

# HOMES zone

Spring 2023



What's happening on your estate?



Keeping your home healthy



Building safety

Improving social  
housing across  
Haringey

Cost of living

New homes coming  
to Haringey

Haringey  
LONDON

# INTRODUCTION



Welcome to the latest edition of Homes Zone.

A lot has happened since I last wrote to you, and details are in this magazine. As you know, Homes for Haringey was brought in house on the 1st of June last year. Officers are working hard to improve

services and your homes. The Chief Executive chairs a Housing Services Improvement Board and I will be bringing an Improvement Plan to a meeting of the Council's Cabinet on 18 April 2023. I appreciate that there is a lot to do. And it will take time. But I want you to know that the whole of the council is determined to make this happen and it is being prioritised at the highest levels.

But really, we need your help. We can only properly improve our Housing Services if you are at the centre of what we do, if you help us to co-design what services should look like, what you want to see on your street and on your estate. And how you want to communicate with us: how you can speak to us and how we hear and respond to you.

In the months ahead, we will ask residents to join tenants' forums, tenant associations and other boards that we will set up with you. We will ask you to help us to co-design policies. If you have the time, please get involved. We will ask residents if they want to set up mini allotments (as they have at Stella House, where residents grow vegetables) or if you want to use plots to garden. And we will ask for your advice about other ways for you to shape your neighbourhood and your homes so that all our tenants are living in a home that is safe, warm and secure but also where you are proud and happy to live.

So, please come on this journey with us. If you would like to get involved, drop an email to [resident.involvement@haringey.gov.uk](mailto:resident.involvement@haringey.gov.uk) to let us know.

*Dana Carlin*

**Cllr Dana Carlin**  
**Cabinet Member for Housing Services, Private Renters, and Planning**  
**Haringey Council**

If you would like to receive our monthly e-Newsletter please sign up at:



[www.haringey.gov.uk/  
housing-e-newsletter](http://www.haringey.gov.uk/housing-e-newsletter)

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haringey.gov.uk**

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company/haringey**



**/haringeycouncil**

## Address

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Alexandra House,  
10 Station Road  
N22 7TR

All council tenants and leaseholders in Haringey receive a copy of Homes Zone. Recent editions of Homes Zone are available online at:



[www.haringey.gov.uk/  
homes-zone-magazine](http://www.haringey.gov.uk/homes-zone-magazine)

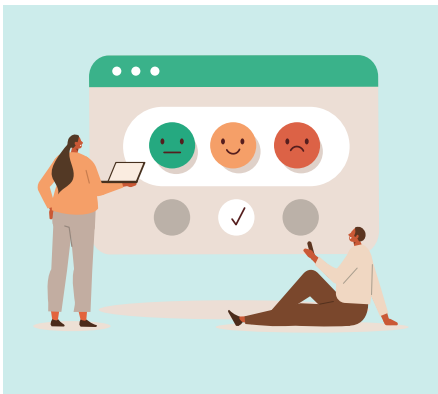
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# CONTENTS



## NEWS

- 4 Improving social housing across Haringey
- 5 Give us your feedback



- 6 Meet our new operational director
- 7 How to get involved
- 7 Volunteer in our gardens

## FEATURES

- 8 What's happening on your estate?



- 10 Keeping your home healthy



- 11 Building safety

- 12 Cost of living



- 13 Apprenticeship programme helped me achieved my goal

- 14 New homes coming to Haringey



- 15 Key contact details

# IMPROVING SOCIAL HOUSING ACROSS HARINGEY

## The Regulator of Social Housing has published a regulatory notice over significant issues surrounding housing in Haringey.

Leader Cllr Peray Ahmet and Chief Executive Andy Donald have vowed to take immediate action and issued a joint statement to address the issues.

They outline what we are doing to improve the situation for our tenants and leaseholders and want to benefit from your views and experiences.

“Every single family and individual living in Haringey should expect to live in a warm, safe and well-maintained home. We owe it to everyone to provide the highest quality service we can to ensure we can achieve this.

