

HOMES ZONE

Spring 2025

**Meet our
tenancy team**

Estate clear-ups

**Supported
housing
activities**

Haringey
LONDON

INTRODUCTION



Welcome to the spring edition of Homes Zone, the first one of 2025.

The year ahead promises to be another busy year as we focus on improving the housing service with your input. Our major works projects have progressed, and

contractors have been appointed to start work at Coldfall Estate. Please read the director's update on page 4 to find out more.

We also welcome our new Head of Tenancy and Community, Jo Joannou, who explains how her team can support you and shares some recent improvements – page 5.

You'll find information about estate clear-ups and tips on how you can dispose of waste and recycling responsibly on page 6. To further improve our estates, specialised cameras designed to spot items thrown out of windows of high-rise blocks have been installed to help us prevent aerial fly-tipping – page 7.

Our resident engagement groups continue to provide valuable feedback to help us improve services to meet your needs. You can read about some of the key achievements so far on page 8. We've introduced a new domestic abuse policy for social housing, aiming to tackle abuse and provide comprehensive support for victims/survivors – page 9.

Our supported housing team is hosting four social work students who are completing their placement within our schemes. The team has also launched a new memory café, to provide support and advice to those living with dementia, their family and carers. Turn to page 10 and 11 respectively, to find out more.

Finally, turn to pages 14 and 15 to learn more about our green spaces and find upcoming events, including estate drop-ins and fun activities.

Cllr Sarah Williams

Cllr Sarah Williams
Cabinet Member for Housing Services,
Private Renters and Planning and
Deputy Leader of the Council

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TRANSLATIONS

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



WANT TO HEAR MORE HOUSING NEWS?

Sign up for our monthly Homes Zone Extra e-bulletin, by scanning the QR code on the right hand side.



NEWS

ROLLOUT OF NEW ESTATE PARKING SYSTEM

We want to know how our new parking controls can best serve you. Over the next few months, we'll be asking you for your input as we transition to controlled parking zones, similar to the existing on-street parking system.

The new approach will enable us to tackle rogue parking more effectively and will see the introduction of charges for everyone who uses a parking space. We will continue to provide concessions for carers and blue badge holders.

The rollout will be done in 10 stages, by area. We have started with estates in the Tottenham/Bruce Grove area who are most disrupted by match day and event parking.

Each household will receive a printed information pack, including a questionnaire (also available online) and there will also be drop-in sessions. So, you will have ample opportunity to share your views.

For more information visit:



[www.haringey.gov.uk/
estate-parking-consultation](http://www.haringey.gov.uk/estate-parking-consultation)

HARINGEY WINS LOCAL AUTHORITY TEAM OF THE YEAR AWARD

The council's strength in building design and placemaking has led to significant improvements over the past 12 years, with the team winning the prestigious award at the 2024 Planning Awards.

Additionally, Haringey won the Planning Authority of the Year 2024 Award at the Royal Town Planning Institute London regional awards.



HOUSING ANNUAL REPORT 23/24

Our Housing Service Annual Report for the financial year 23/24 has been published online. It describes how we have:

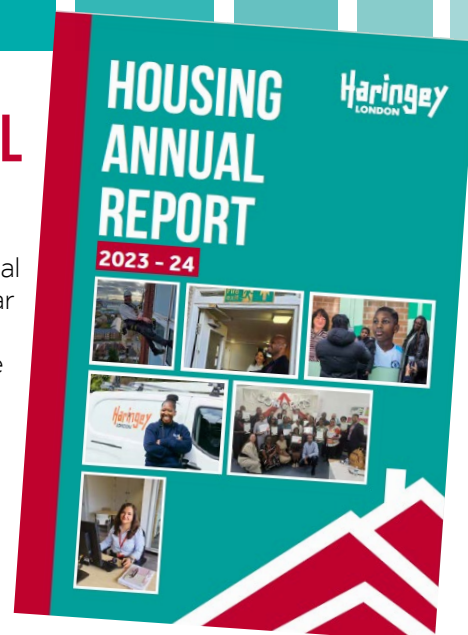
- improved the standard and safety of homes
- supported people and communities
- involved you in shaping our services
- improved our systems and processes to provide better services

It also sets out how we've spent our money; our satisfaction data (we have improved on the previous year) and complaints figures. We know there is still much more room for improvement, with repairs and complaints handling being priorities.

