



**Haringey**  
LONDON

# Repairs handbook Haringey Council



**Repairs helpline 020 8489 5611**

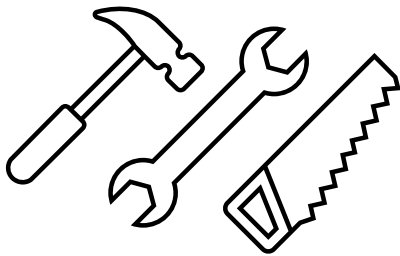
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# Who we are and what this booklet is about



We are Haringey Council. We are your **landlord**. A **landlord** is who owns the place where you live.



This is your **Repairs Handbook**. A **repair** is when we fix something that is broken.

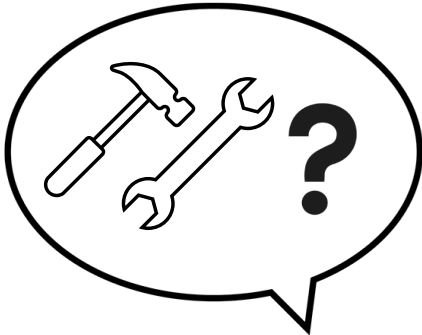


This handbook tells you how to get a repair to your home.



Please keep this handbook safe.

# Help for people with a disability or illness



If you have a disability or illness that makes it hard for you to tell us about a repair, we can help you.



You can contact your **Housing Liaison Officer**.



Your Housing Liaison Officer can help by talking to the repairs team for you.



You might need other help. You can contact the repairs team and tell them how they can help you.

# How to contact your Housing Liaison Officer



You can contact your Housing Liaison Officer in these ways.



Send an email to  
[TenancyManagement@haringey.gov.uk](mailto:TenancyManagement@haringey.gov.uk)



Call this number  
**020 8489 5611**  
and choose **option 5**.



Meet them in person at

- **Wood Green Library** every Tuesday between 9:30am and 1:30pm
- **Northumberland Park Resource Centre** every Monday between 9:30am and 4:30pm.

# Reporting a repair by phone

## How to tell us you need a repair



To talk to our repairs team, call this number

**020 8489 5611**



You can call them from Monday to Friday 8am to 6pm.



If you have hearing and speech difficulties, you can use **Relay UK** to call us. You can contact us using their app or text phone.



To find out more about **Relay UK**

- call this number  
**0800 7311 888**
- or go to this website  
[www.relayuk.bt.com](http://www.relayuk.bt.com)

# Reporting a repair online

## How to tell us you need a repair



To tell us about a repair, go to our website

[www.Haringey.gov.uk/housing/reportrequest-repair](http://www.Haringey.gov.uk/housing/reportrequest-repair)

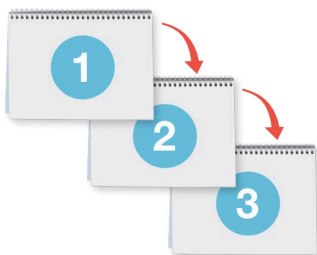


If you have an account on our Haringey Council website, you can tell us there too. You need to sign into **My Account**.



If you do not have an account on the Haringey Council website, you can open one on this page

<https://myaccount.haringey.gov.uk>

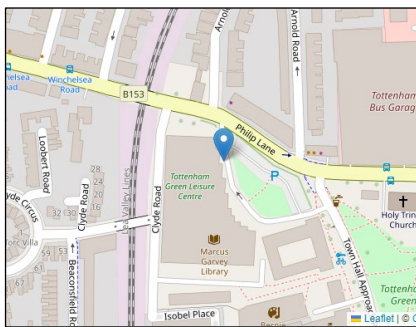


Follow the steps on the website to ask for a repair. You can use your account to find out what is happening about your repair.

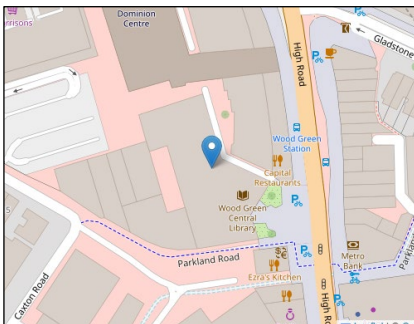
# Haringey Customer Service Centres



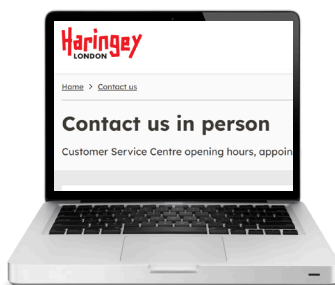
We have 2 Customer Service Centres in Haringey. Both are open Monday Tuesday, Thursday and Friday, 9am to 5pm and Wednesday, 10am to 5pm.



