

# HOMES ZONE

Summer 2024



**New homes for  
our residents**

**Engagement  
groups update**

**Apprenticeships  
programme**

# INTRODUCTION



## Welcome to the summer edition of Homes Zone.

In Haringey, we have one of the most ambitious plans to build more homes for our residents and we are on track to deliver 3000 new, good

quality and energy efficient homes by 2031. You can read about one of our new schemes, Watts Close, on page 8.

We are also working to improve all our council homes across the borough. You will find out more about the works on the Noel Park estate that include new modular pods by reading the Director's update on page 4.

If you want to learn more about our estates and neighbourhoods team and their work lately, you can turn to page 5. You'll also read how your housing officer can support you and how to contact the team.

We also have a new vulnerable council tenant and leaseholder policy that we've co-created with residents. Our aim is to work with vulnerable residents and adapt our housing management services to respond to their needs and help them sustain their tenancies. Since the policy is in line with the latest good practice guidance, we've also received positive feedback from the Housing Ombudsman. The policy is in its final stage of approval by cabinet and will be implemented soon after that.

Our residents play an active role in helping us improve our service for tenants and leaseholders. Find out some of the resident groups' key achievements since they were established in September 2023 on page 6. You can also read a piece by Debra Edwards, a member of the Resident Voice Board, who shares her experience on page 7.

You've also told us that you want to hear more about repairs and on page 9 you'll find an update on recent changes to become more efficient and offer a better service to our residents. For more information about fire safety including how to safely charge and store e-bikes and e-scooters and how to stay safe when cooking please turn to page 12 and 13.

*Cllr Sarah Williams*

**Cllr Sarah Williams**  
**Cabinet Member for Housing Services,**  
**Private Renters and Planning and**  
**Deputy Leader of the Council**

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**Cover photo:** Cllr Ruth Gordon, London's Deputy Mayor for Housing, Tom Copley and Council Leader Cllr Peray Ahmet with residents at new scheme, Watts Close.



## WANT TO HEAR MORE HOUSING NEWS?

Sign up for our monthly Homes Zone Extra e-bulletin, by scanning the QR code on the right hand side.



## MAGAZINE IN PAPER ENVELOPE

As you might have noticed, this magazine came in a paper envelope. We have made this change in response to your requests for more environmentally-friendly packaging. Please do your bit and recycle your envelope and magazine when you have finished with them.


## HAVE YOUR SAY ON ESTATE PARKING

We will be rolling out our consultation on estate parking in the coming months.

The council agreed earlier this year to change the way it manages estate parking, following changes in the law. This will see estate parking governed by the same regulations as street parking and will enable the council to tackle trespassers, abandoned vehicles and permit fraud much more effectively. It will also see the introduction of a sliding scale of fees for those who want to park, starting at 14 pence a day. In line with our net zero ambitions, the bigger and more polluting your engine the more you will pay.

We are committed to working closely with you on co-designing and delivering the new system and will be reaching out for your views on your local parking arrangements and options to improve them. The rollout will be phased across the borough and will give you a chance to request things like new loading bays, motorcycle bays, disabled bays, cycle parking and electric vehicle charging points.

We will be posting out more details at

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

## BULKY ITEMS COLLECTION

If you have bulky items that you no longer need, you can take them to the collection points on some of our estates and we'll dispose of the items for free. Items we can collect include beds, bookcases, computers, freezers, tables and more.

Scan the QR code to find if there is a collection point on your estate or ask our estate staff. If there isn't one, you can phone Veolia on **020 8885 7700** who will collect up to four bulky items for **£20**.

If you are elderly or disabled and need help you can contact our estate staff or call our Contact Centre on **020 8489 5611**.



[www.haringey.gov.uk/estates-rubbish-collection-and-recycling](http://www.haringey.gov.uk/estates-rubbish-collection-and-recycling)



## PLEASE DON'T FLUSH WET WIPES, NAPPIES AND SANITARY PRODUCTS

**Flushing wet wipes, nappies and sanitary products may block and damage sewage systems. Our operatives have recently cleared a blockage caused by flushed wet wipes. Two flats had to be vacated to allow for the necessary works to be carried out before the residents were able to move back into their homes.**



## PAY YOUR RENT BY DIRECT DEBIT

Did you know that around 2500 households pay their rent by Direct Debit every month?

