



# My Haringey.

**A to Z of council services & your Council Tax & Business Rates**

**2010-2011**

**It's my Haringey. It's your Haringey.**

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





Haringey Council provides many of the services which affect your day-to-day life – from keeping streets clean and providing decent housing, to looking after

some of the most vulnerable people in our community and helping schools to provide the very best education for our children.

We are always striving to improve, and over the coming year we aim to save more than £7million through greater efficiency. These savings will be ploughed back into frontline services in Haringey.

We recognise the strain that the difficult economic climate has placed on many residents, and we want to do all we can to avoid adding to that. That's why we have committed to freezing Council Tax rates for 2010/11, but we remain 100 per cent committed to delivering quality services.

In the coming year we will be:

- Investing £4.3million in children's services and safeguarding
- Continuing with the £200million Building Schools for the Future programme and also providing extra primary school places
- Helping vulnerable people to lead

independent lives through aids and home adaptations

- Improving parks and leisure services
- Spending more than £3million on street improvements
- Increasing recycling services
- Reducing the number of families in temporary accommodation
- Investing more than £3million in employment and business support
- Launching a Credit Union
- Continuing with the Haringey Heartlands regeneration scheme

Your Council Tax or Business Rates will help to pay for these services.

This A to Z guide tells you about everything we do, so that you can find the service you need, when you need it. It also highlights what you get for your money, and where to turn if you need help paying bills.

You can do most of your business with the council online at [www.haringey.gov.uk](http://www.haringey.gov.uk) and many services are available over the phone through our call centre on **020 8489 1000**.

If you have any questions or suggestions about Haringey Council, please do drop me a line to [leader@haringey.gov.uk](mailto:leader@haringey.gov.uk)

**Claire Kober**  
**Leader**



**A to Z**  
**Council Services**

# Key

**This key is a guide to the letters used throughout this section of the booklet.**

**A = address**

**E = email**

**F = fax**

**T = telephone**

**W = website**

# Contents

## How to use this guide

The letters represent the first letter of a Haringey service. For example - if you want to contact our Call Centre you will find this listed under the letter 'C'.

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# Where to find your main council offices

## **1. Alexandra House**

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10 Station Road  
Wood Green N22 7TR

## **2. Haringey Civic Centre**

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High Road  
Wood Green N22 8LE

## **3. Hornsey Town Hall**

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The Broadway  
Hornsey N8 9JJ

## **4. River Park House**

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225 High Road  
Wood Green N22 8HQ

## **5. Adult, Culture and Community Services**

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40 Cumberland Road  
Wood Green N22 7SG

## **6. Technical and Environmental Services**

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639 High Road  
Tottenham N17 8BD

## **7. Children and Young People's Service**

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48 Station Road  
Wood Green N22 7TY

## **8. Tottenham Town Hall**

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Town Hall Approach Road  
Tottenham N15 4RY

## **Customer Service Centres**

### **9. Hornsey Customer Service Centre**

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Hornsey Town Hall  
Annex The Broadway N8 9JJ

### **6. North Tottenham Customer Service Centre**

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639 High Road  
Tottenham N17 8BD

### **10. South Tottenham Customer Service Centre**

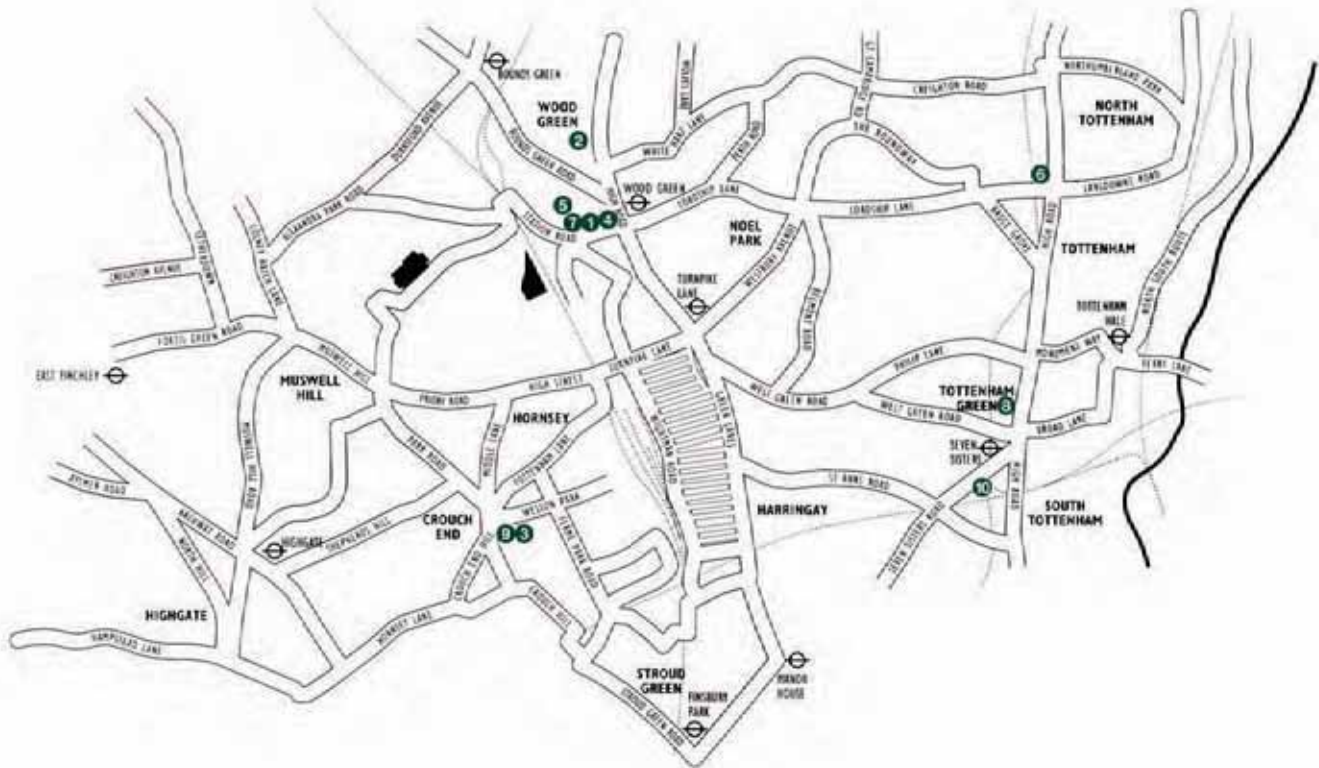
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Apex House  
820 Seven Sisters Road N15 5PQ

### **7. Wood Green Customer Service Centre**

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48 Station Road  
Wood Green N22 7TY



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# My Greener Haringey.

**'We turn down  
our heating  
by 1 degree'**

**Paul & Viola**  
Haringey

# A

## **Abandoned Vehicles**

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To report an abandoned vehicle:

A Haringey Council's Parking Services  
PO Box 38996  
Hornsey N22 9AF

E [abandoned.vehicles@haringey.gov.uk](mailto:abandoned.vehicles@haringey.gov.uk)  
Or visit your local Customer Service Centre.

- contact the Call Centre

## **Accident Claims**

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To make a claim against the council for accidents caused by potholes or broken paving on public roads:

T 020 8489 3710/3812

A Insurance Section  
Alexandra House  
10 Station Road  
Wood Green N22 7TR

## **Adaptations to Homes**

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These help people with disabilities to continue living at home. For information or to find out about grants for disabled adaptations and facilities:

- see Housing Renewal Team, Occupational Therapists or Customer Service Centres

## **Adoption**

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- see Children in Care Resources and Placements

## **Adult Care Homes**

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For information about registration or inspection of a registered care home:

T 03000 616161

## **Adult Education**

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- see Haringey Adult Learning Centre (HALS)

## **Adult Placement Scheme**

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This service finds family accommodation for adults who are unable to live on their own and would like support to live in the community.

T 020 8489 1668

A Unit 5, St. Georges Estate  
White Hart Lane N22 5QL

## **After School Clubs**

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- see Family Information Service, or Customer Service Centre

## **Age Discrimination**

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- see Equalities Team

## **AIDS**

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- see HIV/AIDS

## **Air Quality and Pollution**

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For day-to-day information on the quality of the air visit:

W [www.airquality.co.uk](http://www.airquality.co.uk)

For more detailed information, see Environmental Health.

## **Alarm System**

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Haringey Council offers a home alarm service for vulnerable people to summon help in an emergency.

- see Safe and Sound or pick up an application form from your local Customer Service Centre.

## **Alcohol Addiction**

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For help with alcohol addiction:

T 020 8800 6999

A Haringey Advisory Group on Alcohol (HAGA)  
590 Seven Sisters Road  
Tottenham N15 6HR

## **Alexandra Palace and Park**

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The Palace has facilities for exhibitions, conferences, banquets and receptions.

There is also an ice-skating rink and parkland.

T 020 8365 2121

A Alexandra Palace Way  
Wood Green N22 7AY

## **Allotments**

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- contact the Call Centre

## **Animal Warden Service**

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- contact the Call Centre
- A Techno Park  
Ashley Road  
Tottenham N17 9LN

## **Ants**

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- see Pest Control, contact the Call Centre

## **Archives**

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For information about Haringey's history

- see Bruce Castle Museum

## **Arts Lottery**

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- see Economic Regeneration

## **Asbestos**

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- see Reuse and Recycling

Council tenants call:

T 0800 195 3404

## **Asylum Seekers and Refugees**

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T 020 8489 5800

9am-5pm Monday to Friday

A Old Library Building Compton  
Crescent Tottenham N17 7LD

F 020 8489 5858

## **Athletics**

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- see Sports Centres and Swimming Pools

# B

## **Basketball Courts**

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Call to find out which parks in the borough have basketball courts.

- contact the Call Centre

## **Bed Bugs**

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- see Pest Control, contact the Call Centre

## **Bedsits and Flats**

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- see Housing Advice and Options Service, contact the Call Centre

## **Bees and Wasps Nest Removal**

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- see Pest Control, contact the Call Centre

## **Benefits**

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For information about Housing and Council Tax Benefits:

- contact the Call Centre

A Haringey Council  
PO Box 10505  
Wood Green  
N22 7WJ

Or visit your local Customer Service Centre.

## **Births**

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To register a birth, contact the Registrar of Births, Marriages and Deaths:

T 020 8489 2605

A Civic Centre  
High Road  
Wood Green  
N22 8LE

T 020 8489 2912

## **Black and Minority Ethnic Groups**

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- see Equalities Team

## **Blind and Partially Sighted People**

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To register as blind or for information about services for blind and partially sighted people:

T 020 8489 8201

## **Blocked Drains**

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- see Drains

## **Blocked Road Gullies and Public Sewers**

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To report a blocked road gully or public sewer:

T 020 8489 1335

## **Blue Badge Scheme**

- see Travel Permits

## **Bowls Clubs (Flat Green Bowls)**

- contact the Call Centre

## **Bruce Castle Museum**

Local history museum and archive collection with official records from Haringey Council, local schools and businesses.

T 020 8808 8772

A Lordship Lane  
Tottenham  
N17 8NU

Museum Open Wed – Sun 1pm – 5pm,  
and Summer Bank Holidays (except Good  
Friday) Groups may book at other times

Archives Open Wed and Sat 1pm – 5pm  
and Thurs and Fri 9.30am – 5pm  
(appointments advisable).

## **BT TextDirect**

For the benefit of deaf, hard of hearing,  
speech-impaired and deaf blind people,  
all our telephones accept calls made  
using the Typetalk and TextDirect  
Replay Service. To call a service from a  
text phone dial 18001 followed by the  
number of the person you want to call  
(including the dialling code)

## **Building Control**

This service deals with Building  
Regulations, technical assessment on  
applications for Entertainment Licensing  
and the issuing of Safety Certificates  
under Safety at Sports Grounds  
legislation.

- contact the Call Centre

F 020 8489 5229

E [building.control@haringey.gov.uk](mailto:building.control@haringey.gov.uk)

Or visit your local Customer Service Centre.

## **Building Extensions**

- contact the Call Centre

## **Building Schools for the Future Programme**

- contact the Call Centre

E [bsf@haringey.gov.uk](mailto:bsf@haringey.gov.uk)

## **Bus Passes for older people and people with disabilities**

- see Travel Permits

## **Business Advice**

Business Link London is a free service  
available to anyone starting or running  
a small or medium sized business,  
providing high quality information and  
practical advice to help business people  
tackle their challenges directly or with  
further expert assistance.

T 0845 6000 787

A Business Link London  
292-308 Southbury Road  
Enfield EN1 1TS

W [www.blondon.co.uk](http://www.blondon.co.uk)

- see Wood Green Library and  
Economic Regeneration

## **Business Rates**

T 020 8489 3551

A 48 Station Road  
Wood Green N22 7TY

F 020 8489 3552

## **Buying your Council Home**

Homes for Haringey Homes Sales Team:

T 020 8489 3231/3357

# C

## The Cabinet

The Cabinet is a group of councillors who make most of the decisions about what the council does.

T 020 8489 2790

A Member Services  
5th Floor

River Park House

225 High Road

Wood Green N22 8HQ

F 020 8881 5218

## Call Centre

Open Monday to Friday: 8am-6pm

T 020 8489 1000

- Abandoned Vehicles
- Allotments
- Animal Warden
- Anti-Social Behaviour
- Building control
- Council Tax enquiries
- Electoral services
- Family Information Service
- Free school meals
- Graffiti and fly posting
- Homelessness and housing advice
- Housing and Council Tax benefit
- Members' services
- Noise nuisance
- Parks, including sports courts and events

- Parking, including fines and bus lane fines
- Pest control
- Planning
- Recreation (trees, parks etc)
- School clothing grants
- Student finance grants

## Car Badges (Blue Badges)

Permits for older people and people with disabilities.

- see Travel Permits

## Car Parks

Information about local car parks, such as opening times or where they are located:

- contact the Call Centre

## Town Centre Car Park (Wood Green)

T 020 8881 2479

## Careers Information Service

Advice and information about careers and career changes for young people:

T 020 8808 0333

A Connexions 2nd Floor,  
Wood Green Library

High Road Wood Green N22 6XD

F 020 8808 0444

## **Cashiers**

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- see Haringey Payment Service

## **Catering**

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The council offers catering services for school meals.

- T 020 8489 5750  
A Unit 202, Lee Valley Technopark  
Ashley Road  
Tottenham N17 9LN

## **Cemeteries and Crematoriums**

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### **Enfield Cemetery and Crematorium**

- T 020 8363 8324  
A Great Cambridge Road  
Enfield EN1 4DS

### **Tottenham Cemetery**

- T 020 8363 8324  
A White Hart Lane  
Tottenham N17

### **Wood Green Cemetery**

- T 020 8363 8324  
A Wolves Lane  
Wood Green N22

## **Census**

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- see Statistics

## **Chief Executive's Office**

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The Chief Executive is the council's most senior officer.

- T 020 8489 2648  
A 5th Floor, River Park House  
225 High Road  
Wood Green N22 8HQ

## **Child Protection**

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Haringey Council offers a range of services to protect vulnerable children.

- see Children and Families

## **Children and Families**

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Children and Families Services for children and families in need, including child protection and services for children who cannot live at home.

Children and Families Team duty phone line.

- T 020 8489 5652 or  
020 8489 4592  
A 48 Station Road  
Wood Green N22 7TY

## **Children in Care Resources and Placements**

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For more information about services for children, please contact the main office for children's services and adoption and fostering.