“That is why we took the decision to bring our housing management back under the direct control of the council back in June 2022 and that was strongly supported by our tenants.

“Accountability is key to this, and we wanted to take immediate action over the housing issues that are affecting

our residents by commissioning two independent reviews. These reports revealed a number of areas where the housing service being provided to our tenants and leaseholders was well below our expected standard. This is why we took the decision to refer ourselves to the Regulator of Social Housing. We felt this was an important way of bringing independent oversight and transparency to the process of improving our services.

“Today, the Regulator has published their Regulatory Notice. It confirms

what we had expected – that there are some serious shortcomings in our current services in key areas of compliance including electrical safety and fire risk assessments. They have also highlighted that we have a significant number of homes which do not meet the Decent Homes standard.

“We fully understand that a well-maintained home is a foundation that every person living in this borough should be able to expect. We are very sorry that our residents have not been receiving the quality of service that they should have done. What is important now is that we move quickly to change this.

“Our tenants and leaseholders are experts about their homes, estates and communities and we want to benefit from their views and experiences as we look to improve the way we work.

To keep up to date on all housing related news, sign up to our regular tenants and leaseholders e-newsletter.

Scan the QR code on your phone:



“The council has taken a series of actions to ensure the number of overdue actions starts to rapidly come down since we initially reported the figures to the Regulator in December.

“We know that we need to build trust with our tenants, build trust with our leaseholders and we will only be able to do this when they see real progress on these issues.

“We will be transparent about how we are doing this and will provide regular updates. But more than that we want to work with our residents so that they are able to shape and influence how our housing services work in the future – in line with the Haringey Deal.

“We are grateful to the Regulator of Social Housing for their expertise and advice and will work positively with them over the months to come.”

## NEXT STEPS

- The establishment of a new cross party Housing Improvement Board which will be chaired by the Chief Executive and which met for the first time in February.
- Alongside this there will be a new tenant forum which will listen to residents' concerns.
- We will bring a Housing Improvement Plan for approval to a public meeting of our Cabinet in April.
- A new Damp and Mould Policy will also be brought to the Cabinet for approval in April. This will include a robust action plan to identify cases of damp and mould in our homes and deal with them quickly and effectively.

## GIVE US YOUR FEEDBACK



Landlords must publicise their complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.

Providing a service that meets the needs of our residents is our top priority and we will continue to do everything we can to improve this day by day. We need your help to make this happen.

If there is anything we can do better, then please tell us, particularly after interacting with us – this can be after a repair visit or simply a phone conversation with one of our team. We want to hear from you.

- If you would like to make a complaint or even complement our service – you can do this by visiting our website
- [www.haringey.gov.uk/housing/feedback](http://www.haringey.gov.uk/housing/feedback)
- Email us at [housing.feedback@haringey.gov.uk](mailto:housing.feedback@haringey.gov.uk)
- Call us on **020 8489 5611** (lines are open Mondays, Tuesdays, Thursdays Fridays from 8am to 6pm, and on Wednesdays from 10am to 6pm)
- Write to us at:  
Housing Feedback Team  
Alexandra House, 6th Floor  
10 Station Road  
Wood Green N22 7TR

## MEET OUR NEW OPERATIONAL DIRECTOR



Jahedur Rahman is our new Operational Director, Housing Service and Building Safety and he joined Haringey in January 2023.

Jahedur brings a wealth of career experience delivering social housing services in local authorities, housing association and an Arm's Length Management Organisation (ALMO). In his last role, he was

leading on the transformation of a council's Housing Department after it insourced its ALMO back into council management in 2016.

Jahedur has worked in operational roles in managing front line services such as Rents, Leasehold services, Tenancy Management, Anti Social Behaviour, Complaints and strategic roles overseeing service transformation in performance in repairs, asset management, digital services and culture change.

