

Haringey **Home Connections**

your choice, your move

Your guide to
the **only way**
to move into
permanent
housing with
the council



Haringey Home Connections –
working together to offer local people more choice over their housing options.

www.haringey.gov.uk

 **homeconnections**
letting...you choose



Haringey Council

Choice based letting

What is Home Connections?

Haringey Home Connections is your new letting service. People on our housing and transfer register are using it to find a permanent residential property to rent, from either us or from a housing association.

Haringey Home Connections is based on the new and better approach to letting properties; '**choice based letting**'.

Choice based letting, what does it mean?

It means that, as someone looking for somewhere to live or looking for a transfer to somewhere more suitable for you and your family in Haringey, you make the choice of where to live, from the council's empty residential property list. Every week new properties come on to the list of empty properties, so every week new homes are advertised and let.

Who benefits?

Who benefits from this new approach to finding tenants for council and housing association residential property?

Every one on the housing and transfer register looking for a permanent home in Haringey.



Choice based lettings is designed to give you the best opportunity for you to find a permanent home. You can choose the kind of property you want, in the neighbourhood you want and as close to, or as far from, amenities such as shops, schools, open spaces, clinics and buses and trains you want. You make the choice that fits best for you. It means that we are not making choices on your behalf, or guessing what may appeal to you.

But first of all you have to register with the Haringey Council's Housing Service. We will discuss with you your needs and allocate your housing points in line with the council Lettings Policy. The number of points you have reflect your particular circumstances



Choice based letting

Who benefits?

and how long you have been on the register. If you have an application for housing already you do not have to register again.

When you registered for housing you will have been sent your user ID and PIN and you will have been told how many housing points you have. Your user ID will be your waiting list reference number starting with the number 0, this will be a six digit number for example 023456.

Your pin will be your date of birth in six digit format. For example if you were born on 2nd September 1961, your pin will be 020961.

We think that the benefits of the choice based letting scheme are worth the effort you need to put in – and so do the people who have already been housed. As well as giving you the choice, it is quicker and cheaper to run (so we can spend more on the properties and services) and you can bid as many times as you like with no penalties.

To move into a permanent council property you have to use the Home Connections procedure.

*East Haringey
Tottenham has good sport and leisure facilities, such as Tottenham Green Leisure Centre and Bruce Castle Park. There is also the world famous Spurs Football Club and, a little further away, Lee Valley Park, a massive open space which provides a wide range of leisure activities.*



How does it work?

- ▶ Every week between Wednesday and the next Monday we advertise the properties which are empty and available for letting.
- ▶ By midnight on the Monday you select one or more properties that you are interested in, and you make your bid.
- ▶ On Tuesday we short list the bidders, taking into account their housing points, and we invite the top five bidders to view up to three properties.
- ▶ On Wednesday, after you have viewed a property and confirmed your interest in it, we make offers to the successful bidder.
- ▶ On the Monday of the following week, if you were the successful bidder, you will move into your new home.

If you think that none of the properties you have viewed is what you are looking for, or if none of your bids are accepted by us (usually because your number of housing points for selected properties is not enough), you should bid in subsequent weeks.

At the viewing you will be given the opportunity to decide if you wish to proceed further. If at the viewing you decide this property is not for you there is no penalty for turning it down at this stage.



If you do not have your user ID and PIN please contact the housing service on **020 8489 1000**.

Choice based letting

How do I find properties?

East Haringey

The area around Seven Sisters is benefiting from a £10 million government programme to tackle crime and improve housing and the local environment. The Tottenham area has excellent tube, rail and bus links.



When and where are properties advertised?

We advertise properties each week;

- ▶ from Wednesday to Monday on our website; www.haringey.gov.uk/housing
- ▶ in two local free papers delivered on the Thursday and Friday; Tottenham and Wood Green Independent, and Muswell Hill and Crouch End Times.

You can also see a copy of the weekly advert at your local customer service centre and at any Haringey library.

We can send you the weekly property list by email. If you have not already registered for this service, but would like to, please contact us (details on page 18). Please make sure you give us the correct email address, and tell us if you change it.

If you are living in temporary accommodation outside of Haringey, or you live in Haringey but do not receive the free papers, we will send you a list of newsagents where you can buy copies each week.

The bidding process

What can I bid for?

You can bid for as many properties as you like, but you will be invited to view no more than three properties a week. So when we telephone you to tell you which properties you have been short listed for, you have to choose your final three.

We understand that you want to find a better home for yourself and your family as quickly as possible. You can bid for any property which is advertised, but you will be more successful if you take into account the likelihood of being short listed for properties you bid for.

