

HOMES ZONE

Winter 2024



Resident Engagement

Budgeting tips and support

Repairs update

INTRODUCTION



Welcome to the winter edition of Homes Zone. Season's greetings from all of us at Haringey Council!

While we celebrate the festive holidays and traditions that bring us

together, please remember that the council is here to support you through the colder months. If you need financial assistance this winter, turn to page 10 to see how we can help you with bills.

Also, by recycling cards, wrapping paper and food you can play your part to make the borough greener. If you have small electrical items that you want to recycle, such as batteries and chargers, you can take them to the new recycling stations at our libraries. Find out more on page 9.

Over the past year, we've continued to improve our service. You can find some of the key statistics in the Director's update on page 4. One example is how we effectively reduced anti-social behaviour incidents on one estate, Cordell House, through a closure order, which you can read about on page 8.

We've also made progress in key areas like major works, repairs, and resident engagement, and we know there's still more to do to ensure residents are happy in their homes. To learn about the work of the repairs team and the new Head of Repairs, Paul McCabe, turn to page 5. For an update on resident engagement, including information on the Resident Advisory Panel and their review of the estate cleaning programme, see pages 6 and 7.

Finally, check out pages 14 and 15 for upcoming events including festive activities to enjoy with your loved ones, as well as the Haringey in Bloom results. Congratulations to all the winners and everyone who took part in the competition.

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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TRANSLATIONS

If you would like to receive a copy of Homes Zone in your own language please email your request including the date of the issue and language needed to: translationandinterpreting@haringey.gov.uk



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.



LEASEHOLDERS SERVICE CHARGES

Leaseholders will be receiving their service charge bills shortly. If you have any queries contact the Service Charge Team by emailing: **service.charges@haringey.gov.uk** and if you would like to make a payment or request a refund please contact the Leasehold Income Team by emailing: **s-leasehold.accounts@haringey.gov.uk**

For more information please visit:



<https://new.haringey.gov.uk/housing/leaseholders/service-charges>

HARINGEY ACTION

GROUP OF ALCOHOL (HAGA)

HAGA is a specialist alcohol service that helps people set and achieve their alcohol-related goals, whether reducing consumption or achieving total abstinence.

They offer personalised, confidential support to help you reach your alcohol and recovery goals. They also offer short term counselling to support you in your continued recovery and help you learn how to cope with difficult feelings.

You can join various groups that address ambivalence, motivation, harm reduction, and peer support. There is a user led co-production group you can join to use your invaluable lived experience and get involved in planning projects and events.

To contact HAGA please call or visit their website:



020 8801 3999



www.waythrough.org.uk

TENANT SATISFACTION SURVEYS

Kwest Research is carrying out telephone interviews with residents on behalf of Haringey's Housing Services to collect the Tenant Satisfaction Measures for the Regulator of Social Housing. The interviews have started and each interview lasts 10 minutes.

The findings of the survey will be used by Housing Services to understand residents' satisfaction with us and their neighbourhood and these will also be submitted to the Regulator of Social Housing.

Visit our website for more information:



www.haringey.gov.uk/tenant-survey

CHANGE OF NAME OF GAS CONTRACTOR



One of our contractors K&T Heating is now known as Sureserve Compliance South. As they are adopting the new brand, you may still see the previous K&T logos on vehicles and uniforms, however this will be updated over the coming months.

All their operatives will have information cards explaining the brand change, but if you are not sure please ask to see the operative's ID, and phone **0208 269 4500** to check.

ESTATE PARKING CONSULTATION UNDERWAY

Our estate parking consultation to support the introduction of the new enforcement arrangements is about to begin. The change will see us use the same system that applies to on-street parking across Haringey, with parking permits allocated for 'controlled parking zones'. This will enable more effective enforcement of parking arrangements, but it will also introduce charges for estate parking permits.

We will be consulting residents in phases organised by geographical area. We are starting with estates in Tottenham and Bruce Grove, which are heavily affected by rogue event day parking, to address this issue. We expect the new scheme to be in place for the estates included in this first phase by January 2026. For more details, please see:



new.haringey.gov.uk/estate-parking-consultation



DIRECTOR'S UPDATE - YEAR IN REVIEW



Jahedur Rahman

As 2024 comes to an end, I want to update you on our progress and share some improvements made during this financial year (Apr 2023 – Apr 2024).

Our repairs operatives completed 90% of repairs on the first visit and 98.2% of emergency repairs within the required timescale while 1,620 homes have been made decent. Safety remains a top priority, with 99.94% of fire risk assessments and 100% of passenger lift inspections completed. Our financial inclusion team helped 814 people, and we installed 700 CCTV cameras on estates to improve security.

