

HomesZone

Issue 52 // Winter 2022

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Editor's Note

In this issue of Homes Zone, we bring you a comprehensive overview of what you need to do or keep in mind to keep your home/block safe from fire. Everyone has a responsibility to ensure that the place we live is free from obstacles that can cause a fire.



We also cover the insourcing of housing services back under the Council. As you may know by now, in December last year, the Council's Cabinet agreed to bring Homes for Haringey services and staff back into the Council effective 1 June 2022.

Your key contacts and how you make payments will stay the same and you also notice that the branding will change to Haringey Council from Homes for Haringey.

Please also read about how you can manage if you or someone close to you is experiencing domestic abuse. We have a service, Hearthstone Centre that helps victims of domestic abuse. Please get in touch if you or someone you know is experience this problem. Please call **020 8489 3411** during our opening hours to speak to our team or Email: hearthstone.domesticviolence@homesforharingey.org

There is more information on our website: [Hearthstone Advice and Support Centre | Homes for Haringey](#)

We have also brought you guidance on how to manage your energy bills. It has been a huge pleasure bringing you the newsletter and your feedback and participation has made better.

From Homes Zone, we wish everyone the very best of the new year.

Fortunate Ahimbisibwe

e-Newsletter

If you would like to receive our monthly e-Newsletter please drop communications an email with your details.



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 @homes4haringey

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All council tenants and leaseholders in Haringey receive a copy of Homes Zone. Recent editions of Homes Zone are available online at: homesforharingey.org/homes-zone

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A welcome message from our Managing Director:

Welcome to our latest edition of Homes Zone. As I write this the days are getting longer, the pandemic restrictions are relaxing and life seems to be returning to normal, so there are many reasons to be optimistic. There are still many challenges though. Energy prices and general inflation are causing hardship for many of us. Brexit and supply shortages are affecting our ability to carry out all repairs and improvements in a timely way. The international situation looks perilous, which can quickly lead to economic impacts on everyone.

We will do our best to continue to provide services despite the impact of sickness and self-isolation on our workforce, and supply problems. We will also do our best to support residents facing financial problems, through advice, information and our Food box service to people who need emergency food supplies. If you need any help with financial problems look for details on our website or go straight to Trouble paying your bills? | Homes for Haringey.

This might be the last edition of Homes Zone in its current form because the Council has decided to transfer housing services from Homes for Haringey back to the Council in June. There is more about this, please refer to page 6 of this edition of Homes Zone. This is a wonderful opportunity for our dedicated staff to work as part of a bigger public service family and deliver better services to all our residents. Like many of my colleagues, I am working very closely with the Council to ensure this transfer is a success.

In this edition you can also read about our work in communal areas to improve fire safety. Every resident can play a part in this by keeping all communal areas clear of obstructions and flammable items.

There is also more news about our resident engagement activity. The Council wants residents to have much more say in their services, their homes, and their communities, so our resident engagement team will be well-supported when they move over.

Meeting residents and discussing how to improve our work is the best part of my job at Homes for Haringey.

Thank you to everyone who has spoken or written to me in that time. It does not matter how much professional experience you have; you still learn from every contact with a resident. Now that restrictions continued to be lifted, I hope to see many more of you!

Best wishes



Keeping communal areas clear and safe:

The sad fact is that clutter in communal areas can cost lives: A box here, a bike there - even a pot-plant by the door - can catch fire, slow people who are trying to escape or block emergency services trying to save people.

Keeping you safe is our priority. Since last May, Homes for Haringey teams have made over 400 visits to properties - checking that walkways, stairs, stairwells, halls and landings are free from fire risks. Sometimes they have had to remove belongs that have been left - even after a warning.

What you can do to help us keep everyone safe

We can all help keep ourselves, our families and neighbours safe.

- If you have an item stored in a communal area, please remove it.
- If you come across a shared area that has stuff stored in it, please let us know.
- Our officers will ask owners to remove any items they find. If the owner is not in, we will leave a warning notice on the item - and then take them away if the warning is ignored.

Remember - the only thing you are allowed to keep in a shared areas is a purpose made, flame retardant doormat.