For example:

- ▶ Your bid will not be short listed for properties which have more bedrooms than appropriate for your size of family;
- ▶ If you have had a medical assessment and require a ground floor property, you will not be short listed for a flat on a higher floor;
- ▶ If you have had a medical assessment and require a property with level access throughout, you will not be short listed for a property with internal stairs;
- ▶ If you have a history of anti-social behaviour you will not be offered a property in an area where a lot of older people live.



Choice based letting

What can I bid for?

We normally invite the five bidders for each property with the largest number of housing points and the highest priority to view the property. Their points will reflect the condition of their current accommodation, size of family and time waiting for a permanent home.

Homes are usually offered to bidders with the largest number of housing points. So to get an idea of the points you need for different types of property, for different types of neighbourhood and for different kinds of amenities, you should look at the results of the bidding process in previous weeks. You will find this in the weekly adverts and on the website. This will show the number of points which the new tenants had.

Be realistic about what you can get with the number of points you have.



When and how do I bid?

The bidding process starts each Wednesday for the properties advertised that week in the local papers and on the website from Wednesday to Monday. You should make your bids to Home Connections between the Wednesday and midnight on the following Monday.

There are three different ways to make your bid:

by **WEBSITE**

by **PHONE**

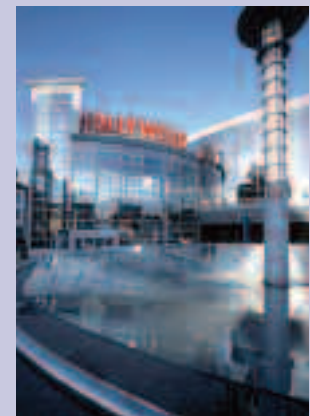
by **TEXT**

These are detailed in the section Bidding methods on pages 15 to 17.

Before you begin, please have your user ID and PIN ready. If you are unsure or if you have lost either of these, contact us at the Haringey Council Housing Service on **020 8489 1000**.

Central Haringey

There are excellent shopping facilities at Wood Green Shopping Centre. Leisure facilities include two multiscreen cinemas in Wood Green and sports venues include the New River Sports Centre in White Hart Lane and Finsbury Park.



Choice based letting

When and how do I view properties?

For each property we will normally short list the five bidders with the highest priority and housing points to view it.

If your bids have been short listed for more than three properties, we will ask you to choose the three properties in which you are most interested, and invite you to view those.

- ▶ Monday, the bidding closes at midnight.
- ▶ Tuesday, if we shortlist your bid we will call you and invite you to view the properties the next day.
- ▶ Wednesday, you will view the properties.
- ▶ Monday, five days later, if your bid has been successful you will move in.

We follow a very tight schedule to help you find a new home and move into it as quickly as possible. You need to be available to view and move in.

For housing association homes the viewing days vary and you will usually be given longer notice of the viewing date.

Central Haringey

Between Wood Green and Finsbury Park is the busy area of Green Lanes, with plenty of late night shops and cafes. There are also good transport links to central London.



When do I receive the offer to become a tenant?

After you have viewed the properties we continue with our tight schedule to get you into a new home as quickly as possible.

- ▶ Wednesday, daytime you will view various properties, and you will make the decision on which you would like to move into.
- ▶ Friday, you will be expected to sign your new tenancy agreement. If you refuse at this stage you may be removed from the scheme. It is very important you make the right choice on the Wednesday at your viewing appointment.

At the viewing of each property you will be required to make a 'yes' or 'no' decision on whether you are prepared to accept the property if it is offered to you.

It may help you to make the decision if you bring with you your partner, a close friend, or member of your family to view the properties.

At the end of the day's viewing we will offer each property to the bidder with the most housing points, from among those bidders who had said 'yes' to it. It is possible that interest in particular properties is strong among bidders with more housing points than you have and so we are unable to make you an offer on any of the properties to which you said 'yes'. You may be successful when bidding in subsequent weeks.



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When do I receive the offer to become a tenant?

For each property you are not interested in, we will want feedback on what aspects you were not happy with. Your feedback will help us to improve our services and our properties.

You do not have to accept the property at the viewing. You make the decision on whether the viewed property is what you want for yourself and your family. Turning it down in no way affects the way in which we will view future bids from you. There could be a more suitable home that becomes available later on.



What happens before I move in to my new home?

You have done your bit in finding yourself a home, using the new choice based letting procedure, finding advertisements for properties available for letting, entering the bidding process, viewing properties and making the decision on where you would like to live. We have made the offer, and now there is administration in the tight schedule to get you into your new home as quickly as possible.

- ▶ Thursday, interview with you in the office to validate your housing application.
- ▶ Friday, you will be invited to sign the new tenancy agreement with housing management for your new home.
- ▶ Saturday and Sunday, you will be able to move your possessions into your new home.
- ▶ Monday, your new tenancy commences and you move in. (In a small number of cases there may be building works which are being completed which may delay the start of your tenancy).