Read the annual report online:



[www.haringey.gov.uk/housing/
housing-news-policies](http://www.haringey.gov.uk/housing/housing-news-policies)



SENIOR MANAGEMENT TEAM UPDATE

We're excited to be joining a new directorate with colleagues in adult social care and health, meaning we can improve our support for more vulnerable residents.

We're also pleased to confirm Scott Kay as our lead for repairs and safety compliance and Christian Carlisle who is responsible for bringing all homes back to decent homes standard and planning the long term upkeep of our buildings.

You will continue to hear from them in future issues.

DIRECTOR'S UPDATE

BRINGING OUR HOMES UP TO STANDARD

Ensuring that all our homes are brought up to the 'decent homes' standard by 2028/29 and that our blocks comply with fire regulations are our top priorities. The good news is that we are on track and have reached some important milestones.

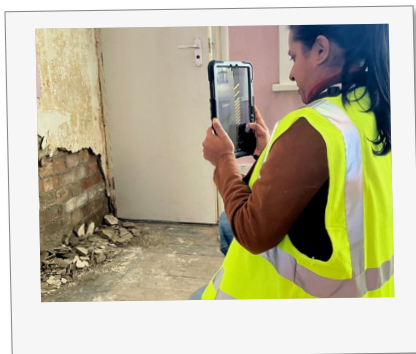


Jahedur Rahman

Jahedur Rahman

Director of Housing

RETROFIT SCHEME AT COLD FALL



We have secured 1.7m government funding to 'retrofit' energy efficient improvements such as external wall insulation and double glazing to over 200 homes at Coldfall estate.

We're delighted that residents gave the project a 'thumbs up' in a recent consultation, and we have a contractor lined up to start delivering the project. This is our first ever council retrofit scheme and we hope more will follow. Recently we've also hosted student surveyors at the site (shown here) so they can practice their skills and become the retrofit specialists of the future! Find out more: www.haringey.gov.uk/retrofit

NOEL PARK 'PODS'



We have completed phase one of this project which has seen us upgrade kitchens and bathrooms. This project is unusual because we have been replacing old, prefabricated back extensions or 'pods' with new ones, which we've winched over people's roofs!

The new pods are much warmer and more energy efficient, with updated fixtures and fittings.

BROADWATER FARM

We have almost completed all the fire safety upgrades and redecoration of communal areas throughout the blocks with more external refurbishments and upgrades work planned throughout 2025.

In addition we're developing 40 new homes on the former Moselle school site on Broadwater Farm and a new convenience store.

Find out more: www.haringey.gov.uk/bwf



KENNETH ROBBINS HOUSE AND STELLAR HOUSE

Our multi-million pound refurbishment of these two blocks has the potential to transform the way they look inside and out, with residents getting involved in choosing colours for their communal areas and for the outside walls. We will also be replacing the soil pipes in every home to resolve the chronic leak and damp problems – and providing new bathrooms and kitchens.

We're now seeking final approval for our plans. In the meantime, we will be carrying out surveys and other preparations – including dedicated repairs support to tackle leaks – so that we are ready to start on site as soon as we can.

Thank you in advance for giving us access to your home when we request it, by working with us you are helping us to keep to time!

INTRODUCING JO JOANNOU – NEW HEAD OF TENANCY AND COMMUNITY

The tenancy team is your primary point of contact from the moment you move into your home until the day you move out. Our housing officers can explain everything you need to know about your home and tenancy with us, answer your queries, and guide you to further support when needed.

Jo Joannou, the new Head of Tenancy and Community, is dedicated to making your experience of us as smooth as possible.



I am really excited to take on the role as Head of Service and continue to put our residents at the heart of everything we do. I have worked as a Tenancy Manager for many years. I aim to use my knowledge to enhance our systems to be more responsive to your needs. We've already begun updating our policies based on your feedback and will continue to make improvements.



