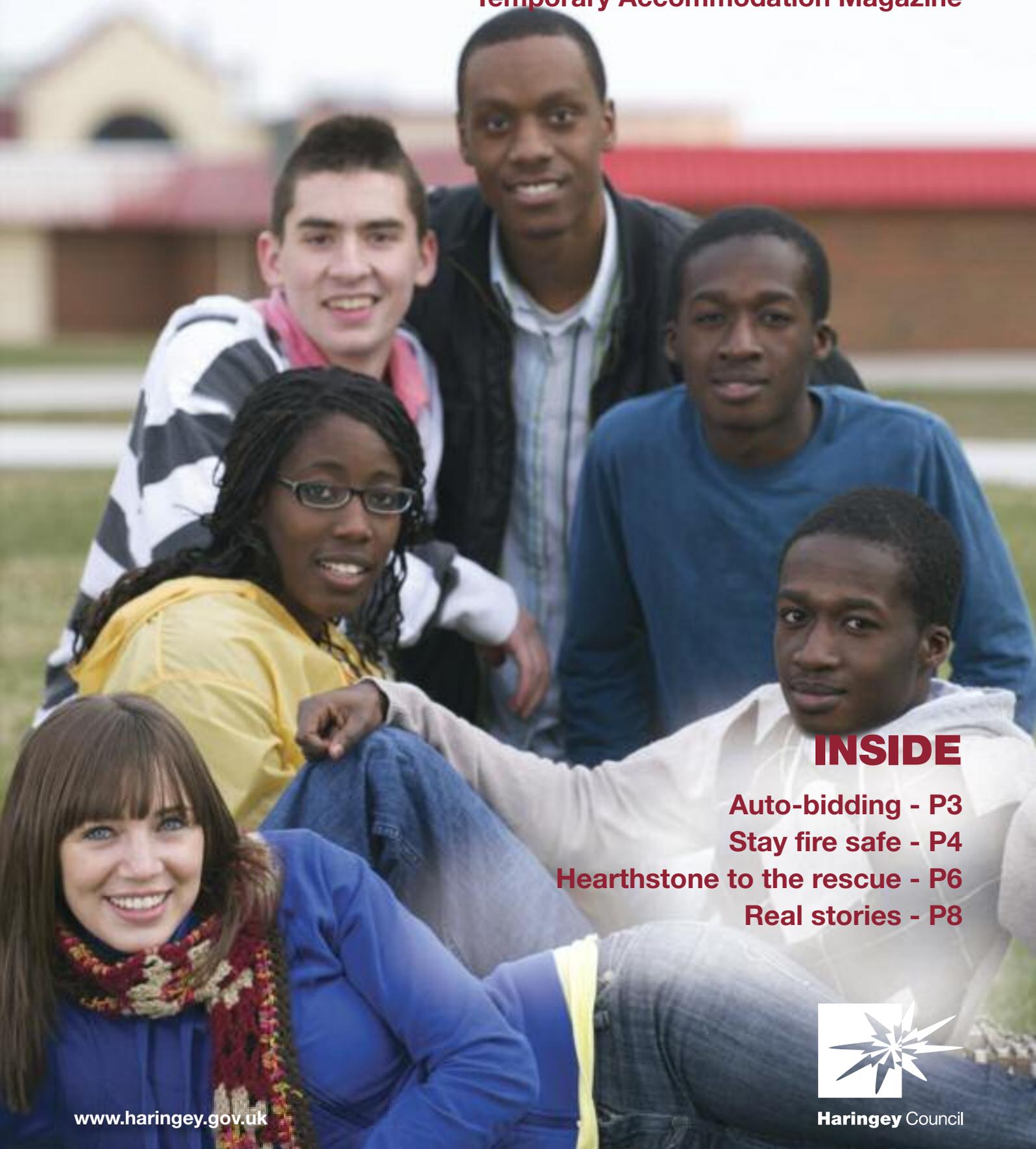


Moving ON

Temporary Accommodation Magazine



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Welcome From Phil Harris

Assistant Director for
Strategic and
Community Housing
Services

Welcome to this edition
of Moving On.

As always, we have included lots
of real-life stories.