What to do if you do not have enough space in your home for an item

- 1. Please talk to us.** we may be able to help with alternative storage, such as renting a garage. If several residents need more storage, we may be able help by - for example - providing a new bike store or other storage. But this will depend on the need and the funding we have available.
- 2.** You can also apply for permission to store items in the communal area. But all applications must be made before the item is put there - do not just leave something in a communal area, put in an application and hope for the best - because your property will be removed.

Put all applications in writing. Please tell us:

- exactly what item you would like to store in the communal area
- why you are seeking permission
- where you would like to store it.

Send your application by post to:
Estates and Neighbourhoods team, 2nd floor,
48 Station Road, Wood Green, London, N22 7TY.



How one of looked before our clear areas campaign



How the corridor looks after our clear spaces campaign

Fun but flammable

Candles have been with us for over 2,500 years, e-scooters for just a few. But you need to take care with both

Everyone loves a candle, so romantic, so relaxing. But sadly we have had two serious fires in local properties lately caused by candles.

Please:

- never leave them burning even if you step out of a room, even for a moment

- keep them out of the reach of children and pets and well away from curtains, furniture and draughts.
- Use a proper candle holder

Candles may have been around for thousands of years, but e-scooters are the latest fire risk from the 21st Century. Their big Lithium batteries hold a lot of energy and if damaged or incorrectly charged, can ignite quickly and explosively. To keep the risk down:

- Never leave them charging while you are out
- Always use the correct charger that comes with the scooter
- Don't buy the cheapest - they quite often suffer electrical faults



Home Fire Safety Checker



London Fire Brigade has created a new tool - the Home Fire Safety Checker - and it's designed to help people spot risks in their own home, or the home of anyone they're worried about.

The free tool asks a few simple questions about the household, and then guides the user around each room in the home, pointing out which hazards to look out for. They're then provided with tailored advice and practical tips, which you can email to yourself or the homeowner to refer to.

If the tool thinks you'd benefit from an in-person visit, you'll be given the option to book a visit with us, where some of our staff will come and talk to you about fire safety right in your own home.

So please, check your own home, and then help a neighbour check theirs - you may well be surprised at what risks you've been overlooking for years.

There is more information available.

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





Housing services to transfer back to the Council

In December, the Council's Cabinet agreed to bring Homes for Haringey services and staff back into the Council. The transfer is planned for 1 June 2022.

This decision followed an eight week resident consultation process between August and October last year. 81% of people who responded to the survey agreed with the proposal. Many of you made detailed comments about service improvements you want to see. This feedback is helping us focus on priorities for transforming housing services, building on changes Homes for Haringey have already started making.

Since the decision was confirmed, the Council's Chief Executive has been finalising details for the revised organisational structure so that all the HfH staff can be welcomed into the Council. Once staff affected have been formally consulted about the proposed structure, we will publish the details on the Council and Homes for Haringey websites so residents know who will be responsible for each of their services after the transfer.

In most cases, key contacts such as your local tenancy manager and caretaker will stay the same - as will your service charges and details of how to report repairs and pay your rent etc. Some people will have a new job title and report to a different senior manager. Otherwise, most people's jobs will stay the same.

As a result of these developments, residents will start noticing the Council logo, rather than the HfH one, on things like letters, emails, staff uniforms and publications like Homes Zone. Housing services will all be accessed through the Council's website or telephone contact centre, rather than using the HfH website for some forms and service requests.

Haringey Council recognises the importance and value of resident engagement and is committed to build and

strengthen tenant and leaseholder involvement in the delivery and scrutiny of housing services, so that you have a clear voice that is heard and acted on.

We have made sure that everyone feels included and knows how to get help when they need it, so please let us know if you have any questions or concerns so we can address them ahead of the transfer.

You can send your questions to:
HfHtransfer@haringey.gov.uk

The Council want residents to know all about the changes so you can be confident that you can continue to access housing services as quickly and easily as possible. More information will be in the next edition of Homes Zone.

Gill Taylor

Strategic Lead - Single Homelessness & Vulnerable Adults said, "People at risk of homelessness and rough sleeping need coordinated support from professionals. Bringing Homes for Haringey back into the Council will enable our teams to work more closely together, which will ensure our residents get the best housing and homelessness support we can offer."