We've launched our first retrofit programme to improve over 200 homes in the Coldfall area, while continuing our major works programme. We're collaborating with 50 residents, who have collectively volunteered over 1,350 hours to help shape our services.

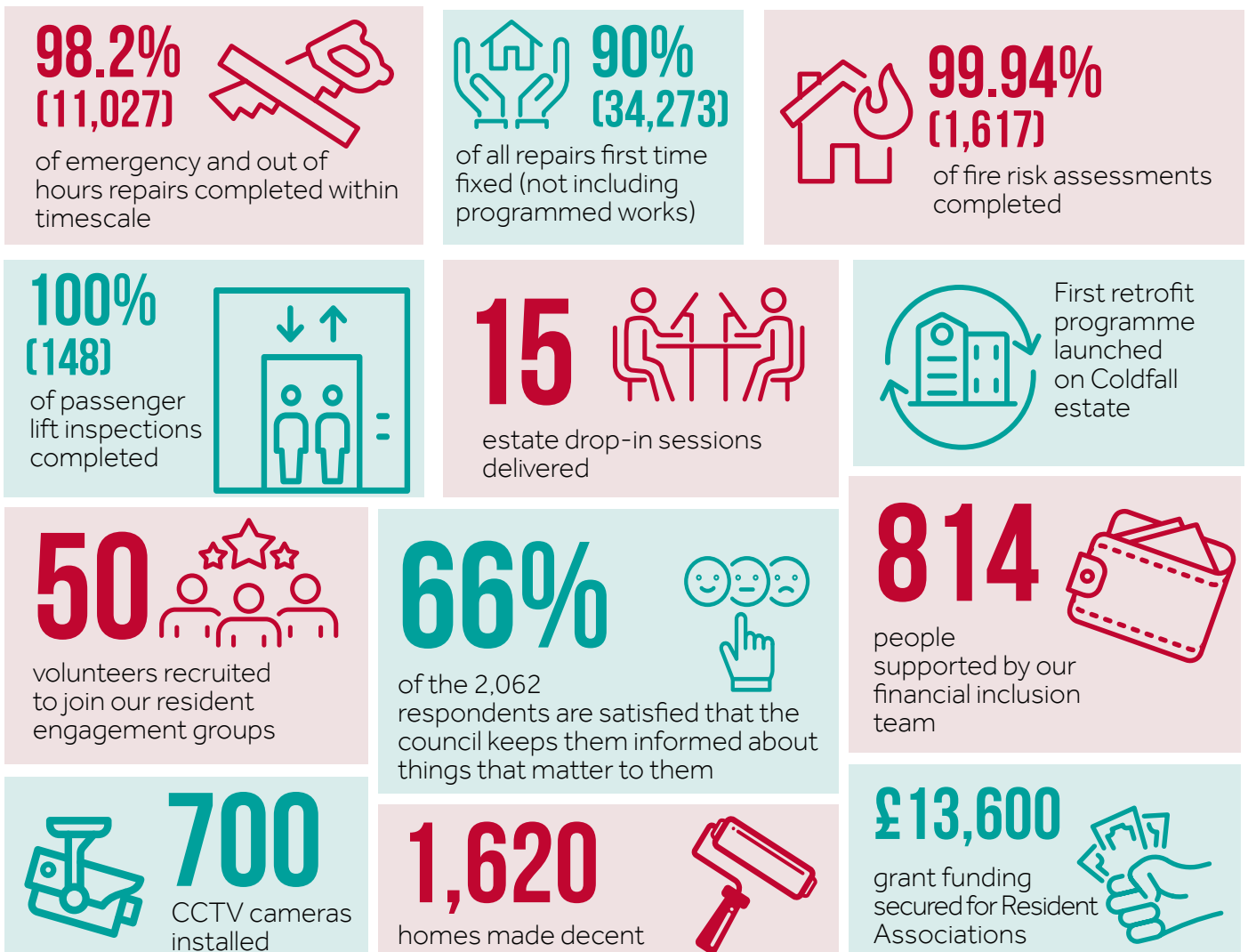
We conducted a survey to gather your views on our performance as your landlord, pinpointing both the areas where we have made progress and those that need

improvement. Results show that 66% of the 2,062 respondents are satisfied with the council's communication on important matters and 62% agree that the council treats them fairly and with respect.

We know there is still much to be done, and we remain committed to continuing our efforts to improve all homes in 2025.