**Marcus Garvey Centre  
Library and Customer Services**  
Tottenham Green Pools and Fitness,  
1 Philip Lane  
Tottenham  
N15 4JA



**Wood Green  
Library and Customer Services**  
187-197A High Road  
Wood Green  
N22 6XD



To find out more and to book an appointment to visit, go to our website <https://new.haringey.gov.uk/contact/contact-us-person>



# Emergency and out of hours repairs



For **emergency** and **out of hours** repairs call this number

**020 8489 5611**



An **emergency repair** is anything that could hurt you, someone else, or really damage your home.



**Out of hours** means when our office is closed.



We will always try to fix your repair quickly. But if we cannot fix the repair right away, we will make sure you are safe.



This means you might not be able to use something for a short time. Like a tap or a light switch.

# What we will ask you



We want to get the right person to help you as soon as we can.

S-M-I-T-H

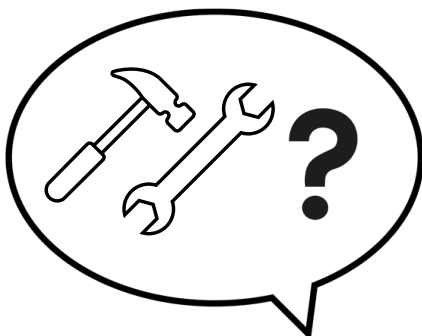


When you contact us, we will ask for your

- name
- address
- phone number
- rent account number.



We will ask if you need any support. For example, if you have need extra time to answer to the door.



And we will ask you about what repair you need.

# How long it takes to do repairs



We do all repairs as soon as we can but if we take too long to do your repair then we might owe you some money.



We have 5 types of repairs.

**1. Out of hours**

We aim to do out of hours repairs in 24 hours.



**2. Emergency**

We aim to do emergency repairs in 2 to 24 hours.



**3. Urgent**

We aim to do urgent repairs in 7 days. This starts in March 2025.



**4. Routine**

We aim to do routine repairs in 28 days.



**5. Planned work**

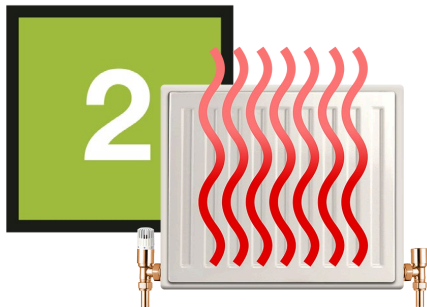
These repairs can take a few days or weeks. Like putting in a new kitchen. We aim to do them in 80 days.

# Examples of different repairs



**Out of Hours repairs** fix things that cannot wait, like

- no drinking water in your home
- big water leaks or burst pipes
- no lighting or electricity.



**Emergency repairs** fix things that are dangerous, like

- no heating or hot water
- no working lift
- flooding from drains.



**Urgent repairs** fix things that might mean bigger problems happen if they are not sorted quickly, like

- small leaks
- blocked drains or gutters
- broken toilet cisterns
- heating or hot water that stops working between May and September
- windows or doors that do not close in a safe way
- broken entry phones
- broken stairs, handrails or banisters.





**Routine repairs** fix things that can normally be done in 1 visit like

- toilets that do not flush
- kitchen or bathroom fans that do not work
- lights or plug sockets that do not work.



**Planned repairs** are bigger repairs that might take a few days or weeks to do, like putting in a new kitchen or bath.



Some types of repairs might take us longer to do. This might happen if

- we need special parts or equipment that take extra time to arrive
- rules about how we are allowed to do building work change.



We will always tell you if your repair is going to take longer.

# Your repairs appointment



An **appointment** is the time and day you agree to do something.

We will agree a time and day to visit your home and do the repair.



We will try to do your repair in 1 visit. Sometimes it will take longer.