### **Adoption**

- T 020 8489 3309  
A 40 Cumberland Road  
Wood Green N22 7SG

### **Fostering**

- T 020 8489 4734  
A Children and Young People's Service  
40 Cumberland Road  
Wood Green N22 7SG

### **Family Link Scheme**

- T 020 8489 3787  
A Family Link Scheme  
40 Cumberland Road  
Wood Green N22 7SG

## **Children's Centres**

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### **Bounds Green Children's Centre**

- T 020 8888 8824  
A Bounds Green Road

London N11 2QG  
F 020 8365 8368

### **Broadwater Farm Children's Centre**

T 020 8885 8800  
A Adams Road  
London N17 6HE  
F 020 8801 0685

### **Campsbourne Children's Centre**

T 020 8347 0478  
A Nightingale Lane  
London N8 7AF  
F 020 8347 0478

### **Downhills Link Centre**

T 020 8489 8722  
A At Downhills School  
Philip Lane London  
N15 4AB  
F 020 8489 8723

### **Earlsmead Children's Centre**

T 020 8885 6197  
A Broad Lane  
London N15 4PW  
F 020 8808 6786

### **Highgate Children's Centre**

T 020 8340 7023  
A North Hill Storey Road  
London N6 4ED

### **Noel Park Children's Centre**

T 020 8826 9280  
A Shropshire Hall  
Gladstone Avenue Wood Green  
London N22 6LD  
F 020 8826 9298

### **Park Lane Children's Centre**

T 020 8489 4945  
A 139 Park Lane

London N17 0HB  
F 020 8489 4977

### **Pembury House Children's Centre**

T 020 8801 9914  
A Lansdowne Road  
Tottenham  
London N17 9XE  
F 020 8885 3714

### **Rowland Hill Children's Centre**

T 020 8808 6089  
A 315 White Hart Lane  
London N17 7LT  
F 020 8801 7303

### **South Grove Children's Centre**

T 020 8802 7520  
A South Grove  
London N15 5QE  
F 020 8802 6910

### **The Ladder Children's Centre**

T 020 8340 7138  
A South Harringay Infants and Nursery  
School  
Pemberton Road  
London N4 1BA  
F 020 8340 7698

### **Stonecroft Children's Centre**

T 020 8340 7050  
A 100 Priory Road  
London N8 7HR  
F 020 8347 5365

### **Stroud Green Children's Centre**

T 020 7272 4539  
A Woodstock Road  
London N4 3EX  
F 020 7281 5479

### **Triangle Children, Young People and Community Centre**

T 020 8802 8782  
A 91-93 St Ann's Road  
London, N15 6NU  
F 020 8802 9604

### **Welbourne Children's Centre**

T 020 8493 1197  
A Stainby Road  
London N15 4EA  
F 020 8808 0529

### **Woodside Children's Centre**

T 020 8888 4398  
A 59 White Hart Lane  
London N22 5SJ  
F 020 8888 3864

### **Woodlands Park Children's Centre**

T 020 8802 0041  
A Woodlands Park Road  
London N15 3SD  
F 0871 5944 806

### **Children with Disabilities and Special Needs**

The council provides a range of services to support children with disabilities and special needs.

T 020 8489 3655/3672

- see also Special Educational Needs

### **Children's Activities and Play**

- see Family information Service, contact the Call Centre

### **Children's Homes**

- see Children and Families

### **Civic Centre**

Most Council and Council Committee meetings are held here.

T 020 8489 2970  
A Civic Centre  
High Road  
Wood Green N22 8LE

### **Clinical Waste Collection**

Collects used medical needles and dressings free from your home:

T 020 8885 7700

### **Clothing Grants**

- see Education Clothing Grants, contact the call centre

### **Cockroaches**

- see Pest Control, contact the Call Centre

### **Commercial Premises**

To find out about shops, offices and factories available to let:

T 020 8489 2197  
A Property Services 1st Floor  
Alexandra House  
Station Road  
London N22 7TR  
F 020 8489 2111

### **Commercial Waste**

Businesses must make arrangements for collection of waste by a properly licensed service provider. Haringey Enterprise provides a service on behalf of the Council.

T 020 8885 7722

## **Committees**

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Meetings of the full Council are held at the Civic Centre about nine times a year. Contact us to find out about these and other council committees:

- T 020 8489 1770  
A 5th Floor River Park House,  
225 High Road  
Wood Green N22 8HQ  
F 020 8881 5218

### **The Cabinet Committee**

- T 020 8489 2923  
A 7th Floor River Park House,  
225 High Road  
Wood Green  
N22 8HQ  
F 020 8489 2660

## **Communications and Consultation Services**

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For copies of Haringey People Magazine, the A to Z of Council Services and other publications:

- T 020 8489 2997

## **Community Care Services**

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- see Older People Services for information about residential homes, respite care, day care and sheltered housing

## **Community Good Neighbour Schemes**

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Groups of flats or bungalows for independent older people with support provided by a scheme manager based at a shelter scheme in the locality.

- T 020 8489 2354

## **Complaints, Compliments and Suggestions**

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To make a complaint, compliment or suggestion about a Council service:

- contact the Call Centre
- Or call one of the relevant departmental complaints teams:

### **Children and Young People's Service**

- T 020 8489 3481/3187

### **Policy, Performance, Partnerships and Communication**

- T 020 8489 2517/2556

### **Customer Services**

- T 020 8489 2056

### **Adult Services**

- T 020 8489 3398

### **Corporate Resources**

- T 020 8489 2822

### **Homes for Haringey**

- T 020 8489 4337/4321/4235  
E [feedback@homesforharingey.org](mailto:feedback@homesforharingey.org)

### **Urban Environment**

- T 020 8489 4505/4516

You can also:

- contact any Council officer
  - pick up a leaflet at any customer service centre or other Council building,
  - go to our website:
- W [www.haringey.gov.uk](http://www.haringey.gov.uk)

## **Connexions**

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- see Careers Information Service and Youth Service

## **Conservation Areas**

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- see Nature Conservation, contact the Call Centre

## **Consumer Advice**

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- see Trading Standards for advice about consumer goods and services, contact the Call Centre

## **Controlled Parking Zone (CPZ)**

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For residents' parking permits and anything to do with parking in the CPZ:

- contact the Call Centre or visit your local Customer Service Centre

## **Corporate Voluntary Sector Team**

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The Corporate Voluntary Sector Team (VST) is part of the Health, Safer Communities and Voluntary Sector Unit. Working in partnership with voluntary/ community organisations and others, we aim to support groups who provide services that improve the quality of life for Haringey residents.

T 020 8489 6905

## **Council Housing**

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- see Homes for Haringey

## **Council Meetings**

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- see Civic Centre and Committees

## **Council Switchboard**

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8.45am to 5.00pm Monday to Friday.

T 020 8489 0000

## **Council Tax**

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T 020 8489 3557

For enquiries, please telephone or write to:

A PO Box 10505

Wood Green N22 7WJ

F 020 8489 5908

Or visit your local Customer Service Centre.

For Payment please see Haringey Payment Service.

## **Council Tax Benefit**

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- see Benefits, contact the Call Centre

## **Councillors**

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For information about councillors' surgeries and how to get in touch with your councillor:

- contact the Call Centre

A Member Services  
5th Floor, River Park House  
225 High Road  
Wood Green N22 8HQ

## **Crematorium**

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- see Cemeteries and Crematoriums

## **Crime Prevention**

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- see Safer Communities

## **Customer Services**

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- see Call Centre

## **Customer Service Centres**

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Services provided through Customer Service Centres currently include:

- Abandoned Vehicle reporting
- Anti-Social Behaviour reporting
- Benefits (council tax and housing benefits)
- Building control
- Complaints, compliments and suggestions
- Concessionary travel
- Council Tax
- Electoral services
- Family Information Service
- Graffiti and fly-posting reporting
- Homelessness and housing advice
- Homes for Haringey (housing repairs, housing management, anti-social behaviour and estate parking)
- Members' services
- Noise and pest control reporting
- Parking – fines payment and CPZ permit applications
- Planning
- Recreation (trees, parks etc)
- Schools, admissions and free school meals applications.
- Entitlement of free school meals, clothing grants and travel grants.

All centres open Monday to Friday  
8.45am to 5pm.

Pay your council bills at the Handytills installed in all Customer Service Centres (cash and cheque payments only).

### **Hornsey**

A Customer Service Centre  
Broadway Annex  
Hornsey Town Hall  
Crouch End N8 9JJ

### **North Tottenham**

A Customer Service Centre  
639 High Road  
Tottenham N17 8BD

### **South Tottenham**

A Customer Service Centre  
Apex House  
820 Seven Sisters Road  
Tottenham N15 5PQ

### **Wood Green**

A Customer Service Centre  
48 Station Road  
Wood Green N22 7TY

## **Cycle Routes**

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Maps of Haringey's cycle routes are available in all Haringey libraries and Customer Service Centres.

## **Cycle Training**

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Subsidised cycle training to National Standards for the complete beginner to regular commuter:

T 020 7231 6005



# My Active Haringey.

**'My local  
dance class  
keeps me  
in shape'**

**Corinne**  
South Tottenham



Haringey Council

**Dance is a great way to keep active and enjoy  
time with your mates. Make a change.**

**Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000.**

# D

## **Data Protection**

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Information and advice relating to Data Protection should be directed to the feedback and information team.

T 020 8489 2547

A 4th Floor, River Park House  
225 High Road

Wood Green N22 8HQ

F 020 8489 3992

## **Damp Council Homes**

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- see Homes for Haringey

Or visit your local Customer Service Centre.

## **Private Homes**

- see Environmental Health

## **Dangerous Structures Building Control**

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For anyone aware of a dangerous structure:

- contact the Call Centre during office hours

T 020 8348 3148 outside office hours

## **Day Care for Children Under Eight**

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- see Family Information Service

For children with deafness and partial hearing.

- see Physical Disabilities Team, or Winkfield Resource Centre

## **Deaths**

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To register a death

T 020 8489 2605 during office hours

T 020 8348 3148 outside office hours when the office is closed to meet religious burial requirements.

A Registrar of Births,  
Marriages and Deaths Civic Centre  
High Road  
Wood Green N22 8LE

F 020 8489 2912

## **Debt Counselling**

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- see Housing Advice and Options Service, contact the Call Centre

## **Demolitions**

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- see Building Control if you are going to demolish a building, contact the Call Centre

## **Development Control**

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- see Planning Service, contact the Call Centre

## **Disabilities**

### **Adults with disabilities**

To register as disabled, or for information about services for adults with disabilities:

- see Physical Disabilities Team or visit your local Customer Service Centre to obtain information

### **Children with Disabilities Team**

To register a child as disabled, or for information about services for children with disabilities:

T 020 8489 3655

### **For special housing requirements (such as wheelchair access)**

- see Special Housing Needs

### **For general information**

- see Equalities Team

### **Disabled Car Permits**

- see Travel Permits

## **Disabled Facilities Grant**

Some people with disabilities can get financial assistance to have home alterations done.

- see Housing Renewal Team

## **Disabled Parking Bays**

T 020 8489 1225/6

F 020 8489 1433

- see Occupational Therapists

## **Discrimination**

- see Harassment

## **Dogs**

Council tenants see Homes for Haringey.

- contact the Call Centre

## **Domestic Violence**

Hearthstone Domestic Violence Centre

T 020 8888 5362

In emergencies, call 999

### **National Domestic Violence Helpline (24 hour)**

T 0808 2000 247

Domestic Violence Co-ordinator of the Haringey Domestic Violence Service for policy questions regarding domestic violence.

T 020 8489 2581

## **Drains (blocked)**

Private homes

- contact Thames Water

T 0845 920 0800

Council tenants see Homes for Haringey.

A Homes for Haringey

Lordship Lane

Depot 251

Lordship Lane N17 6AA

- see Blocked Road Gutters and Public Sewers

## **Dumped Rubbish**

To report dumped rubbish on streets call:

T 020 8885 7700

To report dumped rubbish on Homes for Haringey Estates call:

T 0800 195 3404

To report dumped rubbish on private property call:

T 020 8489 1000



## **Economic Regeneration**

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The Economic Regeneration Team is responsible for developing and delivering the council's Regeneration Strategy.

T 020 8489 2972  
A 2nd Floor River Park House  
225 High Road  
Wood Green  
London N22 8HQ

## **Education**

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This service deals with schools, student grants, early years and play and the youth service.

- contact the Call Centre
- A Children and Young People's Service  
48 Station Road  
Wood Green N22 7TY
- see Careers Information Service and HALS

## **Education Clothing Grants**

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Apply at your local Customer Service Centre.

- contact the Call Centre

## **Education Welfare Service**

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This service works with parents, children and schools to solve any problems children may be having with their education. Education information is also available from your local Customer Service Centre.

T 020 8489 3866

## **Electoral Registration and Elections**

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To register to vote or check on your eligibility to be included on the electoral register:

- contact the Call Centre.

A Electoral Registration Team  
Civic Centre  
Wood Green N22 8LE

F 020 8489 2907

## **Emergency Number**

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T 020 8348 3148 out-of-hours number to report emergencies.

## **Employment Training**

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- see Careers Information Service

## **Energy Conservation**

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For information and advice on saving energy call:

### **Energy Saving Trust**

T 0800 512 012

## **English Language Classes**

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- see Haringey Adult Learning Service (HALS)

## **Entertainment Licences**

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- contact the Call Centre

A Environmental Protection  
639 High Road  
Tottenham N17 8BD

## **Environmental Health**

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Deals with noise nuisance, pest control, pollution, food safety, public health, infectious diseases, health and safety at work, street trading, animal welfare, private housing repairs, home improvement grants and advice on asbestos removal.

- contact the Call Centre

Or visit your local Customer Service Centre.

## **Equalities Team**

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Information and advice on race, disability, age discrimination, sexual orientation and gender issues:

T 020 8489 2580

A Equalities Team  
7th Floor  
River Park House  
225 High Road  
Wood Green N22 6XD

## **Estate parking**

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- contact the Call Centre

## **Evening classes**

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- see Haringey Adult Learning Service (HALS)

## **Events in Parks**

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Our parks play host to a number of events, from small scale community fairs to major music concerts. Please call us if you are interested in hosting an event in a Haringey park.

- contact the Call Centre

## **Eviction**

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- see Housing Advice and Options Service

## **Exchanges**

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- see Mutual Exchanges

## **Extensions to Buildings**

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- see Building Control for advice on the Building Regulations with regard to the erection of an extension

# F

## **Fair Trading / Trading Standards**

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- contact the Call Centre

## **Family Information Service**

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Supplies a range of local and national information for parents and carers with children aged 0-20 years This includes parenting and family support, childcare (nurseries, childminders, children's centres, play groups), health services, leisure activities, special needs and disabilities organisations, jobs and training, activities in Haringey, after school and holiday play schemes.

- contact the Call Centre
- T 0208 489 1000  
E [childcare@haringey.gov.uk](mailto:childcare@haringey.gov.uk)  
W [www.fisd.haringey.gov.uk](http://www.fisd.haringey.gov.uk)

Or visit your local Customer Service Centre.

## **Family Link Scheme**

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A service designed to give families of children with disabilities a break by temporarily placing the children with a caring family.

- see Children in Care Resources and Placements, or contact your local Customer Service Centre

## **Family Placements**

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- See Children in Care Recourses and placements

## **Faulty Goods**

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- contact the Call Centre

## **Feedback**

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- see Complaints, Compliments and Suggestions

## **Film Office**

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For all enquiries relating to filming in the borough:

T 020 8489 6903  
E [filmoffice@haringey.gov.uk](mailto:filmoffice@haringey.gov.uk)

## **Fitness**

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- see Sports Centres and Swimming Pools

## **Flats and Bedsits**

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- see Housing Advice and Options Service for help finding private rented accommodation and advice about problems with landlords
- see Environmental Health for safety standards
- contact the Call Centre

## **Fleas**

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- see Pest Control, contact the Call Centre

## **Flooding**

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- see Drains, contact the Call Centre

## **Fly-tipping**

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- see Dumped Rubbish

## **Food Hygiene and Food Safety**

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Advice on food hygiene and courses for members of the public and caterers:

- contact the Call Centre

F 020 8489 5528

Or visit your local Customer Service Centre.

## **Footpath Maintenance**

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To report uneven pavements:

T 020 8489 1335

## **Fostering**

---

- see Children in Care Resources

## **Freedom of Information**

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- see Customer Service Centres and visit Council receptions for details

Council tenants:

T 020 8489 4337/4231/4235/4646

E [feedback@homesforharingey.org](mailto:feedback@homesforharingey.org)

## **Freedom Pass**

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- see Travel Permits

## **Fridges**

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To dispose of a fridge:

T 020 8885 7700

- see Refuse and Recycling

## **Friends of Parks Groups**

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Friends of Parks groups are very active around the borough and work to improve their local parks. If you are interested in joining or for information:

- contact the Call Centre

## **Function Suites**

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- see Halls for Hire

## **Funerals – No Next of Kin**

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When a Haringey resident dies and no arrangements have been made, Haringey Council will undertake the cremation for his or her funeral.

T 020 8447 7680

- see Cemeteries and Crematorium

## **Furniture (unwanted)**

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Haringey Enterprise will collect unwanted furniture. There is a charge for this service.

T 020 8885 7700

## **Further Education**

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- see Haringey Adult Learning Service (HALS)



## **Garden Waste**

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- see Reuse and Recycling Centres

## **Gas Heating Repairs**

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Council tenants in Broadwater Farm, Hornsey, South Tottenham and Wood Green – contact Oakray:

T 020 8363 0800

Council tenants in North Tottenham and Supported Housing contact Kinetics:

T 020 8251 3094

## **Gay and Lesbian Issues**

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- see Equalities Team

## **General Enquiries**

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T 020 8489 0000

## **Good Neighbour Schemes**

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- see Community Good Neighbour Schemes

## **Governors (school)**

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- see School Governors

## **Graffiti**

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- contact the Call Centre to report graffiti, or an offender

## **Grants**

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### **Home improvements**

- see Housing Renewal Team

### **Disabled adaptations**

- see Housing Renewal Team

## **Green Flag**

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Twelve parks managed by Haringey are winners of the prestigious Green Flag Award.

