips.
- Do not let children climb the scaffold or play near it.
- Do not leave children under 16 unsupervised when people are working in your home.

**Pets**

Please keep your pets away from the contractors tools and equipment.

Keep pets secure and away from the work area when works are being done in or around your home.

**Accidents**

We want to keep you and everyone on site safe during the work. If you see anything that you think may cause an accident please contact your Contractor Resident Liaison Officer or Site Manager immediately. You will be given their contact telephone numbers including an out of hours number in your resident information pack. Your contractor will give you your resident information pack before works start.

In an emergency, or if you are not able to contact a member of site staff outside office hours, you can call Homes for Haringey on **020 8489 5611**.

The contractor will have an accident book on site and all accidents will be recorded in it.

**Good neighbours**

Building work can be stressful, but you can help by being a good neighbour. Please let the Contractor Resident Liaison Officer or your Tenancy Management Officer know if you think any of your neighbours may need extra help, especially those who are elderly, housebound or disabled.

**Site office**

Our contractor partners will have a site office in the area. The Site Manager, Resident Liaison Officer and Clerk of Works are based there.

**Questions, concerns and complaints**

Please contact your Contractor Resident Liaison Officer in the first instance. If you are unhappy about standards of workmanship or materials, you should report it while the work is going on. The Resident Liaison Officer will keep a file at the site office to record your queries.

If it is a simple matter it may be answered immediately or the next day. But if it is more difficult you will get a reply within five working days. The Compliance team will regularly check the file to make sure we take appropriate action to your concern.

If you are not satisfied with the answer you may use Homes for Haringey’s formal complaints procedure by contacting our Feedback team on **020 8489 5611**.
How we work together

We expect the highest standard of honesty from our Contractor partners and staff.

**Homes for Haringey**

- will make sure all work is completed to the standard agreed in advance with residents and partners;
- will check work at the end of the Defects liability period and put right any problems quickly.

**What we expect from our contractors**

All contractors we are working with will:

- tell you what work is planned and consult you before starting;
- keep you informed of progress during the project;
- put problems right as soon as possible;
- make and keep appointments with you;
- give you at least 21 days' notice before starting work in your home;
- finish work in your home within the time they have agreed;
- make sure you have electricity, a working toilet and running water at the end of each working day;
- make sure you can cook and wash in your home at the end of each working day;
- make sure work areas are kept clean and tidy at all times;
- make sure that where windows are being replaced the new ones are put in before the end of the day.
- ‘make good’ around windows and any other work area leaving a smooth surface ready for decorating;
- make sure you get clear instructions on how to use new equipment installed;
- ‘make good’ any damage to external areas such as grass areas damaged by scaffolding;
- make sure anyone working for them:
  - wears a photo identity card;
  - treats your home with care;
  - protects carpets, furniture and fittings;
  - leaves their work areas clean and tidy at the end of each working day;
  - makes sure your home is secure while working in it and at night;
  - does not smoke in your home;
  - does not use your electricity;
  - does not play music;
  - does not use abusive language and is polite and respectful.

**What we expect from you**

- Allow us and our partners into your home for surveys and essential health and safety works, electrical works and replacement of windows when we have given you reasonable notice.
- Keep any appointments that we make with you. If you have to cancel please tell us as soon as possible.
- Remove your belongings from work areas. The Resident Liaison Officer will give you storage boxes and get help with packing if you are physically unable to do so.
- Do not leave children under the age of 16 unsupervised in your home while works are going on.
- Leave any painted doors or windows open to let the paint dry but close and lock them at night or if you are going out.
- Give us honest feedback about the works.
- Treat our staff and partners with courtesy and respect. We will not tolerate abusive behaviour.
When works finish

**Signing off the work**

A short time before the work is due to finish the Clerk of Works or the Contract Administrator will inspect the work and check that it is up to standard. If work is done inside your home, this will also be inspected. We will ask you to confirm that the works we said we would do in your home have been completed. Please tell us if there is anything you are not happy with.

**Customer satisfaction survey**

When the work to your home is finished we will ask you to fill in a questionnaire (called a customer satisfaction survey) asking for your feedback on how the project went.

**Defects liability period**

The contractor must put right any problems that arise with the major works and Decent Homes works they have done during the 12-month defects liability period. For example, if new tiles came off the wall or the taps leaked in a newly fitted kitchen or bathroom, this would be dealt with straight away. If it is a minor item then the contractor would wait until the end of the 12-month defects liability period when an inspection will take place and any items that are raised will be completed at that time.

**Final project review**

There will be a final review of the project involving your residents’ association or other agreed representatives to find out:
- what went well;
- what did not go so well;
- what lessons we can learn for the future.

It will also include reviewing the results of the resident satisfaction survey. We will use the feedback we receive to improve future major work contracts.

**Homes for Haringey contact details**

Contact details for your contractor are in your resident information pack.

**Project managers**

Asset Management Team  
9th Floor, Alexandra House  
10 Station Road  
London N22 7TR  
Email: majorworksenquiries@homesforharingey.org  
Tel: 020 8489 1778

**Leaseholder enquiries**

Home Ownership team  
8th Floor, Alexandra House  
10 Station Road  
London N22 7TR  
Email: homeownershipteam@homesforharingey.org  
Tel: 020 8489 3048

**Tenancy Management enquiries**

Housing Operations  
108 Gloucester Road  
London N17 6GZ  
Email: customerservices@homesforharingey.org  
Tel: 020 8489 5611

**Feedback**

Feedback team  
108 Gloucester Road  
London N17 6GZ  
Tel: 020 8489 5611