Jahedur Rahman

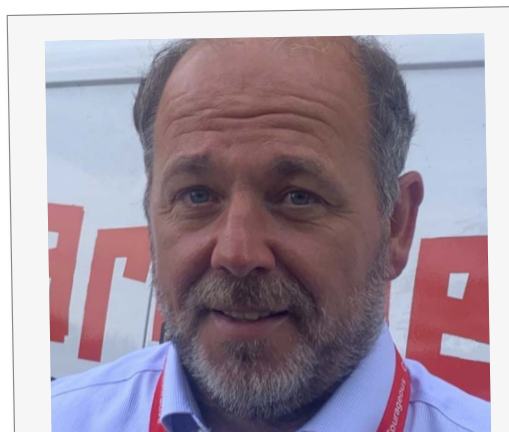
Operational Director - Housing Services and Building Safety



INTRODUCING THE NEW HEAD OF REPAIRS, PAUL MCCABE

Timely and efficient repairs are a top priority for us, which is why enhancing our repairs service is a key focus of our housing improvement plan. We're continuously working to upgrade our systems, recruit skilled staff, and ensure your views shape our plans by involving you in the decision-making process.

Recently, Paul McCabe was appointed as the new Head of Responsive Repairs and Maintenance. With extensive experience in housing across the country, Paul said:



During my short tenure, I've already seen improvements, like resident satisfaction with recent repairs increasing from the first to the second financial quarter. I'm also aware of the challenges, and I'm committed to ensuring we continue to drive up the standard and responsiveness of the service we provide.



NEW REPAIRS HANDBOOK AND WEBPAGES


To better meet your needs, we've been collaborating with our resident Repairs Continuous Improvement Group for over a year, co-creating policies and handbooks.

"Together with residents, we've revamped the repairs handbook and updated our repairs pages to be more user-friendly. We've also included an easy-read version of the handbook, meaning a simpler version, for residents with learning disabilities." Paul added.

The handbook and webpages cover how to report and track repairs, our service standards, repair timescales, and responsibilities. Scan the QR code to read the handbook or call for a printed copy.



 **020 8489 5611**

 <https://new.haringey.gov.uk/housing/council-tenants/repairs/responsibilities>



NEW RESPONSIVE REPAIRS POLICY

A new responsive repairs policy has been co-created with residents, detailing how we will deliver efficient, value-for-money repairs and meet good customer service standards.

"As part of this policy, we're introducing a new 'urgent' repairs category. Starting in March 2025, certain repairs that aren't emergencies but could result in the loss of a basic facility or cause damage if left unaddressed, will be completed within seven days." Paul said.

DAMP AND MOULD

Managing damp and mould is vital, as it can cause health problems, especially in children and vulnerable people. Things can get worse during the cold winter months.



Visit our website for tips on reducing moisture in your home and information on how to contact the council if you have a damp and mould issue. Your health and wellbeing are our priority, so please reach out to report mould problems:

 www.haringey.gov.uk/help-with-damp-and-mould

WORKING WITH YOU TO IMPROVE OUR SERVICES

Last year, we introduced a new resident engagement structure, inviting council tenants and leaseholders to join various groups and panels to help shape our policies.

Since then, we've collaborated with over 50 residents who have provided invaluable feedback, co-creating our strategy to improve housing services.

NEW EDITORIAL COMMUNICATIONS CONTINUOUS IMPROVEMENT GROUP

In December 2023, we conducted a survey to gather your feedback on this magazine. One key outcome from the survey was to collect residents' views on future magazine content. We want to ensure the magazine features articles and stories that interest all readers. By having a group of residents review the content and share

their opinions, we can create engaging editions and include pages written by residents.

This past October, we established a new editorial continuous improvement group. We are pleased to report that this edition was created with residents' valuable feedback. We aim to continue collaborating with this group to further improve future editions.



Before



After



Before



After

ESTATE DEEP CLEANING PROGRAMME

The estates and neighbourhoods management team oversees communal areas and shared spaces on estates. They're collaborating with residents to develop a strategy that meets your needs. They've also worked with the Resident Advisory Panel(RAP) to gather feedback on estate cleaning services.

The Estates Services have launched a deep cleaning programme for communal areas, which goes beyond regular cleaning by thoroughly removing dirt and grime from every surface, including hard-to-reach areas. The programme covers 57 estates and supported housing schemes across the borough, including Wood Green, Hornsey, and Tottenham. Currently, deep cleaning has been completed in 31 estates. You can see some before and after photos on the left hand side.

