First new Council homes in 30 years

PLUS: Haringey Development Vehicle update
Resident Board Member interviews
Meet your new tenancy teams

homesforharingey.org
Seeing people move into Haringey’s first Council homes for a generation has been a really good way to kick off 2017. I was delighted to join Councillor Strickland and the local Ward Councillors in having a cup of tea and chat with Pamela Gordon, one of the tenants of the new houses in Bounds Green. More Council homes are being built – including some available for low cost shared ownership as well as affordable rent. Please see the back page of Homes Zone for more details if you are interested in shared ownership as Haringey Council tenants are at the front of the queue for these properties.

You might also be interested in hearing what your elected resident Board Members make of their new roles on p10, and also meet some of our team members who you will probably not come across otherwise on p28. Here, our Move On Officer, Meshach talks about the important work of helping people in Temporary Accommodation to consider housing options other than waiting for a Council home. This can take many, many years, so we have to consider all options – including working with the private rented sector - to make sure people are able to have a home.

As well as our tough challenges, there is plenty of good news to read about in this issue. For example safety improvements at Northumberland Park (p17), tidying up of Stamford Road Park (p18), new lifts for 700 residents (p30) and we have reintroduced twice weekly sweeps on estates after feedback from you (p29).

Finally – if you value these updates from us – please do sign up to our new monthly eNewsletter – which we email out to you with the latest information on what we are doing – email communications@homesforharingey.org now!

Andrew
Haringey Council has unveiled the first new Council homes in Haringey for 30 years. Residents have already moved into the first four new properties to be completed at Barnes Court, Bounds Green, now managed by Homes for Haringey.

Cllr Alan Strickland, Cabinet Member for Housing Regeneration and Planning and Andrew Billany, Managing Director of Homes for Haringey, welcomed new tenant Pamela Gordon into her new home in Barnes Court in February.

New resident Pamela Gordon said: “The house has been a godsend. It’s happened at the right time. I’m hoping to go from strength to strength with this fresh start, and my children are very happy here also.”

In all 31 new homes will be built on former garage sites and car parks in seven housing developments across the borough. The new homes will be of a high quality, promoting sustainable development, energy efficiency, and affordability.

Once completed, the Council is handing over management to Homes for Haringey both the affordable rental and shared ownership leasehold units (see back cover).

Cllr Alan Strickland said: “Welcoming Pamela to her new home is a significant milestone as these properties are the first homes built directly by the Council in a generation. All of the Barnes Court residents previously lived in temporary accommodation, so it is fantastic to be able to welcome them to their new homes as part of our drive to deliver more affordable housing in Haringey.”
Your repairs: An interview with Chris Liffen

Our Executive Director of Property Services discusses unblocking sinks and sharing the responsibility of maintaining 16,000 homes across the borough.

What do you do?
I lead on all aspects of maintaining our residents’ homes, including our repairs service, the major works programme, mechanical and electrical installations and I’m also responsible for health and safety.

What’s new in the repairs service?
We are looking closely at who is responsible for what jobs around the home, as I think the line has become blurred in recent years. The repairs handbook and our tenancy agreements place the responsibility for undertaking day-to-day maintenance and repairing any avoidable damage on the tenant – but I’m not sure all our tenants are clear on this. We are now letting tenants know if a job is something they should be taking care of – and if they still want us to do it we will have to charge a fee. It’s not right that other residents effectively pay for unnecessary work to be done.

If this has always been the case, why is a change needed?
It’s fair to say we haven’t consistently followed our own rules. In the past tenants have requested repairs like changing a bathroom light bulb or unblocking a sink - which they really should have been dealing with themselves – and we’ve attended to them at no cost. We shouldn’t have.

Responding to these minor repairs simply isn’t sustainable, a good use of our operatives’ time or our tenants’ money.

Even without the recent 1% rent reduction, which has placed us under increased financial strain, we need to make sure that we use our time and resources effectively.

What does this mean for residents?
To most of them – not much. Most residents take good care of their
homes, dealing with maintenance issues as and when they arise. There are however, some residents who contact us about minor issues that they are actually responsible for.