HOW THE TENANCY TEAM CAN ASSIST YOU



- **signing up new tenants:** Our team will show you the property, explain the tenancy agreement, and conduct introductory checks prior to handing you the keys to your home.
- **support if you need to move out temporarily:** We will help you find a suitable place to stay.
- **processing requests:** If you are considering downsizing or mutual exchange, the team will be able to guide you through this process.
- **handling complaints:** The officers will respond to complaints including anti-social behaviour reports, aiming to resolve issues quickly.
- **support for vulnerable residents:** We want to work with vulnerable, elderly, or disabled residents, to adapt our housing services to meet their needs. The team conducts regular check-ins to ensure that vulnerable residents receive all the support they need.

RECENT IMPROVEMENTS

The team has recently started using tablets while on the go to enhance efficiency.

"The new tablets enable us to swiftly complete and submit forms online, access tenant information and update our records in a secure way."

A new tenants' handbook has been created with input from residents, to offer information on rights and responsibilities, estate services, and health and safety. Keep an eye out for the new handbook, coming soon." Jo said.

You can reach your Housing Officer by emailing



TenancyManagement@haringey.gov.uk

or by calling



020 8489 5611 (option 5)

You can also meet them in person at Wood Green Library every Tuesday from 9.30am to 1.30pm, and at the Northumberland Park Resource Centre on Mondays from 9.30am to 4.30pm. You can also meet officers at the regular estate drop-ins, organised by the Resident Engagement Team.

KEEPING ESTATES CLEAN AND GREEN



The neighbourhoods and estates team, in partnership with Veolia outreach, are hosting estate clear-up days across the borough to help residents recycle bulky items. Recently, the team visited Campsbourne estate, where Veolia brought their trucks on-site to collect items such as barbeques and furniture.

Our team has also collaborated with the community payback team to ensure the cleanliness and upkeep of estates and their surrounding areas. The payback team has been litter picking, trimming overgrown bushes, and removing rubbish from hard-to-reach spots to create a more pleasant environment for residents.

Future events will be promoted by letter and posters on estate noticeboards.



SUPPORTED HOUSING RECYCLING TRIAL

The team is initiating a week-long trial of doorstep recycling, focused on five supported housing schemes, to assist residents who may face challenges in accessing recycling stations. The selected locations are Campbell Court N17, Brookside House N17, Coombes House N17, Cranley Dene Court N10, and Bracknell Close N22.

Veolia will be putting up posters and distributing letters to each block to inform residents about upcoming door-knocking collections. On the designated day, they will visit each site to collect items such as textiles, small electrical items and furniture directly from residents' front doors.

RECYCLING SMALL ELECTRICALS

There are recycling stations where residents can recycle small electricals. Soon, new book stations will be added alongside these stations. Residents can take small electricals to any of these bring banks:

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

For those who don't live near a bring bank, there are additional locations throughout the borough for recycling small electrical items. Alternatively, residents in low-rise households can schedule a home collection for small electricals.

To learn more, visit:



www.haringey.gov.uk/recycle-electricals

PLAY YOUR PART

Help keep the borough clean by recycling and disposing of waste in the right way. This helps us to reduce cleanup costs and allocate more resources to improve estates.

Bulky items (e.g., beds, bookcases, freezers) can be left at designated estate collection points for free. To use a collection point, contact your local estate services team during working hours.

If no collection point is nearby, Veolia collects up to four items for £20 by calling 020 8885 7700. Elderly or disabled residents can get help from estates staff or by calling 020 8489 5611.

Scan the QR code to find out more.



Certain items like paint, construction waste or tyres must be taken to our recycling centres -Edmonton Eco-Park reuse and recycling centre and Western Road reuse and recycling centre.

HARINGEY INTRODUCES AI-ENHANCED TECHNOLOGY TO COMBAT AERIAL FLY-TIPPING



Motion-sensitive cameras have been installed and trialled on the Broadwater Farm estate to tackle aerial fly tipping, with plans for more to follow.

WHAT IS AERIAL FLY-TIPPING?

This horrible problem is caused by people chucking rubbish out of the windows of high rise blocks.

As well as being unhealthy it is also very dangerous for anyone walking along below. It is difficult to capture these incidents with conventional cameras, but our new system has proven highly effective.

OUR PROGRESS

Since their installation in November, the cameras have captured 11 incidents of aerial fly-tipping, resulting in three £1,000 fines issued by the council. Offenders have been caught throwing various items from tower block windows, including gym equipment, furniture, glass bottles, used nappies, and women's hygiene products, from heights of up to 17 storeys.