One of these stories is told by
someone who turned her life
around using Hearthstone
Domestic Violence Centre's help. I
do hope this brave woman's story
persuades other people suffering
domestic abuse to come forward.

Also on page 8 you can read
about our ever-popular Home
Finder Scheme and one tenant's
decision to find a nicer home.
Through this scheme we have
housed lots of people in homes of
their choice, in and out of the
borough.

I am also delighted to tell you that
the Temporary Accommodation
User Forum continues to attract
many participants. Your feedback
is invaluable to us and I thank you
for your contribution.

Best wishes



Phil Harris, Assistant Director for
Strategic and Community
Housing Services

Have your say!

**As you may know a regular
forum has been set up for
you so we can find out what
you think about our service.**

At the meeting on 24 March
2010 those who came along
had the chance to visit a
number of stalls including NHS
Smoke Free and Private Sector
Lettings before taking part in
workshops on Introductory
Tenancies and Anti-social
Behaviour, and Health and
Wellbeing.

Another popular stall was the
Housing Publications stall. We
would like to thank you for your
feedback on a variety of our
leaflets and assure you that
your comments will be used in
the re-drafting of literature over
the coming months.

An impromptu talk by George
Tsintas on the Haringey
Guarantee Scheme provided a
lively end to the event. He
explained how this ever-
popular scheme helps
residents of Haringey gain the

skills, confidence and know-
how to get the right job. He
and his colleagues can work
with you on a regular one-to-
one basis to help you find the
right training or employment
opportunities.

The scheme provides
professional quality information,
advice and guidance including:

- Vocational training
- Work placements
- Employment support,
advice and job brokerage
- Guaranteed job interviews
when applying for
employment opportunities
with our partners

If this is something you are
interested in please contact
George Tsintas, Regeneration
Coordinator 020 8489 2726.

Our waiting list to join the
Temporary Accommodation
User Forum is currently full. We
will advertise here when more
places become free.

Stop Press!

We need volunteers to sit on the editorial board for Moving On -
the magazine for everyone in temporary accommodation. If you
would like to

- Suggest ideas for stories
- Write articles
- Approve and proof-read stories
- Take photos for the magazine

please contact Clare Leahy, Housing Communications Officer on
020 8489 1218 or email her on **clare.leahy@haringey.gov.uk**

Auto-bidding

By now you should all have received a letter on the new way of bidding called auto-bidding.

Auto-bidding allows the Council to bid for suitable properties on behalf of people who are living in Temporary Accommodation where they have at least the number of points indicated in the table below.

Size of home you need	Studio	1 bed	2 bed	3 bed	4 bed
Number of points needed*	500	600	800	900	1,100

* As of February 2010

Why has auto-bidding been introduced?

The system of auto-bidding has been introduced because a large number of people are staying in Temporary Accommodation for longer than they need to despite already having enough housing points to bid successfully for a council or housing association home.

Converting your tenancy to an Assured Shorthold Tenancy (AST)

If you would like to stay where you are currently living and want to change your tenancy to an Assured Shorthold Tenancy (AST). Assured means the tenancy is guaranteed for an agreed time. Shorthold means it is not permanent but can be renewed. If you would like an AST with a new property just give the Private Sector Lettings Team a call on 020 8489 4726.

For this edition of Moving On, we caught up with two families who were living in Emergency Accommodation and decided to change their tenancy to a AST.

Hi Laura, how long have you lived in Emergency Accommodation?

Two and a half years.

How did you hear about the option to change your tenancy to an Assured Shorthold Tenancy (AST)?

A visiting officer came to see me. They told me that because I was in Emergency Accommodation I may get moved around. They explained that I could stay in the property where I was if the landlady agreed to take the tenancy as an AST.

Why did you decide to change your tenancy to an AST?

I made the change because my children are settled in school. I like the area too, and my friends are nearby.

How do you feel about changing your tenancy?

At first I wasn't sure and was even a little confused. But Ade explained things very clearly. He is a real gentleman and even helped me with my housing benefit application.

Hi Roberta, how long have you lived in Emergency Accommodation?

Three years in total and two years in this property.

How did you hear about the option to change your tenancy to an Assured Shorthold Tenancy (AST)?

A visiting officer came to see me. We talked about the number of points I had and how it would take me a long time - if at all - to get a council house.

Why did you decide to change your tenancy to an AST?