RESIDENT ADVISORY PANEL



Resident Advisory Panel members

The newly established Resident Advisory Panel, conducts in-depth reviews of housing services with support from an independent mentor, providing recommendations for improvements.

As mentioned opposite, the panel completed a review of the estate cleaning service. Recommendations that are now part of the improvement plan include involving residents in monitoring, enhancing organisation and operations, improving tenant satisfaction, and updating cleaning standards documentation.

The Chair of the panel, Chris Setz, who has been a Haringey resident for many years, explained why he joined the panel:

"Living on Broadwater Farm puts me in the middle of big housing and planning changes, including a £250m improvement programme on my estate.

My fellow members granted me the privilege to chair the panel and I aim to help change how Council Officers engage with tenants by breaking down silos and fostering collaboration. By making resident involvement in decision-making an integral part of the process, we can improve services together."



Chris Setz, Chair of the Resident Advisory Panel (RAP)



Esther Emmanuel – RAP member and chair of estate cleaning review

Together with our independent mentor the group decided to ask a panel member to chair each review with Esther Emmanuel chairing the estate cleaning review.

During the review, several issues affecting the current quality

of services were identified. These issues include funding cuts leading to staff reductions

and outdated tools and equipment. There's currently no system for planned maintenance, and adherence to standards needs improvement.

An online survey was conducted and over 2,000 residents took part to share their insights. Following that, the panel made 24 recommendations, with most being implemented and a few awaiting action. The panel will monitor this closely to ensure all improvements are made and residents are satisfied with the service.

On the estate cleaning review, Chris added: "The cleaning staff, often invisible when they are at work, care a lot about doing a good job. They are full of ideas for improvement and have really won our respect. Give your local staff a friendly 'Hello' when you see them!"

The panel will next review the repairs service and panel member Henry Egenti who will chair the review said:

"There are complaints about repairs and we have already begun to examine how the service functions, with plenty more to be done."

Chris encourages other residents to join in, saying: "We all receive housing

services and want to use our lived experience to point out what is wrong and to help fix it. Since the awful tragedy of Grenfell, councils must listen to those they house and make sure they meet certain standards including tenant satisfaction measures.

We can always use more help to improve the overall resident experience. If you live in council housing and want to join the group, contact the Resident Engagement Team."

For more information visit:



forms.office.com/e/xbL19US3BK



Henry Egenti, RAP member

CORDELL HOUSE

UNIQUE CLOSURE ORDER CUTS ASB ON ESTATE BY 98%

A pioneering approach to cutting crime on a council estate in Tottenham has been commended by the community.

Residents at Cordell House have seen a staggering 98% reduction in offences related to Anti-Social Behaviour (ASB) following Haringey's Housing Services introduction of a three-month closure order, the first of its kind in Haringey.

The ground-breaking measure to design-out crime and ASB was initiated in response to a series of troubling incidents, including drug-related activities and disruptive individuals blocking stairways, making it difficult for residents to enter and leave their homes. Anti-social behaviour incidents were reported by residents and captured on our CCTV system.

In contrast to typical closure orders that apply to single properties, this unprecedented order encompasses the entire block, shutting down communal areas and stairwells for those who do not live on the estate.

Following the implementation of the closure order, notices were displayed throughout the estate to inform everyone of the new measure. Both residents and the council were able to report incidents to the police. This order grants the police the authority to make arrests for

any breaches. The enforcement of the order is carried out by the police, with support from Haringey's Housing team.

As a result, individuals found within the block without a legitimate purpose have been arrested and taken to court.

Residents have welcomed the positive impact.

One, who works nights, said,

"I have not seen any ASB in the block following the closure order by the council. I feel much happier and safer now coming and going from the block."

Another resident added,

"Not seeing any anti-social behaviour recently, especially drug users on the stairs, has been a relief. I feel much safer now; it's a relief not having to worry going in and out of the block."

Cllr Sarah Williams, Cabinet Member for Housing and

Planning and Deputy Leader of the Council, said

"This closure has proven to be a success. This is a first in Haringey and to secure such an order, we are demonstrating our commitment to ensuring that our residents feel safe.

Every resident deserves a safe and secure home.

We are dedicated to making this a reality. Our approach sends a powerful message about community safety in Haringey and highlights the lengths we will go to achieve it."

Cordell House will be closely monitored by the council, and we will continue to engage with residents, so we are informed.

The council, in collaboration with the police, is committed to maintaining a safe and welcoming environment for all residents. This unique initiative at Cordell House exemplifies the proactive steps being taken to enhance community safety and wellbeing.