Our motion-sensitive cameras can distinguish between different

kinds of movement, avoiding false triggers while being sensitive enough to detect even a tissue thrown out of a window. The cameras respect privacy, as they do not point directly into people's homes, so only the prospective fly-tippers will be affected.

Cllr Sarah Williams, Cabinet Member for Housing and Planning, said:

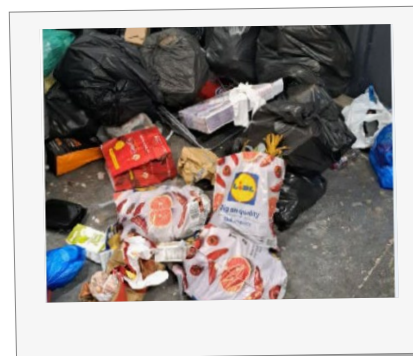
"Our residents deserve safe and clean estates. Littering from windows not only creates a serious nuisance but can also be extremely dangerous for others passing by."

"This new technology is helping combat fly-tipping and enables us to pin-point perpetrators and ensure those who commit these offences face consequences."

"This innovative approach showcases our commitment to maintaining a clean, green and safe environment for our residents, utilising advanced technology to tackle and prevent anti-social behaviour."

OTHER FLY-TIPPING CASES

Our teams work closely together to keep our housing estates clean and tidy. When fly-tipping incidents are observed or reported, our teams promptly clear the area and strive to identify and fine the offenders.



Recently, one resident disposed of six bags of rubble in the communal bin area meant for residential domestic waste only, while another resident left waste on the floor of the communal bin area despite available empty bins. Both incidents were captured on CCTV, and the individuals were fined £1,000 each.

HELP US MAINTAIN A CLEAN ENVIRONMENT FOR ALL RESIDENTS

Find out how to dispose of waste responsibly:



www.haringey.gov.uk/rubbish-recycling

If you want to help put a stop to fly-tipping, submit confidential information that could help our investigations:



www.haringey.gov.uk/report-someone-dumping-rubbish

INVOLVING YOU IN OUR SERVICES

Since September 2023, we've increased resident involvement across our services, with residents scrutinising and reviewing policies and strategies. Your input and recommendations feed directly into our improvement plan, helping us make the necessary changes to enhance our service.

WHAT HAS BEEN ACHIEVED SO FAR?

The Resident Voice Board (RVB) has co-produced 15 policies and three strategies, among them the Resident Engagement strategy

and the re-commissioning of a programme to tackle Violence Against Women and Girls (VAWG).

The Resident Advisory Panel completed their first review on estate cleaning offering 24 recommendations, most of which already implemented.

Our continuous improvement and task and finish groups have co-produced several policies, including the Disrepair and Responsive Repair policy and the Damp and Mould policy. They have also co-designed a new repairs handbook and shape

the content of this magazine.

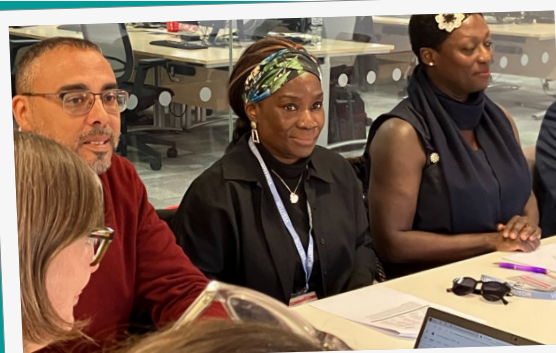
Residents have also played a key role in co-producing our supported housing welcome pack, and they have organised coffee mornings to gather feedback on the supported housing service.

Scan the QR to watch a short animation with more achievements. We'd like to say a big thank you to everyone who has given us their time and feedback.



HOUSING IMPROVEMENT BOARD

Resident Voice Board members, Afia Nkrumah (Chair) and Abiola Onikoyi, were welcomed to our Housing Improvement Board to discuss our resident engagement annual review with councillors, directors and Haringey's chief exec. This document sets out how we have worked with you to shape services and how we have supported communities on our estates.