I really like my flat. It's in a nice area and my child is settled in a nursery. I have an older child too who is happy with her school. My landlady is a lovely person. She has let me decorate the place how I want and she likes what I have done to the garden. We get on well so she was happy for me to change the tenancy over.

How do you feel about changing your tenancy?

I'm glad I have done it!



Review of our service standards

Service standards provide clear information to staff, partner agencies and customers about what to expect from us in the services we offer. These also clarify what we cannot provide.

We are currently reviewing these standards, which you can view at

www.haringey.gov.uk/housing-service-standards

If you would like to comment on these please contact the

Housing Communications Officer on **020 8489 1218**.



Stay fire safe

With fire safety in tower blocks under media scrutiny, we went to talk to London Fire Brigade's Borough Commander for Haringey, John Brown, to find out what the real fire issues in the borough are and to get the latest fire safety tips.

How long have you been with the Fire Brigade?

I've been with the Fire Brigade for 30 years and the borough commander in Haringey for about four years.

What does a borough commander do?

My role involves staff management and working with partners in the borough such as the council, the police and voluntary organisations on crime and disorder reduction initiatives and also tackling anti-social behaviour where there are incidents of arson.

Is arson a big problem in Haringey?

It's relatively low-level – things like litter bins, fly-tips or sofas being set alight, or people setting light to rubbish chutes. Last year we had a particular issue with lots of pushchairs and other items being set alight in communal areas.

None of the incidents resulted in serious injuries but residents were obviously concerned. It's important not to leave anything in communal hallways and staircases that could be set fire to and block escape routes if there is a fire.

What are the common causes of fire?

We've seen quite a few fire incidents caused by young children getting hold of a lighter or matches. Smouldering cigarettes in the waste bin or at the back of the sofa are a bigger problem – by the time it turns in to a fire you've gone to bed. Other causes are

leaving the cooking pan unattended and faulty or overheated electrical appliances. Candles have become more fashionable and been a fire issue recently. Alcohol is a big problem in a fire as people become incapacitated and can't get themselves out.

What should we all do?

Keep doors closed – just an ordinary door can hold fire for a while. Turn your appliances off and make sure you've got a working smoke alarm. You can also request a free home fire safety check visit by calling freephone 08000 28 44 28. We especially encourage people caring for elderly or disabled people to request one by calling 020 8489 1000.

We ask residents to take a role in maintaining fire safety by not leaving items in communal areas and by reporting any fire hazards to your Tenancy Support Officer.

WOW! Now that's what I call service

Customer feedback is a great way of assessing how well we meet your needs as well as helping us to improve our service.

Thanks to you during 2009, 20 housing staff proudly received WOW! nominations from customers who had been delighted by the excellent service they had received during 2009.

The awards were received by Kelly (right) from the Vulnerable Adults Team and Soulla from the Housing Advice Team.

Thank you for thanking us!



Haringey's Xtra Mile awards

Strategic & Community Housing Services staff also received three awards at the Council's annual Xtra Mile Awards, held at Alexandra Palace in December 2009.

Xtra Mile awards were won by our Hostel Cleaning Team, Supported Housing Team, Decent Homes Team and Private Sector Lettings Team.

The Xtra Mile awards were handed out by the Leader of Haringey Council, Councillor Claire Kober.

Our Hostel Cleaning Team was praised for its commitment to improving the overall cleanliness of the communal areas in the hostel buildings and for maintaining a clean, safe and secure environment for residents, especially those who are vulnerable.

Andrew from the Supported Housing Team was applauded for his outstanding work in placing people in to sheltered housing and the passion and innovation he had applied to his work.

Lorraine from the Decent Homes Team was praised for her tact, sensitivity and tenacity in persuading an extremely vulnerable family to move out of their property to a more comfortable home.

Hearthstone to the rescue

Janet had endured years of abuse from her partner but a visit to Hearthstone Domestic Violence Centre has helped her reclaim her life.

"I hate thinking about the time I was with my partner but I'll tell my story to help other women avoid going through what I did."

I was a confident and outgoing 16 year-old when I met 18 year-old Steve. We met one evening in the West End. I was really drawn to Steve and we ended up together. At the end of the night I thought I had met a really good man.