West Haringey

Crouch End is well known for its cafes and restaurants, while Muswell Hill is close to Alexandra Palace and park. There is a swimming pool in Park Road, a cinema in Muswell Hill, and regular theatre and music performances at Jacksons Lane Community Centre.



Choice based letting

Key facts and helpful tips

- + There are no penalties for turning down a property at the viewing.
- + If you do not have a computer at home you can use one for free at any of the nine libraries in Haringey.
- + If you need help with bidding or understanding the scheme we are here to help you. Staff in the customer service centres and libraries can also guide you through the process.
- + Vulnerable clients will be given additional support by housing and support staff.
- The council reserves the right to make direct offers to some households in exceptional circumstances and to those on waiting lists not included in the choice based letting scheme. This includes households that require an adapted property.
- If you are a tenant or homeless household and have rent arrears you may be suspended from bidding.
- Housing Associations may limit the size of households they accept for some of their properties.

- ▶ Please ensure your contact details are correct so that we can get in touch with you quickly.
- ▶ You can view the results of previous weeks bidding on the Home Connections website and in the weekly adverts.
- ▶ Please keep your ID and PIN in a safe place.

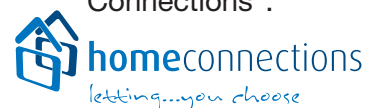
Bidding methods

Before you begin, please have your user ID and PIN ready. If you are unsure or have lost either of these, see the contact details pages for how to contact us and get help.

Bidding via website

How to find properties on the website and bid for them:

STEP 1: type **www.haringey.gov.uk/housing** in the internet address box and then click on the links to “Home Connections”.



STEP 2: this will open the Home Connections home page. Click **I am already registered** at the bottom of this page.

STEP 3: this will open the “Private Zone” and will ask you to login using your six figure user ID and PIN. Click **Login**.

STEP 4: you will be asked if you wish to continue as you are entering a secure site. Click **Yes** to continue.

STEP 5: a page will open showing your points total, bedrooms you require and whether your application is registered for bidding or if it is suspended. Your recent bid history will be displayed on the right. This will show the properties you have bid for in the past.

STEP 6: click **Search properties**. This will take you to another page.



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Bidding methods

STEP 7: you can search for available properties by entering the details in the boxes and click **Search for properties matching above criteria.**

STEP 8: you will get a list of properties. Click on **Full property info** for more details of any property.

STEP 9: if you want to bid for a property you have seen in the local paper or on the link: "TO LET – this weeks adverts"; enter the advert number in the "Search by property advert number" and click **Find.**

STEP 10: if the property is the right size for you and your case is active you will get a **Click here to bid for this property** button in the top left corner – if you click on it your bid will be registered and you will get a message to confirm it.

Bidding by phone

You will be talking to an interactive voice recognition system when you bid by phone. The system is very easy to follow and will take you through each step.

You will need a touch-tone telephone with a hash button (the # sign on the keypad).

STEP 1: ring **0845 330 3184.**

STEP 2: choose the language you want to use.

STEP 3: enter your user number.

STEP 4: enter your PIN.

STEP 5: press 1 to bid for a new property.

STEP 6: enter the advert number for the property.

STEP 7: the system describes the property you have selected. If it is the one you want, press 1 and your bid is confirmed. If it is the wrong one press 2 and you will be asked to enter the property number again.

Bidding methods

If you try to bid for a property you are not eligible for your bid will not be processed and the system will tell you this.

Phone bidding is available in English and nine community languages; Sylheti, Cantonese, French, Somali, Turkish, Arabic, Urdu, Punjabi and Vietnamese.

Bidding by text using your mobile phone

Have your user ID, PIN and the property advert numbers ready.

STEP 1: open a new text message on your phone.

STEP 2: leaving no spaces, enter: 'bid', '#', your user ID, '#', your PIN, then, for each property you are bidding for, '#' followed by the advert reference number.

*For example, if your user ID is 023456, your PIN is 020961 and you want to bid for two properties with the references 123456 and 555444, your message will be:
Bid#023456#020961#123456#555444*

STEP 3: check the numbers are correct and press 'send' on your keypad and key in **07781 482894.**

If you have followed steps one to three correctly, you should get a text from us within an hour telling you whether your bid is valid or not. However, if your reception is poor you will not get our message until you are in an area with a better signal.



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Contacting us

Contact details:

Haringey Council
Housing Service
Apex House
820 Seven Sisters Road
London N15 5PQ

Telephone:

020 8489 1000

Minicom:

020 8489 3219

Email:

lettings@haringey.gov.uk

The Haringey Home

Connections website:

www.haringey.gov.uk/housing
select **Choice based lettings**
and this will take you to the
Home Connections link.