It's quick and easy to set up online and by phone and you don't have to worry about overlooking a payment if you are ill or on holiday. Once set up, we will write to you to confirm your payments for the rest of the year and if anything changes we'll write to you to inform you in advance.



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





Jahedur Rahman

# DIRECTOR'S UPDATE ON THE NOEL PARK ESTATE IMPROVEMENT PROGRAMME

Every resident deserves a home that is warm, safe and secure. That's why our goal is to bring our council homes up to Decent Homes Standard by 2031. One of our most complex major works programmes is underway on the Noel Park estate. It will deliver more energy efficient homes, updated bathrooms and kitchens and improved security.

The installation of the new modular extensions to replace the existing prefabricated structures, constructed in the 70s, has already started. There are two types of modular extensions, L-shaped ones to replace the existing kitchen and bathroom and two storey bathroom pods. These rear extensions are custom-designed and airlifted over the roof so this has taken significant planning. The extended lifecycle of the new modern pods will provide a better living environment for our residents.



Before



After

To improve the overall quality of the homes, external works are also carried out including asbestos removal, insulation, roof repairs, new windows and secure by design doors. Progress has been made on the external works programme on Gladstone Avenue, with 33 out of the 97 homes upgraded and handed over to residents.

In addition 46 of the total 112 modular extensions have been installed and kitchen renewal works have been completed in 53 out of 99 total properties.

This has been a complex project that required planning and investment and has not been without its challenges so we want to thank our residents for their patience and their continued feedback. Our contractors, Equans, continue to host coffee morning sessions every Tuesday between 10am and 12noon so don't hesitate to visit the site office at 92 Gladstone Avenue if you have queries or call the resident liaison team on **020 8888 5452**.

*Jahedur Rahman*

**Operational Director -  
Housing Services and  
Building Safety**

**EXTERNAL WORKS**  
GLADSTONE AVENUE

Total **97**  
Completed **33**

**MODULAR EXTENSIONS**

Total **112**  
Completed **46**

**KITCHEN RENEWAL WORKS**

Total **99**  
Completed **58**

# IMPROVING OUR ESTATES

**We want to offer good services to you to ensure you feel safe, comfortable and happy at home.**

Our estates and neighbourhood management team looks after communal areas and shared spaces on estates and also manages the concierge service and estate parking.

"We are co-creating a new estates and neighbourhoods strategy with residents to ensure we meet your needs." Chris Vavlekis, Head of Estates and Neighbourhood Services, said.



Our estates improvement plan is currently underway and you might have noticed that we've already launched a deep cleaning programme for communal areas. We're also organising estate

walkabouts with residents to identify issues that are impacting our estates. You'll find information about upcoming walkabouts and other updates on the estates noticeboards.

Ensuring our residents feel safe is crucial and that's why we have invested £150k in the last financial year on CCTV with more than 700 cameras around our estates, and will be investing a further 200k this financial year. This enabled us to identify nearly 1200 incidents of criminal or anti-social behaviour last year.

"We also want to tackle fly-tipping in the borough and we've used CCTV footage to identify individuals and companies who are dumping rubbish on our estates that has led to fixed penalty notices and prosecutions." Chris said.

If you want to report communal repairs you can do it in the same manner as you would for repairs within your property. You can also report repairs by talking to the Estate Services and Concierge Staff on site and through the Love Clean Streets app.



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



From left to right: Operational Director Jahed Rahman, Head of Tenancy and Community Services Sophia Howells, Cllr Sarah Williams and Head of Estates and Neighbourhood Services, Chris Vavlekis



**TENANCY MANAGEMENT**

Our tenancy management team is the first port of call from the point you sign up through to the day you move out.

Our housing officers carry out introductory checks for new tenants, respond

to your tenancy queries, process mutual exchanges and can help you downsize.

They also deal with complaints, help with anti-social behaviour issues, liaise with other teams internally to help you access services, and more. They can support you if you are vulnerable, elderly or have a disability.

We've co-created a new vulnerable council tenant and leaseholder policy with residents, aiming to work with vulnerable residents and adapt our housing management services to respond to their needs.

You can contact your Housing Officer/Housing Liaison Officer on



[TenancyManagement@Haringey.gov.uk](mailto:TenancyManagement@Haringey.gov.uk)



**020 8489 5611 (option 5)**

You can also meet them in person at Wood Green Library every Tuesday between 09.30am – 13.30pm, and at the Northumberland Park Resource Centre on Mondays between 9.30am and 16.30pm.