Our early dates involved me bunking off school and hanging out at his friend's house. It was fun. He talked a lot about his sporting triumphs but to be honest I didn't really believe him. He was so skinny I couldn't see him winning anything.

It was just two weeks into the relationship when I was abused by Steve.

We were out drinking with some of his friends. Once we got back to his house he accused me of flirting with his friend because I had been speaking to him that evening.

Out of nowhere his fist made contact with my face. It wasn't a hard hit. It just skimmed my cheek and he ended up hitting the wall. It didn't hurt me but I was scared.

A few weeks later this incident was quickly forgotten and we all went out as a group again and got on well.

But then it started again especially if I was laughing with any of his male friends. He would never say anything at the time but would push me around afterwards saying "Are you with my friend?"

Although Steve was often angry with me he would also tell me he loved me. I never said it to him even though I felt it.

Eventually I did say it. And it felt good. But soon after this I found out he was cheating on me. I had always known he didn't like me calling round without giving him warning but as I was nearby one day, with a friend, I decided to pop in.

I knocked on the door and he answered it with his tracksuit bottoms on back to front. While we were talking outside his house I saw a woman in a green t-shirt move from one room to another. Steve and I started rowing and then out of nowhere his fists came bearing down on me one after the other. As he hit me he shouted "This is what you get for coming here."

My friend was in shock and told me to call the police. This seemed to calm Steve down. He said he was sorry and I believed him. I even felt bad about the situation. He seemed so hurt.

We did eventually split up for a while and even had different partners. But we remained very close and spoke to each other about the troubles we had with our partners.

After about four years I started seeing him again and quickly fell pregnant. Even then the beatings didn't stop. I know it was hard for my friends to watch me in this situation. They were scared for me and would say "Now you're carrying his child you will never see the back of him."

The beatings continued but I couldn't leave him, so I resolved to living with the abuse. I would say "If you are going to hit me then do it. Get it over with."

This caused him to hit me less but I don't know why. Afterwards he would cry saying "Why don't you want to be with me?"

It was after we had had our second daughter that Steve became more possessive and would often lock me in the house saying he would "kill me if I tried to leave him."

On one occasion he was so angry he seemed physically bigger than he was. And out of nowhere came a punch that knocked me unconscious for a few moments. When I came round I was so confused. This scared Steve and he said he was sorry.

Over time my body got used to the abuse. It became part of my life and didn't seem remarkable. I would sometimes fight back but he was always stronger.

Things finally came to a head when he smashed up the house and tried to strangle me in front of our eldest daughter.

As I lay on the floor coming in and out of consciousness I knew it was serious this time and I thought "I don't want to die". I did not mind the pain but I was terrified of dying. It was then that I began to seek help and turn my life around.

It wasn't easy but eventually I mustered up the courage to visit Hearthstone, who were wonderful.

I had a lovely dedicated officer to help me with my problems. So started the long road to my recovery.

Things were going well. I stayed away from Steve and moved in with my friend. But in January 2009 he called to say he wanted to see his children. So I dropped them off and arranged to collect them later. But when I went back they weren't there.

I went back to my friend's house and waited to see if he would call me. Later that day he did call me to say that I wouldn't see my children again.

The next four days were the worst time of my life as I wondered where my children were. I should have gone straight to the police but I was scared of Steve. Eventually I did go to the police who gave me advice about the legal help I needed.

A few weeks later we saw each other in court whereupon Steve was forced to reveal the addresses where the children were being held. An injunction was also put on him to prevent him from seeing or calling me.

The children had been split up. One of my daughters was with his sister and one was with a friend of his. They were so happy to see me.

He stays away from me now.

People often ask me why I held on for so long.

It's a tough question to answer. In the beginning I thought things would get better and later on I stayed for the sake of my children as I didn't want them coming from a broken home. But now I would say to anyone in a similar situation to get out while you can – even if you have children. My daughters are quite aggressive when they play together because they have learned this from their father.

Steve had had a difficult childhood but that doesn't excuse his behaviour towards me.

To this day he says either it never happened or that I wound him up and provoked him.

Help is out there. Please stand up for your self and reach out for that help.

With all the help and support I've received I've been able to start to take control of my life and I am a lot more confident."

We would like to thank Janet for her bravery in sharing her story with our readers.