Jahedur says " We need to give our residents a service that puts them at the centre of everything we do, that gives them a clear voice in how we provide our services, as well as a service that listens and takes on board their views and concerns. We will have a fresh look at how we engage with residents, provide more opportunities for residents to get involved and help us to work together to improve the quality of life on our estates and deliver a responsive housing service. Over the last few years, we haven't always delivered on this, but this is something I am committed to changing."

## RENT INCREASE

On 26 February 2023, we sent 15,032 residents letters informing them that their rent will increase from 3 April 2023. The average weekly rent will increase by £7.73 from £110.49 to £118.22. In the financial year 2023-24, the government capped the increase in rent to no more than 7%.

Residents should have received a Universal Credit text message advising them about using their journal to record the increase. A further message will go out by end of March 2023.

We have written to our tenants with advice on paying their rent, while further support is available through our website.



[www.haringey.gov.uk/your-rent-explained](http://www.haringey.gov.uk/your-rent-explained)

## HUNDREDS OF TENANTS WILL GET A REDUCTION TO THEIR ENERGY BILLS

Hundreds of council tenants who get their heating and hot water from a council-owned communal boiler system will benefit from a 25% discount in their heating and hot water bills to protect them from the full impact of spiralling wholesale gas costs.



We know that even with this help, some tenants will struggle with the increase. So we have also set up a fund of £300,000 for all tenants who are at risk of falling behind with their rent and service charges. This comes on top of the broader and extensive council help available to families struggling to make ends meet because of the cost-of-living crisis.

The support package, which adds up to £1m, was announced in a Cabinet report in March.

In other new measures announced, tenants with heating and hot water meters will only have to pay for what they use from July this year and individual heat meters will be fitted into other council blocks that have a communal boiler system. This will mean tenants paying for the energy they use rather than a flat charge and could help some keep their heat charges lower.

Residents who are struggling to make ends meet can visit our Here to Help page to see the range of support and advice available including the Haringey Support Fund and extended free school meal entitlement.



[www.haringey.gov.uk/HereToHelp](http://www.haringey.gov.uk/HereToHelp)

# HOW TO GET INVOLVED?

## RESIDENT ASSOCIATIONS

There are over 40 resident associations in Haringey – all of which represent our residents' views to us as well as to external organisations. Through collaboration, each of the associations aims to improve its local environment and bring communities together. Working in partnership with us will also provide residents with the opportunity to have their say on the service delivery as well as help us shape these services to their individual needs and requirements.

Below are just a few examples of the great work our residents' associations are doing within their community:

- Edgocot Grove runs a food delivery service for local residents and provides free food.
- Stellar House, Altair Lindales and Bennets (SALB) residents association have set up a community gardening and food growing project. This has increased the number of residents getting involved in local community activities.
- Chesnuts organised a family coach trip in the summer to Southend. Residents really appreciated the event which resulted into positive feedback from those that attended.
- Broadwater Farm recently organised a successful celebratory Windrush event.

Focus groups, surveys, advocates, resident associations, resident advisory panels, customer core groups, as well as several subgroups are just a few ways you can get involved.

Our Community Engagement Team can also advise and offer support if you want to get involved. If you would like further information on what support they can offer, please email



[resident.involvement@haringey.gov.uk](mailto:resident.involvement@haringey.gov.uk)

## ESTATE SURGERIES

As part of our continued efforts to collaborate with residents, we have been holding open sessions offering an opportunity for them to come and speak to council officers to express any concerns they may have.

Following the success of our first surgery at Ferry Lane as well as The Lindales, we have had some really positive feedback. Overall, colleagues and residents have found these surgeries to be really useful and a great opportunity to meet residents face-to-face.

The Engagement team has been working to collate all the feedback from our residents and colleagues to put in motion and to deliver more regular and permanent surgeries.

Summer 2023 will see these pilot surgeries become a more permanent fixture. We are working with our colleagues from different services and our local resident associations and groups to bring forward a list of locations and times that will be suitable and accessible for most if not all.