- contact the Call Centre

## **Gutters (blocked)**

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- see Drains

## **Gyms**

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- see Sports Centres and Swimming Pools.

## **Going Green**

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Haringey Council adopted and launched 'Going Green' – Haringey's Greenest Borough Strategy in 2008. The 10 year strategy sets out the environmental priorities for tackling climate change and embedding sustainability into all our activities.

T 020 8489 2243

E [going.green@haringey.gov.uk](mailto:going.green@haringey.gov.uk)



# My Cleaner Haringey.

**'I always  
use a  
litter bin'**

**Cecilia**  
Tottenham



Haringey Council

**We provide over 1000 bins to help you  
keep your streets clean. Please use them.**

**Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000**



## **Halls for Hire**

To obtain a list of halls that can be hired for public functions:

T 020 8489 2611

Or visit your local Customer Service Centre, see Sports Centres

## **Harassment**

For resident who are experiencing harassment or discrimination:

- contact the Call Centre

## **Haringey Enterprise**

T 020 8885 7700

- enquire about recycling
- arrange special collections of bulky waste and other refuse
- enquire about rubbish collections
- report dumped rubbish or fly tipping
- enquire about commercial waste or trade refuse contracts (please ask for the Commercial Waste Section)

## **Haringey Adult Learning Service (HALS)**

For information on:

- Day, evening and weekend courses in a wide range of subjects
- English, maths & ESOL courses

- Family Learning
- Learndirect
- E2E & apprenticeship programmes
- Train 2 Gain & Business Success Services
- IAG (Careers) Services (19+)

## **Wood Green Learning Centre**

T 020 8489 2500

A Wood Green Central Library  
2nd floor, High Road  
Wood Green N22 6XD

F 020 8489 2551

## **White Hart Lane Learning Centre**

T 020 8489 8781

A White Hart Lane  
Wood Green N22 5QR

F 020 8489 8782

E [hals@haringey.gov.uk](mailto:hals@haringey.gov.uk)

W [www.haringey.gov/halsprogramme](http://www.haringey.gov/halsprogramme)

## **Haringey in Bloom**

Haringey in Bloom is an annual competition that encourages residents, businesses, schools and community groups to brighten up the borough using floral and shrub displays.

- contact the Call Centre

## **Haringey Payment Service**

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Pay your Council Tax, Business Rates, parking fees and other money owed to the council.

For postal payments:

A PO Box 55235  
N22 9DF

For payment using handitills at Hornsey and South Tottenham Customer Service Centres.

- see Customer Service Centres
- see Call Centre to make payments over the phone
- or pay online

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

## **Haringey People Magazine**

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Monthly magazine for Haringey residents about Haringey and the council. Includes news, features, interviews, and a What's On section.

T 020 8489 2993

A Communications and Consultation  
8th Floor, River Park House  
225 High Road  
Wood Green N22 8HQ

F 020 8888 5484

E [mediapr@haringey.gov.uk](mailto:mediapr@haringey.gov.uk)

## **Health and Safety**

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Advice about health and safety at work, including training courses:

- contact the Call Centre
- A Environmental Safety Group  
Environmental Health  
Civic Centre  
Wood Green N22 8LE
- F 020 8489 5528

## **Health Education**

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For advice on healthy eating and lifestyles contact your local GP

## **Highways**

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- see Roads

## **HIV/AIDS**

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T 020 8489 1400

Advice, practical support services and counselling for people who are HIV positive or who have AIDS, and their families, partners and carers.

A Adult, Culture and Community  
Services  
3rd floor  
40 Cumberland Road  
Wood Green N22 7SG

## **Hoarding and Scaffolding Licences**

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T 020 8489 1300

A Hoarding and Scaffolding Licences  
1st Floor South River Park House  
225 High Road  
London N22 8HQ

## **Holiday Play Schemes**

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- see Family Information Service and Sports Centres and Swimming Pools

## **Home Care**

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Help at home for people who have difficulty carrying out daily tasks. A home carer can help with things like bathing, getting dressed, doing the laundry and shopping.

T 020 8489 4800

A Home Care 1st Floor,  
32-34a White Hart Lane  
The Grange  
Tottenham N17 8DP

## **Home Exchanges**

- see Mutual Exchanges

## **Home Improvement Grants**

Grants may be available for older home owners or those with disabilities to carry out improvements to their homes.

- see Housing Renewal Team

## **Home Ownership**

For leasehold enquiries about homes in Hornsey, Broadwater Farm and North Tottenham:

T 020 8489 3048/5994

For leasehold enquiries about homes in South Tottenham and Wood Green:

T 020 8489 3313/5976

A Home Ownership team  
Homes for Haringey  
13-27 Station Road  
Wood Green N22 6UW

## **Home Sales**

Enquiries on purchasing your council home:

T 020 8489 3357/3231

A Home Sales Team  
13-27 Station Road  
Wood Green N22 6UW

E [right2buy@homesforharingey.org](mailto:right2buy@homesforharingey.org)

## **Homes Zone**

Magazine for tenants and leaseholders:

T 020 8489 2715

E [communications@homesforharingey.org](mailto:communications@homesforharingey.org)

## **Homes for Haringey**

Responsible for the day-to-day management of Haringey's homes.

Homes for Haringey Ltd is a company wholly owned by the London Borough of Haringey. Registered in England 5749092.

T 0800 195 3404 / 020 8489 5611

Registered office  
River Park House,  
225 High Road,  
London N22 8HQ

Homes for Haringey services are provided through Haringey Council Customer Services Centres and currently include:

- Housing management services
- Rent payment
- Repairs reporting
- Asbestos enquiries
- Damp and condensation enquiries
- Anti-social behaviour reporting
- see Customer Services Centres for locations.

Council tenants on Broadwater Farm can access the same services at:

A Broadwater Farm Neighbourhood Office  
108c Gloucester Road  
Tottenham N17 6GZ

Opening hours

Monday, Tuesday and Thursday, 9am to 12pm and 2pm to 4.45pm

Wednesday, 5pm to 7pm

Friday, 9am to 12pm.

Turkish and Kurdish interpreters are available by appointment between 2pm and 4.45pm on Tuesday and Thursday.

W [www.homesforharingey.org](http://www.homesforharingey.org)

## **Housebound Library**

- see Libraries

## **Houses in Multiple Occupation**

Privately-rented flats and bedsits in one building, sharing some facilities.

- contact Call Centre

## **Housing Advice and Options Service**

Advice on housing problems and debt counselling for private tenants and home owners:

- contact the Call Centre
- A Housing Advice  
Apex House  
820 Seven Sisters Road  
Tottenham N15 6PQ

Housing Advice also has a website providing information and advice for private tenants, home owners and single homeless people in Haringey.

## **Housing Duty Line**

- contact the Call Centre

This service places homeless people in temporary accommodation and assesses their housing need.

- A Housing Advice  
Apex House  
820 Seven Sisters Road  
Tottenham N15 5PQ
- E [housing.advice@haringey.gov.uk](mailto:housing.advice@haringey.gov.uk)

## **Housing, Private**

- see Housing Renewal Team, to find out about home improvement grants, repairs and other technical problems

- see Housing Advice and Options Service, for private tenants and home owners' housing problems, including debts, rent and mortgage arrears also for help finding private rented accommodation.
- contact the Call Centre

## **Housing Advice**

- see Housing Advice and Options Service

## **Housing and Council Tax Benefits**

- contact the Call Centre or visit the Customer Service Centres

## **Housing Renewal Team**

This team deals with repairs and improvements to private homes, and housing problems such as noise, drains and rubbish.

- contact the Call Centre.

- A Housing Renewal Team  
639 High Road  
Tottenham N17 8BD

## **Housing repairs**

- see Repairs.

### **Induction Loops**

Facilities for people who are deaf or hard of hearing are available at the Civic Centre and at Customer Service Centres.

### **Infectious Diseases**

- see Environmental Health

### **Information**

Call for information and advice about council services.

T 020 8489 0000 (main switchboard)

### **Insect Problems**

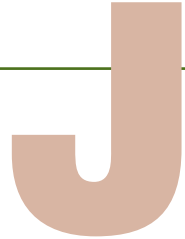
- see Pest control, contact the Call Centre

### **Internal Alterations**

You may require approval under the Building Regulations to make an alteration to your home.

- see Building Control

Council tenants contact Homes for Haringey.



### **Jobs with Haringey Council**

The council publishes a fortnightly bulletin called Jobsearch, which lists all council job vacancies. Copies are available in all libraries, Customer Service Centres and council offices. Jobsearch is also available on the council's website.

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

### **Keep Fit**

- see Sports Centres and Swimming Pools



# My Active Haringey.

**'I enjoy  
playing  
football  
down my  
local park'**

**Mario**  
Crouch End



Haringey Council

**You can keep active by joining a local team.  
Make a change.**

Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000.



### **Leader of the council**

For information about the Leader of the council or to find out how to get in touch with the Leader:

T 020 8489 2964

A The Leader's Office  
5th Floor (South), River Park House  
225 High Road  
Wood Green N22 8HQ

F 020 8881 5218

### **Learning Disabilities Adults Day Centre**

T 020 8802 5642

A 2 Ermin Road  
Tottenham N15 6DB

### **Combined Team Adult Placement and Management**

T 020 8489 1384

A Unit 5,  
St. Georges Estate  
White Hart Lane N22 5QL

### **Leasing your Home**

If you have a flat or house that you would like to lease to the council for use as temporary accommodation.

T 020 8489 4726

A Private Sector Supply Team  
Apex House  
820 Seven Sisters Road  
Tottenham N15 5PQ E  
E [privatelettings@haringey.gov.uk](mailto:privatelettings@haringey.gov.uk)

### **Lee Valley Technopark**

Purpose-built units to let for new technology businesses available.

T 020 8880 3636

A Technopark  
Ashley Road  
Tottenham N17 9LN

F 020 8880 3443

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

### **Leisure Centres**

- see Sports Centres and Swimming Pools

### **Lesbian and Gay Issues**

- see Equalities Team

## **Libraries**

Haringey has nine libraries, a mobile library and a housebound library service. It's free to join a library and borrow books. There is a small charge for borrowing CDs, videos and DVDs.

Haringey libraries also provide information leaflets, free internet facilities, daily newspapers (some in community languages), community language books, exhibitions, and cultural events and activities. Please contact your local library for more services and events.

Opening hours:

### **Wood Green Central Library**

Mon-Fri 8.45am-7pm  
Sat 9am-5pm Sun 12-4pm

### **Alexandra Park Library**

#### **Hornsey Library**

#### **Marcus Garvey Library**

Mon-Fri 9am-7pm  
Sat 9am-5pm  
Sun 12-4pm

### **Coombes Croft Library**

#### **Highgate Library**

#### **Muswell Hill Library**

#### **St Ann's Library**

#### **Stroud Green Library**

Mon-Fri 9am-7pm  
Sat 9am-5pm

You can also order library books online at:

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

### **Alexandra Park Library**

T 020 8489 8770  
A Alexandra Park Road  
Wood Green N22 7UJ

### **Coombes Croft Library**

T 020 8489 8771  
A Tottenham High Road  
Tottenham N17 8AG

### **Highgate Library**

T 020 8489 8772  
A Shepherd's Hill  
Highgate N6 5QT

### **Hornsey Library**

T 020 8489 1118  
A Haringey Park Road  
Hornsey N8 9JA

### **Marcus Garvey Library**

T 020 8489 5309  
A Tottenham Green Leisure Centre  
1 Philip Lane  
Tottenham N15 4JA

### **Muswell Hill Library**

T 020 8489 8773  
A Queen's Avenue  
Muswell Hill N10 3PE

### **Muswell Hill Children's Library**

T 020 8489 8774  
T 020 8444 0244 for the Muswell Hill  
Toy Library (a registered charity) housed  
at Muswell Hill Library.

### **St. Ann's Library**

T 020 8489 8775  
A Cissbury Road  
Tottenham N15 5PU

### **Stroud Green Library**

T 020 8489 8776

A Quernmore Road  
Hornsey N4 4QR

### **Wood Green Central Library**

T 020 8489 2780

T 0845 071 4343

(24 hour automated phone line for renewal of books and CDs from all libraries)

M 020 8489 2598

Minicom phone for deaf and hard of hearing.

A High Road  
Wood Green N22 6XD

### **Mobile and Housebound Library Service**

The mobile library visits sheltered housing and residential homes, as well as some street sites throughout the borough. The housebound service is a free delivery service for people unable to leave their homes, delivered on a monthly basis.

T 020 8489 1425

### **Lice**

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- see Pest Control, contact the Call Centre

### **Licences**

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#### **Skips licences**

- contact the Call Centre
- A 247 High Road  
Wood Green N22 8HF

#### **Entertainment licences**

- see Trading Standards

#### **Hoarding and scaffolding licences**

- contact the Call Centre

A River Park House  
225 High Road  
Wood Green N22 8HQ

Application forms are also available from Customer Service Centres.

### **Lightline**

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Freephone 24 hours a day to report faulty street lights, traffic bollards and zebra crossing beacons:

T 0500 236 458

### **Listed Buildings Planning Service**

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Many buildings in Haringey are listed as being of special architectural or historic interest.

- contact the Call Centre

### **Literacy**

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- see Haringey Adult Learning Service (HALS)

### **Loft Conversions**

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- see Building Control for advice on regulations

### **Lottery**

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- see Economic Regeneration for information on projects and local bids for lottery funding.

### **Luncheon Clubs**

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- see Meals Service



# My Greener Haringey.

**'I walk my  
children  
to school'**

Sophia & Omari  
Tottenham



Haringey Council

**Cutting down on car journeys  
helps to tackle climate change.**

Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000

# M

## **Market Stalls**

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- see Environmental Health for enquiries about stalls that sell food
- see Trading Standards for non-food items

## **Marriages and Civil Partnerships**

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- T 020 8489 2605
- A Registrar of Births  
Marriages and Deaths  
Civic Centre  
High Road  
Wood Green N22 8LE
- F 020 8489 2912

## **Mayor's Office**

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- T 020 8489 2962
- A Mayor's Office  
5th Floor, River Park House  
225 High Road  
Wood Green N22 8HQ
- E mayors.office@haringey.gov.uk

## **Meals Service**

---

Luncheon clubs and meals on wheels for older people and people with disabilities.

- T 020 8365 5400
- A Sodexo Home Services  
Unit 13  
Mowlen Trading Estate

- Leeside Road N17 0QJ
- F 020 8365 5404

## **Meeting Rooms**

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To hire a room in the Civic Centre:

- T 020 8489 2611
- see also Halls for Hire

## **Mental Health Service**

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Users of this service need to be referred by their doctor. Make an appointment to see a doctor if you feel you or someone you care about could benefit from this service.

For urgent mental health needs only contact the Emergency Reception Centre (ERC)

- T 020 8442 6706

## **Mice and Rats**

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- see Pest control, contact the Call Centre

## **Mobile Library**

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- see Libraries

## **Mobility Schemes**

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Special schemes to help council tenants move into and out of Haringey.

- contact the Call Centre

## **Money Advice and Debt Problems**

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### **Council tenants**

- see Homes for Haringey

### **Private tenants and home owners**

- see Housing Advice and Options Service for advice about mortgage arrears, rent problems and debt counselling

## **Mortuary**

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T 020 8340 3674

A Hornsey Public Mortuary  
Myddelton Road  
Hornsey N8 7PY

## **Museum**

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- see Bruce Castle for information about Haringey's history

## **Music Tuition for School Children**

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- see School Music Service

## **Mutual Exchanges**

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A scheme for Council tenants who would like to exchange their homes with other Council tenants, either in or out of Haringey. Contact your local Customer Services Centre or visit:

W [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

# N

# O

## **National Non-Domestic Rate**

- see Business Rates

## **Nature Conservation**

For information about wildlife, nature concerns and Haringey's nature reserves:

T 020 8489 5733

## **Neighbour Nuisance**

You can report incidents of anti-social behaviour by telephone or at any Customer Service Centre.

- contact the Call Centre.
- see Harassment, Noise Nuisance.

## **Noise Nuisance**

- contact the Call Centre during office hours or visit your Customer Service Centre.

T 020 8348 3148 emergency help line 5pm to 8.45am, Monday to Friday and all weekend.

## **Numeracy**

- see Haringey Adult Learning Service (HALS)

## **Nurseries**

- see Family Information Service, and Children Centres

## **Occupational Therapy**

Adaptations and Equipment

This service provides equipment and adaptations for people with disabilities.

