



## Rules of residence for tenants in council leasehold properties

Welcome to your new home! While your landlord is responsible for repairs and the safety in the home you are renting, the housing services for your block/estate are managed by Homes for Haringey.

We are a non-profit arms length management organisation (ALMO), set up and owned by Haringey Council to manage its housing. We are responsible for the structure of the building the home you are renting is in and we also work with Haringey Council to take action to tackle anti-social behaviour.

We want everyone to enjoy living in their council home and are therefore asking everyone living in council properties to be familiar with the following rules:

### Allowing us access into your home

It is really important that you allow us access into your home so that we can:

- carry out urgent work, especially in emergencies such as fire or water leaks; or
- carry out repairs, inspections or improvement works to the building.

If your block has a controlled entry system, please don't let any unauthorised person into the building without checking who they are. All Haringey Council and Homes for Haringey officers including contractors working for us wear ID badges, and won't mind waiting for you to check their ID first.

### Anti-social behaviour and noise

You must not cause an anti-social behaviour or damage to property or the building.

- You must not cause excessive noise, especially late at night.
- You must keep your floors properly insulated against noise.

We take anti-social behaviour including noise nuisance or any form of harassment extremely seriously and work with Haringey Council to prosecute offenders. Find out more about how we tackle anti-social behaviour and how to report it on:

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

### Cleaning

Our Estate Services are responsible for keeping the lift, stairs and communal areas clean. Make sure you keep the area outside your front door clean. You can find out more about our estate services at: [www.homesforharingey.org/neighbourhood](http://www.homesforharingey.org/neighbourhood)

### Damage

You must not cause any damage inside or outside your flat, deliberately or through neglect.

## Fire safety

You must not do or allow anyone else to do anything that could increase the risk of damage to or fire in your flat or building. Please do not store materials that can catch fire easily (such as petrol, or bottled gas).

To find out more about fire safety go to: [www.homesforharingey.org/firesafety](http://www.homesforharingey.org/firesafety)

## Garden

If you have a garden, please make sure you:

- keep it neat and tidy;
- do not allow anything to grow over two metres (6½ feet) high;
- do not keep animals in your garden;
- do not park a vehicle in it;
- do not put any rubbish there, light a fire or burner, or keep a compost bin that may be a nuisance to your neighbours.

## Parking

- You must not park heavy goods vehicles or caravans on the estate
- You must not block any entrances to the building or estate

Check that you have the correct parking permits for parking your car. If your estate has an estate controlled parking scheme, you can apply for estate parking permits. If you park in a controlled parking zone, make sure you have a valid parking permit.

For details, visit: [www.homesforharingey.org/parking](http://www.homesforharingey.org/parking)

## Refuse and recycling

- You must not put rubbish anywhere except in the rubbish bins we provide.
- You must not leave rubbish, in any communal parts of the building such as corridors, outside the building or in any parts of the grounds or estate.
- Please use your local recycling facilities. For more information about rubbish collections and recycling visit Haringey Council's website at:  
[www.haringey.gov.uk/recycling](http://www.haringey.gov.uk/recycling)

## Responsibility for others

You must make sure that members of your family or visitors behave properly

## Satellite dishes

You must have our permission if you want to install one – they are not generally permitted where there is a communal reception system.

## Using your flat

- You must only use your flat to live in.
- You must not run a business from it.
- You must not use your flat for illegal or immoral purposes such as for drugs.
- You must not put any notices in your windows or outside.

If you have any questions about any of our housing services, please contact Customer Services on **020 8489 5611** or email them at:

[customerservices@homesforharingey.org](mailto:customerservices@homesforharingey.org)