

# Maintaining housing standards in the private sector

## Our services

We make sure that all homes in the private sector are safe, healthy and properly managed. We will deal with problems like blocked drains, repairs, boarding up of empty properties and premises that are filthy and/or infested with pests.

If a property is in serious disrepair, we will carry out a full assessment of the property using a health and safety risk assessment. If the problems with the property are health risks, we will take enforcement action to get the property repaired.

## Our promise

- We will contact you within one day of receiving your complaint and visit the property on the same day if possible. If it is not possible to inspect the property on the same day, we will arrange an appointment for the next convenient time
- We will issue a legal notice telling your landlord what needs to be fixed and by when. The time periods in which your landlord may have to repair the problem can vary, for example:
  - 48 hours (for blocked drains or to board up empty properties)
  - nine days (to restore hot water, gas and electricity supplies and repair serious problems like collapsed ceilings and dry rot)
  - Minimum 21 days (for general repairs)
- If the problem is not resolved by landlord by the deadline, we will either prosecute the landlord or, in some emergency situations, carry out the repair and charge the landlord for the works completed.

## What we can't do

- We will not visit properties managed by Homes for Haringey. Please contact Homes for Haringey on Freephone 08001953404 (free from landlines) or 020 8489 5611
- We will not make repairs to commercial premises. Please contact Property Services on 020 8489 2175

## How you can help us

- Before you report a problem to us, please make sure you have told your landlord about the problem and given them a chance to repair it.
- If you are reporting dumped rubbish, please call Enterprise on 020 8885 7700
- If you have a complaint about bonfires or noise, please call our Environmental Crime Service on 020 8489 5230

## Find out more

Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)  
Tel: 020 8489 5152  
Address: HMO Licensing: Environmental Health and Housing Team  
2nd Floor, 639 High Road,  
Tottenham  
London N17 8BD



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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