T 020 8489 1400

A Unit 5

St. Georges Estate

White Hart Lane N22 5QL

## **Older People Services**

Services for older people and people with disabilities, including sheltered housing and the home emergency alarm service:

T 020 8489 1400

A 40 Cumberland Road  
Wood Green N22 7SG

F 020 8829 9915



# My Safer Haringey.

**'I always  
secure my  
windows  
and doors'**

**Doris  
Muswell Hill**



Haringey Council

**Lock all windows and doors.  
For more information about home security  
visit [www.met.police.uk](http://www.met.police.uk) or call 0300 123 1212**

# P

## **Paddling Pools**

Open in the summer months and located in Bruce Castle Park, Lordship Recreation Ground and Priory Park.

- contact the Call Centre

## **Palm House**

Greenhouse with tropical plants, water displays and animals is open seven days a week and admission is free.

T 020 8888 5306

A Wolves Lane  
Wood Green N22 5JD

## **Parent and Toddler Groups**

- see Family Information Service and Children Centres

## **Parent Teacher Associations**

- see Schools for relevant association

## **Parking**

For information about parking, parking fines or obstructions to parking and payment of parking tickets and parking permits see Haringey Payment Service and Customer Service Centres.

- contact the Call Centre

## **Parking and Enforcement**

To report illegal parking, overnight lorry parking and obstructions by builders, etc.

T 020 8489 2107/2108/ 2104/2102

Open 7am-11pm Monday to Saturday and 9am-10pm Sunday

## **Parking Fines**

To appeal against a parking fine write to:

A Haringey Council Parking Office  
PO Box 38996  
London N22 9AF

## **Parks and Open Spaces**

Haringey has nearly 400 hectares of parks, recreation grounds and open spaces offering a variety of free fun, games and entertainment.

- contact the Call Centre

## **Pavements**

To report uneven pavements and obstructions on pavements:

T 020 8489 1335

## **Pensioners**

- see Older People Services

## **Performance Indicators**

- see Statistics

## **Pest Control**

Treatment for rats, mice, wasps, ants and other insects and pests:

- contact the Call Centre or visit your local Customer Service Centre.

## **Physical Disabilities Team**

Help for people with physical disabilities:

T 020 8489 5982

A Adult, Culture and Community Services

40 Cumberland Road  
Wood Green N22 7SG

- see Occupational Therapists for aids and alterations to help with everyday tasks

## **Planning Service**

This service deals with the use and development of land, including planning applications, Haringey's development plan, signs for advertising, tree preservation, conservation and urban regeneration.

- contact the Call Centre
- A Planning Service  
639 High Road,  
Tottenham N17 8BD

## **Playgrounds**

Information about playgrounds in the borough:

- contact the Call Centre

## **Play Groups**

- contact the Call Centre
- see Family Information Service

## **Police Stations**

- see Useful Numbers

## **Pollution**

- see Environmental Health

## **Population and Other Statistics**

- see Statistics

## **Potholes**

To report potholes or other defects in streets or pavements:

T 020 8489 1335

## **Price Complaints**

- see Trading Standards

## **Primary Schools**

### **Alexandra Primary**

T 020 8888 9771

A Western Road  
N22 6UH

F 020 8829 9776

### **Belmont Infant**

T 020 8888 7140

A Rusper Road  
N22 6RA

F 020 8881 3400

### **Belmont Junior**

T 020 8888 8261

A Rusper Road  
N22 6RA

F 020 8365 8048

### **Bounds Green Infant**

T 020 8888 8824

A Bounds Green Road  
N11 2QG

F 020 8365 8368

**Bounds Green Junior**

T 020 8888 8838  
A Bounds Green Road  
N11 2QG  
F 020 8365 7986

**Broadwater Farm Primary**

T 020 8808 0247  
A Moira Close  
N17 6HZ  
F 020 8801 0685

**Bruce Grove Primary**

T 020 8885 4200  
A Sperling Road  
N17 6UH  
F 020 8275 4710

**Campsbourne School**

T 020 8340 2064  
A Nightingale Lane  
N8 7AF  
F 020 8341 2658

**Chestnuts Primary**

T 020 8800 2362  
A Blackboy Lane  
N15 3AS  
F 020 88801372

**Coldfall Primary**

T 020 8883 0608  
A Coldfall Avenue  
N10 1HS  
F 020 8442 2189

**Coleraine Park Primary**

T 020 8808 2045  
A Glendish Road  
N17 9XT  
F 020 8808 0487

**Coleridge Primary**

T 020 8340 3173  
A Crouch End Hill  
N8 8DN  
F 020 8348 7775

**Crowland Primary**

T 020 8800 4553  
A Crowland Road  
N15 6UX  
F 020 8821 7473

**Devonshire Hill Primary**

T 020 8808 2053  
A Weir Hall Road  
N17 8LB  
F 020 8801 4489

**Downhills Primary**

T 020 8808 3231  
A Philip Lane  
N15 4AB  
F 020 8808 7752

**Earlham Primary**

T 020 8888 2780  
A Earlham Grove  
N22 5HJ  
F 020 8365 8993

**Earlsmead Primary**

T 020 8808 7915  
A Broad Lane  
N15 4PW  
F 020 8808 6786

**Ferry Lane Primary**

T 020 8801 5233  
A Ferry Lane Estate  
N17 9PP  
F 020 8801 6939

### **The Green CE Primary**

T 020 8808 2588  
A Somerset Road N17 9EJ  
F 020 8885 1995

### **Highgate Primary**

T 020 8340 7023  
A Storey Road N6 4ED  
F 020 8341 6266

### **Lancasterian Primary**

T 020 8808 8088/2126  
A King's Road  
N17 8NN  
F 020 8880 3319

### **Lea Valley Primary**

T 020 8801 6915  
A Somerford Grove N17 OPT  
F 020 8880 3217

### **Lordship Lane Primary**

T 020 8888 6541  
A Ellenborough Road  
N22 5PS  
F 020 8889 6567

### **Mulberry Primary**

T 020 8801 0189  
A Parkhurst Road,  
N17 9RB  
F 020 8808 2109

### **Muswell Hill Primary**

T 020 8444 8488  
A Muswell Hill N10 3ST  
F 020 8444 2615

### **Nightingale Primary**

T 020 8888 3736  
A Bounds Green Road  
N22 8ES  
F 020 8888 9092

### **Noel Park Primary**

T 020 8888 8967  
A Gladstone Avenue  
N22 6LH  
F 020 8365 8161

### **North Harringay Primary**

T 020 8348 0948  
A Falkland Road  
N8 ONU  
F 020 8340 8021

### **Our Lady of Muswell RC Primary**

T 020 8444 6894  
A Pages Lane  
N10 1PS  
F 020 8365 4920

### **Rhodes Avenue Primary**

T 020 8888 2859  
A Rhodes Avenue  
N22 7UT  
F 020 8881 7090

### **Risley Avenue Primary**

T 020 8808 0792  
A The Roundway  
N17 7AB  
F 020 8801 6434

### **Rokesly Infant**

T 020 8340 7687  
A Hermiston Avenue  
N8 8NH  
F 020 8340 8056

**Rokesly Junior**

T 020 8348 0290  
A Rokesly Avenue  
N8 8NH  
F 020 8342 8410  
School hours only

**St. Aidan's Primary**

T 020 8340 2352  
A Albany Road  
N4 4RR  
F 020 8341 2320

**St. Ann's CE Primary**

T 020 8800 2781  
A Avenue Road  
N15 5JG  
F 020 8880 1048

**St. Francis de Sales RC Infant**

T 020 8808 4432  
A Brereton Road  
N17 8DA  
F 020 8801 7023

**St. Francis de Sales RC Junior**

T 020 8808 2923  
A Church Road  
N17 8AZ  
F 020 8801 7438

**St. Gilda's RC Junior**

T 020 8348 1902  
A Oakington Way  
N8 9EP  
F 020 8340 7805

**St. Ignatius RC Primary**

T 020 8800 2771  
A St. Ann's Road  
N15 6ND  
F 020 8802 7156

**St. James CE Primary**

T 020 8883 6540  
A Woodside Avenue  
N10 3JA  
F 020 8365 3767

**St. John Vianney RC Primary**

T 020 8889 8421  
A Stanley Road  
N15 3HD  
F 020 8881 2528

**St. Martin of Porres RC Primary**

T 020 8361 1445  
A Blake Road  
N11 2AF  
F 020 8361 5849

**St. Mary's CE Infant**

T 020 8348 7805  
A Church Lane  
N8 7BU

**St. Mary's CE Junior**

T 020 8340 4898  
A Rectory Gardens N8 7QN  
F 020 8341 6501

**St. Mary's RC Infant**

T 020 8800 9229  
A Hermitage Road  
N15 5RE  
F 020 8800 1375

**St. Mary's RC Junior**

T 020 8800 9305  
A Hermitage Road  
N15 5RE  
F 020 8880 1142

**St. Michael's CE Primary**

T 020 8340 7441  
A North Road  
N6 4BG  
F 020 8340 9452

**St. Michael's CE Primary**

T 020 8888 7125  
A Bounds Green Road  
N22 8HE  
F 020 8889 9016

**St. Paul's and All Hallows CE  
Infant**

T 020 8801 0586  
A Park Lane  
N17 0HH  
F 020 8808 1168

**St. Paul's and All Hallows CE  
Junior**

T 020 8801 3611  
A Worcester Avenue  
N17 0TU  
F 020 8885 5495

**St. Paul's RC Primary**

T 020 8888 7081  
A Bradley Road  
N22 7SZ  
F 020 8889 1397

**St. Peter in Chains RC Infant**

T 020 8340 6789  
A Elm Grove  
N8 9AJ  
F 020 8340 3653

**Seven Sisters Primary**

T 020 8802 6670  
A South Grove N15 5QE  
F 020 8882 6910

**South Harringay Infant**

T 020 8340 7138  
A Pemberton Road  
N4 1BA  
F 020 8340 7698

**South Harringay Junior**

T 020 8340 2757  
A Mattison Road  
N4 1BD  
F 020 8340 7541

**Stamford Hill Primary**

T 020 8800 2898  
A Berkeley Road  
N15 6HD  
F 020 8880 2162

**Stroud Green Primary**

T 020 7272 4539  
A Woodstock Road  
N4 3EX  
F 020 7281 5479

**Tetherdown Primary**

T 020 8883 3412  
A Grand Avenue  
N10 3BP  
F 020 8883 3414

**Tiverton Primary**

T 020 8800 3779  
A Pulford Road  
N15 6SP  
F 020 8880 1197

### **Welbourne Primary**

- T 020 8808 0427
- A Stainby Road  
N15 4EA
- F 020 8493 1168

### **West Green Primary**

- T 020 8800 4676
- A Woodlands Park Road N15 3RT
- F 020 8802 8297

### **Weston Park Primary**

- T 020 8347 5000
- A Denton Road  
N8 9WP
- F 020 8348 5500

### **Private Housing**

- see Housing Advice and Options Service for help finding housing in the private sector, or for advice about harassment, rent, mortgages or other problems
- see Tenancy Relations Officers for specific problems with private landlords

### **Property Services**

Advises the council on all property that it owns or occupies. It manages most of the council's administrative buildings, deals with the sale of council land, the letting and management of the council's commercial properties and valuations for 'Right to Buy' sales of council homes.

- T 020 8489 2180
- Records of all land and buildings owned by Haringey Council are held.
- A Alexandra House  
10 Station Road  
Wood Green N22 7TR

### **Public Conveniences**

- see Toilets

### **Public Halls**

To find out about public halls available to hire for private functions:

- see Halls for Hire

### **Public Health**

- see Environmental Health

### **Public Lighting**

To report faulty lights in streets, traffic bollards and zebra crossing beacons, 24 hours a day response.

- see Lightline

### **Public Relations**

- see Communications and Consultation

### **Public Safety**

- see Road Safety Training Centre, Roads (Maintenance), Health and Safety, Trading Standards

### **Public Transport Transportation Planning**

For information about the council's work to support better public transport:

- T 020 8489 5574
- A Transportation Planning  
1st Floor, River Park House  
225 High Road  
Wood Green N22 8HQ
- see Travel Permits for information about free public transport permits for older people and people with disabilities



**My  
Cleaner  
Haringey.**

**'I always  
use a  
litter bin'**

**Sam**  
Wood Green



Haringey Council

**Please don't drop cigarette ends or chewing gum, use the gum & butt bins available.**

Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000

# R

## **Race Equality Issues**

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- see Equalities Team

## **Racial Harassment and Discrimination**

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- see Equalities Team

## **Railway Fields Local Nature Reserve**

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Winner of the prestigious Green Flag, Railway Fields is the borough's landmark nature reserve with pond, wildlife, play area and educational facilities.

T 020 8348 6005

A Green Lanes  
(opposite Harringay Green Lanes BR Station) N4

Open every Monday to Friday,  
9am–5pm.

Closes at 4pm between December  
and February.

## **Rates**

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- see Business Rates

## **Recycling**

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- see Refuse and Recycling, and Reuse and Recycling Centres

## **Red Routes**

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These are heavily travelled routes on which traffic is not allowed to stop at any time. The name comes from the double red lines painted along the road.

T 0845 305 1234 (for information on proposals for red routes call London Streets Customer Services)

T 0845 603 4545 (for information on red route exemptions call London Streets Customer Services)

## **Refugees**

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- see Asylum Seekers and Refugees

## **Refuse and Recycling**

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### **Recycling**

Haringey Council provides collections of a wide range of materials for recycling from houses, flats, estates and on-street banks. For more information, or to order containers for recycling, please telephone the number below.

### **Refuse collection**

All streets have a refuse collection at least once every week. For more information telephone the number overleaf.

## **Bulky Items**

Free collections of fridges, washing machines, televisions, computers, car batteries and some other items. Other bulky waste can be collected for a set fee. To book a collection, telephone the number below.

## **Haringey Enterprise Call Centre**

T 020 8885 7700

Asbestos, solvent-based paint and other hazardous waste must be collected separately.

## **Corporation of London**

T 020 7332 3433

## **Regeneration**

- see Economic Regeneration

## **Registering to Vote**

- see Electoral Registration and Elections

## **Registrar of Births, Marriages and Deaths**

T 020 8489 2605

A Registrar of Births, Marriages and Deaths  
Civic Centre  
High Road  
Wood Green N22 8LE  
F 020 8489 2912

## **Rent Service**

If you are a private or housing association tenant, the rent service can set a registered rent on the flat you live in.

- contact the Call Centre

## **Repairs**

### **Council tenants**

T 0800 195 3404 (Freephone)

T 020 8489 5611

(cheaper on a mobile)

Make a request for a repair by freephone, at any Customer Service Centre or online via the Homes for Haringey website at  
W [www.homesforharingey.org](http://www.homesforharingey.org)

## **Replacement Glazing**

- see Building Control for advice if you are replacing any windows in your property; you may require approval under the Building Regulations

## **Residential Care**

For adults and children with learning difficulties, who are not able to live at home:

T 020 8489 3655/3947 (Children)

T 020 8489 1400 (Adults)

## **Residential Homes**

For older people who are no longer able to live at home.

- see Older People Services.

## **Residents Involvement Team (Homes for Haringey)**

For advice about forming a tenants' or residents' association:

T 020 8489 4463

A Resident Involvement Team  
6th Floor South, River Park House  
225 High Road  
London  
N22 8HQ

## **Respite Care Scheme**

For older people over 65  
T 020 8489 1400

A service designed to give a break to carers of older people aged over 65. A respite carer may look after the person for a few hours or provide accommodation for a few days.

## **Reuse & Recycling Centres**

Lots of items can be taken to Haringey Council's two Reuse & Recycling Centres, including wood, scrap metal, garden waste, clothes, batteries and all electrical items.

## **Haringey Enterprise Call Centre**

T 020 8885 7700

Attendants are on hand to assist residents in separating recyclable and general waste.

No commercial or hazardous waste.

Monday to Friday: 8.30am – 4pm

Weekends: 9am – 4pm

Closed on Christmas Day, Boxing Day, New Years Day and Good Friday.

A Park View Road,  
Tottenham N17

A High Street Hornsey N8

Traders cannot use the sites. Residents in vans will be asked to show a valid Council Tax statement.

## **Right to Buy**

- see Home Sales Tenants' Associations or contact the Call Centre

E resident.involvement@homesforharingey.org

## **Road Safety Training Centre**

Information and courses on road safety for drivers and pedestrians. Also basic car care, pre-driver training, training in the written driving test (theory test), and fitting of child car seats.