Scan the QR code to watch a video for more information

# UPDATE ON RESIDENT ENGAGEMENT

**Your experience and feedback are invaluable in helping us improve our services.**

**It is nearly a year since we introduced our new engagement structure. We've made lots of progress together and are very grateful for the input from our 51 volunteers who sit on our Resident Voice Board and other groups. Here are some of our key achievements.**

## RESIDENT VOICE BOARD

The Resident Voice Board has looked at the programme focused on protecting women and girls against violence offering suggestions for improvement. Here is what a member of the board, Debra Edwards, said:

"I found the Violence Against Women and Girls (VAWG) programme particularly interesting. It was saddening to hear the amount of women impacted and the different types of violence.

We also learned that incidents of violence increase during sporting events such as the EURO. Haringey

has a policy to protect women and girls and we were able to give our feedback about how women might feel."

The group has discussed the Estates and Neighbourhoods strategy and has reviewed our vulnerability and safeguarding policies.

Feedback has been offered on:

- communicating information about Universal Credit
- the income collection policy
- the housing arrears policy
- the estate parking strategy
- the anti-social behaviour policy and procedure.

We were delighted to welcome our Chair Afia and Vice Chair Georgina to our staff conferences in late April where they kindly presented colleagues who had gone the extra mile with an award.

## TASK AND FINISH AND CONTINUOUS IMPROVEMENT GROUPS

These groups provide focused advice on specific projects or issues.

For example, the most recent housing asset management strategy has been co-created with residents who have helped us identify the priorities based on their needs.

We're working with a dedicated group to produce a new repairs handbook. The residents have also approved a new repairs policy.



The leaseholders continuous improvement group has looked at our service charge booklet, offering suggestions to improve it.

## TRAINING

To further develop their skills and carry out their role, residents have attended a series of interactive training courses. In July, certificates were awarded to the residents for completing their training.

## JOIN US

Our engagement team has recently recruited another 30 residents to join the groups and we look forward to working with them. For more information and to get involved visit

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



Director of Placemaking and Housing, David Joyce with residents



Residents were awarded certificates for completing their training

# DEBRA EDWARDS ON HER EXPERIENCE AS A RESIDENT REPRESENTATIVE



Debra receiving an award from the council for her volunteering work

## Debra Edwards describes her experience as a member of the Resident Voice Board and Chair of the Supported Housing Continuous Improvement Group.

"The resident groups enable us to participate in shaping policies and strategies by offering our views. We aim to make policies jargon-free and simple enough for everyone to understand.

Since the groups were established last year, we've achieved a lot. We feel that we now have a voice and the board represents all those who live in the borough, like myself. We live

here and we love this area and want to see positive outcomes for residents.

Jahed Rahman the Operational Director has become involved with the group and Nimisha Patel, the Assistant Director is also very supportive of what we do. Senior managers have followed their example and have come to explain what their departments do and



*Building and adapting homes for disabled residents is crucial and my role is to speak for those who can't speak for themselves, which I find very rewarding.*



ask for our feedback. I appreciate the opportunity we've been given to be part of the decision-making process, as this encourages residents to speak freely.

I have also been involved in the Technology for Aging Population Panel Innovation (TAPPI)

project, focused on introducing technology for older people, as a co-production champion on behalf of Haringey Council.

For me, as a wheelchair user, the piece of technology that helped me the most was an electronic device that allows me to remotely open and close my curtains and we found that out by having a conversation. We shouldn't

forget the importance of talking to people and the language shouldn't be a barrier.

In the last two years, I've been invited to speak at the Chartered Institute of Housing conference about the importance of supporting disabled and older residents. Building and adapting homes for disabled residents is crucial and my role is to speak for those who can't speak for themselves, which I find very rewarding."

# RESIDENTS MOVE IN TO OUR FIRST NET-ZERO HOMES

**Work on delivering new homes for our residents has already started with over 2000 homes across the borough either completed or under development. This is a priority for the council as we want to ensure that we can offer more good quality and affordable homes to our residents.**

The council's first zero-carbon development was completed earlier this year. The new scheme Watts Close, uses super-efficient insulation, solar panels and air source heat pumps to cut household bills and emissions.

Two out of the 18 properties have been co-designed with residents who are wheelchair users to ensure they are adapted to their needs.