If, like Janet, you have been a victim of domestic violence you can contact our support centre, Hearthstone by phone or in person.

**Drop In
10 Commerce Road
Wood Green N22 8ED**

Monday to Friday 10am - 4pm

By telephone 020 8888 5362

Monday to Friday 9am - 5pm

Names have been changed to protect identities.



Real-life stories - I'm moving on!



At first, Joanne's stay in temporary accommodation was a happy one but after three years she decided it was time to move on.



When our Private Sector Lettings Team contacted Joanne about our Homefinder Scheme she jumped at the chance to find a lovely new home.

"My new property is very secure and is in a clean, respectable and safe place - which I love," said Joanne.

Joanne's property, in N13, is a 10min walk to the train station and directly opposite the New River footpath route which is good for walks by the river.

"The last few years have been extremely difficult at times, so I would like to thank the people who worked with me to help me reach my goals in life. They went beyond the call of duty. My time in Temporary Accommodation was often very stressful but I am happy now and looking forward to the future."

Homefinder Scheme

Our Homefinder Scheme is proving very popular with people in Temporary Accommodation. This scheme lets you choose where you want to live - in or outside the borough, in the kind of property you want.

Council properties are only for the very vulnerable so most people will be waiting a very long time before they get one - if at all. People at Temporary Accommodation have told us that it is important that they choose where they live, especially if their children are school age as they may want to live near the school of their choice.

We have a number of flats and houses available for you to view. Please call the Private Sector Lettings Team on 020 8489 4726 for more information.



How do I report a repair?

Everyone in Temporary Accommodation has the right to repairs to the property they are living in. If you have any problems get in touch with whoever manages your property as soon as possible.

If you live in **Temporary Accommodation managed by the council** contact the repairs call centre FREEPHONE on 0800 195 3404 or 020 8348 3148 (which is cheaper from a mobile than the Freephone number).

You can also contact your housing manager directly. If you have an emergency repair outside normal working hours please call 020 8348 3148.

Do it online

Remember – you can report repairs online using our easy picture based system GRO (graphical repairs ordering). It's more popular than

ever so why not give it a try? It's available 24 hours a day and even allows you to choose an appointment time that suits you. Just go to <https://housinggro.secure.homesforharingey.org/webgro>

If you have lost or forgotten your pin and password to use GRO, email hitsupport@homesforharingey.org and they'll send you a new one.

You can contact us about repairs to the:

- Heating and hot water supply
- Outside walls, windows and doors
- Roof
- Gutters, down pipes and drains
- Gates and fences
- Electrical wiring, gas and water pipes
- Outside paint work
- Damp
- Pests

If you are in **Emergency Accommodation** please report any repair to the agent at the office where you collected the keys for your property.

If your property is **managed by a Housing Association** and you have a repair that needs doing contact them directly:

Pathmeads

- Repairs 020 8150 5303
- Enquiries 020 8150 5300

Newlon

- Repairs 020 7613 8080
- Enquiries 020 7613 8000

Circle 33

- Repairs 08457 697 695
- Enquiries 020 7288 4000 Stadium
- Repairs 0800 0851 430
- Enquiries 020 8451 7526

Housing Inspection

Strategic and Community Housing Services is to be inspected by the Audit Commission from 19 – 28 May 2010.

We welcome the opportunity that this inspection provides to show the improvements we have made over the last two years and want you to know that these improvements will continue, regardless of the inspection and its outcome.