What we want is for residents to take care of their own homes when they should, which helps us to use our resources on the jobs that really need it. For those who don’t already know how to deal with jobs like unblocking their toilet or sink, we’ve created a series of videos showing how to do some basic jobs so residents can deal with them in their own time and at no cost.

We’re not just trying to earn more money, we are facing increased financial pressures and we need to manage tenants’ money wisely.

**How will residents know which repairs they could be charged for?**

These are outlined in every tenancy agreement and our repairs guide. But to make it easy we’ve highlighted who is responsible for what on our website - just look for the repairs section – and in a handy leaflet – just ask one of our operatives for one. We’re not trying to catch anyone out, we just want to remind our tenants to help themselves whenever they can.

**Gas Safety checks – important reminder!**

You are required to let us into your home every year to check any gas appliances you have, such as your boiler.

We will contact you with a proposed time to do this.

If you don’t contact us, and don’t let us in we have to go to court to get access which costs money and wastes time.

Be warned – we are now looking to recover these costs from tenants who obstruct these vital safety checks.

To find out more about repairs or view our new repairs videos, visit the website at www.homesforharingey.org.

Read about our handyperson service for the over-60s on p19.
Changes bring better services

We have recently introduced changes to the teams working directly with you on and around our neighbourhoods. What does that mean for you? Well you will see more efficient, responsive services. For example, there will be an increase in the number of face-to-face visits we make and the introduction of mobile cleaning and caretaking teams.

At the same time, we are working to ensure that this improved level of service is also cost-effective. For example, staff will have handheld tablets on which to better record information as and when they receive it – directly from you – rather than going back to the office to write up a report.

Astrid Kjellberg-Obst, Homes for Haringey’s Executive Director of Operations explained: “These changes have been made to improve the services we provide. The teams understand that they can make a difference in what they do and will be focusing on solving challenges for you, our customers.”

Supported housing properties will also now be looked after by the new teams with scheme managers continuing to provide support in the usual way.

Tenancy management team

There are four tenancy management teams consisting of housing liaison officers conducting visit-based work. Each team is assigned a geographical area and has a dedicated manager (see below and right for their names and areas).
We have also recruited case workers who will manage more complex issues such as legal matters relating to tenancies and investigate reports of fraud and anti-social behaviour. They will also work with vulnerable tenants to address their specific needs.

**Estates and neighbourhood services**

Estates services operatives are responsible for the caretaking and internal cleaning of our estates. They work in a mix of estate-based and mobile teams. They also look after the cleaning of our supported housing units.

Neighbourhood improvement officers – led by manager Chris Vavleksis (left) – are the people you will see on estate walkabouts and are also responsible for small improvements and the introduction of estate controlled parking schemes.

Neighbourhood improvement officers have been assigned one of four geographical areas: West Haringey, Wood Green and North and South Tottenham.

**If you need to contact us:**
If you have a query, a comment or want to report a repair or another issue, here are the ways to contact us – your query will be fed through to the right team within Homes for Haringey.

- [www.homesforharingey.org](http://www.homesforharingey.org)
- My Haringey Home app
- customerservices@homesforharingey.org
- 020 8489 5611
What is the Haringey Development Vehicle (HDV)?
The HDV will be a 50:50 partnership between Haringey Council and a private partner, Lendlease, a leading property group. This is subject to final Council approval in the summer. This is planned to be a long-term partnership which will last for at least 15-20 years with the first phase of sites seeing a planned 5,000 new homes built, a new town centre in Wood Green and thousands more jobs created.

The way the partnership will work is that Haringey provides some of its council land to be developed and Lendlease matches this with cash and its development expertise. The HDV will enable Haringey Council to deliver on its promise to residents to put new homes and new jobs at the centre of its ambition for the borough.

Why can’t you build new homes without private investment?
Haringey Council owns a significant amount of land that could be developed to bring about this growth. But the Council lacks the finance and skills to bring forward homes and jobs on that land at the scale, pace and quality that is needed. Therefore, it has considered a range of options for bringing in finance and skills from a private sector partner, and has chosen an approach that achieves this goal while retaining a share of control – and a share of the proceeds – for the Council.

Is my home affected?
The development projects proposed for the first phase of the Haringey Development Vehicle are the Northumberland Park regeneration area, the former Cranwood care home in Muswell Hill and the Council’s Civic Centre, Station Road offices and Library in Wood Green.