T 020 8489 1417

A 1st Floor,  
River Park House  
225 High Road  
Wood Green N22 8HQ

## **Roads**

To arrange a temporary road closure:

T 020 8489 1763

## **Kerb Lowering for Disabled Access**

T 020 8489 1335

To report potholes, uneven pavements and roads, including roads on Council estates:

T 020 8489 1335

A 1st Floor North, River Park House  
225 High Road  
Wood Green N22 8HQ

To report any deterioration in road markings:

T 020 8489 1335

## **Parking and Enforcement**

- contact the Call Centre

## **Salting/ Gritting**

Main roads are gritted to reduce the effect of snow and ice.

Haringey Enterprise Call Centre

T 020 8885 7700 (for information)

## **Sweeping and Cleansing Haringey Enterprise Call Centre**

T 020 8885 7700

## **Roofs**

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If you are recovering your roof, you may require approval under the Building Regulations.

- see Building Control for advice, contact the Call Centre

## **Rubbish**

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Haringey Enterprise Call Centre

T 020 8885 7700

## **Running Tracks**

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- see Sports Centres and Swimming Pools

# S

## **Safe and Sound**

A home alarm service for vulnerable people to summon help in an emergency.

T 020 8489 2365

A Woodside House  
294 High Road  
Wood Green N22 8YX

Application forms are also available from the Customer Service Centres.

## **Satellite Dishes**

- see Planning Service

## **Safer Communities**

T 020 8489 6957

A 6th Floor, Alexandra House  
10 Station Road  
Wood Green N22 7TR

## **Saunas**

- see Sport and Leisure Centres and Swimming Pools

## **Scaffolding Licences**

- see Licences

## **School Admissions Primary and Secondary Schools**

To find out about getting your child into a Haringey school visit your local Customer Service Centre.

- contact the Call Centre

## **School Governors**

If you would like to become a school governor, or if you're already a governor and would like to find out about training and support:

T 020 8489 5029/5030  
020 8489 5031

A Haringey Professional Development Centre  
Downhills Park Road  
Tottenham N17 6AR

## **School Meals**

- contact the Call Centre to apply for free school meals
- A Children and Young People's Service  
48 Station Road  
Wood Green N22 7TY

## **Schools**

- see Children Centres, Nurseries, Primary Schools, Secondary Schools or Special Schools

### **School Library Service**

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T 020 8489 5043

A 3rd Floor, Wood Green Library  
High Road  
Wood Green, N22 6XD

### **Schools Music Service**

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Tuition in a variety of musical instruments  
for Haringey pupils:

T 020 8489 8960

A Music and Performing Arts Centre  
Rectory Garden N8 7QN

F 020 8352 2250

### **Scrap Metal**

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- see Reuse and Recycling Centres

### **Searches**

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- see Planning Service for planning questions and personal land searches on request

### **Secondary Schools**

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#### **Alexandra Park**

T 020 8826 4880

A Bidwell Gardens  
N11 2AZ

F 020 8888 2236

#### **Fortismere**

T 020 8365 4400 (south wing)

T 020 8365 4300 (north wing)

A Tetherdown  
N10 1NE

F 020 8444 7822 (south wing)

F 020 8881 5583 (north wing)

### **Gladesmore Community**

T 020 8800 0884

A Crowland Road  
N15 6EB

F 020 8809 8500

### **Greig City Academy**

T 020 8609 0100

A High Street Hornsey  
N8 7NU

F 020 8609 0101

### **Highgate Wood**

T 020 8342 7970

A Montenotte Road  
N8 8RN

F 020 8342 7978

### **Hornsey School for Girls**

T 020 8348 6191

A Inderwick Road  
N8 9JF

F 020 8340 1214

### **John Loughborough**

T 020 8808 7837

A Holcombe Road  
N17 9AD

F 020 8801 6719

### **Northumberland Park**

T 020 8801 0091

A Trulock Road  
N17 0PG

F 020 8801 9022

### **Park View Academy**

T 020 8888 1722

A Langham Road  
N15 3RB

F 020 8881 8143

### **St. Thomas More**

T 020 8888 7122  
A Glendale Avenue  
N22 5HN  
F 020 8826 9370

### **Woodside High School**

T 020 8889 6761  
A White Hart Lane  
N22 5QJ  
F 020 8365 8164

### **Senior Citizens**

- see Older People Services

### **Sensory Impairment Team**

T 020 8489 8201  
A Winkfield Resource Centre  
33 Winkfield Road  
Wood Green  
N22 SRP

### **Sexual Harassment**

- see Harassment, contact the Call Centre

### **Sheltered Housing**

Council housing for older people or people with disabilities. To apply for sheltered or supported housing telephone:

T 020 8489 2367  
or contact:  
A Older People Services  
1st Floor, 40 Cumberland Road  
Wood Green N22 7SGF  
T 020 8489 5977

### **Shops to Let**

Information about vacant shop units and other business premises:

T 020 8489 2175  
A Property Services  
1st Floor, Alexandra House  
Station Road  
London N22 7TR

### **Sixth Form Centre**

T 020 8376 6000  
A White Hart Lane  
N17 8HR

### **Skips – Licences**

- see Licences, contact the Call Centre

### **Small Businesses**

- see Lee Valley Technopark for advice and information about starting a small business
- see Environmental Health for advice on food businesses or health and safety

### **Social Services**

General enquiries.

T 020 8489 0000 (Council Switchboard)

Services to help and support vulnerable adults and children.

### **Integrated Access Team (IAT)**

Open Monday to Friday: 9am-5pm

T 020 8489 1400

For the first point of contact for new users of Adult Social Care Services, their carers and families.

Services include:

- Adult Protection Helpline (service available 24/7)
- Information and advice on Adult services and local activities
- Provides help to find advice and

support outside of the Council  
F 020 8489 4900  
E IAT@haringey.gov.uk  
SMS:  
Text IAT to 80818

A Integrated Access Team  
London Borough of Haringey  
1st Floor, Cumberland Road  
Wood Green N22 7SG

### **Special Educational Needs**

For information and advice on ensuring children with special educational needs receive an appropriate education.

T 020 8489 3877  
A Central SEN Services  
South Podium Floor  
River Park House  
225 High Road  
Wood Green  
N22 8HQ

### **Special Housing Needs**

- see the Older People Services for housing advice for older people and other people with special housing needs, such as sheltered housing or a community good neighbour scheme

### **Special Schools**

#### **Blanche Neville**

T 020 8442 2750  
A Burlington Road  
London N10 1NJ  
F 020 8442 2751

#### **Moselle**

T 020 8808 8869  
A Main site  
Adams Road  
N17 6HW  
F 020 8801 7074

#### **Moselle Upper School**

T 020 8365 8250  
A Downhills Park Road  
N17 6AR  
F 020 8889 7276

#### **The Vale School**

(Primary Resource Base)

T 020 8801 2299  
A Lancasterian Schools  
King's Road  
N17 8NN  
F 020 8801 0147

#### **The Vale School**

(Secondary Resource Base)

T 020 8801 6111  
A Northumberland Park School  
Trulock Road  
N17 OPG  
F 020 8801 1140

#### **The Vale School**

#### **Inclusion Scheme Belmont Infants**

T 020 8888 9216  
A Rusper Road  
N22 6RA  
F 020 8888 1034

#### **William C. Harvey**

T 020 8808 7120  
A Adams Road  
N17 6HW  
F 020 8885 2719

### **Sponsorship**

- contact the Call Centre

## **Sport and Leisure Centres and Swimming Pools**

- Finsbury Park Track and Gym
- College Road Sport Centre
- Park Road Leisure Centre
- Haringey Sixth Form Centre
- Tottenham Green Leisure Centre
- White Hart Lane Community Sports Centre

Contact any of the Sport and Leisure Centres' receptions for details.

## **Sport and Leisure Services - Business Development and Improvement Unit**

Events, Functions, Business Support and Service Administration

T 020 8489 5315

## **Finsbury Park Track and Gym**

T 020 8802 9139

A Finsbury Park Track and Gym  
Hornsey Gate  
Edymion Road  
N4 0XX

Opening hours:

Monday, Wednesday, Friday, Saturday and Sunday, 10am-4pm

Tuesday and Thursday, 4am-9.30pm.

## **College Road Sport Centre**

T 020 8376 5888

(During Opening Hours)

T 020 8881 2323 (At All Other Times)

## **Haringey Sixth Form Centre**

A College Road (Pertoria Road)  
Tottenham N17 8EA

Centre Opening Hours\*:

Monday – Tuesday 18.00 – 22.00

Wednesday – Friday 17.30 – 22.00

Saturday – Sunday 09.00 – 17.30

\* Last tickets for activities are available 1 hours before closing times, some variation may apply please check the website for up to date information:  
[www.haringey.gov.uk/leisurecentres](http://www.haringey.gov.uk/leisurecentres)

## **Park Road Leisure Centre**

T 020 8341 3567

Park Road  
Hornsey N8 8JN

F 020 8340 3588

Centre Opening Hours\*:

Monday - Friday, 07.00 - 21.30

Saturday – Sunday 07.15-19.30

\* Last tickets for activities are available 1 hours before closing times, some variation may apply please check the website for up to date information:  
[www.haringey.gov.uk/leisurecentres](http://www.haringey.gov.uk/leisurecentres)

## **Tottenham Green Leisure Centre**

T 020 8489 5322

Tottenham Green Leisure Centre  
1 Philip Lane  
Tottenham N15 4JA  
F 020 8489 5344

Centre Opening Hours\*:

Monday to Friday, 07.00 -22.30

Saturday and Sunday, 07.00 -17.30.

\* Last tickets for activities are available 1 hours before closing times, some variation may apply please check the website for up to date information:  
[www.haringey.gov.uk/leisurecentres](http://www.haringey.gov.uk/leisurecentres)

## **White Hart Lane Community Sports Centre**

T 020 8881 2323

White Hart Lane

Wood Green N22 5QW

F 020 8881 8983

Centre Opening Hours\*:

Monday - Friday, 07.00 -22.30

Saturday - Sunday, 09.00 – 17.30.

\* Last tickets for activities are available

1 hours before closing times, some variation may apply please check the website for up to date information:  
[www.haringey.gov.uk/leisurecentres](http://www.haringey.gov.uk/leisurecentres)

## **Sports Pitches**

Haringey's parks have tennis courts, cricket and football pitches.

- contact the Call Centre

## **Statistics**

Information on Census, population and employment:

T 020 8489 6954

A Corporate Planning

7th Floor, River Park House

225 High Road

Wood Green N22 8HQ

## **Street Cleansing**

Town centres and main roads are swept everyday. Residential streets are swept at least once per week.

Haringey Enterprise Call Centre

T 020 8885 7700

## **Street Lighting**

To report faulty lighting in streets, housing estates and parks, in bollards and zebra crossings:

- see Lightline

## **Street Markets**

- see Environmental Health for food items
- see Trading Standards for non-food items

## **Street Parties**

For permission to close a road for a street party:

T 020 8489 3919

## **Street Signs**

Naming and numbering for new streets and new and existing buildings.

T 020 8489 5573

## **Street Trading – Licensing**

- see Environmental Health

## **Suggestions**

- see Complaints, Compliments and Suggestions

## **Supporting People in Haringey**

The Supporting People programme provides a planning and funding framework for housing related support.

T 020 8489 3302

F 020 8489 3303

E [supporting.people@haringey.gov.uk](mailto:supporting.people@haringey.gov.uk)

A Supporting People

40 Cumberland Road

Wood Green N22 7SG



### **Taxicard**

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- see Travel Permits

### **Tenancy Relations Officers**

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Help for people in private rented accommodation who are having trouble with their landlords.

- contact the Call Centre

A Tenancy Relations Officers  
Apex House  
820 Seven Sisters Road  
Tottenham N15 5PQ

### **Tennis Courts**

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Most of our tennis courts are free to use when you want. The courts at Albert Recreation Ground are only bookable in the café within the park.

- contact the Call Centre

### **Tip**

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- see Reuse and Recycle Centres

### **Toilets**

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For comments on upkeep and cleaning of public toilets:

T 020 8489 5781

A Apex Corner  
Seven Sisters Road N15

### **Town Planning**

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- see Planning Service

### **Town Twinning**

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Haringey is twinned with Larnaca in Cyprus, Livry-Gargan in France, Koblenz in Germany, Clarendon in Jamaica, Sundyberg in Sweden and Arima in Trinidad.

Mayor's Office

T 020 8489 2962

E [mayors.office@haringey.gov.uk](mailto:mayors.office@haringey.gov.uk)

### **Toxic & Hazardous Substances**

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For advice about their removal:

T 020 7332 3433

### **Trade Waste**

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- see Commercial Waste

## **Trading Standards**

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This service ensures that traders comply with trading regulations, they trade fairly and that weights and measures used are correct. It grants entertainment licences and deals with consumer safety. It responds to complaints from consumers.

- contact the Call Centre

A Civic Centre  
High Road  
Wood Green N22 8LE

## **Traffic Calming**

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For information and advice on road humps, traffic signs and other traffic calming measures:

T 020 8489 1239

A 1st Floor South River Park House  
225 High Road  
London N22 8HQ

## **Traffic Lights**

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To report a faulty traffic light.

### **Transport for London**

T 0845 606 1005

## **Traffic Signs**

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To report a defective sign:

T 020 8489 1136

## **Training for Adults**

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- see Haringey Adult Learning Service (HALS)

## **Transfers – Council Housing**

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- see Mutual Exchanges

## **Travel Permits**

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Older people and those with disabilities may qualify for free public transport permits, including bus passes, disabled parking stickers ('blue badges') and taxicards.

T 020 8489 1865/1878

A Concessionary Travel  
1st Floor North, River Park House,  
225 High Road  
Wood Green N22 8HQ

Concessionary travel application forms and blue badges are available from Customer Service Centres, freedom passes and Over 60s bus passes are issued at the Post Office.

## **Trees**

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The Parks Service is responsible for maintaining and managing all trees and shrubs in the borough's parks, local nature reserves and on housing estates and streets.

- contact the Call Centre. (office hours)

T 020 8348 3148

(emergency out of office hours)

## **Tree Sponsorship**

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Tree Wardens If you would like to volunteer to look after your neighbourhood's trees.

- see Sponsorship
- A Environmental Team Planning Services  
639 High Road  
Tottenham N17 8BD

## **Typetalk**

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- see BT Text Direct

# U

# V

# W

## **Unemployment Statistics**

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- see Statistics

## **Vacant Premises**

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- see Shops to Let and Commercial Premises to Let

## **Valuation and Estates**

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- see Property Services

## **Violence Against Women**

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- see Customer Service Centres, Harassment and Domestic Violence

## **Voting**

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- see Electoral Registration

## **Walking**

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For information on walking or to improve conditions for walkers and pedestrians:

T 020 8489 5574

## **Wasps**

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- see Pest Control, contact the Call Centre

## **Waste**

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- see Refuse and Recycling

## **Water**

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- see Environmental Health to report polluted water
- see Thames Water under Useful Numbers to report floods, sewer or drains problems

## **Weddings**

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- see Registrar of Births, Marriages and Deaths

## **Weights and Measures**

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- see Trading Standards, contact the Call Centre

## **Windows**

- see Building Control for advice, if you are replacing any windows in your property, as you may require approval under the Building Regulations

## **Winkfield Resource Centre**

T 020 8489 8200

A Winkfield Resource Centre  
33 Winkfield Road  
Wood Green N22 5RP

## **Women's Issues**

- see Equalities Team



### **Young Carers' Project**

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T 020 8211 7764

This project supports children and young people who have a significant caring responsibility for a family member.

### **Youth Centre**

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T 020 8493 1012

### **Youth Library**

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T 020 8489 2752

A 2nd Floor, Wood Green Library  
High Road  
Wood Green N22 6XD

### **Youth Service**

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T 020 8493 1012

The purpose of our Youth Service is to enable young people to develop their knowledge, skills and values to widen their experiences and understanding and to realise their aspirations through fun and safe learning opportunities.

A 10 Bruce Grove N17 6RA

Connexions, the organisation which provides information and advice to teenagers is run by Haringey Council's Youth Service. Connexions provides guidance on a range of issues, including:

work, learning, rights, health, money, housing, relationships and parents.

- see Careers Information Service for more details

### **Youth Offending Service**

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Advice and support for young people involved with the police and the courts.

T 020 8489 1523/1508

A 476 High Road  
Tottenham N17 9JF  
F 020 8489 1588

### **Zebra Crossings**

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To report damaged or unlit beacons or missing markings:

T 0500 236 458 Freephone

# Useful numbers

## **Haringey Citizens**

### **Advice Bureau**

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**T 0844 826 9715**

## **Police Stations**

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**T 0300 123 1212**

## **Thames Water**

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Customer Services (Swindon)

**T 08459 200 800**

(charged at local rates) Please note these useful numbers are not council services.