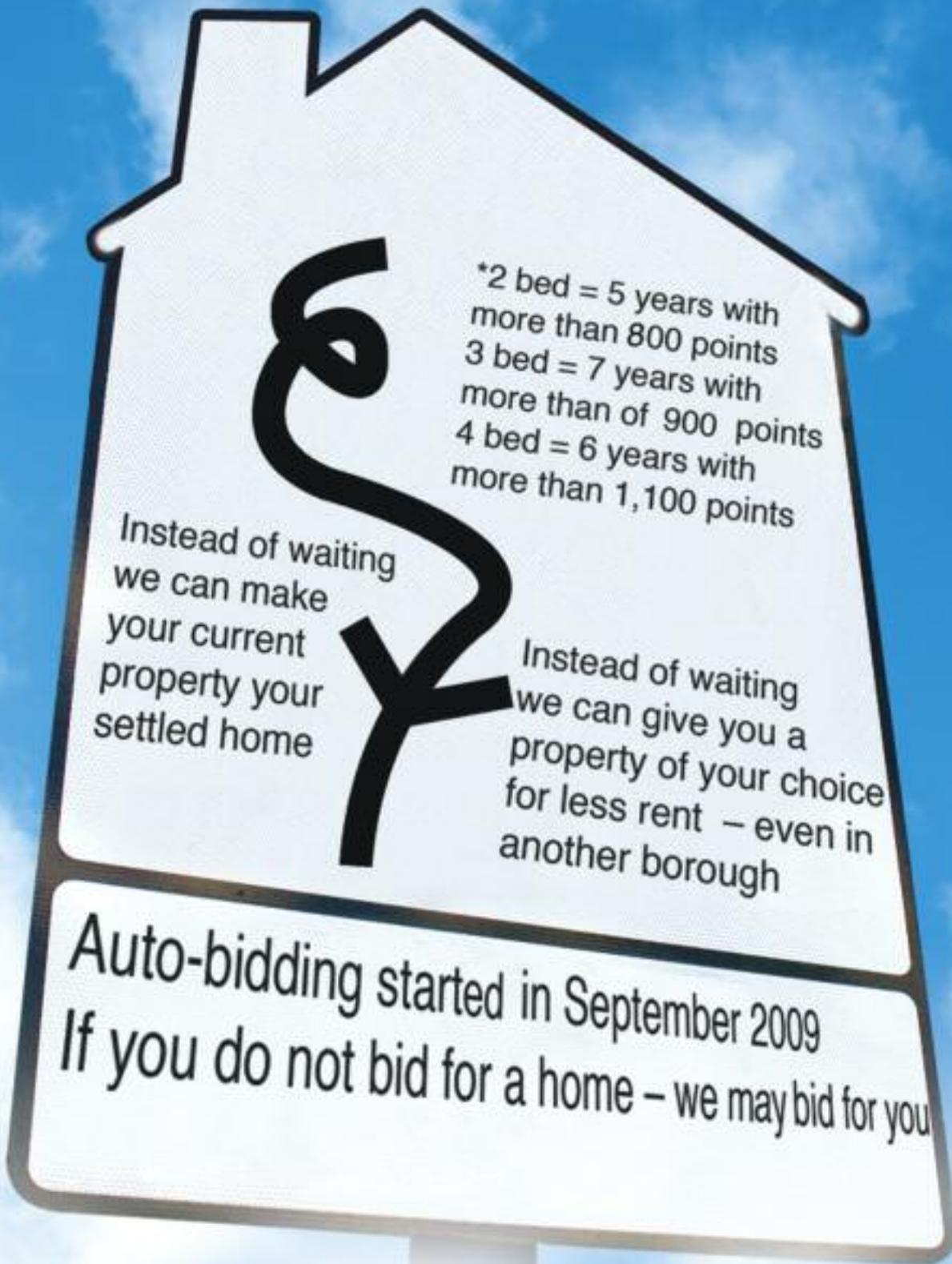
The services to be inspected are Allocations and Lettings and Housing Advice.

As well as looking at these parts of our service, the inspection team will look at customer care, diversity and value for money in relation to the whole range of services delivered by Strategic and Community Housing Services.

During the inspection week you may be approached to offer your views on the service. We hope you will be willing to participate in this and thank you for your time.



Are you living in temporary accommodation and is waiting for a council house driving you round the bend?



For more information please contact the Private Sector Lettings Team on **020 8489 4726** or email **privatelettings@haringey.gov.uk**

*Average points as of February 2010

www.haringey.gov.uk

Mind in Haringey

We can help with

- Advocacy
- Counselling
- Day Centre
- Information service

Supported Housing
Station House
73c Stapleton Hall Road
London N4 3QF

Tel: 020 8340 2474 | Fax: 020 8340 8308
Email: admin@mih.org.uk | Website: www.mind.org.uk

HAGA

We can help with

- Alcohol detoxification
- Counselling
- Group work and one-to-one help
- Supported Housing
- Playgroups for children whose parents are users
- Counselling sessions for children
- Education, training and employment advice and support