Anna Blandford

The Head of Housing Development said: "We are delivering a new generation of council homes for our residents, with 3,000 homes set to be built in the next decade: these homes will help local families put down roots in our community. Merging the experience, skills and knowledge of the Council and Homes for Haringey will help us to deliver a better, more effective service to our new tenants and improvements to the existing tenants who are helping us shape these new housing developments in their neighbourhoods."

Hyacinth Foster

Homes for Haringey, Employment & Youth Development Manager said, "The insourcing will provide a variety of opportunities, firstly, where we as a Council can strengthen teams, and pull together our expertise that will see residents benefit from services, greater collaboration and alignment to deliver best value for all our customers. Irrespective of what's happening we should not lose sight of what we're here to do, in supporting our tenants, to improve their quality of life, this include getting a job, accessing training, income maximisation and help with Financial Inclusion. We have a job to do, and with a person-centred approach we can achieve this and much more as one Local Authority."

We are committed to dealing with domestic violence

Homes For Haringey is committed to supporting our residents and customers affected by domestic abuse and we consider this to be one of the most important things we do. We have a zero-tolerance approach to domestic abuse and Violence against Women and Girls. (VAWG). We are committed to supporting survivors, holding perpetrators to account, and working with our local communities to ensure all residents can live a life free from violence.

Domestic abuse is the misuse of power and control by one person over another within the context of 'personal connection'. It has a broad definition that includes any incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence. In most cases the abuse comes from a partner or ex-partner, but it can come from a family member or carer.

It happens across all age ranges, ethnic backgrounds, and economic levels.

Violence against women and girls (VAWG) refers to a range of incidents, abuses and crimes experienced by women and girls based on their gender. It is an umbrella term that includes domestic Abuse, coercive and controlling behaviour, sexual violence and exploitation, sexual harassment, stalking, crimes committed in the name of 'honour' and harmful practices.

It is both a form of discrimination and a violation of human rights. If you or someone you know is

experiencing domestic abuse or VAWG in Haringey, there are several services within the borough that can offer advice and support. You are not alone, and help is always available.

Services that can support you in Haringey

Hearthstone

The specialist domestic abuse team, Hearthstone, provides emotional and practical support for anyone experiencing domestic abuse in Haringey, including legal advice, housing advice including access to refuge accommodation, access to counselling, advice on staying safe and making your home safer.

Search Hearthstone Haringey on Google for more information

Contact: 0208 489 3411
(9am to 5pm Monday to Friday)

Solace Women's Aid

Solace run a range of services in Haringey, including a phone line for immediate advice for women

affected by Domestic Violence and Abuse to access counselling and floating support.

Contact: 080 8802 5565
(Freephone).

Hours: Monday-Friday 10am-4pm
and Tuesday Evenings 6pm-8pm

Email:
advice@solacewomensaid.org

Solace also run North London Rape Crisis Service, which is for women and girls over the age of 14 who have experienced any form of sexual violence at any time in their lives.

Contact: 0808 801 0305.

Hours: Monday 10am-2pm,
Tuesday 10am-1pm and 6-8pm,
Wednesday and Thursday 1-5pm,
Friday 10-2pm

Email: rapecrisis@
solacewomensaid.org

For more info:
[www.homesforharingey.org/you/
domestic-abuse/hearthstone-advice-
and-support-centre](http://www.homesforharingey.org/you/domestic-abuse/hearthstone-advice-and-support-centre)

Nia

Nia is an independent domestic violence advocacy service that offers advice and support for women

Niaendingviolence.org.uk for more information

Contact: 0300 012 0213
(Monday to Friday 10am-5.30pm)

National LGBT Domestic Abuse Helpline

Run by the an organisation called galop that support LGBT+ people who have experienced abuse and violence.

www.galop.org.uk

0800 999 5428.

Services for women experiencing Forced Marriage, Female Genital Mutilation, or Crimes Committed in the Name of 'Honour'

IMECE

Specialist violence against women and girls service, providing support for Black, Minority Ethnic and Refugee (BMER) women, particularly Turkish, Kurdish and Turkish Cypriot women.