Our 3 repairs appointment times are

- mornings **8am to 12pm**
- middle of day **10am to 2pm**
- afternoons **12pm to 4pm**



We will remind you about your appointment the day before by phone or text message.



Sometimes we ask other companies to do our repairs. They might have different times for their appointment. They might not send you a reminder.

# Repairs you need to pay for



We will ask you to pay for repairs if you or someone you let into your home broke something. Like a door or a window.



You can do the repair yourself or pay someone else to do it. The repair must be done well.



We might ask you to pay for repairs for things that happen because you did not tell us as soon as it needed fixing.



Like if a pipe leaks and makes your house damp but you did not report the leak for a long time.

# Leaks



Leaks are an **emergency** repair that we try to do in 24 hours.



If the leak damages your things you must talk to your **insurance company**.



**Insurance** is when you pay a bit of money every month to a company. The company will then pay to fix things that break in your home.



If a leak from your home goes into a neighbour's home, you must tell us as soon as you can.



# Damp and mould



It is important to deal with **damp** and mould problems in your home.



**Damp** is when a part of your home is wet because it does not dry properly. Walls, bathrooms and windows often get damp when there is not a lot of air flow.



Damp can make mould grow which is bad for your health. It can also make it harder to breathe.



When there is a little bit of mould you should wipe it away with a special cleaner. Do not brush.



If you have lots of mould, phone the repairs team for help. Or send an email to this address  
[dampandmould@haringey.gov.uk](mailto:dampandmould@haringey.gov.uk)

# Pests and pest control



Pests are bugs and small animals that get into homes. They can be bad for our health so stopping them is important.



We can help with pest control for

- cockroaches
- rats
- mice
- Pharoah ants.



We can sometimes help with

- bed bugs
- wasps
- ants
- fleas
- moths
- pests in food
- squirrels.



To find out more about pest control, go to our website

<https://new.haringey.gov.uk/housing/council-tenants/environment-and-waste/estates-pest-control>

# Adaptations to your home

## Making your home easier to use



If you are disabled or find it hard to do everyday things in your home, you can ask us to make **adaptations**.



**Adaptations** are changes to your home that make it easier for you to live there.



For example, we can give you

- baths that are easier to use
- grab rails
- ramps
- stair lifts to help you up steps.



To find out how we can help you

- call this number  
**020 8489 1400**
- or go to our website  
[www.Haringey.gov.uk/equipment-adaptations](http://www.Haringey.gov.uk/equipment-adaptations)

# Home improvements

## Making changes to your home

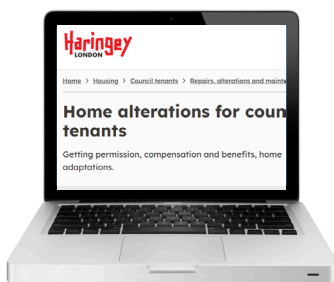


You might want to make some big changes to your home. These are called **home improvements**.



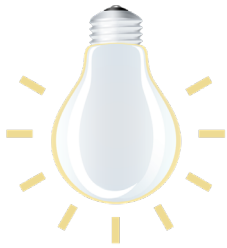
Before you start you must

1. Check the Building Control Team at Haringey Council say it is okay.
2. Contact Environmental Services at Haringey Council. You can ask the council how to do this.
3. Check if you need planning permission. You can ask the council how to do this too.
4. Talk to your Tenancy Management Officer. They must write to you to say they are happy with your ideas.



To find out more, go to our website  
<https://new.haringey.gov.uk/housing/council-tenants/repairs/home-alterations>

# Extra help for repairs to your things



You can do some small repairs yourself. Like changing a lightbulb.



We have a repairs service for people who need help to do small repairs.



You might be able to get this help if

- you cannot do the small repairs yourself
- you do not have anyone to help you do them
- you do not have the money to pay someone to do the repair.



If you live in one of our supported housing schemes you might also need this extra support.

# Safety checks to your home



Sometimes we must visit your home to make sure it is safe and check everything works well.



There are 6 types of checks that we must do. It is important you let us in your home to do them.



We will write to you to say when we want to do these checks. Tell us if you need to change the day.

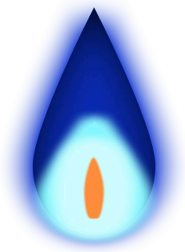


If you do not let us into your home, we go to the **court** for help.