This positive news story was also published in the Enfield Independent local newspaper.

HOW TO RECYCLE THIS CHRISTMAS

During the festive season we create more waste than any other time of the year. Play your part and help us make Haringey greener by recycling and disposing of your waste properly.

RECYCLING

Please recycle your paper and cardboard, including Christmas cards and wrapping paper without glitter or foil. You can also recycle glass bottles and jars, food tins, drink cans, aerosols, plastic bottles, food and drink cartons (Tetra Paks), and plastic food trays and containers like yogurt pots. Rinse containers before placing them in the recycling bin.

There are also many more items that can be recycled. For more information visit:



www.nlwa.gov.uk/reducereuse/recycle/whatcanwecycle

FOOD

Your Christmas food waste and leftovers can also be recycled so be sure to use your food caddy to recycle them. You can get liners for the caddy from your local library or concierge. Once your caddy is full, empty it into the black wheelie bin with a brown lid on your estate.

If you don't have a caddy, you can order one online:



www.new.haringey.gov.uk/food-waste-bins

All (outdoor) food caddies are now fox proof.

ELECTRICALS

Anything with a plug, battery, or cable can be recycled and turned into something new, including hair dryers, kettles, keyboards, mobile phones, vapes and e-cigarettes.

RESIDENTIAL ESTATES BRING BANKS

Residents can take small electricals to three bring banks in the borough:

- **Rothbury Walk** (car park Waverley Road), Northumberland Park, N17
- **Junction of Reedham Close and Jarrow Road**, Tottenham Hale, N17
- **Outside the Community Centre**, Broadwater Farm, Adams Road, N17

If you don't live near a bring bank, you can also recycle your small electricals in other locations:

- **Colney Hatch Lane:** Located at 58 Colney Hatch Lane, N10 1EA, next to the bus stop
- **Cranley Gardens:** Located at Jct Park Road, Haringey, London, N8 8LA
- **Finsbury Park entrance:** An electrical waste bank located at the entrance to Finsbury Park
- **Haringey Recycling Centre**, Western Road, London N22 6XJ

Residents in low-rise households can book a home collection for small electrical items online.

For more information visit:



www.haringey.gov.uk/recycle-electricals

RECYCLING STATIONS AT LIBRARIES

Thanks to residents' suggestions, nine Haringey libraries now host dedicated recycling stations for items that shouldn't go in general household waste, like batteries, printer cartridges, and lightbulbs. These stations are free to use and don't require a library membership or booking. Find out more:



www.haringey.gov.uk/library-recycling

CHRISTMAS TREES

To recycle your Christmas tree, place it on the street or next to your communal waste collection (cut it in half if it's over one meter tall). You can also put it in your green garden waste collection bin or take it to Haringey's Reuse and Recycling Centres on Western Road or drop it off at a designated park site.



www.haringey.gov.uk/christmas-tree-recycling

FINANCIAL HELP FOR THE FESTIVE SEASON AND BEYOND



We understand that the festive season and increased heating bills can strain your finances. Setting a budget and prioritising essential bills such as council tax, rent, and utilities is crucial for managing your money, especially when costs increase.

BUDGETING TIPS

- buy only what you need: Reduce excess food by using leftovers
- set a gift limit: Agree on a maximum amount for gifts with family and friends
- plan free, fun activities like walks. Check the Haringey website for ideas: **new.haringey.gov.uk/whats-on**
- save early for next Christmas: Open a Credit Union account to start saving: **credit-union.coop**

Visit Money Helper for free guidance on debt, everyday money and more:

 www.moneyhelper.org.uk/en

HELP WITH ENERGY BILLS

SHINE provides services to help manage energy bills, offering free advice on cutting costs and other wellbeing support for those on a low income, over 60 years old, with children, or with disabilities or long-term illnesses. Visit SHINE

for more details:

 shine-london.org.uk

Check our better off calculator to find out what benefits you might be entitled to:

 www.betteroffcalculator.co.uk

UNIVERSAL CREDIT

Universal Credit is a monthly payment to help with living costs. After applying, it takes five weeks to get your first payment. You can request an advance if needed.


This financial year has 53 rent weeks, and universal credit won't cover the extra week. For help, contact our Financial Inclusion team at:

 financial.inclusion@haringey.gov.uk

PENSION CREDIT

This benefit is for low-income individuals who have reached Pension Credit qualifying age, offering up to £3,300 annually. It can also unlock additional

support, such as help with council tax and winter fuel payments. Check eligibility and apply before 21 December. For assistance, visit:

 www.haringey.gov.uk/HereToHelp


MONEY MANAGEMENT WORKSHOPS

In person and virtual workshop at Wood Green Library on 16 January 2025, 1:30–4:30 pm.