Tel: 020 7354 1359

Email: info@imece.org.uk

FORWARD

Specialist Female Genital Mutilation charity: Friday from 9.30am to 5.30pm

Tel: 020 8960 4000, extension 1

Email: support@forwarduk.org.uk

Iranian and Kurdish Women's Rights Organisation

Provides advice, advocacy, referral and support in the Arabic, Kurdish and Farsi languages

Tel: 020 7920 6460,
Monday to Friday.

Out of office time: 07846 275 246
(Kurdish/Arabic/English), 07846
310 157 (Farsi/Dari/English)

Services supporting Men experiencing abuse

Men's Advice Line

Tel: 0808 801 0327;
email: info@mensadvice.org.uk
(Monday to Friday 10am-1pm
and 2pm-5pm)

Victim Support, Independent Domestic Violence Advocate for male victims

Tel: 0808 168 9291

A full list of services can be found on the Homes for Haringey Website
www.homesforharingey.org

You can also contact the National Domestic Violence Helpline on 0808 2000 247. You can talk confidentially to someone about your situation and to find out what your options are.

If you are in immediate danger

If you are in immediate danger, you should always call the police on 999

If you are unable to speak, you can call 999 on your mobile phone and then press 55 and the police will try to assist you without you having to speak.

You can also contact the police on their non-emergency number: 101

 **1 in 4 women**
and **1 in 6 men** 
suffer from domestic abuse in their lifetime ¹

Aspiring to achieve a net zero footprint by 2041



This year Homes for Haringey is launching an innovative energy-saving project called Energiesprong (a Dutch word that literally translates as 'energy leap'). The scheme takes an existing house and retrofits it with a variety of energy efficiency measures that hugely reduce the power required to run the house.

In 2019, Haringey Council declared a climate emergency and agreed a Policy and Action Plan to implement energy efficiency measures and low carbon solutions that aim to reduce the borough's net zero carbon emissions to zero by 2041.

In total the council has allocated £100 million to be spent over the next eight to 10 years on energy improvement measures across the housing stock managed by Homes for Haringey for the Council

Why Energiesprong?

Energiesprong is a design that results in warmer, more desirable, and cheaper-to-run net-zero homes. It involves:

A new thermally efficient façade and roof - which creates an airtight and insulated jacket around an existing property. New windows and front door included.

A solar PV roof - sized to generate as much electricity as the property consumes to reduce importing supply.

An energy hub - an air source heating and optional battery storage, which enable the home to provide heat and hot water services doing away with the need for a gas boiler. The house becomes all-electric.

How will the resident benefit?

The design proposal will: -

- make it easier for residents to heat their home, making it more comfortable.
- it will also prevent damp and mould growth.
- protect against rising gas prices.
- provide with a low-carbon home.

In return residents will have to pay a modest comfort charge, but based on modelled energy use, 2021 energy prices and carbon savings for a 60m² dwelling for 2 people they should expect the following: -

	Before Retrofit	After Retrofit
Energy costs	£1,083	£900
Energy use	12,460kWh	4,230 kWh
Carbon footprint	2.7 tonnes	0.7 tonnes

Have your say on shaping our repairs service

Homes for Haringey is reviewing the housing repairs service we provide to residents.

We would like your views to ensure that you receive a service that is modern, reliable and meets your needs.

At moment, we prioritise repairs as:

- Emergency (dealt with within 24 hours).
An example of an 'emergency repair' would be a total loss of heating/hot water or a loss of electricity in your home.
- Non-emergency (dealt with within 28 days).
These appointments take place Monday to Friday, 8am to 3pm.