For up to date news and information about the HDV including a comprehensive set of questions and answers, please visit the Haringey
Haringey Council and Homes for Haringey have been working with the local residents, resident association representatives and businesses in Northumberland Park, since summer 2014 to develop ideas for improving and regenerating Northumberland Park. Specific Northumberland Park details and FAQs can be found online www.tottenham.london/np.

MYTH-BUSTING

Does the HDV mean the Council is just selling off its land, including housing estates?
No. No land can be transferred into the HDV until a business case has been agreed with the Council’s Cabinet and all conditions are met. In the case of housing estates, full consultation with residents will take place on any development proposals.

Will Council tenants in a home proposed for redevelopment have the right to return to a property on the same estate?
Yes. The Council’s overall policy on housing estate renewal says clearly that it will always do its utmost to rehouse any existing council tenant in the same area, if that is what they want.

This policy covers all estate renewal projects, however they are delivered.

For the projects the Council is proposing be delivered by the Haringey Development Vehicle, including at Northumberland Park, it has made clear its commitment to go further and offer a guarantee of return to every resident that wants it.

But won’t this lead to higher rents and less secure tenancies?
If you are an existing tenant and you move into a new home built by the HDV you will be offered a new tenancy which will be as close as possible to the existing tenancy (with the exception of right to buy) and on a Council level social rent.

How much of the housing will truly be affordable?
The Council wants to build as much affordable housing as possible. London faces a housing crisis which affects all boroughs including our own. The Council’s aim is to deliver the maximum number of good quality affordable homes across the borough.

In Haringey’s Housing Strategy and Planning policy there is a target that 40% of new homes built should be affordable housing, as well as more detailed descriptions of the different kinds of affordable housing that will be particularly prioritised in different parts of the borough.
Homes for Haringey welcomes two new and two returning Members to the Board.

In the highest turnout on our records, with more than 11,000 people voting, it was particularly encouraging to see the number of digital votes during this election: with nearly 60% opting to use the internet or their mobile phone rather than the post to cast their votes.

The newly-elected candidates began their three year terms as soon as they were approved as Members at the Homes for Haringey Annual General Meeting on 24 October 2016.

The three council tenants and one leaseholder, will represent the interests of 22,500 residents at Homes for Haringey formal board meetings. They will sit alongside Haringey Councillors and independent Board Members as they help improve our services to you and scrutinise our work through close contact with Homes for Haringey’s senior management team on issues within their portfolios.

Georgina, a tenant from Tottenham Hale, will serve her third and final term on the Board. She told voters she aims to be the voice of Haringey residents and will seek to address housing issues such as anti-social behaviour and repairs.

Describe what you love about Haringey in three words
Dynamic - Progressive - Multicultural.

What would you like to help happen in the next 12 months?
To date the board has been instrumental in accomplishing improvements across all services within the organisation. My short-
term vision would be to achieve the following:-
• Improved resident satisfaction
• Be more proactive with housing demands and homelessness
• Stricter penalties for anti-social behaviour thereby encouraging happier and safer neighbourhoods

However my long-term vision as part of the board is to try and achieve a better housing environment, improved communities and safer neighbourhoods where residents would be happy to live and thrive in.

Tell us one thing you think Homes for Haringey does well and one it could improve?
Homes for Haringey listens and includes residents in all sections/ aspects of the organisation to improve and enhance service delivery. Currently we need to continue to address the matters surrounding the rising demands on housing and homelessness.

Adzowa Kwabla-Oklikah
Adzowa, a leaseholder from St Ann’s is serving for the second time and has experience of the challenging and changing environment in which Homes for Haringey works.

Describe what you love about Haringey in three words
The fact that it’s: Vibrant. Eclectic. Buzzing.

What would you like to help happen in the next 12 months?
I’d like to help deliver better, more specific communications with leaseholders to include a leaseholder

(continued overleaf)
El-Farouk, a tenant from Tottenham Hale, said he would work to ensure that the community is well informed of changes and are represented in the boardroom.

Describe what you love about Haringey in three words
Multiculturalism, tolerance and harmony.

What is your view of board meetings now that you have two under your belt?
I really enjoy the board meetings, as now I am getting a real insight into Homes for Haringey. It gives me the opportunity to scrutinise, have a say on different projects and ensure these are right and delivered accordingly in a timely manner.