Workshop for the Somali community at The Trampery, 639 High Road, N17 8AA on 27 February 2025, 10am – 1pm, with Somali interpreters available. You may bring someone who speaks English, as English-speaking officers will be present.

To attend, contact the team. Virtual attendees will receive joining instructions closer to the date:

 financial.inclusion@haringey.gov.uk

 [020 8489 5611](tel:02084895611)

HOW WE CAN HELP YOU WITH RENT PAYMENTS

If you have money worries or need help, please reach out. We're here to help you and can advise on the right benefits and ways to improve your income to keep up with your rent and other bills.

If for any reason you fall behind on rent, please make sure you:

- contact us immediately so we can help you. You can email our friendly team at incomecollectionteam@haringey.gov.uk or you can create a provisional repayment plan by visiting: https://myaccount.haringey.gov.uk/service/Request_payment_plan
- carefully read any letters you receive from us, as they will outline what you need to do and how to get support
- take independent advice or visit our website for money and debt advice: www.haringey.gov.uk/money-debt-help

We want to work with you to manage your debts and help you to prevent arrears now and in the future.

You can manage your rent account online, view your statements and balance by logging into 'My account' at: myaccount.haringey.gov.uk

SET UP A DIRECT DEBIT TO PAY YOUR RENT

Over 2,000 tenants use Direct Debit to pay rent because it's the easiest and most convenient method. You can set this up to pay on the 1st, 15th, or 22nd of each month. Paying by Direct Debit means that you don't have to remember to pay every month or worry about overlooking a payment if you are ill or on holiday. Your payment will be automatically recalculated if anything changes and we'll inform you accordingly. Find out more and set up your Direct Debit:



<https://new.haringey.gov.uk/housing/council-tenants/paying-your-rent>

By paying your rent via Direct Debit, you could win £250 in our quarterly prize draws (eligibility criteria apply). If you prefer not to participate, opt out by emailing accountsrent@haringey.gov.uk with your rent payment reference number.



Tulay one of our friendly advisors

OTHER PAYMENT METHODS

- **Debit/Credit Card:** Pay online or by calling the council's automated service on **0300 4560520**. Ensure you have your 15-digit rent account number.
- **Housing Rent and Charges Card:** You will automatically receive your card, when you sign your tenancy agreement. Use it at Paypoint outlets or the Post Office to pay your rent.
- **Text Payment:** Register online at www.allpayments.net/TextPay to get your password. Text 'pay', the rent amount or service charge, and your password to 81025.

FIRE SAFETY

STAY SAFE DURING THE HOLIDAYS

Extra care should be taken during the festive season to reduce fire risks. By being cautious and aware of hazards, you can safely enjoy time with loved ones.

- never leave candles unattended and don't place them near your Christmas tree, decorations, or flammable materials
- ensure Christmas lights have the British Safety Standard sign, and always switch them off and unplug them before bed
- keep heaters away from decorations and avoid attaching decorations to lights
- never overload sockets and unplug electrical appliances you are not using

BEDTIME FIRE SAFETY CHECKS

According to the London Fire Brigade (LFB), around 29% of the fires they attended last year occurred at night (between 9 pm and 9 am). So, before you go to bed, it's crucial to make some quick checks that only take a few minutes but can save your life.

- close all internal doors to prevent smoke spread
- turn off and unplug electrical appliances (unless they are designed to stay on like fridges/freezers)
- avoid leaving appliances like washing machines, tumble dryers, and dishwashers on overnight
- don't charge devices overnight including phones, tablets and e-cigarettes
- check that hob and oven switches are off
- extinguish candles and incense sticks before sleeping
- ensure cigarettes are fully out; never smoke in bed
- keep escape routes clear
- ensure door and window keys are where everyone can find them

The London Fire Brigade has a free home fire safety visit service and they offer in-person visits to those who are more at risk. When they visit they will provide personalised advice and can even fit free smoke alarms if needed.

You can also assess your risk online by using the home fire safety checker



www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/

If anyone in the home has mobility issues, ensure mobility aids and emergency call methods are within reach.

E-BIKES AND E-SCOOTERS

Charging and storing e-bikes and e-scooters safely, is very important and can keep you, your loved ones and neighbours safe.