Where can I get access to a computer?

Libraries

You can get free access to a computer at any of our nine libraries:

Muswell Hill Library

Queens Avenue
Muswell Hill
London N10 3PE

Wood Green Central Library

High Road
Wood Green
London N22 6XD

Alexandra Park Library

Alexandra Park Road
Wood Green
London N22 7UJ

Coombes Croft Library

Tottenham High Road
London N17 8AG

Highgate Library

Shepherds Hill
Highgate
London N6 5QT

St Ann's Library

Cissbury Road
Tottenham
London N15 5PU

Hornsey Library

Haringey Park
London N8 9JA

Stroud Green Library

Quernmore Road
London N4 4QR

Marcus Garvey Library

Tottenham Green Centre
1 Phillip Lane
London N15 4JA

Customer Service Centres

You can get free help and advice at any of our four customer service centres:

North Tottenham
639 High Road
Tottenham N17 8BD

South Tottenham
Apex House
820 Seven Sisters Road
South Tottenham
N15 5PQ

Hornsey
Broadway Annex
Hornsey Town Hall
Crouch End N8 9JJ

Wood Green
48 Station Road
Wood Green
N22 7TY

Shqip

Haringey Home Connections (Lidhje Shtëpie Haringej) është skemë e re lëshimi me qira e bazuar në zgjedhje. Për hollësi në gjuhën tuaj se si funksionon dhe çfarë ju duhet të bëni, shënjoni ✓ kutinë, plotësoni dhe ktheni formularin në adresën e mëposhtme.

اللغة العربية

إن " اتصالات هرنجيه المحلية " هي برنامج الاختيار الجديد القائم على الأجرار . للحصول بلنتك الأصلية على تفاصيل حول طريقة عملها وما تحتاج عمله ضع إشارة على المربع وأملء الاستمارة وارجعها الى العنوان ادناه.

বাংলা

হ্যারিংয়ে হোম কানেকশনস হচ্ছে নতুন পছন্দভিত্তিক ভাড়া স্বীকৃতি। এই চিঠিতে আপনার হার্টজিং স্বীকৃতি পয়েন্ট এবং রদবদলের একটা সারাংশ আছে। এই চিঠির একটা কপি আপনার নিজের ভাষায় পেতে চাইলে, দয়া করে এই বক্সে দাগ দিন, ফর্মটা ভর্তি করুন আর নিচের ঠিকানায় ফেরত পাঠান।

Français

Haringey Home Connections est le nouveau système de location avec choix. Pour avoir des informations dans votre langue sur comment cela marche et ce que vous devez faire, cochez la case, remplissez et renvoyez le coupon à l'adresse ci-dessous.

Kurdî Kurmancî

Haringey Home Connections sistema nû ya bikirêdayîna xaniyan e û ew girêdayî terçîhan e. Heke ku hun bi zimanê xwe, di derbarî ka ew çawa dixebite û ka divê hun çî bikin de agahî dixwazin, qutiyê îşaret bikin. Vê formê tijî bikin û vegeirînin edresa li jêr.

Português

Haringey Home Connections é o novo plano de locação baseado em escolha. Para detalhes sobre como ele funciona e o que você precisa fazer, em sua própria língua, marque o quadradinho, preencha o formulário e retorne-o para o endereço abaixo.

Limba Română

Haringey Home Connections este schema de închiriat bazată pe noul tip de alegere. Dacă doriți o copie a acestei scrisori, conținând punctajul dvs, de cazare și sumariul schimbărilor în limba dvs, bifați caseta, completați formularul și trimiteți-l la adresa de mai jos fără timbru poștal.

Soomaali

Haringey Home Connections waa nadaamka cusub ee guri dad lagu siin doono. Nuqul ka mid ah qoraalkan ka kooban helitaan dhibco guri helitaankiina iyo soo koobid sida barnaamijku u shaqeeyo. Hadaad rabto in luuqadiina lagu tarjumo, sax mari sanduukha, soo buuxi, kuna soo dir ciwaanka hoose.

Türkçe

Haringey Home Connections seçenek tanıyan yeni kira programıdır. Bu programın çalışma detayları ve ne yapmanız gerektiğine ilişkin kendi dilinizde bilgi için kareyi işaretleyip formu doldurarak aşağıdaki adrese gönderiniz.

Please tell us if you would like a copy of this Home Connections leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print On audio tape In Braille

In another language, please state:



Name:

Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,
Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Choice based lettings scheme information booklet



One tonne of recycled paper saves 17 trees, 32,000 litres of water, and enough electricity to heat an average house for 6 months.

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