Tell us one thing you think Homes for Haringey does well and one it could improve?
Listen. Reach out to a wider audience so no-one is excluded from participating in the conversation.

“I’d like to help deliver better, more specific communications with leaseholders”
-Adzowa Kwabla-Oklikah

newsletter and dedicated contact points for leaseholders. Looking at the bigger picture, providing more housing in order to help our residents move out of temporary accommodation has to be a priority. The service is extremely overstretched and action is needed to relieve the pressure on the existing stock. If I can use any of the commercial skills I have gained from my career to help deliver new stock, I will gladly do so.
resident expectations. Although I would like to see service delivery being done in a timely and transparent manner. Residents need to have an easy platform to be informed of their rights and duties, to ensure very good value for money.

What is your view of board meetings now that you have two under your belt?
I have attended board meetings and have found them informative and progressive.

What would you like to help happen in the next 12 months?
I would like for Homes for Haringey and its constituents to engage in even more communications.

Tell us one thing you think Homes for Haringey does well and one it could improve?
Homes for Haringey deliver excellent services, e.g. throughout Christmas 2016 and the New Year period, operatives were out keeping our streets clean and collecting refuse and recycling, despite the cold weather.

Describe what you love about Haringey in three words
The people within.

“I really like the way HfH is taking resident feedback seriously.”
-El-Farouk Said Mohammed Cheik

“I have attended Board Meetings and have found them informative and progressive.”
-Yvette Davis

Yvette, a tenant from Tottenham Green is new to the Board and told voters she would ensure that the views, concerns and needs of the residents she represents are heard.
Stay up to date with benefits changes

There have been a number of changes to benefits in recent months. Make sure you know whether there is anything you need to do and get in contact with us if you need any support.

Going away from home?

You must tell the Benefits Service if you plan to go away from home for more than four weeks. The rules have changed and your Housing Benefit will stop the day you leave if you travel out of the country for more than four weeks - 13 weeks if you travel within Britain.

There are a few exceptions, e.g. for people receiving medical care, or after the death of a close family member. Ask the Benefits Service before you arrange to go away so you don’t come back to a big debt.

Benefit Cap changes

The Government is reducing the Benefit Cap, which is the amount of welfare benefits a working-age family can

Exceptions

The Benefit Cap does not apply to people who are:

- Disabled
- Over the age of 60
- Single parents working 16 or more hours a week
- Couples with a child who work 24 or more hours a week
- Over 25, without children, and working 30 or more hours a week

There are new exemptions for guardians and carers. If you are a guardian or provide care for more than 35 hours per week, apply for the guardian or carers allowance and inform the Benefits Service.
claim. In London, the cap for couples and families is decreasing from £500 to £442.31 a week, and from £350 to £296.35 for single people with no children.

The main benefits included are Child Benefit and Tax Credit, Jobseekers Allowance (JSA), Income Support, Employment and Support Allowance (ESA) and Housing Benefit. If your benefits exceed the cap, a deduction will be made from your Housing Benefit.

**Who can help?**
Those affected should have received letters offering help from the DWP, the Council’s benefit service and Homes for Haringey.

Our Welfare Benefits Adviser, Pauline Donaldson, recently provided advice to a single mother of three living in temporary accommodation which resulted in the family remaining in their home.

Pauline also referred her to the Job Centre Plus for an English as a second language (ESL) class, and help with CV writing to improve her prospects to find work in the future.

(continued overleaf)
Are you ready for Universal Credit?
Universal Credit is a single monthly payment which merges the unemployment benefits, tax credits and housing benefit of people in or out of work.

In Haringey if you are single and make a new claim for income-based JSA or ESA, you will be told to claim Universal Credit. This will apply to all new claims from July 2018.

If you already claim benefits you don’t need to do anything. You will be told if you need to do anything differently.

Under Universal Credit if you start work there are no limits on how many hours you can work per week, instead, the amount you get will gradually reduce as you earn more, so you won’t lose all your benefits at once.