Most fires involving e-bikes and e-scooters happen at home due to charging batteries. Lithium batteries can ignite if damaged or faulty. The council's clear communal areas policy prohibits charging or storing e-bikes and e-scooters in communal spaces to reduce fire risk and keep escape routes clear. Items found in these areas will be subject to removal.

For more information visit the LFB website or contact the council:



<https://www.london-fire.gov.uk/safety/lithium-batteries/charging-electric-bike-and-electric-scooter-lithium-batteries>



020 8489 5611

MEET JOSEPH, ONE OF OUR FOUR BUILDING SAFETY MANAGERS



Joseph on the right with resident on the left at Broadwater Farm

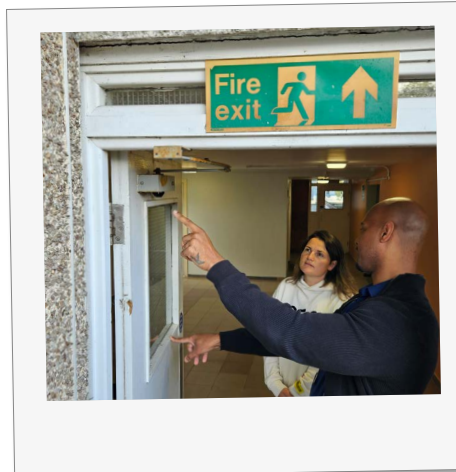
My name is Joseph and I'm a Building Safety Manager for Haringey. I have worked for the NHS and London Zoo in the past, so I've managed a variety of safety challenges in my time. But Broadwater Farm is where I shine!

My team currently monitors 50 high rise blocks across Haringey (anything seven storeys or above or at least 18 metres high with 2 residential units) to prevent/reduce risk from fire or structural damage. The team has also completed specialised training in fire safety and building safety management.

We've done a thorough audit of our roof spaces. This to ensure they are as secure as possible for the benefit of residents, contractors and the fire service who need to get



Our job involves plenty of problem solving and joint working which I really enjoy. For example, we've worked with residents and our engagement team to produce engagement strategies for each of our buildings – something I'm particularly proud of.



up there from time to time. You'd be surprised at how much kit there is above your heads!

Our residents play a vital role as our eyes and ears.

I have a personal goal to set up safety walkabouts, so I can raise awareness of potential risks and what to report: broken windows, structural damage, dangerous behaviour – and fire doors that have been jammed open.

One of my biggest challenges is fire doors being propped open and items being left in communal areas including e-bikes and e-scooters, kitchen appliances and rubbish bags.



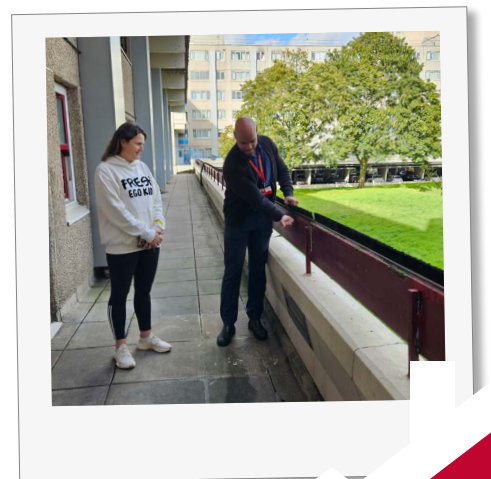
I would ask everyone reading this article to check your fire doors are properly closed and that you do not leave any items in the communal areas. You could save lives!



**GOT SOMETHING TO REPORT?
EMAIL THE TEAM ON:**



BSM@haringey.gov.uk



HARINGEY IN BLOOM

Haringey In Bloom is our annual gardening competition celebrating residents who are transforming greenspaces across the borough — from gardens to window boxes and veg patches. Open to everyone, it showcases how communities, businesses, and schools shape what our borough looks like.

We want to thank everyone for their lovely garden photos, and for making the borough greener. A special thanks to Sunshine Garden Centre and Ring-Go for sponsoring the event.

Congratulations to all the winners!

Awards include gold, silver, and bronze, with several residents also receiving high commendations. To find out more and watch a video of the winners visit:

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

Among the winners are supported housing schemes and estates, that excelled in the community garden category, while a supported housing resident won the gold award in the veg plot category.