One of the residents Dhanmatti said:

***"My new home gives me total piece of mind. I can now wake up like a sleeping beauty as I have access to a space which is wheelchair accessible for my condition." The property comes with a blue badge parking space and an electric vehicle charging point.***

***"The council have been very kind to me and helped me with my new home."*** Dhanmatti added, describing her new home in Tottenham as wonderful.

Watts Close includes two four-bedroom homes while a third of the flats have at least three bedrooms, all let at council rents. Ground floor properties feature private gardens and upper apartments have balconies.

The outside space incorporates a children's play area, new trees and landscaping. The scheme has already gained a Gold Award from Secured by Design for its safety features.



The scheme also won the building /development of the year (Homes) Award at the Unlock Net Zero Awards.

These award wins recognise Haringey's delivery of new, high-quality, energy efficient homes and the wider improvements the schemes are enabling for local neighbourhoods.

London's Deputy Mayor for Housing, Tom Copley, Haringey Council Leader Cllr Peray Ahmet and Cabinet Member Cllr Ruth Gordon visited the scheme to meet Dhanmatti and some



**From left to right: Cllr Ruth Gordon, London's Deputy Mayor for Housing, Tom Copley, Dhanmatti, Council Leader Cllr Peray Ahmet and resident.**

of the other people who were moving in.

Since then more schemes including Walter Tull House and Nilgun Canver have been completed and are ready to become what our residents call home.

Through the neighbourhood moves scheme, existing secure council tenants are given priority for new council homes being built near them. Everyone who moves through the scheme will release their existing council home which will be let through to the wider waiting list.

For more information about Haringey's council housing programme and to see where we are building new homes, visit



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



# REPAIRS UPDATE

We know that completing repairs efficiently and in a timely manner is a priority for you so we have ensured that improving our repairs service is at the heart of our housing improvement plan.

## WORKING WITH RESIDENTS

In the past few months we have been working with a group of residents to co-create a new repairs handbook with a clear and user friendly structure. The current handbook is out of date and we want to ensure that this document clearly outlines how you can report repairs and how you can keep your home well maintained.

The handbook is near its completion so keep an eye out on estate noticeboards, our Homes Zone e-bulletin and magazine to find out how you can access it. Our next step will be to update the online repairs pages, provide easy read guidance and other language and reading formats.

## IMPROVING OUR SYSTEMS

We are also focusing on digitisation and have introduced a new system, Insight, with added functionality to help boost productivity and identify areas for improvement. The new software enables the collection of data in real-time to manage repair jobs to completion more efficiently.

## DAMP AND MOULD

This is a top priority for the repairs service and we've been building the capacity of our team to tackle this. We also have a leaflet that explains the causes of damp and mould, gives practical tips about reducing condensation in the home and who to contact for help. For more information please visit



[www.haringey.gov.uk/  
help-with-damp-and-  
mould](http://www.haringey.gov.uk/help-with-damp-and-mould)

## BEWARE OF COMPANIES ENCOURAGING YOU TO PURSUE CLAIMS FOR REPAIRS

We are aware that so-called 'no win, no fee' firms are out there encouraging you to make legal claims for repairs. It can be a long process and there are often hidden fees despite the no win no fee claim.

If compensation is awarded, the solicitors often keep a substantial portion for themselves, as well as charging fees to the council. We would prefer to invest our money in our repairs programme. We therefore encourage you to reach out to us if you are unhappy with a repair.

If you are a tenant you can report a repair online



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



**020 8489 5611**

We accept that sometimes things can go wrong.

If so, please get in touch to sort things out. And if you are still unhappy please make a formal complaint with us or contact the housing ombudsman.



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

## KEY PERFORMANCE INDICATORS RELATING TO THE REPAIRS SERVICE

### Percentage of emergency

(and out of hours - made safe) repairs completed within timescale

2023/24 Target

**98.7%**

Year to date - March 2024

**98.2%**

### Percentage of all repairs first time fixed

(not including programmed works)

2023/24 Target

**90.0%**

Year to date - March 2024

**90.1%**

### What is your overall satisfaction with your last repair?

2023/24 Target

**92.0%**

Year to date - March 2024

**81.4%**

# APPRENTICESHIPS PROGRAMME

**We are keen to provide opportunities for local people through our apprenticeships programme. This is a great opportunity for young people who are looking to enter the workplace as well as people with more experience who are planning to change careers.**

The council offers a number of work experience programmes including apprenticeships and placements in fields such as social work, accounting and teaching, aiming to bridge the gap between recruiters and residents. Our dedicated team is working to find opportunities from across the council and advertise them locally and through the Haringey Works website.