How can I prepare for Universal Credit?
• Online: You have to claim Universal Credit online so you should ensure that you can use a computer and have access to a tablet, laptop or PC. We can arrange free training with our Digital Champions on how to use a computer. Contact our Resident Engagement team at resident.involvement@homesforharingey.org
• Bank Account: Universal Credit is paid into your bank account monthly. You will need a current account that can receive payments and make monthly Direct Debits or Standing Orders. If you need help opening a bank account please let us know.
• Budgeting: Many people find the change from weekly to monthly payments difficult, we can run workshops to help you prepare.
• Saving: When starting on Universal Credit many people find the most difficult time is in the first 6 to 10 weeks when they receive no money. You could set up a savings account with the London Capital Credit Union, with only small regular payments, which will enable you to borrow at very reasonable rates if you need a loan from them.

Do you need help?
If you are affected by the Benefit Cap or Universal Credit, want to prepare in advance, or need help please contact: Michael Burke, Welfare Reform Lead email incomecollectionteam@homesforharingey.org.
Homes for Haringey has improved security at Northumberland Park with a new type of door entry system.

Following feedback from local residents we have taken steps to tackle anti-social behaviour at Altair Close and Stellar House.

We have improved the footpath leading to Stellar House from the High Road, installing a security gate and removing nearby fences to create a play area for children on the estate. Further security gates to some properties have been fitted at Altair Close.

First of its kind

A wireless door entry system – the first of its kind within Homes for Haringey estates - has been fitted to provide the most cost-effective entry system through the new security gates.

Peter Purdie, Head of Estates and Neighbourhood Services said: “We are always keen to listen to residents and to work with them to find the best solutions to issues they are facing. We are happy to have come up with a cost-effective and innovative means of tackling anti-social behaviour so that our residents feel more safe and secure.”

Since the new gates and doorbells were installed at Altair Close anti-social behaviour has significantly reduced outside these properties.
Improving for you: Stamford Road Park

A project to make Stamford Road Park cleaner and greener for residents and visitors is underway.

Stamford Road Park has previously faced issues with rough sleeping, anti-social behaviour and litter, discouraging many residents from walking in or using the space. The project to transform Stamford Road Park into a space all can enjoy began with an intensive clean-up removing overgrown bushes and discarded rubbish.

Feedback

Following feedback from residents, Homes for Haringey will be installing new lighting in the spring to brighten the park and improve safety.

We have commissioned Living Under One Sun, a local not-for-profit organisation, to work with the community. They will explore with residents what they want from the space so it can be valued and used.

Consultation

They have already consulted with local residents helping to inform how the project will progress. They are also helping and supporting residents to develop a Friends of Stamford Road Park group.

Peter Purdie, Head of Estates and Neighbourhood Services at Homes for Haringey said: “Stamford Road Park has the potential to be a space that everyone can use and enjoy. It’s very important that the local community has their say on our improvements to the park so we can deliver something they want and can take ownership of.”

This is just the beginning of the Stamford Road Park project; watch this space for further updates.
New handyperson service for older residents

Older residents in Haringey who need a helping hand for jobs around the house can call on a new service. The handyperson service allows residents aged 60 and over to get a range of DIY jobs carried out easily and quickly at an affordable price of £25 an hour.

The service has been jointly commissioned by Haringey Council and Haringey Clinical Commissioning Group to be carried out by Homes for Haringey until April 2017 and replaces a previous scheme that was run by Age UK.

Residents can call 020 8489 3854 to book a handyperson.

The extensive range of jobs which can be carried out includes:
- Fitting locks, spy holes and door chains
- Moving furniture
- Assembling flat pack furniture
- Changing tap washers
- Fitting grab and stair rails
- Changing light bulbs, fuses and plugs
- Putting up shelves, hanging pictures and mirrors

Scrutiny Chair recognised as Haringey Hero

Yvonne Denny, Chair of the Homes for Haringey Resident Scrutiny Panel, has been recognised for her volunteering efforts at the Haringey Heroes awards. Presented by Councillor Ozbek, Mayor of Haringey, the awards acknowledge members of the community who are doing incredible work that often goes unreported.

A committed volunteer, Yvonne has served on the Homes for Haringey Resident Scrutiny Panel since 2011 and now sits as its Chair. Yvonne has scrutinised services which include complaints, estate services and winter planning.