590 Seven Sisters Road
Tottenham
N15 6HR

Tel: 020 8800 6999
Fax: 020 8802 0081
Email: admin@haga.co.uk
Website: www.haga.co.uk

CARIS Haringey

We can help with

- A holistic range of services for families in temporary accommodation
- Services for homeless families
- We work with refugees, asylum-seekers, victims of domestic violence, and those with mental health issues



St Ann's Church Hall,
Avenue Road,
London N15 5JH

Tel: 020 8800 5300 | Fax: 020 8800 5430
Email: indirab@carisharingey.org.uk
Website: www.carisharingey.org.uk

St Mungo's Homeless Charity



We can help with

- Providing emergency shelters and hostels
- Supporting people to get a home of their own
- Preventing homelessness
- Support for people who have dual diagnosis – (drug and mental health problems)

St Mungo's Griffin House,
161 Hammersmith Road, London W6 8BS

Tel: 020 8762 5500 | Email: info@mungos.org
Website: Please fill in our online form at www.mungos.org

Your experience of using the Income Recovery and Temporary Accommodation Services.

Thank you to those who completed our short survey on your experience of contacting the Income Recovery and Temporary Accommodation Teams.

The survey has now closed but we will be looking at your responses to see how we can improve the way in which we work with you.

In the next edition of Moving On we will let you know what people said and what we intend to do differently.

We can help you kick the habit!

A new scheme run by the NHS in partnership with Haringey's Strategic and Community Housing Service has been set up to help people in Temporary Accommodation quit smoking.

This free scheme, which has been highly praised by NHS Haringey, offers advice on health, finance, fire hazards and passive smoking.

Staff from the Tenancy Support, Temporary Accommodation, Lettings and Income Recovery teams will be receiving training to help them to confidently discuss these matters with you.

Once trained, staff may raise this scheme with you during an interview or visit.

If you would like to talk to someone at Haringey's Quit Smoking Service, please call 0800 085 6258.



Albanian

Ky bulletin ju jep informata mbi 'Hapin Turje' shterhimite përkohshëm. Nëse e doni një kopje të këtij bulletini në gjuhën tuaj, ju lutem shkruani ✓ kutinë, plotësoni formularin dhe dërgojeni tek adresa e mëposhtme me Postim Falas.

French

Ce bulletin d'information vous donne des informations sur comment trouver un logement pour faire suite à votre logement temporaire. Pour obtenir un exemplaire dans votre langue de ce bulletin, veuillez cocher la case, remplir le coupon et l'envoyer à l'adresse ci-dessous (n'utiliser de timbre/enveloppe).

Kurdish

Ev nûçanama li ser 'Barkirin'a ji çîhê daniş agahîyê dide we. Haka hûn kopîyeye wê nûçanamayê bi zîmanê xwe dixwazin, ji kerema xwe quirkê îşaret bikin. Formê tje bikin û jî navnîşana posta bêpere ya jêrîn re bişînin.

Polish

Informator ten dotyczy kwestii 'Moving On', czyli jak radzić sobie po opuszczeniu zakwaterowania tymczasowego. Osoby, które chciałyby otrzymać jego kopię w j. polskim, powinny zaznaczyć odpowiednie miejsce fajką, wypełnić formularz i odesłać go na bezpłatny adres znajdujący się poniżej.

Somali

Warsidhahani waxuu ku sarraysaa macluumaad ku saabsan 'Ka gurista (Moving On)' guriga ku maalgadalka ah. Haddii aad rabto koobbi ah warsidhahan oo ku qoran luqaddaada, faahfaahin ka bixi, buuxi formka oo ku soo jawaabo cinwaanka boobistu la'ag la aanta tahay ee hoose.

Turkish

Bu gazete sizlere geçici konuttan 'Taşınma' konusunda bilgi vermektir. Eğer bu gazetenin kendine bir kopyasını istiyorsanız, lütfen ilgili kareyi işaretleyip, aşağıdaki formu doldurarak, aşağıda belirtilen adrese, ücretsiz olarak postalayınız.

Please tell us if you would like a copy of the Moving On Temporary Accommodation newsletter in another language that is not listed on the left 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:

Please return to: Freepost RLXS-XZGT-UGRQ, 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.



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