Summer 2023 surgeries are coming to an estate near you, please look out for more information.

## LEASEHOLD SERVICE CHARGE ESTIMATES



All of our leaseholders are due to receive their new service charge estimates this month. Monthly repayment amounts will change in April 2023 to the new monthly amount for coming financial year.

The new estimates are based on the last available actual figures that we have for 2021/22, with an increase of CPI which is 10.1%.

We are sending each of our leaseholders a booklet via the post with all the detailed financial information about their homes and estates, and information on how to make payments. We will also enclose the following documents:

- Breakdown of Estimated Service Charge - This lists the estimated costs of the services provided to your building and your estate.
- Summary of Rights and Obligations - Your legal rights and obligations in relation to service charges as required by Section 153 of the Commonhold and Leasehold Reform Act 2002.
- Service Charges – Frequently Asked Questions.

Our Homeownership Team will answer any queries about the new service charges or ways to make payments. Please contact us using our mailbox: [leasehold.services@haringey.gov.uk](mailto:leasehold.services@haringey.gov.uk)



# WHAT'S HAPPENING ON YOUR ESTATE?



## TANGMERE MURAL RESTORATION

Demolition of Tangmere on Broadwater Farm is already underway and the next important step in the project is the careful removal of the mural.

Excavation works are currently taking place to create a temporary structure to store the mural ahead of its restoration.

The mural removal and restoration project will end in June 2024, when it will be installed in its new location on the estate.



## AN EVENING WITH KENNETH ROBBINS HOUSE RESIDENTS

On Monday 13 March, senior officers from the council and our Cabinet Member for Housing Services Private Renters and Planning, Cllr Dana Carlin, met with residents of Kenneth Robbins house to give major updates on the major works programme and fire risk assessments.

There was also a representative from the London Fire Brigade who gave an update on the events surrounding the recent fire and how residents can continue to remain safe in their homes.

Over 40 residents attended the meeting and voiced their views. It was decided a resident association would be set up to address the key issues and ensure a successful partnership between the council and residents.

Our resident engagement team for Northumberland Park has been in place since last year and are there to listen to residents and help them with problems. The team is based in the Northumberland Park Neighbourhood Resource Centre and will be teaming up with the repairs service to look at leaks and any other issues the residents face and putting together a solution before major works starts in December 2023.

After the completion of the major works this residents' association



will then form part of the wider Northumberland Park residents' voice, taking their learning and experience into the estate to continue improvements for all.



### CCTV EXPANSION ON OUR ESTATES

We have recently put in further measures to improve the safety for our residents on our estates. This includes:

- The Imperial Wharf Safer Estates CCTV installation following concerns from residents and ward members about anti-social behaviour and fly tipping. This includes all external areas covered by 42 cameras including 12 PTZs (pan, tilt and zoom).
- Albany & Culross Estates CCTV- all external areas and walkways covered by 40 cameras include 8 PTZs



### FLY TIPPING ON ESTATES

We captured almost 180 instances in the last quarter. Of these, 34 had clear evidence of the perpetrator and have been referred to colleagues in enforcement for further action.



### HOUSING SERVICES ACTION DAY AT BRACKNELL CLOSE

Colleagues from Estate Service, Tenancy Management, Income Collection, Support & Wellbeing and Parks attended Bracknell Close Sheltered scheme on 8 December.

Officers took part in deep cleaning the communal areas, grounds maintenance work including the planting of spring bulbs while being on hand to offer tenants support and advice.



### GREAT MENTAL HEALTH DAY

The Support & Wellbeing Service took part in London's first Great Mental Health Day on Friday 27 January 2023.

We promoted our diverse and creative programme of weekly wellbeing activities across Haringey as part of the initiative.

Several activities were on offer for Haringey residents 50+, including wellbeing workshops with Code1 Community Group; art classes with Follow Your Art; Broadway Brunch cabaret with Jacksons Lane; Garden Walks with Haringey Walks and design & craft with El Warcha.