Homes Zone Spring 2017
Last year members of the Resident Scrutiny Panel (RSP) collectively gave over 2,000 hours of their time to the work of the Panel.

We know that not everyone can give this amount of time so the RSP has set up a new group called ‘Friends of Scrutiny’.

**Mystery shopping**

Friends will be updated on what the Panel is doing, be invited to take part with surveys, attend focus groups, join us for mystery shopping exercises and attend our training sessions.

It means that you have control over the activities you get involved with and the time that you give. It may be a good way to find out what the RSP does and see if it is for you.

Nelly Tackie Vice Chair of the RSP said: “I am delighted that we have set up Friends of Scrutiny and look forward to having a group of residents that can help us gain wider feedback into our reviews through a range of activities.”

If you’re interested in joining Friends of Scrutiny, complete an application form and come to a briefing session to hear what is planned for 2017.

To find out more please contact us at residentscrutiny@homesforharingey.org.

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**Achievements:**

- 2 service reviews
- 3 ‘light touch’ reviews
- Held 4 focus groups
- 95% of recommendations accepted
- Attended 10 estate inspections
If you, or someone you know, owns their property and wants to rent it out then look no further than us! We offer a range of incentives, and a programme that has been endorsed by many happy landlords.

We offer:

- Either up to £4,000 incentive or rent guaranteed for up to five years
- Reliable tenants
- Dedicated landlords support at no extra cost
- Free management
- Fast track payments
- Guaranteed rents with no loss of income if property remains empty
- Long leases available – 3 to 5 years
- Help with tenant eviction and collecting rent
- Property experts with local knowledge

We are looking for all types of properties in and outside of Haringey for waiting tenants. If you have rental properties in or out of London, call Homes for Haringey’s experienced lettings team on 020 8489 1010 or email landlords@haringey.gov.uk for more details.

Some of the feedback we have received in 2016 includes:

“Homes for Haringey provided the right kind of tenant as well as after support.” – Sarju Shah, landlord

“We are...using this rental scheme and would recommend Homes for Haringey for prospective landlords.” – Ania Lambryczak, landlord

You can find more information on our website www.homesforharingey.org.
Are you....?

Focused

Reliable

Dedicated

Objective

If so...then the Resident Complaints Panel needs you!

Haringey is a diverse borough and we are looking for people from all walks of life and with a range of skill-sets to join the panel. The panel is on the lookout for new members who can use their experience and knowledge to try and resolve resident complaints and help shape our services.

Panel members come from across the borough and get free training and continuous support to help them contribute to the panel.

If you’re interested in expanding your skill-set and helping fellow residents, contact us on 020 8489 1069 or at governance.team@homesforharingey.org.
What is the Resident Complaints Panel?

The Resident Complaints Panel was set up in 2013 to allow residents to play a role in helping resolve complaints from other Homes for Haringey residents. They are sometimes called upon to independently review complaints which cannot be resolved.

The Panel can then do one of three things:

1. **RESOLUTION**: Recommend a resolution in terms of action for Homes for Haringey if it has been found to have failed in delivering a service.

2. **REJECTION**: Refuse or reject the case if it is found that Homes for Haringey has been reasonable and there is no need for any further action.

3. **REFERRAL**: Refer the case to the Housing Ombudsman if it is found there has been a service failure but if either side do not accept the finding.

The panel also highlights how Homes for Haringey can learn from these complaints and suggests how to prevent issues arising in future.
Are you being penalised by the “bedroom tax”? Or struggling to pay bills for a bigger house? If so think about downsizing. By moving to a smaller home, you can help a larger family find a council home that accommodates them and help us to tackle homelessness and overcrowding in the borough.

**Transfers**

If you are living in a council home with more bedrooms than you need, you can apply for a transfer to move to a smaller home. Residents moving from a home with three or more bedrooms to one with at least two fewer bedrooms will be given high priority.

To make an under-occupation transfer, join the Housing Register online at www.haringey.gov.uk/housingapplication.

For more information contact our Under-Occupation Adviser on 020 8489 4771.

**Mutual exchange**

This allows you to swap your council home with

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**You will receive:**

**£2,000**
If you are living in a home with 3+ bedrooms and move to a home with two fewer bedrooms

or

You are living in a home with 2 bedrooms and transfer to a bedsit or one-bedroom home

**£500**
If you have 3+ bedrooms and are willing to downsize by one

Please note:

Any rent arrears will be deducted from your payment.