*"The programme has been running for more than 20 years. Our goal is to recruit and train local residents and in the last two years alone we've had more than 200 apprentices from electricians and social workers to teachers and coaches."*

Howard Deighton, Programme Manager

Residents can also complete their apprenticeships working in other organisations, not just the council. Thanks to government funding we are able to support organisations that want to take on Haringey residents as apprentices. Last year nearly 300k went to such programmes, giving residents the



opportunity to gain experience in different fields such as design, gardening and brick layering.

"The council is committed to growing and promoting the programme so we visit local schools to present the programme as a choice for students and explain how the council can support them. We also attend events such as the London Careers Fair that has over 800 companies participating and more than 10k visitors and we're planning to attend the next one on 8 November 2024." Programme Manager, Howard Deighton explained.

Last year a council apprentice, Matthew Spitter, won the Apprenticeship Student of the Year accolade at the College of Haringey, Enfield and North London's (CONEL's) Student of the Year awards. Matthew was an apprentice carpenter in the housing repair service and is now employed by the council.

"We are very proud to have Matthew as one of our apprentices. He has been brilliant and we are pleased to have more apprentices like him." Howard said.

If you are interested in gaining work experience from plumbing, social work to project management and more please visit



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



## RIEMELLE JARRET BROWN ON HER EXPERIENCE AS AN APPRENTICE

Riemelle, grew up in Haringey and is now completing a social work apprenticeship. She's studying at university while also working for the council and at the end of the programme she will become a fully qualified social worker. When asked why she decided to join our apprenticeship programme she said:

**"I have some social work related experience already. In the past I've worked with young people and as an alcohol recovery worker so this apprenticeship ties it all together. I also have a family and need to generate an income while going to university to be able to support them. This programme allows me to learn on the job while earning a salary."**

As Riemelle explained a typical working week for her comprises of four days of work and one day of study. She works for four days gaining hands on experience that includes work shadowing, completing visits, admin tasks

as well as managing her case load with the support of more experienced staff. On her study day she attends recorded lectures and reads the recommended literature to further her learning.

"It is very useful to be able to apply what I learn in the classroom in my day to day work. It's a three and a half years apprenticeship, so gaining experience during the programme will give me a better footing at the end of it." Riemelle said.

### SUPPORT

"For me it has been a really amazing experience. It's refreshing to be learning again and I've missed how much I enjoy it. I get a lot of support from everyone within the council. I also have access to training which helps enhance my experience so overall it's a really good experience." Riemelle mentioned.

When asked about some of the things she has learned so far, Riemelle talked about the ethos of social work: "Looking



Riemelle Jarret Brown

at it from the outside the field of social work can seem scary and something you don't want to engage with but it's really about supporting families and people. It's not about perfect parenting as all families are different. It's complex but it's good work."

Riemelle also added that social work is not only about the one-to-one support provided to one individual but also about communities. For example she took part in a consultation for a charity that is looking to introduce a programme for fathers.

### THE BEST OF BOTH WORLDS

"I would definitely recommend an apprenticeship, it's a great way to get into the profession and the experience is second to none. It's the best of both worlds and was a no brainer for me!" Riemelle said.



# HOW TO SAFELY CHARGE AND STORE YOUR E-BIKE OR E-SCOOTER

**There has been a big increase in fires caused by e-bikes and e-scooters. In 2023, the London Fire Brigade was called to an e-bike or e-scooter fire all across London, once every two days. There have also been incidents where people got injured or even lost their lives.**

The majority of fires related to e-bikes and e-scooters have happened in homes and are often caused when charging batteries. E-bikes and e-scooters are powered by lithium batteries and if the battery is damaged or fails, it can start a fire that spreads quickly and can put you at risk.

Please remember that for everyone's safety the council operates a clear communal areas policy. This means that you should **never** charge or store e-bikes and e-scooters in communal areas as that way we can minimise the risk of a fire starting. Also if these batteries are charged in communal areas and a fire breaks out, this can quickly block people's escape routes. That's why all items found in communal areas, including e-bikes and e-scooters, will be subject to removal.