From left to right: Reda Khelladi, Community Engagement Manager, Abiola Onikoyi and Afia Nkrumah

442

people helped through our Foodbox project



21

residents' associations supported to secure funding for events



22

training courses delivered for residents



Enhanced facilities at our community centres with regular activities



RESIDENTS' ASSOCIATIONS

Residents' Associations bring together individuals to tackle common issues in their communities, allowing them to collectively voice concerns and influence decisions. These associations can represent estates, small blocks of flats, or a few streets, and welcome all residents.

What you can do via a residents' association:

- participate in housing decisions and advocate to improve the environment where you live
- increase the sense of community by involving more people in your area
- run projects to help your fellow residents, like health improvement projects that can be funded by grants
- organise social events such as outings and coffee mornings

ADVICE

Our resident engagement team can assist you in running or forming an association. They provide support with finding venues, arranging meetings, and creating leaflets and newsletters. They also offer free training for community members, can connect you with other associations, and advise on funding eligibility for your activities.

For information, contact them at:



resident.involvement@haringey.gov.uk

NEW DOMESTIC ABUSE POLICY



A new Domestic Abuse and Violence Against Women and Girls policy for tenants, leaseholders, and those approaching the council as homeless has been co-produced with residents to improve the support and safety provided to those seeking help around domestic abuse.

DEFINITION OF DOMESTIC ABUSE

If you are over 16 and are being subjected to threatening or violent behaviour; economic abuse or other controlling and coercive behaviour by a family member, partner or someone else you are connected to, you are experiencing domestic abuse.

We take a zero-tolerance approach to domestic abuse and our new policy is aimed at ensuring we provide tailored support to victims/survivors so that they feel safer in their homes or can access alternative accommodation.

We will also hold perpetrators to account where safe to do so and ensure that our residents can live free from abuse.

DAHA ACCREDITATION

We are currently working towards Domestic Abuse Housing Alliance (DAHA) Accreditation to further enhance our response to domestic abuse. This accreditation is a thorough process that ensures good practice is embedded within our services.

Our new policy has been developed as part of that along with:

- a new Employee Domestic Abuse Policy
- the introduction of a Survivors Champion Forum consisting of housing services representatives, to help support both residents and staff
- mandatory training on domestic abuse for all council staff, tailored specifically to Haringey

Read the new policy by scanning the QR code:



CASE STUDY

A resident with four adult children with additional needs sought help from our Hearthstone Domestic Abuse Advice and Support Service after enduring years of abuse and a physical assault by her ex-partner. Hearthstone worked with our Housing Management team to relocate the family to a safe place and secured legal support to prevent the ex-partner from contacting them.

The Adult Social Care team supported the children while in emergency accommodation and they also helped the resident to access grants allowing them to furnish their new home where they are safe.

GET IN TOUCH

If you or someone you know in Haringey is experiencing domestic abuse, contact the Hearthstone Domestic Abuse Advice and Support Service on



0208 489 3411

(9am to 5pm, Monday to Friday).

In immediate danger, call the police on **999**. If you cannot speak, call **999** from your mobile and press **55**. For non-emergencies, contact the police on **101**.



SOCIAL WORK PLACEMENTS BENEFIT UNIVERSITY STUDENTS

Social work students from Middlesex University are undertaking a 70-day placement within the Support and Wellbeing Service. Our students are working alongside the team which looks after our supported housing schemes for vulnerable adults aged over 50.



This placement is vital for providing students with practical experience and is essential for their degree completion. Over the past five years, the team has helped 13 students achieve their degrees through this programme.

The placement is designed to provide these future social workers with hands-on experience in a community setting. The students collaborate with various teams to ensure vulnerable residents can access the support needed to live independently.

"We are supporting the next generation of social workers to understand the multi-agency approach to supporting vulnerable adults and the resources and services available in the community."
Team Manager, Jason Keen

The students have been very positive about their experience here. As Yvonne explains:

"I've really enjoyed my placement. I've been able to build my confidence and have put my university learning into practice.

I've learned how to support homeless residents. For instance, residents who have no place to go after being discharged from the hospital. We've been able to help them find a place, so that they don't have to return to the hospital."

Solari adds:

"I've absolutely loved this experience. I've learned a lot on how to support residents who have mental health needs, from filling out forms to helping them get to hospital safely. The team are absolutely amazing, and it's been a very enriching experience." Solari

Reflecting on the team at Haringey, Somto said:

"Working here has been really good. I can get advice and support when there's a challenging situation and this experience has helped me build my confidence.