Tenants moving as a result of grant of tenancy are not entitled to these incentives.
another council or housing association home in Haringey or elsewhere in the UK. The same financial incentives apply if the incoming family will not be under-occupying the home.

To find someone to swap with, there are a number of schemes available online, the below are free to Homes for Haringey tenants:

- Home Swapper,
- Homefinder UK and
- House Exchange

You can also use UK Homes Swap and Council Exchange Site.

For more information about mutual exchange, visit our website or contact us on 020 8489 5611 (Mondays to Fridays, 8am to 6pm) or email us at customerservices@homesforharingey.org.

**Supported housing**

If you are over 50 or have support needs you might be eligible for supported housing. These schemes offer secure, self-contained accommodation as well as an alarm system for help in emergencies, support from a scheme manager, 24/7 support if needed and social activities with other residents. These are primarily one-bedroom flats offering residents the independence they are accustomed to.

Find out whether you are eligible for supported housing by requesting an assessment. This request can be made by you, a relative or friend, a social worker or health visitor, your community centre or your day centre.

For more information about supported housing or to request an assessment, visit the Haringey Council website; contact the older people’s support team on 020 8489 2320/2326 or by email at supportedhousing.olderpeople@haringey.gov.uk.
We are pleased to present the new Homes for Haringey website. With this new redesign, we have made it easier for you to access information and services to help look after your home. The site still gives you 24/7 access to your account – you can pay your bills, report issues and update your details anytime you like.

On the home page we have highlighted the most used features from the previous Homes for Haringey website, making them much quicker to find. You can swiftly report a repair, find out about major works, pay your rent, access homelessness and tenancy advice and provide feedback.

**Works search**
The Major Works postcode search was a particularly popular feature on the old website but it was not easy to find. By having the search function on the home page, we are putting one of our most popular features at the first point of entry to the site so you can immediately find out about works in your area.

**Advice and support**
Many of you said that accessing advice and support was important to you so we have made information about topics such as finding work, managing money and support services easily available from the home page.
Mobile devices
You can access all of the services featured on our website from any device. It adjusts to fit any screen so whether you have a mobile or a tablet it can work for you, letting you check on repairs or pay bills on the go.

Repairs Videos
You might recognise some members of our repairs service in our new videos showing you how to manage small household tasks such as unblocking a toilet and changing a bathroom light bulb.

We worked with social enterprise MedioritePlus who provide young people with the opportunity to produce professional content for paying clients. Our videos generated paid work for four local young people through pre-production, production and editing work. Additionally, the logo was designed by a young designer from MedioritePlus’ sister social enterprise Poached Creative.

Videos
As well as the repairs service, a few other departments at Homes for Haringey are using video to explain things in exciting and entertaining new ways. Take a look at our new videos for leaseholders, including one which explains how service charges are calculated.

News and events
Many of you said that you wanted to know more about what was happening at Homes for Haringey so we have made this easy by featuring both news and events clearly on the home page. Flick through the calendar and find out what’s happening in your area.

Take some time to explore the new site and let us know what you think at communications@homesforharingey.org.
I work closely with families living in temporary accommodation (TA) and let them know what options are available to them. What we aim for is for that family to move to a home where they’re going to be comfortable and that suits their needs.

As a new team, we’re still getting into the swing of things. The first thing I do when I get into the office is look at the spreadsheet I created to monitor the cases we are looking at. Then I get in touch with people to arrange assessments – either at their home or in the office here in Wood Green.

We need to get as much information as we can about the family in terms of employment, household composition, whether there are any children in school that are about to take their GCSEs, whether they’re interested in moving outside of London – things like that.

The more information we have, the better we can organize a move on that suits a family.

I also have to deal with last minute ID checks before people view or move into a property – these always have to be done immediately because otherwise the whole process of moving can be delayed.

I joined the Move On team for a challenge, and it’s definitely that!
Keeping our estates clean and tidy

Housing estates have seen their litter picking and sweeping services increased to twice weekly from January in a bid to reduce accumulated litter, leaves and illegally dumped items.