## **NHS**

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Please see pages 102-103

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# **Council Tax & Business Rates**

**2010-2011**



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# Progress in achieving the council's priorities

## A Greener Haringey

Haringey Council won the Public Sector Energy Award at the Government Business Awards in March 2009 in recognition of the strides the council has made with effective energy mapping and reduction in CO<sub>2</sub> emissions. The programme has already reduced the council's carbon footprint by 812 tonnes in just over a year - the equivalent of taking 189 cars off the road – and saved around £170,000 a year in utility bills. Other savings measures include covers for the borough's swimming pools and other measures to cut a further 500 tonnes of CO<sub>2</sub> a year.

Haringey Council has become the first major local authority to pledge to cut carbon emissions by 40 per cent by 2020. An action plan is being put together to ensure the council meets its commitment to the Friends of the Earth Get Serious About CO<sub>2</sub> Campaign.

Devonshire Hill Primary School has been given the first award in London for encouraging pupils to cycle to school. The school on Weir Hall Road, Tottenham, was given the Bike It School Mark (Bronze) by the sustainable transport charity Sustrans for increasing cycling levels from 2% to 17% within a year.

The number of children being driven to school by car has almost halved, from 18% to 10%.

## A Better Haringey

Two new open spaces, Coldfall Wood and Wood Green Cemetery, were awarded the Green Flag Status in 2009, bringing the borough's total to 14 parks – the most in London.

The work of Haringey Council's Anti-Social Behaviour Action Team (ASBAT) was commended by the Prime Minister at a reception at 10 Downing Street in recognition of the "significant contribution" the team has made to the Government's Community Crime Fighters programme.

The results of the first national Place Survey, conducted by Government as part of the Comprehensive Area Assessment process, showed that in Haringey satisfaction with waste collection is up by 11 per cent, to 75 per cent, and more people, 52 per cent, are happier with the state of our streets and open spaces.

Significant partnership activity and investment in tackling burglary is achieving results against crime: serious knife crime; serious acquisitive crime, arson; theft from motor vehicles, theft of motor vehicles, and personal robberies are all below target for the year.

Fewer people say crime is a top priority, and the proportion of residents saying they feel safe outdoors after dark, at 42 per cent, is the same as in the rest of outer London.

The council's Enforcement Response Team won a national award for its efforts combating noise nuisance. The team came out top in the local authority section in the John Connell Awards 2009, which are run by the Noise Abatement Society.

## A Thriving Haringey

GCSE results in Haringey have improved for the sixth year running.

The GCSE pass rate in Haringey now stands at 97.8 per cent with 71.4 per cent of this year's grades at A\*-C, compared to 67.1 per cent last year. A-Level results showed a 4.3 per cent increase in the number of students getting the top grades. 71.4 per cent of grades were A to C, and the overall pass rate in Haringey is now 97.8 per cent.

Haringey libraries are the most popular in London, according to the latest government statistics. Interim figures from the Department of Culture, Media and Sports show that almost 60% of people in the borough have used Haringey libraries over the previous 12 months - the best in London and in the top 1% of all local authorities in England.

Bruce Castle Museum won a national award for customer service in the public service and education category in the Customer Service Team of the Year awards. The award is a tribute to the excellent work being done by the museum, which has welcomed 44,768 visitors in the last year. The museum team also won a top distinction in the London Archive Landmark Awards for its project working with adults with literacy

difficulties on former Bruce Castle resident and inventor of the penny post Sir Rowland Hill.

More than 200 new jobs will be created in Haringey after the council won a bid for almost £1.5million to boost work opportunities. The £1,436,500 from the Department for Work and Pensions Future Jobs Fund will be ploughed into helping young people and the long-term unemployed to access jobs, work experience and training.

Major regeneration schemes in Haringey include the Tottenham Hale master plan which is transforming the Hale Village where work has begun on homes and other facilities with funding of £2.5 million from the Department of Communities and Local Government Growth Area Fund.

## A Caring Haringey

Haringey's Adult social care services are "performing well", according to the Care Quality Commission. The independent watchdog said the service was improving health and well-being, quality of life and economic well-being.

The number of 16-18 year olds Not in Education, Training or Employment (NEET) in November was 342 or 7% of the cohort, bettering the Council's 10.4% stretch target.

The number of households in temporary accommodation has continued to reduce and stands at 3,716 at the end of December 2009, down significantly from 5,389 in April 2008.

Osbourne Grove nursing home won the Best Healthcare provider category at the prestigious national 2009 WOW! customer service awards in November. The Haven Day Centre and the Alexandra Road Crisis Unit were also finalists.

Haringey's Supporting People programme is helping vulnerable people to lead independent lives. The percentage of vulnerable people achieving independent living (82%) and those supported to maintain independent living (98.5%) to the end of December 2009 are both exceeding target and bettering the 2008/09 London average. In addition, for 89.5% of cases, social care packages following assessment were delivered in 4 weeks.

## **Driving Change, Improving Quality**

Haringey Council won the award for the best local authority at the national 2009 WOW! customer service awards in November 2009.

Haringey is continuing to improve leisure opportunities for residents: there were over 1 million visits to our sports and leisure centres in 2009; there are more than 21,000 Active Card members – over 5000 above target, and a free Swimming for over 60s and under 16s initiative was introduced in April 2009 and has been a huge success with over 40,000 free swims to date.

Haringey Council's contact centre was named runner-up in the Good Communication Awards Contact Centre of the Year award.

The contact centre deals with a million telephone calls and almost 20,000 emails each year.

According to the Place Survey, residents' general satisfaction with the area is up by nine percentage points, to 70 per cent, one of the biggest increases in London. Haringey also has one of the highest scores in the capital, 40.3 per cent, for residents feeling they can influence local decision-making.

On Sunday 20 September, the first ever Harringay Green Lanes Food Festival was held 10,000 people attended the event, which was organised with Green Lanes' Traders' Association and other partners.

# This year's budget

**This year, from April 2010 to March 2011, we plan to spend £416.6m (net of income) on providing council services. The tables and charts in this section show how this spend is divided up.**

## Precepts and levies

As well as delivering services directly, we give money to other organisations who provide services in the borough. These include the Greater London Authority (GLA).

The money we give to the GLA helps to pay for the police, fire brigade and transport. It also includes the fourth contribution agreed with Government towards delivering a successful 2012 Olympic and Paralympic Games in London.

## Our contributions to the GLA

09/10 £m	% of Council Tax	10/11 £m	% of Council Tax
26.4	20.7	26.4	20.7

See pages 95 to 99 for information on services provided by the GLA.

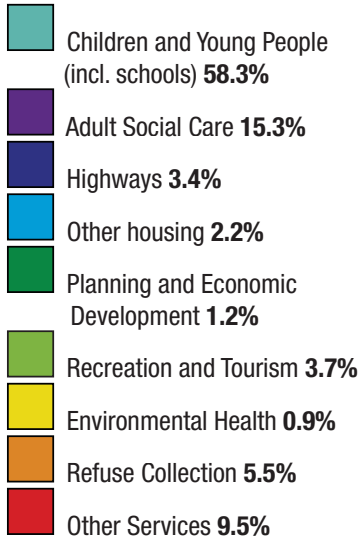
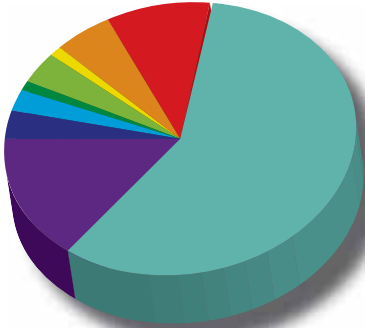
## Contributions to other organisations

Other organisations	Amount paid 2009/10 £'000	Amount due 2010/11 £'000
Environment Agency	171	170
Lee Valley Regional Park Authority	261	260
London Boroughs Grant Scheme	783	782
London Pensions Fund Authority	345	328
North London Waste Authority (NLWA)	6,543	6,577
<b>Total paid/due</b>	<b>8,103</b>	<b>8,117</b>

The total amount of £8.1m to be paid to other organisations represents 2% of the total cost of services.

# This year's budget

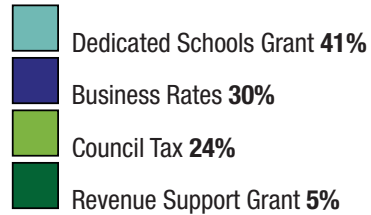
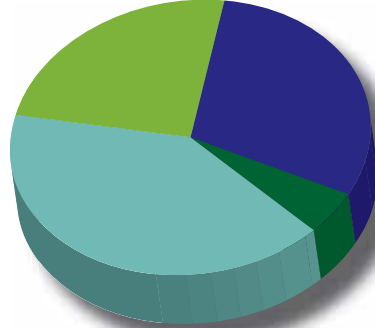
## Total spending on services 2010/11



Total spending on services 2010/11

**£416.6m**

## Council Income for services 2010/11



09/10 net spending £m	Service	10/11 expenditure £m	10/11 income £m	10/11 net spending £m	% of our net spending
237.6	Children and Young People (including schools)	337.0	(94.0)	243.0	58.3
66.7	Adult Social Care	88.1	(24.4)	63.7	15.3
14.3	Highways	29.9	(15.9)	14.0	3.4
13.0	Other Housing	303.4	(294.0)	9.4	2.2
3.9	Planning and Economic Development	7.9	(3.0)	4.9	1.2
17.4	Recreation and Tourism	26.9	(11.5)	15.4	3.7
3.9	Environmental Health	7.6	(4.0)	3.6	0.9
18.3	Refuse Collection	28.0	(4.9)	23.1	5.5
29.7	Other Services	167.3	(127.8)	39.5	9.5
<b>404.8</b>	<b>Spending Services</b>	<b>996.1</b>	<b>(579.5)</b>	<b>416.6</b>	<b>100</b>
4.0	Contributions to/ (use) of balances			0.1	
0.0	Council Tax collection fund			0.0	
<b>408.8</b>	<b>Total cost of Services Income</b>			<b>416.7</b>	
(115.8)	Business Rates			(126.3)	
(26.7)	Revenue Support Grant (central government funding)			(18.3)	
(165.6)	Dedicated schools grant			(171.0)	
<b>100.7</b>	<b>Amount to be raised from Council Tax</b>			<b>101.0</b>	
85,060	Number of households in the borough (band D equivalent)			85,256	
<b>1,184.32</b>	<b>Band D Council Tax for Haringey</b>			<b>1,184.32</b>	<b>Increase 0.0</b>
309.82	Band D Council Tax for Greater London Authority			309.82	0.0
<b>1,494.14</b>	<b>Total Band D Council Tax</b>			<b>1,494.14</b>	<b>0.0</b>

Note: The Housing Revenue Account (council homes) budgeted to make a small surplus of £0.7m in 2009/10 and plans to use £2.871m of reserves in 2010/11.

# Key budget differences between 2009/10 and 2010/11

- This year's budget for council services is £7.8m more than 2009/10.
- This increase is caused by inflation and other unavoidable cost pressures of £15.6m, contributions to balances of £0.1m and offset by savings of £7.9m.
- Capital spending (which provides long term economic benefit) for 2010/11 will be £148.6m compared to £199.0m in 2009/10. This will mostly be paid for by grants, surplus assets and borrowing.
- Page 78 gives a breakdown of the 2010/11 Council Tax by valuation band.

For more information on budget issues, please either email: [budgets@haringey.gov.uk](mailto:budgets@haringey.gov.uk) or telephone the Budget Team on 020 8489 3758.

## EFFICIENCY INFORMATION FOR LONDON BOROUGH OF HARINGEY, LONDON FIRE AND EMERGENCY PLANNING AUTHORITY AND THE METROPOLITAN POLICE AUTHORITY.

All councils, fire and police authorities are required to measure and report the value of efficiency savings they have achieved since April 2008. An efficiency saving occurs when the costs of an activity falls but the effectiveness and quality has not been reduced.

In 2009/10 the London Borough of Haringey has delivered several important efficiency programmes which have enabled significant improvements in service delivery and a reduction in costs. These include savings made in back office functions, IT operations, the commissioning of services, 'smart working' and the accommodation strategy. The London Fire and Emergency Planning Authority (LFEPA) is delivering efficiencies in non front line services, with the time spent by fire station staff on community safety continuing to both exceed target and improve year on year. The Metropolitan Police (MPA) is also delivering an efficient and effective police force, giving priority to public facing services and making savings where ever possible through a reduction in support service costs and overheads.

The table below shows the value of efficiency savings achieved by the end of March 2009 and forecast to be achieved by the end of March 2010 by the London Borough of Haringey, the London Fire and Emergency Planning Authority (which is a functional body of the Greater London Authority) and the Metropolitan Police Authority.

	<b>By March 2009</b>	<b>By March 2010</b>
London Borough of Haringey	£10,487,000	£20,680,000
London Fire & Emergency Planning Authority	£4,724,000	£12,885,000
Metropolitan Police Authority	£147,861,000	£298,618,000

The table below shows the value of gains forecast to be achieved by March 2010 for the average Band D dwelling and compares that figure with the average figure for similar authorities across London:

	<b>Saving per Band D dwelling</b>	<b>National average for similar authorities</b>
London Borough of Haringey	£243	£207
London Fire & Emergency Planning Authority	£4	£4
Metropolitan Police Authority	£101	£54

Each year councils are assessed by the Audit Commission on their use of resources and given a score out of 4 (4 being performing strongly and 1 being inadequate performance). For 2009 the London Borough of Haringey scored 3 out of 4, recognising Haringey Council's strong performance in managing its resources. The Audit Commission awarded LFEPA a score of 3 in their most recent use of resources assessment showing they are 'performing well'. The MPA also demonstrated adequate performance.

# What is Council Tax?

Council Tax pays for about a quarter of the cost of our services to the borough. The rest comes from Government grants and Business Rates.

## Who pays Council Tax?

Council Tax is paid by home-owners or tenants. We charge full Council Tax if there are at least two adults aged 18 or over living in a property. However, Council Tax can be reduced in certain circumstances (see pages 79 to 81).

If you do not live in your home, but own it, or have a tenancy of six months or more, you must still pay Council Tax if your home is:

- empty
- a second home
- a care home, nursing home or hostel
- lived in by more than one household (known as 'houses in multiple occupation')
- lived in by a minister of religion or a religious community, or
- sometimes used by an employer whose staff live at the property.

## Joint Liability

Married couples and those living together as husband and wife or civil partners are jointly liable for payment of the Council Tax, whether or not they have an equal interest in the property. You should inform us if your bill does not include your partner's name.

If you own or rent your home jointly, each of you may be jointly and severally responsible for payment of the bill. This means that the Council can require all or anyone of you to make payment of the Council Tax. Make sure you have clear arrangements with the other owners or tenants.

## How much do I pay?

The Council Tax you pay depends on the value of your home in April 1991, as set by the Government's Valuation Office Agency (not the council). Every home is in one of eight valuation bands (A to H). Your bill shows which band your property is in. Your Council Tax charges are worked out as a percentage of the band D rate, as shown in the table on page 78. The total band D rate is worked out by dividing the money to be raised by Council Tax £101.0m by the number of band D equivalent homes in the borough 85,256.

## Appealing against your banding

You can appeal if:

- you have made major structural changes to your home, or there are physical changes in the local area that change the sale value
- you have become the Council Tax payer in the last six months (there are some restrictions – if you need more information contact the Valuation Office Agency at the address shown below)
- the Valuation Office has changed your band in the last six months
- a Valuation Tribunal has changed the band of a similar home in the last six months.

If you think you have reason to appeal, please contact the Listing Officer at:

**The Valuation Office Agency**  
**Chase House**  
**305 Chase Road**  
**Southgate N14 6LZ**  
**Phone: 020 8276 2700**  
**[www.voa.gov.uk](http://www.voa.gov.uk)**

The council cannot deal with any appeals. If you appeal, the law says you must continue to pay your current bill until the appeal is settled. You can also appeal against certain

decisions made by the council, for example if we have refused to grant a discount or exemption and you believe you meet the requirements. In such circumstances you should write to us, heading your letter 'Council Tax Appeal' and send any supporting documents you believe will support your case. You must also state why you disagree with our decision.