If you charge your batteries at home, please follow the London Fire Brigade's advice to ensure you remain safe.

- Always follow the manufacturer's instructions.
- Do not attempt to modify or tamper with the battery.
- Let your battery cool before charging it.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Never leave your e-bike or e-scooter charging unattended and never charge it while you are asleep.
- You should always make sure you unplug your charger once it's finished charging.
- Use the correct charger for your batteries and buy any replacements from a reputable seller.
- Never block your escape route, including communal areas, with e-bikes or e-scooters as if a fire breaks out, you won't be able to safely leave your home.
- Make sure you and your family have an escape plan in place in the event of a fire. Always call 999, never try to fight the fire yourself.

# STAY SAFE WHILE COOKING

**According to the London Fire Brigade approximately 60% of fires in the home start in the kitchen. By taking a few steps you can enjoy cooking while ensuring your loved ones and you are safe.**

Smoke alarms are a great way to protect yourself but did you know that the London Fire Brigade recommend fitting a heat alarm in the kitchen? If your alarm is missing or faulty, please get in touch with the council as soon as possible to report it so that we can investigate and arrange for a replacement if needed.

You can also help us to keep you and your neighbours safe over the summer by not using BBQs on your balconies or in communal spaces within buildings.

## STAY SAFE WHILE YOU'RE COOKING

- If you're very tired, have been drinking alcohol or are taking medication that might make you drowsy, it's safer not to risk cooking.
- Loose clothing can easily catch fire, so take care not to lean over a hot hob, and always keep tea towels and cloths away from the cooker and hob.
- Always keep an eye on children and pets in the kitchen: put matches and lighters away; and keep saucepan handles out of reach.
- Don't leave cooking unattended and make sure to turn off the heat if you have to leave the kitchen.
- Try to keep the oven, hob, cooker hood, extractor fan and grill clean – built-up fat and grease can ignite and cause a fire.
- Never put anything metal in the microwave.
- Double check the cooker and hob are turned off when you've finished cooking.

For more information you can visit the London Fire Brigade website where you'll find the Home Fire Safety Checker and other resources to keep your family and you safe.

**The London Fire Brigade also provides free home fire safety visits if requested, during which they'll give you advice suited to your individual needs and can fit free smoke alarms, and specialist alarms for people with visual or hearing impairments.**



[www.london-fire.gov.uk](http://www.london-fire.gov.uk)

## FIRE DOORS

Fire doors, including communal and flat entrance doors, are a critical part of a building's overall fire safety. However, the effectiveness of fire doors can easily be undermined if they are not properly closed or if they are altered in any way so please take care not to damage or alter your fire door.

If you think a fire door is faulty, for example its door closer is missing or does not work, please get in touch with the council so that we can check it and repair it if needed. If you notice anything that may be a fire risk, you can report it by calling us on

### Flat entrance doors and door closer

Please do not tamper with any fire doors including the door closer. The door should close to prevent fire and smoke from spreading further into a building. Also please do not tamper with communal doors and do not fit additional locks as this restricts access for others.



020 8489 5611

# GREENING OUR BOROUGH

## COMMUNITY GARDENING GROUP IN SOUTH TOTTENHAM

Our resident gardening group on the Ermine Road Estate, recently got together to transform a raised bed on St Ann's Road. With the support of our parks team, the residents made a great success of their first community planting day, brightening up their space with beautiful plants and flowers!



If you would like to nominate an existing greenspace for community gardening check out the Small Community Greenspaces project

 <https://communitygreenspace.commonplace.is>

## COMMERCE ROAD GREEN SPACE PROJECT



Our engagement team and Trees for Cities teamed up with local residents and students from the local special school and nursery to plant various trees including

fruit trees and shrubs along Commerce Road.

Despite the weather conditions, the residents worked tirelessly over two days to successfully complete the planting. The project was a great success, and the residents look forward to eating the fruits of their labour.

# USEFUL CONTACTS

## HOUSING SERVICES


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

## CUSTOMER SERVICES

 [020 8489 1000](tel:02084891000)

from 9am to 5pm Monday, Tuesday, Thursday and Friday, and 10am to 5pm Wednesday

## REPAIRS

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

 [020 8489 5611](tel:02084895611)

Monday to Friday, 8am to 6pm.