Four mobile cleaning teams conduct litter picks and sweeps within the grounds of our estates. The mobile crews work six days a week from bespoke caged collection trucks to provide a more responsive, better quality service. An additional vehicle collects illegally dumped items.

Proud

Astrid Kjellberg-Obst, Homes for Haringey’s Executive Director of Operations explained: “We want our residents and leaseholders to be proud of their estates. We listened about improving the appearance and cared-for look of the estates and introduced this service.”

Litter picking (left to right) Cllr Peray Ahmet, Cabinet Member for the Environment, Cllr John Bevan, Northumberland Park Ward, Astrid Kjellberg-Obst, Homes for Haringey’s Executive Director of Operations and Cllr Alan Strickland, Cabinet Member for Housing Regeneration and Planning
Residents benefit from faster, energy-efficient lifts

In recent months we have invested in improving the lifts in a number of blocks on our estates as part of our Major Works programme for 2016/17. In total, we are replacing 15 lifts.

Beginning in August, the replacement programme has so far installed new lifts in Tottenham’s Millicent Fawcett Court and Wood Green’s Stellar House. We will soon be finishing installations at Thomas Hardy House (Wood Green), Newberry House (Wood Green) and Blenheim Rise (Tottenham).

David Sherrington, Director of Asset Management at Homes for Haringey said: “Having reliable lifts is a priority for our residents who live in blocks since they use them on a daily basis to go about their lives. We’re pleased to be investing in providing faster, newer lifts for over 700 households.”

In addition to being more reliable, the new lifts are more environmentally-friendly.

This year, the programme will continue with lift replacements on the Weymarks and Woodmead estates in Tottenham. The programme is due for completion at the end of March.

You can do it online

Get monthly updates from Homes for Haringey with our monthly e-newsletter. To sign up, email communications@homesforharingey.org.

Download My Haringey Home and report repairs, get advice and access services at the touch of a button.

Manage your account, pay bills and update your details with See My Data – your online account.
Residents seeking credit are being encouraged to steer clear of loan sharks and payday loans and instead take control of their finances by using responsible loans companies such as Fair for You or the London Capital Credit Union.

Fair for You provides low interest loans to buy brand new items directly from the manufacturer which can be repaid on a weekly, fortnightly or monthly basis. Unlike most payday lenders, Fair for You ensure that you can afford a loan before granting one and customers own their purchases from day one.

“I’m a single parent on disability benefits so it’s hard for me to try and get credit,” said Alexandra. “I needed a new cooker – it was an emergency. I was expecting to be waiting for days and days but you approved me so quickly. I applied on Monday and they came on Thursday to put in the cooker. I was delighted!”

Also, unlike commercial operators, the not-for-profit London Capital Credit Union offers great value loans and easy ways to save.

Arlene Francis from Tottenham and her 13-year-old son, Nathan, are strong supporters of the Union. Arlene saves for, “a holiday or if any emergencies come up” while Nathan said: “Saving is not easy but is a good thing to do and is useful if you want to buy bigger things in future such as a car.”

For more details go to: www.fairforyou.co.uk or www.credit-union.coop
Are you interested in shared ownership properties in Haringey?

Council tenants are being prioritised for the opportunity to buy a shared ownership property in the borough – as part of a Council scheme to build 31 new homes in Haringey.

There are currently two bedroom apartments in Wood Green and North Tottenham and a three bedroom house, also in Tottenham.

Shared ownership is aimed at helping people in housing need who are unable to afford to purchase a property in the open market and is therefore subject to applicant eligibility and affordability requirements. It allows people to part-buy and part-rent their home. You buy a share of the property and pay rent on the remaining share.

The usual priority scale for this type of accommodation is:

1. Existing Haringey Council and housing association tenants.
2. Those in LB Haringey temporary accommodation.
3. Haringey Housing Register applicants (housing waiting list).

Applicants for shared ownership properties on Haringey’s Housing Register are prioritised in the following order:

1. Homeless families and children
2. Those in overcrowded properties
3. Vulnerable people
4. Those with a strong local connection to the borough
5. Remainder of Housing Register

If you are interested in seeing these properties, visit the Homes for Haringey website. To find out more about shared ownership, please visit the Haringey Council website www.haringey.gov.uk.