Our exciting and innovative programme has transformed outcomes for those who join, including social companionship, fantastic facilitators, emotional support and encouraging attendees to embrace and celebrate all they individually offer to their community.



# KEEPING YOUR HOME HEALTHY

**We take damp and mould in residents' homes very seriously. Whilst serious damp and mould can be harmful to health, it is also important to remember that not all damp or mould is dangerous.**

## HELP WITH DAMP AND MOULD IN YOUR HOME

There are a number of things you can do to minimise the risk of mould in your home. We recognise not all of these steps will be possible in all circumstances and that you may be taking all the actions below and still have mould in your home



## REMOVE MOISTURE IN YOUR HOME WHERE YOU CAN

A common cause of mould is condensation or moisture on surfaces, particularly in areas such as kitchens and bathrooms. To help avoid this, wipe condensation or water droplets from walls, tiles, shower screens and windows.

If you discover a leak or damp patch in your home, report this to the council as soon as possible by calling



Try drying the area in the meantime.



## KEEP YOUR HOME VENTILATED

Opening your windows regularly releases moist air and lets in fresh air. To stop moisture from spreading when you are cooking or bathing, keep the doors to the bathroom and kitchen closed. Where possible, use an extractor fan to help.



## STOP ROOMS FROM GETTING TOO COLD

When a room reaches below a certain temperature, it can often cause mould to grow. Therefore we recommend that the temperature does not fall below 14°C.

The ideal temperature for a living room is 20°C, 23°C for the bathroom and children's room and 16°C for all other bedrooms and the kitchen.

## TRY NOT TO DRY CLOTHES ON RADIATORS

Drying clothes on radiators releases moisture – this can often create damp spots in your home. Instead, hang them on a clothes airer, and place them in a well-ventilated room with any doors to the rest of your home closed.

## AVOID PLACING FURNITURE CLOSE TO WALLS

Mould tends to grow in spaces where air can't circulate, so it is best to avoid leaning large items of furniture or storing lots of items against walls, with no space for air to move.

## REPORT DAMP AND MOULD IN YOUR HOME

If you are a council tenant you can call us or email our dedicated damp and mould mailbox :



020 8489 5611



damandmould  
@haringey.gov.uk

If you are a leaseholder, damp and mould in your property is your responsibility, unless it is caused by a building defect, or as result of a leak from a neighbouring property.

If you believe this is the reason for damp and mould in your property, please contact us via



www.haringey.gov.uk/  
leasehold-repairs

# BUILDING SAFETY

**As your landlord, Haringey Council is required to carry safety checks in your home. These include the annual gas safe check for residents with a gas supply, fire door checks, five yearly electrical inspections and where required, asbestos surveys.**

We appreciate your assistance in allowing us into your home to carry out these checks. We have and will continue to achieve and demonstrate high levels of compliance with regulatory requirements and provide reassurance around the safety for you and your family.

In the unlikely event there is a fire, we want to ensure that you, your family and neighbours are as safe as possible.

This starts with smoke and heat detectors in your home which will provide early warning if there is a fire or excess smoke. If you do not have smoke detection or it is faulty, please contact us and we will arrange for it to be repaired or a new one fitted.

Within your block or home, it is vital that the doors create a barrier from fire and toxic smoke. Flat front entrance doors and all communal doors are fire rated to provide additional protection as they prevent the fire from travelling around a building and often keep damage to a minimum. This provides a safe means of escape for anyone evaluating the building, as well as keeping the fire brigade protected when fighting the fire.

## Essential information on fire doors:

- Fire doors should be kept shut when not in use. For this reason,

please do not ever wedge fire doors open and if you see one which is open pull it shut behind you.

- You should never tamper with or remove door closers; however we understand that through general wear, doors may need adjusting to stop them banging shut. This is a repair which we can do. Get in touch to find out more.