## PAY YOUR RENT ONLINE

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

## ANTISOCIAL BEHAVIOUR TEAM

 [020 8489 1000](tel:02084891000)

 [ASB.Enforcement@haringey.gov.uk](mailto:ASB.Enforcement@haringey.gov.uk)

## TENANCY MANAGEMENT

 [Tenancymanagement@Haringey.gov.uk](mailto:Tenancymanagement@Haringey.gov.uk)

## ESTATE PARKING

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

## COMPLAINTS

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

## MAJOR WORKS BILLS

 [LeaseholdCapitalWorks@Haringey.gov.uk](mailto:LeaseholdCapitalWorks@Haringey.gov.uk)

## SERVICE CHARGES FOR LEASEHOLDERS

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

 [service.charges@haringey.gov.uk](mailto:service.charges@haringey.gov.uk)

# EVENTS NOTICEBOARD

## Join in the Big Fun Art Adventure!

Have a hoot finding owls in Haringey this summer...  
Can you find all 30 owls on the trail?



### BIG FUN ART ADVENTURE

Art lovers and adventurers of all ages will have a hoot this summer as 30 uniquely designed owls - each standing on a plinth at over 6ft tall - will be waiting to be discovered on a fun, free and easy-to-follow art trail. For eight weeks from 17 August, there will be something for everyone to enjoy as the giant decorated owl sculptures start appearing in North London. Organised by North London Hospice the trail aims to raise awareness and funds for the vital charity.

Using an app to unlock rewards as you go, or following a paper map, residents and visitors will need to keep their eyes wide as they search for the sculptures, each painted by a different local artist.

30 smaller owlets designed by local schools and community groups, will hide in plain sight and will celebrate the vibrancy, culture, and creativity that North London has to offer, highlighting iconic spots such as Alexandra Palace and the Tottenham Hotspur stadium as well as local hidden gems.


The first mass participation event of its kind in North London, the venture is being run in partnership with world-renowned creative producers Wild in Art.

 [bigfunartadventure.org](https://bigfunartadventure.org)



### ESTATE DROP-INS

We have launched our new programme of popular drop-in estate surgeries, where you can meet staff from various services and raise issues face to face. The sessions are open to all tenants and leaseholders regardless of where you live - please just pop along whenever and wherever suits you. You'll meet repairs officers, tenancy officers, financial inclusion officers and more. If you have a question, please contact the Resident Engagement team at:

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

### COMMERCE ROAD COMMUNITY CENTRE

**Venue:** 52 Commerce Road, N22 8EP  
**Date:** 27 August 2024  
**Time:** 3pm – 7pm

### CAMPSBOURNE ESTATE

**Venue:** Kurdish Centre, Eastfield Road N8 7AD  
**Date:** 24 September 2024  
**Time:** 11am – 3pm

### HILLCREST ESTATE

**Venue:** Estate Office, Alexander House, N6 4HL  
**Date:** 29 October 2024,  
**Time:** 3pm – 7pm

### IMPERIAL WHARF

**Venue:** Community Centre, Craven Park Road N15 6AB  
**Date:** 26 November 2024,  
**Time:** 11am – 3pm

### MILTON ROAD

**Venue:** Community Centre, 1 Milton Road N15 3DS  
**Date:** 17 December 2024,  
**Time:** 3pm – 7pm

### SOPHIA HOUSE

**Venue:** Antill Road, N15 4AQ  
**Date:** 28 January 2025  
**Time:** 11am – 3pm

### TIVERTON ESTATE

**Venue:** The Bridge Community Hut, Tewkesbury Road N15 6SE  
**Date:** 25 February 2025  
**Time:** 3pm – 7pm

### CRANLEY DENE COURT

**Venue:** 152-154 Muswell Hill Road, N10 3JH  
**Date:** 25 March 2025  
**Time:** 11am – 3pm

### CIRCULAR ROAD

**Venue:** Community Hub, Circular Road N17 9HS  
**Date:** 29 April 2025  
**Time:** 3pm – 7pm

Make your  
**school holidays**  
unforgettable!



Join us for fun activities  
and make new friends.

Visit [haringey.gov.uk/  
holidayfun](https://haringey.gov.uk/holidayfun) to find the  
perfect activity for you!

Don't miss out - your  
adventure starts here!

If you're registered for benefit-related free school  
meals, you can get activities and food for free.

**Haringey**  
LONDON