The **court** is a formal place where laws and rules are made that we all have to follow.



The court might say we can let ourselves into your home to do the checks.



## 1. Annual Gas Safety Check

The law tells us to do this every year.



## 2. Electricity Check

The law tells us to do this every 5 years.



## 3. Fire safety checks

We might do fire checks more than once a year.



## 4. Asbestos

**Asbestos** is a material in older buildings that is bad for your health.

We do this check once a year.



## 5. Legionella checks.

Legionella is a disease that lives in water and can make us very ill.

We do this check every 2 years.



## 6. Lift checks

Every 6 months we will check any lifts in your building.

# Our code of conduct

## This means how we work



To make sure our services are great our staff and **contractors** should

- follow health and safety rules to keep people safe
- show their Haringey Council ID card and wear their work logo
- be polite and show you **respect**
- arrive on time or tell you if they might be late.

**Respect** means to treat you kindly and fairly.

**Contractors** are people we ask to do work for us. For example, electricians and plumbers.





They should

- book a new appointment as soon as they can if they need to
- be tidy and clear up any mess
- try not to disturb you and others
- only visit if an adult is at home.

They should check with you before they

- use your things, like the sink
- listen to music or the radio
- eat, drink or smoke
- make personal phone calls.

# How to make a complaint



A complaint is when you tell us you are unhappy with our service. We want to know if you are unhappy.

If you are not happy, contact Customer Services. You can



- call this number  
**020 489 3424**

- send an email to this address  
**[feedback@Haringey.gov.uk](mailto:feedback@Haringey.gov.uk)**

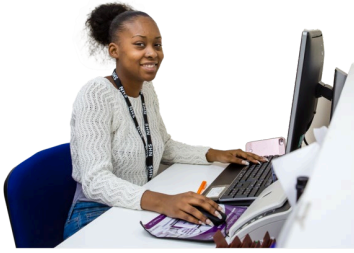


- or send a letter to this address  
**Feedback and Resolutions Team  
Alexandra House  
10 Station Road  
N22 7TR**



To fill in our complaints form, go to our website

**<https://new.haringey.gov.uk/housing/contact-housing/housing-feedback-complaints>**



You can visit our Customer Services at

- **Marcus Garvey Library and Customer Service Centre**

or

- **Wood Green Customer Service Centre.**



When you first make a complaint, we will **investigate** it.

**Investigate** is when you look at something closely to understand what has happened.

# 10 days

It can take up to 10 days to investigate the problem and decide how to fix it.



If you are unhappy with our decision, you can tell us, and a different team of people will look at the complaint.

**Housing**  
Ombudsman Service



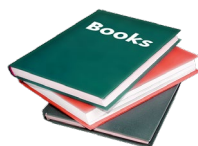
You can contact the **Housing Ombudsman** if you are still unhappy.

The **Housing Ombudsman** look at complaints made against landlords. They help find a way to fix the problem for everyone involved.

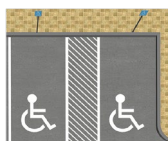
# Useful contacts



The box below shows phone numbers or emails for different parts of the council. The names show you what work they do.



- **Libraries**  
**020 8489 4560**



- **Parking**  
**020 8489 1000**



- **Antisocial behaviour team**  
**[ASB.Enforcement@Haringey.gov.uk](mailto:ASB.Enforcement@Haringey.gov.uk)**



- **Tenancy management**  
**[TenancyManagement@Haringey.gov.uk](mailto:TenancyManagement@Haringey.gov.uk)**



- **Major works bills**  
**[LeaseholdCapitalWorks@Haringey.gov.uk](mailto:LeaseholdCapitalWorks@Haringey.gov.uk)**



- **Right to buy alterations and notice of transfers**  
**[Home.OwnershipTeamRTB@Haringey.gov.uk](mailto:Home.OwnershipTeamRTB@Haringey.gov.uk)**

- **Leaseholder payments**  
**[LeaseholdAccountEnquiries@Haringey.gov.uk](mailto:LeaseholdAccountEnquiries@Haringey.gov.uk)**

- **Leaseholders Service Charges**  
**[Service.Charges@Haringey.gov.uk](mailto:Service.Charges@Haringey.gov.uk)**



Thank you to **Disability Action Haringey** and the people who live in our homes for working with us on this handbook.