Residents should report any faults or damages with doors immediately to the council by calling or emailing Repairs or our responsive Repairs enquiries inbox:



**020 8489 5611**



**RepairsHFH@haringey.gov.uk**



**HRS.responsiveenquiries@haringey.gov.uk**

We will provide new residents with a pack which includes information on the importance of fire doors. All residents will receive annual reminders.

We are also conducting inspections on all flat entrance and communal fire doors including self-closing device to ensure these doors close at all times and remain effective. The self-closing device is usually fitted to the fire door to close the door after it has been opened and, to reduce the risk of smoke or fire spreading.

We will require access to every home and will contact residents in advance to book an appointment. We would appreciate your assistance in allowing us to inspect both sides of the door but remember to ask anyone wanting to undertake these inspections for identification before allowing access to your property.

Further fire door advice and fire safety tips can be found in the links below.



**[www.london-fire.gov.uk/safety/the-home/fire-doors](http://www.london-fire.gov.uk/safety/the-home/fire-doors)**

## E-SCOOTERS AND E-BIKES

The London Fire Brigade attended over 70 fires resulting from faulty e-scooters and e-bikes in 2021.

The majority of fires related to e-bikes and e-scooters have happened in homes and are often caused when charging batteries. It is important you pay special attention to bike conversion kits and do not attempt to modify or tamper with the battery. Never leave devices charging when you are out or asleep.

For more information – visit the London Fire Brigade website:



**[www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes](http://www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes)**





# COST OF LIVING

With the cost of energy, food, clothes and other household essentials soaring, the financial impact of the cost-of-living crisis is affecting many of our residents. If you are finding it hard to keep on top of your bills, rent payments and other living costs, there is help and support available.

## HARINGEY, HERE TO HELP


On our Haringey, Here to Help pages you will find information about the services available to help you through this difficult time and beyond.

From help with money and debt, and staying warm this winter, to a benefits calculator, help for parents, and available employment services, there is something for everybody.

 [www.haringey.gov.uk/HereToHelp](http://www.haringey.gov.uk/HereToHelp)

## COST OF LIVING SUPPORT GUIDE

We have put together a comprehensive 28-page Cost of Living Support Guide, outlining the help and support available for Haringey residents during the Cost of Living crisis and beyond.

 [www.haringey.gov.uk/cost\\_of\\_living\\_support\\_guide.pdf](http://www.haringey.gov.uk/cost_of_living_support_guide.pdf)

We don't want language to be barrier to anyone accessing support, so the guide is also available in the following community languages:

- Bulgarian (български)
- Spanish (Español)

- Turkish (Türkçe)
- Portuguese (Português)
- Polish (Polski)
- Somali (Soomaali)
- Greek (Ελληνική)

 [www.haringey.gov.uk/translations-cost-living-support-guide](http://www.haringey.gov.uk/translations-cost-living-support-guide)

## FINANCIAL INCLUSION TEAM

Our Financial Inclusion Team can help you to improve your financial situation by providing access to affordable financial advice and digital services.

The team also runs Money Matters workshops about budgeting, saving and borrowing money and savvy shopping, to help you make the best use of your resources.

Get in touch now:

 [financialinclusion@haringey.gov.uk](mailto:financialinclusion@haringey.gov.uk)

 020 8489 5611

## HARINGEY WARM WELCOME

If you are finding it hard to heat your home due to rising energy costs, we have a network of inclusive, warm, and

welcoming spaces where you can go, meet new people, grab a cup of tea and keep warm.

At some spaces you can also pick up a free food or drink item as part of a pay-it-forward scheme.

If you see a 'Warm Welcome' sign in a shop window, anyone is welcome to go in and take from the 'Wall of Kindness'. Just pick up a voucher, take it to the till point, and the item on it is yours for free.

Just remember to pay forward this generosity in an act of kindness to someone else. It could be as simple as a smile, or an offer of help to someone else who might need it.

The kindness starts with you!