I've been able to assist residents complete their support plans which help us identify their needs, so that we can help them. I've also done risk assessments with residents to find potential risks, allowing us to mitigate them as much as possible and I've made referrals to different teams to help residents."

Grace added a final thought: "In this sector you have to be empathetic and caring, and that's luckily the people that I have been working with during my placement. I've learned a lot about how different services collaborate when it comes to complex cases. It's good to see how people think creatively to find solutions to support people with complex needs.

It's been absolutely lovely and I would recommend this placement to all training social workers to see how vulnerable people live in the community, and would do this again if I could." Grace

NEW MEMORY CAFÉ INITIATIVE SUPPORTS RESIDENTS

Council staff with Councillor Cathy Brennan



The Support and Wellbeing service is introducing a new initiative to support residents with dementia, as well as their families and carers.

Monthly "Memory Café" events will be held at one of our supported housing schemes, providing a safe and welcoming space for individuals living with dementia or memory loss, their families and carers to come together, socialise and get the support they need.

"The main lounge will be transformed into a café environment for discussions, arts and crafts, and group activities, while another lounge will be used as an exercise area or sensory room. Residents of the scheme will contribute by offering sandwiches and cakes for sale." Jason Keen, Support and Wellbeing Manager, said.

The initiative will compliment the current dementia services, collaborating with various teams to offer information and advice to those impacted by dementia.

"We aim to provide a space for carers and families to consult dementia professionals or simply take a break. We are also planning to host creative sessions led by local artists. We hope residents will shape the space, making it their own, feeling safe and eager to return." Eveleen Hill, Hub Co-Ordinator said.

The project is being sponsored by one of our suppliers, Purdy Contracts.

"It's truly inspiring to see the incredible work Eveleen is doing to create a welcoming and supportive space for residents and the local community.

The Memory Café provides a vital opportunity for people to connect, share stories, and enjoy meaningful activities together. We're proud to contribute to such a worthwhile cause and look forward to seeing the positive impact it will have." said Charlie Harris, Contract Manager, Purdy Contracts.



The events will occur on the second Friday of every month at Hildene Court, 11 Alexandra Park Road, Muswell Hill N10 2DB, from 1-3pm. Everyone with dementia or memory loss, as well as their carers and family members, is welcome to attend.



RESIDENTS ROCK PUB GIG

Local residents over 50 years old took part in music workshops led by musician Justin Sicile from Pear Projects. They formed a group called 'The Giving Style' and performed their original song, 'African Girl,' on stage at a pub, with the crowd dancing, singing along, and applauding them.

The album features stunning cover art designed by our resident, Felicia. Organised by the support and wellbeing team, this activity aims to combat loneliness among older people, boost their confidence, and build a strong sense of community.



www.distrokid.com/hyperfollow/thegivingstyle/african-girl

HERE TO HELP WITH YOUR FINANCES

Vital services like repairs and maintenance are funded by the rent we collect from you.

We are grateful to those of you who pay us on time and also understand that some of you may be facing challenges. If that's the case, please don't struggle in silence. You can check out the 'here to help' pages on our website as well as contacting our Income Management team for support with benefits or other advice:



www.haringey.gov.uk/here-to-help



financial.inclusion@haringey.gov.uk

ANNUAL RENT INCREASE FROM APRIL 2025

Please be aware that annual rent increases took effect on Monday, 7 April 2025. Letters with details of the new rent and service charges for 2025-26 should have been sent to you.

If you claim Universal Credit, please ensure you update your rent details in the Department for Work and Pensions (DWP) system. If you

haven't done this already, please log into your journal and record the change of rent as a Change of Circumstances.

PAYING YOUR RENT

Over 2,000 tenants use Direct Debit to pay rent because it's the most convenient method. You can set this up to pay on day 1, 15 or 22 of each month. Paying by Direct Debit means that you don't have to remember to pay every month or worry about overlooking a payment if you are ill or on holiday.

Find out more:



www.haringey.gov.uk/housing/council-tenants/paying-your-rent

By paying your rent via Direct Debit, you could win £250 in our quarterly prize draws (eligibility criteria apply). If you currently pay by Direct Debit but prefer not to participate in the draws, you can opt out by emailing:



accountsrent@haringey.gov.uk

Please include your rent payment reference number.