The Council Tax section will review your case and provide you with a response. If you remain unhappy with the decision or do not receive a response within two months you may lodge an appeal with the Valuation Tribunal Service. Their address is:

**Valuation Tribunal Service**  
**Second Floor**  
**Black Lion House**  
**45 Whitechapel Road**  
**London E1 1DU**  
**Tel: 020 7426 3939**  
**Fax: 020 7247 6598**  
**Email: [vtwhitechapel@vto.gsx.gov.uk](mailto:vtwhitechapel@vto.gsx.gov.uk)**

## Check your account on line

You can now check your Council Tax account details on the Haringey website. For further information or to register, please visit our website at: [www.haringey.gov.uk/citizensaccount](http://www.haringey.gov.uk/citizensaccount)

# 2010/11 Council Tax charges by valuation band

## Valuation Band

	Value of Home	% of Band D homes	GLA	Haringey	Full Council Tax Charge	10 Monthly Instalments	Weekly Charge
			£	£	£	£	£
<b>A</b>	£40,000 or less	67	206.55	789.56	996.11	99.61	19.16
<b>B</b>	£40,001 to £52,000	78	240.97	921.14	1,162.11	116.21	22.35
<b>C</b>	£52,001 to £68,000	89	275.40	1,052.73	1,328.13	132.81	25.54
<b>D</b>	£68,001 to £88,000	100	309.82	1,184.32	1,494.14	149.41	28.73
<b>E</b>	£88,001 to £120,000	122	378.67	1,447.39	1,826.06	182.61	35.12
<b>F</b>	£120,001 to £160,000	144	447.52	1,710.70	2,158.22	215.82	41.50
<b>G</b>	£160,001 to £320,000	167	516.37	1,973.87	2,490.24	249.02	47.89
<b>H</b>	over £320,000	200	619.64	2,368.65	2,988.29	298.83	57.47

# Help with paying Council Tax

There are several ways we may be able to reduce your Council Tax bill.

These include:

- discounts
- disability relief
- exemptions
- council tax benefit

There is a summary of each of these below. If you think you are entitled to a reduction, please ring us on 020 8489 3557. We will send you more details and an application form. Alternatively, you can download an application form direct from our website ([www.haringey.gov.uk](http://www.haringey.gov.uk)) which will advise you on any supporting evidence you need to supply.

Your bill will show you if we have already given you any reductions. Any changes affecting liability or the amount due must be notified within 28 days of the change to allow the council to independently verify the position. If this does not happen any claim may not be dealt with retrospectively.

## Discounts

If you are the only adult aged 18 or over in your home, we will usually reduce your bill by 25%. This is called the Single Occupier's Discount.

You can also qualify for a 25% discount if all the other adults in your home are:

- full-time students or student nurses
- 18 to 19 year-olds who are at school or who have just left school
- severely mentally disabled
- caring for someone with a disability (other than a husband, wife, partner or child under 18)
- care workers on low pay (usually working for a charity)
- long-term hospital patients in care homes
- in prison (except those in prison for not paying Council Tax or a fine)
- staying in some hostels or night shelters
- members of religious communities, for example, monks or nuns
- apprentices or people on a Youth Training Scheme
- diplomats

You may also qualify for a discount of 10% if your property is unoccupied but furnished or used as a second home, or a 50% discount if you are required to live in job-related accommodation.

If you already receive a discount and the reason no longer applies, you must tell us straight away. Contact details are shown on your bill. Haringey Council is under a duty

to protect the public funds which it administers, and to this end may use information held about you for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds in order to prevent and detect fraud.

### **People with disabilities**

If you, or anyone living with you, has a disability and changes have been made to your home to help the disabled person, we may be able to reduce the amount you have to pay. The amount you pay can be reduced to the valuation band immediately below your current one. If you think that you may be entitled to receive a reduction, you can download an application form direct from our website, [www.haringey.gov.uk](http://www.haringey.gov.uk) or telephone 020 8489 3557 for a form.

### **Help us nail the cheats**

If for any reason you have information about someone you think is claiming a council tax discount or exemption in Haringey that they are not entitled to please contact us immediately on 020 8489 3557. You do not have to give your own details.

## **Homes exempt from Council Tax**

You don't have to pay any Council Tax at all on the following homes – they are 'exempt':

### **Homes with nobody living in them which are**

- unfurnished (exempt for up to six months)
- owned by a charity (exempt for up to six months) or having structural changes or major repairs so they can't be lived in (exempt for up to a year).

### **Homes which have been left empty because someone**

- is in prison, hospital (long-term) or a care home
- has moved to care for another person or moved to receive care or
- has died and no grant of probate or letter of administration has been made (also exempt for six months after probate, as long as the property stays empty).

### **Homes lived in only by people who are**

- under 18
- full-time students or

- severely mentally disabled (although the owner may still have to pay).

## Homes which

- have been repossessed
- have nobody living in them and the last owner is bankrupt
- are waiting to be lived in by a minister of religion
- are empty but form part of another home and cannot be rented separately from it or are 'granny' flats.

To qualify as a 'granny flat', a person aged 65 or over or a disabled person must live in it. The person must also be a dependent relative of the person who lives in the rest of the property.

This is only a guide. Please contact us for more information. Your bill will show you if your home has already been treated as exempt.

**If you already receive an exemption and the reason no longer applies, you must tell us straight away. Contact details are shown below and on your bill.**

## If you move

If you are moving, please let us know as soon as possible, including the names of the people moving into your old address, so that we can change your account quickly.

Just ring us on 020 8489 3557, click on [www.haringey.gov.uk/change\\_address](http://www.haringey.gov.uk/change_address) or write to us at:

**Benefits and Local Taxation  
Division  
P.O. Box 10505  
Wood Green  
London N22 7WJ**

Email: [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)

You can also call in at one of our Customer Service Centres with your details. The addresses are shown on page 100 of this booklet.

## Empty homes

The council helps empty property owners by offering several services for long term vacant properties. This includes letting schemes and grants may also be available. For more information, please call the Empty Property Hot Line on 020 8489 4214.

# Council Tax Benefit

If you are on a low income, or getting Income Support, Employment and Support Allowance, Pension Credit or Jobseeker's Allowance, you may be entitled to Council Tax Benefit. There are two types of Council Tax Benefit: Main Council Tax Benefit and Second Adult Rebate.

## How much you get will depend on

- the amount of your Council Tax bill
- your weekly income and any savings that you have
- the number of people living with you and their incomes and
- the number of children living with you.

If you have savings of £16,000 or more, you cannot get Main Council Tax Benefit unless you get Guarantee Credit from the Pension Service. People with disabilities can have income higher than the usual limit and still claim benefit.

If your income or savings are too high for Main Council Tax Benefit, you may be able to get a Second Adult Rebate. You can claim up to 25% if you are the only person responsible for paying Council Tax but share your home with one or more adults who:

- don't pay rent; and
- aren't your husband, wife or partner, and
- have a combined weekly income before tax of less than £228.00

If you are a student who is liable to pay Council Tax because you share with one or more adults who are not students, you can get 100% Second Adult Rebate if, apart from other students, everyone else sharing your home:

- doesn't pay rent, and

- gets Income Support, income-related Employment and Support Allowance, Pension Credit or income-based Jobseeker's Allowance.

## For more Council Tax Benefit information

Call Customer Services

on 020 8489 1000. You can also visit our Customer Service Centres. See page 100 for the addresses and opening times.

Or you can go to:

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

If your questions are about any other reduction, please call the phone number on the front of your bill.

**You must continue paying your Council Tax while your application for benefit is being considered.**

## Reporting changes in your circumstances

If we can pay you Council Tax Benefit, it is your responsibility to inform us of any changes that may affect the amount of money credited to your Council Tax account. Unreported changes can lead to benefit being overpaid, which we can ask you to repay.

Things you must tell us about:

- If you or your partner's income or benefits go up or down
- If you, your partner or other

- household member stop or start working
- If your savings or your family's savings change
- If people whom you live with move in or out
- If you change your address.

If you are in receipt of Pension Credit you do not need to tell us about changes in your income as the Pension Service should do this for you.

## How to Pay Council Tax and Business Rates

### Paying by Direct Debit



If it is difficult for you to pay by the 1st of each month, you can pay by Direct Debit. If you change to Direct Debit we will give you a choice of two payment dates, either the 1st or 15th of each month. If you would like to pay by Direct Debit, please fill in the form on page 101 and return it to us as soon as possible.

### Why choose Direct Debit?

Many people prefer Direct Debit because it is easier and cheaper as long as you have a bank or building society account. It also helps keep our costs down, which makes more money available for the services we all need. Please see page 101 for a Direct Debit mandate.

### No bank account?

#### Why it could pay you to have one

The Financial Services Authority (FSA) can offer you independent advice on how to open and use a basic bank account. Please call 0845 606 1234 for an information booklet.

### Receive your Council Tax bill by e-mail

Receiving your bill by e-mail is quicker, cheaper and better for the environment as it saves on the use of paper.

If you register for this service, your Council Tax bills will be produced online. An e-mail will be sent to you telling you that your bill is available to view online.

You can also view a full statement of your account from 1 April 2007 onwards. You can see details of all payments, any discount, exemption, relief or Council Tax Benefit as well as your current instalment plan.

If you are interested in receiving your bill by e-mail and gaining access to your Council Tax details online, visit: [www.haringey.gov.uk/citizensaccount](http://www.haringey.gov.uk/citizensaccount) to see details of the scheme and how you can sign up.

## Other ways to pay

Instalments are normally payable each month from April 2010 to January 2011.

Payments are due on the first day of the month if you pay by cash, cheque, credit or debit card or standing order. Please refer to your bill and check the dates to see when your instalments are due.

### Paying by credit and debit card

You can use your credit or debit card to pay your Council Tax and Business Rates. Payment by credit and debit card can be made:

- **Over the internet**

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

- **Or by phone**

Using the automated telephone payment service on 0845 070 1414. Select option 1 for Council Tax or option 4 for Business Rates. You will be asked to quote your Council Tax or Business Rates account number.

You can also call Customer Services during office hours on 020 8489 3557 (Council Tax) or 020 8489 3551 (Business Rates).

If you pay by cash or cheque through a bank or post office you should allow at least five working days for your payment to reach your Council Tax or Business Rates account.

### Telephone and PC banking

Most banks and building societies offer telephone and on-line banking services. To make a payment, contact your bank or building society and quote Haringey's bank account number 90662997 for Council Tax or 90663004 for Business Rates, sort code 60-24-23 and your full Council Tax or Business Rates account number.



### Other Payment Services

#### Swipe payment card – Council Tax only

If you currently pay your Council Tax by cash, cheque or standing order you can now pay by swipe payment card. This free to use card will allow you to pay your Council Tax locally where you see one of the signs above. If you do not have a payment card please contact Customer Services.

# What happens if I don't pay?

**We take non-payment very seriously as it means we do not have the income we need to run the services on which many depend.**

If you don't pay your bill by the date it is due, we will take action to recover the amount you owe.

Firstly, we'll send you a reminder notice. A maximum of two reminders will be sent to you in any one year (one reminder in the case of Business Rates). If you don't pay within seven days, we will send you a court summons, which adds extra costs for you to pay.

It is important that you contact us as soon as possible if you are having difficulties in meeting your monthly instalments.

We will review your circumstances and advise you how to repay the amount owed. We will also look at ways to reduce the amount payable by way of reductions. If you fail to do so it is likely that recovery action will be taken against you and this will include additional costs to you.

If it is necessary for us to issue a summons against you for non

payment, we will apply for a liability order against you. This hearing takes place in a Magistrates' Court.

Once a liability order is granted we can take further recovery action against you such as:

- declare you bankrupt in court (this will mean you won't be able to get a loan, a mortgage or a bank account)
- send bailiffs to take away goods to the value of the money you owe
- get your employer to take the money from your earnings (in the case of Council Tax)
- deduct amounts from your benefits in respect of Council Tax arrears
- ask the Magistrates' Court to consider sending you to prison.

Please remember that we will take action against those who wilfully withhold or avoid payment of council tax, the results of which can include the loss of your home.

To avoid unnecessary action being taken against you, you must pay your council tax on time. If you get a letter from us but can't pay, contact us as soon as you can and we'll do our best to help you.

**Do not ignore the letter!**

We can also offer the option to pay by direct debit to people with arrears. Please contact us straight away to arrange this.

Just ring us on **020 8489 3557**  
(Council Tax) or **020 8489 3551**  
(Business Rates), or write to:  
**Benefits and Local Taxation  
Division**

**P.O. Box 10505  
Wood Green London N22 7WJ**

Email: [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)  
or [business.rates@haringey.gov.uk](mailto:business.rates@haringey.gov.uk)

For Council Tax enquiries you can also call in at one of our Customer Service Centres with your details. The addresses are shown on page 100 of this booklet.

## If you can't pay your Council Tax

The council recognises that 2010/11 is going to be difficult for many households. If your circumstances change, for example if you lose your job, please contact us straight away if you cannot pay or are falling behind with your payments. We will do all we can to help you. The sooner you get in touch, the more help and advice we will be able to offer.

Confidential debt counselling is available from a Citizens Advice Bureau. There are three in Haringey.

**Hornsey Citizens Advice Bureau**  
Hornsey Town Hall  
The Broadway  
London N8 9JJ

**Tottenham Citizens Advice Bureau**  
Tottenham Town Hall  
Town Hall  
Approach Road  
London N15 4RY

**Turnpike Lane Citizens Advice Bureau**  
14A Willoughby Road  
Hornsey  
London N8 0JJ

To check opening times please phone  
**0844 826 9715** or go to:  
**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**





# Business Rates

**This section contains information provided by the Government.**

## Non-Domestic Rates

Non-Domestic Rates – or Business Rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement. The money, together with revenue from Council Tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

## Business Rate Supplements

The Business Rate Supplements Act 2009 enables levying authorities - county councils, unitary district councils and, in London, the Greater London Authority - to levy a supplement on the Business Rate to support additional projects aimed at economic development of the area. Business Rate Supplements (BRS) are not applicable to properties with

a rateable value of £55,000 or below, and authorities have discretion to increase that threshold. The total maximum BRS which may be levied by a levying authority is 2p per pound of rateable value. Levying authorities have the power to apply such reliefs to the BRS as they think appropriate and in such cases must include an explanation of the rules for the application of those reliefs in the final prospectus for the BRS.

This BRS is being levied by the Greater London Authority in relation to the Crossrail project. Further information may be found in the BRS project prospectus, which is titled 'Intention to levy a business rate supplement to finance the Greater London Authority's contribution to the Crossrail project – Final Prospectus'. See

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

## Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at: [www.voa.gov.uk](http://www.voa.gov.uk)

The rateable value of your property is shown on the front of your Business Rates bill. This broadly represents the

yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2010, this date was set as 1st April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong, or if the property should be exempt from rating or not rated at all.

Further information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office, whose contact details are:

The Valuation Office Agency  
Chase House  
305 Chase Road  
Southgate  
London N14 6LZ

Phone: 020 8276 2700  
[www.voa.gov.uk](http://www.voa.gov.uk)

## **National Non-Domestic Rating Multiplier**

The local authority works out the Business Rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers; the standard non-

domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief.

Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of a revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of your bill.

## **Revaluation 2010 and Transitional Arrangements**

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their Business Rate liabilities reduced and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of your bill. Further

information about transitional arrangements and other reliefs may be obtained from Haringey Council or the website [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk)

More information on revaluation 2010 can be found at [www.voa.gov.uk](http://www.voa.gov.uk)

## **Unoccupied Property Rating**

Business Rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases, the unoccupied property rate is zero for properties owned by charities and Community Amateur Sports Clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from the local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

## **Partly Occupied Property Relief**

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly

occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from the local authority.

## **Small Business Rate Relief**

This relief is only available to ratepayers who apply to their local authority and who occupy either—

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Ratepayers who satisfy these conditions will have the bill for their sole or main property calculated using the lower small business non-domestic rating multiplier rather than the national non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000.

If an application for relief is granted, provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are—

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief, and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within 4 weeks of the day after the day on which the change happened. If this happens, there will be no interruption

to the ratepayer's entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and on how to apply for this relief are available from the local authority.

### **Charity and Community Amateur Sports Club (CASC) Relief**

Charities and registered CASCs are entitled to 80% relief where the property is occupied by the charity or the CASC, and is wholly or mainly used for charitable purposes of the charity (or of that and other charities), or for the purposes of the CASC (or of that and other CASCs).

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

### **Non-Profit Making Organisation Relief**

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from the local authority.

### **Hardship Relief**

The local authority has discretion to give relief in special circumstances. Full details can be obtained from the local authority.

### **Deferred Payment of 2009/10 Rates Liabilities**

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

### **Rating advisers**

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website [www.rics.org](http://www.rics.org)) and the Institute of Revenues, Rating and Valuation (IRRV – website [www.irrv.org](http://www.irrv.org)) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct.

Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

If you would like more information about Business Rates please contact us either by phone on:

020 8489 3551

by email:

[business.rates@haringey.gov.uk](mailto:business.rates@haringey.gov.uk)

or by writing to:

NNDR Team (Haringey),

PO Box 55280

London

N22 9EN

## Check your account on line

You can now check your Business Rates account details on the Haringey website. For further information or to register, please visit our website at: [www.haringey.gov.uk/citizensaccount](http://www.haringey.gov.uk/citizensaccount)

Your Business Rates payment does not include a waste collection service. For more information about trade waste collection, phone Haringey Enterprise Limited, on 020 8885 7700.