Find your nearest Warm Welcome space by visiting:

 [www.haringey.gov.uk/WarmWelcome](http://www.haringey.gov.uk/WarmWelcome)

## COMMUNITY FOODBOX

The cost-of-living crisis has affected our residents and, as a result, the Community FoodBox on Commerce Road saw an increase in users last year, with over 490 residents and families visiting.

The Community FoodBox has played a vital role by offering basic food parcels, as well as advice and referrals to other partners. Support includes debt and employment advice.

The FoodBox runs on a referral basis. If you would like further support, please email

 [HFHCommunityFoodBoxAdmin@haringey.gov.uk](mailto:HFHCommunityFoodBoxAdmin@haringey.gov.uk)

Or simply complete the following form:

 <https://forms.office.com/Pages/ResponsePage.aspx?>

## OTHER HELPFUL SUPPORT AVAILABLE

### HELP WITH HOUSING COSTS

 [www.haringey.gov.uk/help-housing-costs](http://www.haringey.gov.uk/help-housing-costs)

### HELP WITH ENERGY BILLS

 [www.haringey.gov.uk/StayWarm](http://www.haringey.gov.uk/StayWarm)

### HELP WITH WATER COSTS

 [www.haringey.gov.uk/help-water-costs](http://www.haringey.gov.uk/help-water-costs)

### HELP PAYING FOR FOOD

 [www.haringey.gov.uk/help-paying-food](http://www.haringey.gov.uk/help-paying-food)

# APPRENTICESHIP PROGRAMME HELPED ME ACHIEVE MY GOAL



## Aaron Smith joined Haringey Council as an apprentice in 2003 and is now passing on his knowledge to other trainees.

"From a very young age, I have always wanted to work in construction. As someone who is very hands on, practical and likes to build and make things, the idea of being a tradesman always seemed like the right path for me.

"My uncle and dad have worked at Haringey Council for over 20 years and that's how I came to know about the apprenticeship programme. It's crazy to think I've been here for 19 years and worked my way up.

"I initially felt a lot of pressure to be perfect when I joined because my dad and uncle worked here. I wanted to be as good as them – quick and efficient. I also put a lot of pressure on myself as I like things to be perfect.

"I was the only electrician on the apprenticeship programme and whilst this was huge weight on my shoulders, I used it as an opportunity to work really hard and better myself day by day. Even after 19 years, I'm still learning and improving – I love it.

"The team at Haringey also heavily contributed to my experience as we were like one big family. My mentor at the time also played a huge role in my development as he took the time to be patient and teach me all aspects of the jobs.

"During my apprenticeship programme, I experienced several different areas across the councils' repair team including, general repairs, empty homes, response team as well as undertaking the bigger jobs.

"This has enabled me to become more well-rounded and give me a platform to help, support and mentor others like me. I have been given the chance to give someone the opportunity I had. I want them to come to work, enjoy it and most of all, be a good trade person."



# NEW HOMES COMING TO HARINGEY

**Work is progressing well on a number of major schemes including 131 new homes at Walter Tull House and a new state of the art medical centre, 46 new homes at Red House, 191 new homes at Hale Wharf and 80 new homes at The Chocolate Factory.**

In addition to this, works have started at Remington Road and Watts Close along with construction tenders for Partridge Way, Kerswell Close and Brunel Walk well underway. These projects are due to start this year.

The Bespoke Homes programme has enabled us to allocate a further 17 homes within Walter Tull House to vulnerable families on our Band A waiting list. New lettings under the programme have also been completed at Romney Close and Edgocot Grove.

## **BROADWATER FARM ESTATE SET FOR £130M TRANSFORMATION**

Residents living on the Broadwater Farm estate will see their lives transformed after plans to invest £130m on new council homes, safer streets and new community facilities were given the green light.

Our planning committee resolved to grant permission for 294 new council homes on the estate and gave consent to relocate and restore the Grade II listed mural on Tangmere.

It follows a resident ballot in March where 85% backed us to deliver the most comprehensive and far-reaching

improvement programme in the estate's 50-year history.