Haringey Works

Employment and Skills

Haringey Works assists residents in finding employment. We collaborate with residents, partners, and businesses to offer a wide range of job opportunities in various sectors such as logistics, food retail, care, and the public sector.

To increase your chances of success, it's essential to make a good impression—from your CV to your interview. The team can assist you with CV advice, interview preparation, apprenticeships, sector-specific training, providing a personal employment advisor, and offering support during your first few months of work.

For more information visit:



works.haringey.gov.uk



JOB CLUBS AT BROADWATER FARM AND NORTHUMBERLAND PARK

The job clubs with Haringey Works offer free support to local residents, connecting you with jobs and helping you boost your skills and confidence to move forward with your career. No booking required – just drop in to either session anytime between 9am and 12pm.

BROADWATER FARM

In the Jazz Cafe at Broadwater Farm Community Centre, Adams Road, N17 6 HG

Every Tuesday from 9am to 12.30pm

NORTHUMBERLAND PARK

Neighbourhood Resource Centre (NRC), 177 Park Lane, N17 0HJ

Every Wednesday from 9am to 12.30pm

FIRE SAFETY

The London Fire Brigade (LFB) provides information on home fire safety, including guidance on charging lithium batteries and Electric Powered Personal Vehicles (EPPVs), product recalls, and white goods safety. Visit the LFB website for more information:



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

If you are concerned that either yourself or a member of your household would be unable to safely leave in the event of an emergency because of mobility issues or a disability, please contact your Housing Officer to complete a person-centred fire risk assessment (PCFRA).



TenancyManagement@Haringey.gov.uk



020 8489 5611 (option 5)

The LFB offers free Home Fire Safety Visits for those at risk and recommends using the online Home Fire Safety Checker for advice.



www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits



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

If you live in a block of five or more floors you can also report fire safety concerns to your Building Safety Manager at:



BSM@haringey.gov.uk

NEW FIRE SAFETY PRIZE DRAW

By law we have to check the front doors of all the flats in blocks of five floors or more to make sure they are fire safe. To say thank you, everybody who grants our assessors In-Line Safety access will be entered into our new prize draw and will have the chance to win £250 Love2Shop vouchers!

We'll hold a bumper draw this April with four winners, open to everyone who has given access over the last year. We will then pick a winner every quarter, from the list of people who have given us access over the previous three months, as from July 2025.

If you want to opt-out please call us on 07805 918552.

Our thanks to our contractor Faithorn Farrell Timms (FFT) who are kindly funding the prizes.



in-line
safety

TIME TO SWITCH TO THE HARINGEY ONLINE PORTAL

The MyHaringey Home app was phased out at the end of March. As part of our commitment to improving your experience, we transitioned all services to our Haringey website and the secure Haringey Online (HOL) portal that you can access 24/7. It offers:

- **more streamlined and user-friendly repairs reporting**
- **enhanced features** with better navigation and functionality to make it easier to manage your services
- **access to all the other services available on the app**, along with additional resources and support

All your data will be securely transferred to the HOL portal. To log in or create a new account please visit:



<https://housing-online.haringey.gov.uk>

PARKS AND GREEN SPACES

Our Parks and Greenspaces Service work on behalf of residents and visitors to maintain and manage parks, trees, sports pitches, play areas, allotments and green spaces on estates.

As a service they aim to create nature-rich spaces that allow residents to connect with nature within the city, working closely with communities to enhance biodiversity.

They have been busy on estates completing winter pruning and hedgerow management before the bird nesting season arrives. Now that spring has arrived, you will see the greenspaces team busy working across your estates to keep your spaces maintained to a high standard into the summer.