## Paying your Business Rates Bill

Your Business Rates bill will advise you of the amount payable for the year and of the amounts you are due to pay monthly in respect of 2010/11 (usually over 10 months from April-January).

If you wish to pay over twelve months you should contact us immediately.

This option is available from the beginning of the financial year and it is recommended that you contact us urgently if you wish to extend your instalments to March 2011.

This option is offered to ratepayers who sign up for payment by direct debit; or make payments by the 1st of the month for any other method of payment.

We recommend payment by direct debit which allows you to choose to pay on either the 1st or the 15th of the month.

Please complete the direct debit mandate on page 101 and return to us immediately.

Please see pages 83-84 of this booklet or the back of your bill for details of other methods of payment.

If you are experiencing difficulty in paying your bill you should contact us immediately. Failure to pay will result in recovery action being taken against you and you may incur additional costs.



## Greater London Authority

### Introduction

Boris Johnson's second budget continues to deliver on his priority to provide taxpayer value and for the second year running he has frozen the GLA's element of the Council Tax for residents of the 32 London boroughs, as well as fulfilling his manifesto commitment that Band D households would continue to pay only 38p a week for the 2012 Olympic and Paralympic Games.

In the current economic climate the public sector must do more with less. This budget delivers sustained investment in key services without any extra cost to the council taxpayer. The Mayor will continue to invest in his priorities by maintaining front-line policing levels, improving public transport, investing in new local green spaces to make our city cleaner and greener, ensuring the capital emerges from the recession ready to compete and working to make London the World's Best Big City.

### Council Tax and Budget Information

The GLA's take of the Council Tax for Band D is £309.82 or £5.96 a week. How this is made up is laid out below.

Council Tax	2009-10	Change	2010-11
GLA	29.50	+1.41	30.91
MPA (Police)	224.34	-7.51	216.83
LFEP (Fire)	53.41	+6.16	59.57
TfL (Transport)	4.06	-0.04	4.02
Collection Funds	-1.49	-0.03	-1.52
<b>Total Band D amount (£)</b>	<b>309.82</b>	<b>0.00</b>	<b>309.82</b>

A Band D Council Tax payer in the City of London, which has its own police force, and therefore does not fund the Metropolitan Police, will pay £92.99.

### Investing in Front Line Services

When everyone is feeling the squeeze and people are feeling less secure in their jobs it is even more important that City Hall does all it can to do more with less, while improving public services and continuing the

investment London so dearly needs to come out of recession ready to compete with the world.

## **Restructuring City Hall and Controlling Costs**

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly as well as ruthlessly cutting out waste. City Hall has been streamlined to deliver his priorities to Londoners more efficiently and effectively. There has been a net reduction of 13 per cent in the permanent staff headcount.

These back office savings release money which will fund the Mayor's key priorities: enabling three new Rape Crisis Centres to be established; improving London's parks and open spaces; delivering, at 50,000, the largest number of affordable homes in a single Mayoral term; ending entrenched rough sleeping by 2012 and delivering the largest buildings retrofit programme – making them cleaner and greener – ever attempted in London.

## **Policing**

The Mayor's first priority is to make London safer. This budget enables the Police to continue to address youth violence as well as tackling gun and knife crime.

There is also extra funding for Operation Blunt 2 to take knives off the streets and also to tackle rape crime. The increasing problem of dangerous dogs will also be tackled more effectively.

Operation Herald, which is working to have clerical roles in police stations performed by civilians, will free up officers to go out on the beat. The budget will maintain the record numbers of uniformed crime fighters on public transport.

## **London's Transport System**

Following the recession and the collapse of Metronet very difficult decisions on fares have had to be made to maintain vital transport investment, whilst protecting free and concessionary travel for London's elderly, young and those on low incomes. The Mayor has extended concessionary travel to the unemployed and Employment & Support Allowance claimants as well as those on income support. The Freedom Pass for older and disabled Londoners will continue to be valid 24 hours a day on TfL services. This means that forty per cent of bus passengers will be travelling for free or at a substantial concessionary rate.

The backoffice savings that have had to be made by TfL to maintain frontline investment has more than doubled from last year, with £1.9 billion of planned savings between 2009-10 and 2012-13. These savings will help secure investment in current and future transport improvements including:

- Financing the main construction works for the Crossrail project, which will increase London's rail capacity by over 10%;
- Introducing Oystercard Pay As You Go on London's National Rail network making journeys for rail users both cheaper and Continuing the upgrade of the Tube and introducing air conditioned trains for the District, Circle, Hammersmith & City and Metropolitan Lines;
- Making London a genuine cycle-friendly city through completion of the first two cycle super highways and the launch of cycle hire.

## **2012 Olympics and Paralympics**

The amount to be raised for the Games through the Council Tax remains at £20 – or 38p a week - for a Band D household. This delivers on the Mayor's commitment that it would not increase. The GLA will seek to ensure the benefits of the Games are seen London-wide. The budget also includes an allocation for a new City Operations programme to ensure necessary preparations are made in the run-up to and during the Games.

## **London Fire Brigade and Emergency Planning**

The LFEPA budget is being placed on a firmer footing after several years when it has had to balance its books by using up reserves. The authority is building on its recent successes in reducing fires, fire deaths and arson attacks as well as hoax calls.

The budget provides for four bulk extinguishing materials centres strategically located across London. LFEPA will also work with local communities to inform and educate about how to reduce the risk of fires and other emergencies, targeting those most at risk.

## Summary of GLA Group Budget

The tables below provide information on the key funding sources for the GLA, including Council Tax and the reasons for the changes in the overall budget.

How the budget is funded	£m
Gross Expenditure	13,969
Fares, charges and other income	-5,557
Government grants for specific purposes	-4,648
General Government grants and redistributed business rates	-2,336
Paid out of reserves (TfL)	-489
Paid out of reserves (other bodies)	-11
Surplus in the council tax collection fund	-5
<b>Amount met by council tax payers</b>	<b>923</b>

Changes in spending	£m
2009-10 Budget requirement	3,203.8
Inflation	286.7
Efficiencies and other savings	-110.0
Growth for existing services and new initiatives	332.4
Other changes (including income growth)	-213.3
Planned movements in reserves, working capital and borrowings	-236.6
<b>2010-11 Budget requirement</b>	<b>3,263.0</b>

The table below compares the GLA group's expenditure by functional body in 2010-11 with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 1.8% - a reduction in real terms based on expected retail price inflation levels in 2010-11.

£m
Gross expenditure
Specific government grants
Other income (incl. fares and charges)
<b>Net expenditure</b>
Change to Level of Reserves
<b>Budget requirement</b>

More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk). (tel: 020 7983 4000).

MPA		LFEPA		TfL		LDA		GLA		Total	
2009-10	2010-11	2009-10	2010-11	2009-10	2010-11	2009-10	2010-11	2009-10	2010-11	2009-10	2010-11
3,603.1	3,645.0	463.4	469.2	7,594.0	9,160.0	431.3	338.3	139.9	356.4	12,231.7	13,968.9
-564.6	-606.6	-10.5	-10.8	-3,036.0	-3,711.0	-405.1	-319.7	-	-	-4,016.2	-4,648.1
-398.2	-360.9	-21.1	-21.1	-3,741.0	-4,948.0	-26.2	0.0	-12.8	-227.5	-4,199.3	-5,557.5
<b>2,640.3</b>	<b>2,677.5</b>	<b>431.8</b>	<b>437.3</b>	<b>817.0</b>	<b>501.0</b>	<b>0.0</b>	<b>18.6</b>	<b>127.1</b>	<b>128.9</b>	<b>4,016.2</b>	<b>3,763.3</b>
-	-4.2	-15.6	0.0	-805.0	-489.0	-	-18.6	8.2	11.5	-812.4	-500.3
<b>2,640.3</b>	<b>2,673.3</b>	<b>416.2</b>	<b>437.3</b>	<b>12.0</b>	<b>12.0</b>	<b>Nil</b>	<b>Nil</b>	<b>135.3</b>	<b>140.4</b>	<b>3,203.8</b>	<b>3,263.0</b>

More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk). (tel: 020 7983 4000).

# Customer Services Addresses

## Hornsey Customer Services Centre

Broadway Annex  
Hornsey Town Hall  
Crouch End N8 9JJ

## South Tottenham Customer Services Centre

Apex House  
820 Seven Sisters Road  
South Tottenham N15 5PQ

Turkish and Kurdish language sessions – Tuesdays and Wednesdays 9am to 5pm

## North Tottenham Customer Services Centre

639 High Road  
Tottenham N17 8BD

Turkish and Kurdish language sessions – Wednesdays 9.00am – 1.00pm  
Thursdays 9.00am – 5.00pm

## Wood Green Customer Services Centre

48 Station Road  
Wood Green N22 7TY

Turkish and Kurdish language sessions – Wednesdays 9am – 5pm  
Thursdays 1pm to 5pm  
Fridays 9am – 1pm

Turkish and Kurdish language interpreters are in the office at these sessions.

No appointments are necessary.

Customer Services Centres are open Monday to Friday between 08:45 and 17:00

## Broadwater Farm Neighbourhood Office

108c Gloucester Road  
Tottenham N17 6GZ

Open Tuesdays and Thursdays  
2.00pm – 4.45pm

Call 020 8489 8650  
(by appointment only)

# Instruction to your Bank or Building Society to pay by Direct Debit



Name \_\_\_\_\_

Account Reference Number \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Please tick relevant box  Council Tax  Business Rates

Tick choice of payment date  1st of month  15th of month

*If neither of the above boxes are ticked, payment will be 1st of month*

Please fill this in and send it in an envelope to: Haringey Council, Benefits and Local Taxation Division, P.O. Box 10505, Wood Green London N22 7WJ

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Names of bank or building society holders \_\_\_\_\_

Bank or building society account No.

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Branch sort code

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## Instructions to your Bank or Building Society

Please pay London Borough of Haringey Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Haringey Council and, if so, details will be passed electronically to my bank or building society.

Your signature \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Banks or building societies may not accept Direct Debit instructions for some types of account.

Originator's identification No.

9	9	2	3	5	7
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This guarantee should be detached and retained by the Payer

## The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change Haringey Council will notify you at least 14 days in advance of your account being debited or as otherwise agreed.
- If an error is made by Haringey Council or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to Haringey Council.





# Your guide to getting the right treatment

## GP surgery ◀

A GP looks after the health of local people and deals with a wide range of health issues including general advice, contraception, maternity services and vaccinations. GPs can refer you to a hospital or specialist if you need further care. To find your local GP or if you are having difficulties registering with a local GP call Haringey Patients Services on **020 8370 8100** or visit **www.nhs.uk**

## Dentists ▶

Everyone should be registered with a dentist. Some dentists choose to work with private (non-NHS) patients only, so if you want treatment on the NHS you should always ask your dentist if they carry out NHS work. To find an NHS dentist near you call **020 8370 8100** or visit **www.nhs.uk**

## Self-care ▶

A well stocked medicine cabinet in the home will help you deal with many minor ailments such as coughs, sore throats, toothaches and headaches. If symptoms persist or worsen call **NHS Direct** on **0845 4647**

## NHS walk-in Centres ▶

If you have suffered a minor injury, need to see a doctor or nurse quickly or need emergency contraception visit the walk-in centre at **North Middlesex University Hospital, Sterling Way, N18**. Open from 8am to 10pm Monday to Friday and 8.30am to 10pm weekends and public holidays. You can also visit **The Laurels Healthy Living Centre, St Ann's Road, Tottenham, N15 3TH**. The Personal Medical Service Practice is open 8am until 8pm, seven days a week. Their walk-in service is available from 6.30pm to 8.00pm seven days a week.

## Out of hours ◀

If you are registered with a GP in Haringey and become ill outside of your normal doctor's opening times, (6.30pm-8am weekdays and all day weekends and bank holidays), call your GP Practice or call **Camidoc** on **020 7388 5800**. Your details will be taken and a GP will call you back to discuss your symptoms. Camidoc should only be contacted for medical problems that cannot wait until your GP surgery is next open. If you require urgent dental care outside normal opening hours please call **020 7391 6366**. This line is open 6.30pm-8am weekdays and all day weekends and bank holidays.

## NHS Direct ▶

NHS Direct provides 24-hour access to health advice and information. It is staffed by experienced nurses so contact NHS Direct if you are feeling unwell. If you feel worse, contact your GP. **NHS Direct** is available 24 hours. Call **0845 4647** or visit **www.nhsdirect.nhs.uk**

## Accident & emergency department ▶

If it is an emergency that needs assessment or treatment go to the accident & emergency department at:

- North Middlesex University Hospital, Sterling Way, N18 1QX.
- The Whittington Hospital, Magdala Avenue, N19 5NF.

## Pharmacy ▶

From sprains to stomach upsets, your local pharmacist can give expert advice without an appointment. They can also help you stop smoking and give emergency hormonal contraception – sometimes known as the morning after pill. To find a list of local pharmacies visit **www.nhs.uk** or call **NHS Direct** on **0845 4647**.

## 999 ▶

Ring **999** to be taken to A&E for emergencies such as loss of consciousness, severe chest pain, serious accident and loss of blood.

Many people have the skills and qualities to become good foster carers.

At the Haringey Fostering Service we have invested a lot in the support that we provide our foster carers in order for them to get the most out of the task.

We offer great training opportunities to learn new skills and develop those you already have.

We have a team of specialist social workers who give you individual support and supervisions

both in and outside of office hours.

We offer very competitive allowances and can provide you with a computer.

**For more information please come along to one of our information sessions. To book your place or find out more please call us.**



Haringey Fostering Service

**020 8489 3754**

Email: [fostering.adoption@haringey.gov.uk](mailto:fostering.adoption@haringey.gov.uk)





# My Cleaner Haringey.

**'I clean  
up after  
my dog'**

**Pamela**  
Finsbury Park



Haringey Council

**Please clean up after your dog and use  
the dog waste bins available.**

Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000

# MALE ONLY SWIMMING SESSIONS

**Mondays and Wednesdays**  
from **9pm – 10pm** in the **main pool**  
at **Tottenham Green Leisure Centre**  
Call **020 8489 5322**  
or email **active@haringey.gov.uk**  
for more details.

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

active



Haringey Council

# EGG LOVERS hate waste

Eggs are magic. We always have a dozen in the kitchen. After footie on Saturday I do a big antelefe for the kids using the leftovers in the fridge. They never get bored of them as every one I make is different. Veg, potatoes, meat... whatever. It all goes in the pan, then I just pour over these eggs. Nice.

[lovefoodhatewaste.com](http://lovefoodhatewaste.com) has more tips and recipes to help you waste less food and save up to £50 a month.



LOVE  
FOOD  
hate waste

# Haringey Short Breaks Service

## **Do you have experience caring for children with disabilities?**

The Haringey Short Breaks Service links disabled children and their families with another family or individual to give them a short break.

The children are aged between 0-18 years old. Our children and short break carers come from many different backgrounds, religions and cultures.

The length of time and regularity of the 'breaks' you will provide depends on the needs and wishes of the family and child you will be caring for. A break could be a few hours a week or even a weekend stay or longer.

As a short break carer you will be offered training and support. You will also receive expenses for the time that you have the child, mileage and any travel costs. We also provide equipment you may need.

Your support will provide the child with opportunities to enjoy new experiences and build new relationships and the family to have a break from caring.

If you would like to receive an information pack or talk to us please call us.

Haringey Short Break Service

**020 8489 3787**



# Did you know?

If you care for someone else's child for **28 days** or more and are not a close relative, you may be a private foster carer and you must notify your local council.

**To notify us or find out more call 0800 634 0480**

**28**  
**DAYS**



**Haringey** Council



# My Greener Haringey.

**'I recycle  
as much  
as I can'**

**Andrew**  
Highgate



Haringey Council

**Please use your recycling box  
and help tackle climate change.**

Visit [www.haringey.gov.uk](http://www.haringey.gov.uk) or call 020 8489 1000

At **Haringey Adoption Service** we recognise that **adoption is a life long commitment** and we aim to **support** new and existing families before, during and after adoption.

If you would like to find out more about the adoption process please come along to one of our **information evenings** held in **Wood Green**, please call us for more information.



Haringey Adoption Service  
**020 8489 4610**



**My  
Safer  
Haringey.**

**'I always take  
valuables out  
of my car'**

**Kinga**  
Wood Green



Haringey Council

**They can't steal, if there is nothing in the  
car. For advice and support on vehicle crime  
visit [www.met.police.uk](http://www.met.police.uk) or call 0300 123 1212**