Alongside the new council homes, residents will benefit from a new modern health and wellbeing centre, a grocery shop, affordable workspaces, jobs and training opportunities and enhanced green and open spaces.

We have developed the plans to improve Broadwater Farm in partnership with residents, community groups and key stakeholders.

The project will create more than 600 jobs, apprenticeships and training opportunities. Residents will be supported by our employment and skills team, Haringey Works, to ensure they have the skills for the new jobs.

## **PLANNING PERMISSION FOR BRUNEL WALK APPROVED**

We are planning to build over 40 new homes as part of our house-building programme. This includes many family sized homes as well as substantial landscaping and play space improvements for the community to enjoy.

We aim to delivering a place that will benefit both new and existing residents, planned improvements will include a new communal courtyard area and 68 new semi-mature trees which is a net increase of 47 trees across the site and estate. We'll also create new, attractive walkways to link the new site to other parts of the estate.

Each of the newly built homes will have high levels of insulation and incorporate green roofs, efficient heating systems and solar panels. This will keep running costs low and most importantly contribute to our ambition to achieve net zero by 2041.

# KEY CONTACTS



[www.haringey.gov.uk/housing](http://www.haringey.gov.uk/housing)

The 24/7 Housing Online portal: Login

## CUSTOMER SERVICES



020 8489 5611

## REPAIRS

The best way to book a repair or manage your appointment, is through the Housing Online portal. This is available 24 hours a day, 7 days a week. Alternatively, you can use the My Haringey Home app (available from the Apple App Store or Android Play Store) or call customer services.

## PAY YOUR RENT ONLINE AT



[www.haringey.gov.uk/housing-rent](http://www.haringey.gov.uk/housing-rent)

## PAY YOUR SERVICES CHARGES AT



[www.haringey.gov.uk/service-charges](http://www.haringey.gov.uk/service-charges)

You can also use your current method of rent payment (by direct debit, at outlets with the Paypoint logo or in post offices). Pay by phone is available by calling Haringey Council's automated telephone payment service on



0300 456 0520

## ESTATE PARKING

Parking permits: You can apply for parking permits for estates with estate-controlled parking schemes at:



[www.haringey.gov.uk/estate-parking](http://www.haringey.gov.uk/estate-parking)

All existing parking permits that have been issued by Homes for Haringey will continue to be valid until their expiry date.

- NOTE: estate parking permits are different to parking permits needed on roads with Controlled Parking Zones (CPZs). You need to order permits for CPZs.
- Disabled Blue Badges are valid on both estates and roads with CPZs.

Complaints If you have a complaint about a service or interaction you have had with the council, you can call our customers services team or visit



[www.haringey.gov.uk/make-complaint](http://www.haringey.gov.uk/make-complaint)

Housing options There are a number of options if you are looking to downsize or move to a different home:



[www.haringey.gov.uk/housing/housing-options](http://www.haringey.gov.uk/housing/housing-options)

## REPORTING ANTI-SOCIAL BEHAVIOUR

Reporting anti-social behaviour/fly tipping If you want to report an issue like fly tipping or anti-social behaviour, please contact us through



[www.haringey.gov.uk/report-it](http://www.haringey.gov.uk/report-it)

# LIVE.LEARN.WORK

## Haringey Works

**Are you currently out of work and don't know where to start?**

Haringey Works, our dedicated employment service for residents, can support you every step of the way.

### WE HELP WITH:

- ✓ Finding you a permanent or temporary job you'll enjoy
- ✓ Career changes
- ✓ Connecting you with top employers
- ✓ Free training courses
- ✓ Writing a CV and personal statement
- ✓ Ongoing 1-1 employment advice

### GET IN TOUCH WITH OUR FRIENDLY TEAM



Scan the QR code and fill in the registration form to receive 1:1 support today

### CAN'T FILL IN THE ONLINE FORM?



020 8489 2969



works@haringey.gov.uk



Floor 2, Wood Green Library  
187-197A High Road, N22 6XD



**Haringey**  
LONDON