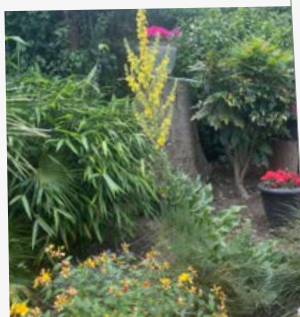
Community garden – Hill Dene Court – gold



Community garden – Debden community garden – bronze



Veg plot – Caroline Page (supported housing resident) – gold



Community garden – Cranley Dene Court – highly commended

USEFUL CONTACTS

Our contact centre and repairs service will be operating throughout the festive season, excluding on bank holidays (25 and 26 Dec and 1 January 2025) when an emergency service only will be operating. Our customer service centres will be open as usual, except on bank holidays when they will be closed.

HOUSING SERVICES



www.haringey.gov.uk/housing

CUSTOMER SERVICES



020 8489 1000

from 9am to 5pm Monday, Tuesday, Thursday and Friday, and 10am to 5pm Wednesday, **excluding on bank holidays (25 and 26 Dec 2024 and 1 January 2025) when an emergency service only will be operating.**

REPAIRS



www.haringey.gov.uk/housing/reportrequest-repair



020 8489 5611

Monday to Friday, 8am to 6pm, excluding on bank holidays (25 and 26 Dec and 1 January 2025) when an emergency service only will be operating.

PAY YOUR RENT ONLINE



www.haringey.gov.uk/housing-rent

ANTISOCIAL BEHAVIOUR TEAM



020 8489 1000



ASB.Enforcement@haringey.gov.uk

TENANCY MANAGEMENT



Tenancymanagement@Haringey.gov.uk

ESTATE PARKING



www.haringey.gov.uk/estate-parking

COMPLAINTS



www.haringey.gov.uk/make-complaint

MAJOR WORKS BILLS



LeaseholdCapitalWorks@Haringey.gov.uk

SERVICE CHARGES FOR LEASEHOLDERS



www.haringey.gov.uk/service-charges



service.charges@haringey.gov.uk

ESTATE DROP-INS

We're holding monthly estate drop-ins in different locations across the borough, where you can meet staff from various services and ask questions or raise issues face to face. The sessions are open to all tenants and leaseholders regardless of where you live so you can just pop along whenever and wherever suits you.

You'll be able to meet repairs officers, tenancy officers, financial inclusion officers and more. On the right side is a list of upcoming estate drop-ins and for more information please visit:



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

If you have a question, please contact the Resident Engagement team at:



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

SAFETY AT CHRISTMAS

Sadly, Christmas can sometimes make problems at home worse. If you or someone you know is experiencing domestic abuse there are several services within the borough that can offer advice and support. You are not alone, and help is always available.

A full list of services can be found on:



[www.haringey.gov.uk/
domestic-abuse-services](http://www.haringey.gov.uk/domestic-abuse-services)

You can also contact the National Domestic Violence Helpline on **0808 2000 247** to talk confidentially to someone about your situation and your options.

If you are in immediate danger, you should always call the police on **999**

If you are unable to speak, you can call 999 on your mobile phone and then press 55 and the police will try to assist you without you having to speak.

You can also contact the police on their non-emergency number: **101**

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



FESTIVE EVENTS

This festive season discover an array of enchanting experiences in Haringey, including Father Christmas's Grotto, captivating tree lights switch-ons, and delightful local maker markets. Let's make this festive season one to remember!

To explore all the exciting events, visit our website:



[www.haringey.gov.uk/
festive-haringey2024](http://www.haringey.gov.uk/festive-haringey2024)

WINTER MAKERS FAIR

Join us for the Muswell Hill Creatives winter makers fair!

Date/time: Saturday 21
December 10.30am to 4pm.

Location: St James Square,
Muswell Hill, N10 3HS.

ARE YOU HURTING THE ONES YOU LOVE?

Domestic abuse comes in many forms - from physical and sexual to emotional and psychological. If you want to stop and address your violent and abusive behaviour you can anonymously ring the RESPECT phoneline for confidential information, advice and support.

Choose to stop! Call or email:



0808 802 4040



info@respectphoneline.org.uk

Haringey, Here to Help

Haringey
LONDON

Get valuable funding for your child's school!

Did you know,
schools can
receive up to
£1480 in extra
funding through
the **Pupil Premium**
for every child who is
eligible for **Free
School Meals?**

**CLAIM
FREE
SCHOOL
MEALS**



The funding is used to boost learning outcomes for pupils so every child in Haringey can achieve their full potential.

So, if you're eligible, speak to your school and complete a Free School Meals application today!

*scan me
to learn
more!*



www.haringey.gov.uk/FSM

*Please see the list of qualifying benefits on our website.