1. When would you like to be able to have a non-emergency repair appointment?
Please tick **one** option only)

- Monday to Friday 8am to 3pm (current service)
- Monday to Friday 8am to 5pm
- Monday to Friday 8am to 6pm
- Monday to Friday 8am to 7pm

2. Do you think we should compensate residents when we miss an appointment?

- Yes
- No

3. Do you think we should charge residents when they miss an appointment?

- Yes
- No

4. Would you like Homes for Haringey to carry out repairs which are your responsibility (you would be charged for this)?

- Yes
- No

5. We currently have two repair types, **Emergency (24 Hours)** and **Next Available Appointment (within 28 Days)**.

Would you like:

- For the current service to continue with two categories, **Emergency (24 Hours)** and **Next Available Appointment (within 28 Days)**
- To have a new service with three categories, **Emergency (24hrs)**, **Urgent (5 working days)** and **Routine Repairs (20 working days)?**

6. How would like to be able to book a repair appointment (please select all options that apply)?

- Mobile App
- Housing online (your online account)
- Website
- Email
- Telephone

7. Would you like to be informed when a repair is reported to the communal area or services in your block, and when it is completed?

- Yes
- No

Did you know?
Homes for Haringey carries out 50,000 repairs a year

Please cut out this form and return it by 15 March to: Haringey Repairs Service, Broadwater Farm Community Centre, Adams Road, London N17 6HE

Or fill it in online, by using this link
www.surveymonkey.co.uk/r/hfhrepairsurvey

How to manage your energy bills

Energy prices are rising for millions of people across the UK and set to increase further by April 2022 as the cap on energy prices is raised to cover suppliers' extra costs.

The typical gas and electricity customer is likely to see their bill go up by £139 to £1,277 a year. Prepayment customers will see an increase of £153, from £1,156 to £1309, the regulator say.

Why are prices rising?

Domestic energy bills are linked to wholesale prices, the price at which energy businesses must pay for gas and electricity.

Wholesale prices have risen after gas prices soared to a record high as many economies recovered strongly from the Covid-19 crisis, prompting a surge in demand for energy.

When wholesale prices fell last summer following the first lockdown, the regulator, Ofgem reduced the level of the cap by £84 for last winter.

But in February it increased the cap by £96 as wholesale costs rose.

Since then, the wholesale cost of energy - which accounts for 40% of domestic bills - has climbed by more than 50%, which has led to the latest increase.

What to do now

1. See if you are eligible for Warm Home Discount

If you are on a low income or claim pension credit, you may be eligible for Warm Home Discount through your supplier. This cut bills with a one-off discount of £140 at some point between September and March

- which will be taken off your bill rather than paid directly to you. You must contact your supplier to confirm your eligibility and apply, though the number of discounts a supplier can give is limited.

In debt to your energy company? You may get a grant - the following suppliers offer grants:

- British Gas Energy Trust
- Scottish Power Hardship Fund
- Ovo Energy Fund
- E.ON Energy Fund
- E.ON Next Energy Fund
- EDF Energy Customer Support Fund
- Bulb Energy Fund

if none of these companies supply your energy, you can still apply for a grant though British Gas Energy Trust as you do not need to be a customer.

2. See if you are eligible for Winter Fuel Payment

The Winter Fuel Payment is an annual one-off payment to help you pay for heating during the winter. If eligible, you could receive between £100 and £300. You can usually get one if you were born on or before September 26, 1955.

The Cold Weather Payment is a scheme designed to support households during particularly cold weather. To be eligible, you must already be receiving benefits, such as income support of universal credit. There is no need to apply - if you are

eligible, you will be paid automatically.

3. Do you need to talk?

To discuss your energy bill or debt, please contact LEAP (Local Energy Advice Programme) directly on 0800 060 7567 or email the Financial Inclusion team on financial.inclusion@homesforharingey.org for a referral.

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LEAP is a free service that is helping people keep warm and reduce their energy bills without costing them any money. They will offer you tailored advice and support over the phone and even arrange a home visit. You will be provided with free simple energy-saving measures in

your home and pick up and refer any fire safety or hazards identified in your home.

They can also assist you with applying for the Warm Home discount and help you speak with your supplier to make a payment plan.

Financial Inclusion Team - You can also contact the Financial Inclusion Team to support you with applying for some financial help to help with energy costs and white goods. Email them on financial.inclusion@homesforharingey.org with your details and someone will be in contact. They can also provide you with budgeting advice and help with managing your money.

