Stock condition surveys
Some residents may have received a letter from Homes for Haringey about undertaking stock condition surveys for Imperial Wharf Estate. Homes for Haringey carries out a stock survey on a sample number of tenant and leasehold properties every few years borough-wide to ensure information about the condition of council housing in the borough is kept up to date. This enables Homes for Haringey to plan for the future repair and maintenance of the homes. As Imperial Wharf was not included in the previous survey it has been included in the current survey.

Homes that have been identified for the survey as a sample study would have had a letter sent to the resident early March.

This condition survey is separate to the conversation the Imperial Wharf community is having with Haringey Council regarding the future of the estate.

General Election
All Council’s are restricted from meeting with residents during the six week lead up to the General Election, from 30 March to 7 May.

We will not be carrying out any consultation, steering group meetings, public meetings or events during this time however if you have any queries, concerns or questions during this time you can contact the Communities team on 020 8489 5321 or email myquestion@homesforharingey.org and home visits can still be arranged. In addition, you can continue to contact your Independent Advisors, Newman Francis on 0800 644 6040 or 0208 536 1436 or email imperialwharf@newmanfrancis.org

Changes to Haringey Council switchboard
You will be offered different options when you call the council on 020 8489 1000 (the options below are those most relevant to the Imperial Wharf estate and serviced by Haringey):

Option 1. Payment for council services (automated telephone payment service)
Option 3. Haringey Housing Benefit
Option 5. Haringey school admissions
Option 6. Haringey housing
Option 7. Other Haringey services
**Estate Inspections**

Your estate’s Quality Assurance Officer (QAO) Oreain Robinson will be writing to you after General Election inviting tenants and leaseholders to attend the next Imperial Wharf estate inspection. QAOs manage estate inspections to monitor communal estate improvement works and investigate communal repair issues. Look out for future information about this!

**Imperial Wharf Resident Steering Group**

The Resident Steering Group have been meeting every third Tuesday of the month and include a mix of tenants, leaseholders and freeholders. The Steering Group have worked well since they were established on the following projects over the past six months:

- Chosen and appointed an Independent Advisor, Newman Francis and agreed the performance criteria to manage the contract for Newman Francis
- Reviewed and checked information from Newman Francis and the Communities team ensuring that newsletters are easy to understand and free of jargon and translated.
- Worked with Homes for Haringey’s Housing Management, Estate Services and Quality Assurance to improve services.
- Worked with Newman Francis to promote the Community Visioning Day.

**Who is my Tenancy Management Officer?**

Denise Thomas is the Tenancy Management Officer (TMO) for the Imperial Wharf estate. Tenancy Management Officers provide advice on a wide range of tenancy management matters. Contact Denise on 020 8489 5611 or email customerservices@homesforharingey.org

**Repairs**

It is business as usual with reporting your repairs issues – by calling 020 8489 5611 or you can report a repair online by signing up to your free online account at www.homesforharingey.org/seemydata.

**About the Communities team**

Homes for Haringey’s Communities team is working on behalf of Haringey Council to engage your community in the future of your estate. It is made up of the following dedicated officers:

- Chantelle Barker Communities Programme Manager
- Grace Ayeni Communities Project Officer
- Michael Baker Communities Project Officer
- Lema Halabi Communities Project Officer

**How to get in touch**

If you have any queries or want to speak to a member of the Communities team contact us by emailing myquestion@homesforharingey.org. You can also call 020 8489 5321.

Keep up to date online at www.homesforharingey.org/haveyoursay

If you require a translated copy in another language please contact the Communities team.