COMMUNITY GARDENING

There are numerous ways to get involved and shape green spaces around the borough. Through volunteering, you can play a vital role in preserving and enhancing parks and green spaces, creating benefits for both your local community and wildlife. It's also a great way to engage with other people, gain new skills, and stay active. For more information, please contact:



parks.volunteering@haringey.gov.uk

JOBS WORKING IN PARKS AND GREENSPACES

If you ever wanted to get a job working in parks there are some great opportunities, and we encourage people who live in the borough to apply. Please check out our vacancies periodically for more details:



<https://jobs.haringey.gov.uk/vacancies>

USEFUL CONTACTS

HOUSING SERVICES



www.haringey.gov.uk/housing

CUSTOMER SERVICES



020 8489 1000

from 9am to 5pm Monday, Tuesday, Thursday and Friday, and 10am to 5pm Wednesday,

REPAIRS



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



020 8489 5611

PAY YOUR RENT ONLINE



www.haringey.gov.uk/housing-rent

ANTISOCIAL BEHAVIOUR TEAM



020 8489 1000



ASB.Enforcement@haringey.gov.uk

TENANCY MANAGEMENT



Tenancymanagement@Haringey.gov.uk

ESTATE PARKING



www.haringey.gov.uk/estate-parking

COMPLAINTS



www.haringey.gov.uk/make-complaint

MAJOR WORKS BILLS



LeaseholdCapitalWorks@Haringey.gov.uk

SERVICE CHARGES FOR LEASEHOLDERS



www.haringey.gov.uk/service-charges



service.charges@haringey.gov.uk

ESTATE DROP-INS

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

You'll be able to meet repairs officers, tenancy officers, financial inclusion officers and more. For details, visit:



www.haringey.gov.uk/estate-drop-ins

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



resident.involvement@haringey.gov.uk

NEIGHBOURHOOD RESOURCE CENTRE (NRC)

Address: 177 Park Lane
N17 0HJ
Date: 20 May 2025
Time: 12pm – 4pm

LOCAL ACTIVITIES FOR ALL AGES

Explore council-organised activities including wellbeing, children's events, fun activities, and arts and crafts workshops. Designed to unite the community, inspire creativity, and boost well-being for all ages.

If you live in the Northumberland Park area keep an eye out for the handy local 'what's on' which will come through your door or can be picked up from the NRC. For more info contact:



sarah.carruthers@haringey.gov.uk



07967 442513

TRIANGLE CENTRE

Address: 91-93 St Ann's
Road N15 6NU
Date: 17 June 2025
Time: 11am – 3pm

MILTON ROAD COMMUNITY CENTRE

Address: 1 Milton Road
N15 3DS
Date: 15 July 2025
Time: 11am – 3pm

SOPHIA HOUSE

Address: Antill Road London
N15 4AQ
Date: 12 August 2025
Time: 12pm – 4pm

COMMERCE ROAD COMMUNITY CENTRE

Address: 52 Commerce Road
Wood Green N22 8EP
Date: 9 September 2025
Time: 3pm – 7pm

CAMPSBOURNE ESTATE

Address: Kurdish Centre
Eastfield Road N8 7AD
Date: 7 October 2025
Time: 3pm – 7pm



ROUGH SLEEPING AND HOMELESSNESS SUPPORT

Those who are rough sleeping and who need additional support will receive a warm welcome at Mulberry Junction, our dedicated resource centre for single people affected by homelessness. You can visit us at 332 High Road in Tottenham, N15 4BN.

The service is open Monday, Tuesday, Thursday and Friday between 9am and 12pm. On Thursday afternoons from 1pm to 4pm, the service hosts Women-Only One-Stop Hub (WOOSH), our safe space for all women, including cis and trans women.

Drop-in, or email us to book an appointment:



mulberry.junction@haringey.gov.uk

Find out more information online:



www.haringey.gov.uk/help-homelessness

STREETLINK

Please inform us about anyone you're concerned for who is sleeping rough. You can alert us by making a referral:



www.thestreetlink.org.uk



0300 5000914

HOMELESSNESS PREVENTION SERVICE

If you know someone who is at risk of homelessness within the next 56 days - get in touch as soon as possible so we can help them. Find out more information online:



www.haringey.gov.uk/housing-advice

If you are homeless and have nowhere to sleep tonight (after 5pm), please call the Haringey Council out-of-hours service on:



020 8489 1000



HARINGEY
family
HUBS

Our Family Hubs provide support for families with children aged 0-19 years, or up to 25 with SEND, both in person and online.

You can get advice and support, including:

- Parenting support
- Guidance on feeding your baby
- Midwifery / Health Visiting Services
- Mental health support for new parents
- Speech and language support for your child
- Signposting and support from Family Hub Navigators
- And much more!



 www.haringey.gov.uk/familyhubs



Haringey
LONDON