Aim to reduce your energy usage - try these tips

- Turn your thermostat down
- Try to keep draught out - use draught excluders,
- Cut your shower time
- Try to make sure you have a full load before running your washing machine - and try not to use the tumble dryer
- Only boil the kettle with the amount of water you need.
- Don't leave your devices on standby
- Use radiator thermostats to turn down and control the radiators in rooms which you are not using.

www.homesforharingey.org/your-home/tenants/paying-your-rent/if-you-are-having-trouble-paying-your-bills



Project 2020, delivering youth activities

Project 2020 - the scheme that helps residents access employment, training, volunteering and work experience opportunities continues to deliver youth activities and projects for young people in Haringey. Over the past weeks, after Covid19 restrictions were eased, we ran four weekly sessions during term time - including music production, homework club and an open-access evening.

The team worked tirelessly to run these during both term time and school holidays - managing to engage over 150 young people, all while sticking to Covid-19 guidelines and restrictions.

Last year, young people at Project 2020 successfully applied for money from the Tottenham Youth Fund to pay for a trip to a trampolining park and to buy ingredients for our weekly cooking club. These were activities that the young people were desperate to do and they submitted two amazing bids. The cooking club helps young people develop skills, learn independence, and how to cook tasty healthy meals at a low cost.

A special thank you to Tottenham Hotspur who gave us tickets to three of the club's Europa Conference league games. Young people and their families loved attending, and many had never been to a live game



before. The club also donated gifts that let Project 2020 provide young people with presents for Christmas.

As well as squeezing in a couple of trips last year, some of our young people also volunteered at the new Stella House community garden and helped build planters as well as planting flowers and vegetables. They are looking forward to returning later this year to see the garden in full bloom, and hopefully taste some of the vegetables they put in.

The highlight of the year was an invitation to the Youth Music Awards at the Troxy. The Youth Music charity funds our Create 20X20 music project - run by arts organisation Community Music every Tuesday and Thursday at the centre from 4 pm - 6:30 pm.

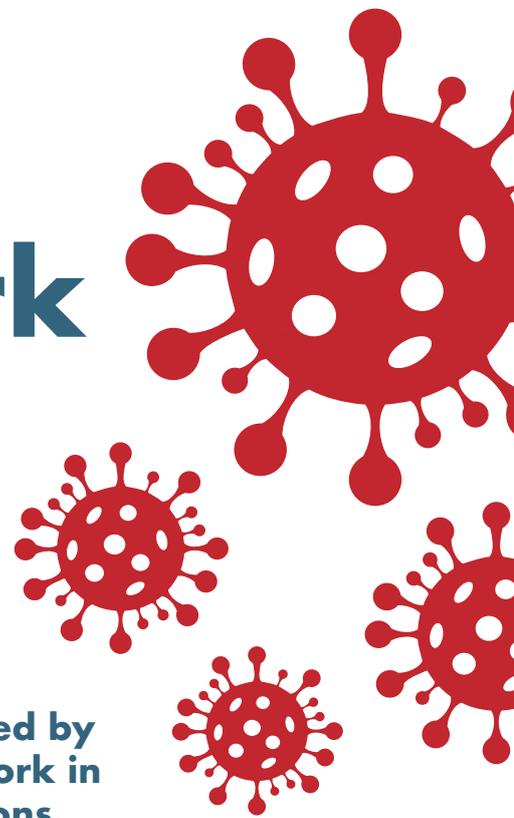
The Awards were a fantastic opportunity for Project 2020 to attend an event that celebrates young people in music. It was an enjoyable evening with the young people being interviewed and treated to an exclusive performance by Pa Salieu.

We are looking forward to what 2022 has in store and hope it will be as eventful as 2021. The next holiday programme will be 6 - 8 April and 12 - 14 April 2022. Keep an eye out for more information. Our term time session run Tuesday - Friday, 4pm - 7pm.

For more information about Project 2020 please contact: Project2020@homesforharingey.org or 020 8489 8972.

There is more information available about Project 2020 on our website: www.homesforharingey.org/project2020

How our staff continue to work safely during COVID-19



Despite the easing of restrictions, we are still affected by the on-going pandemic. But we are continuing to work in a safely and effectively by taking sensible precautions.

Our COVID-19 health and safety control measures remain in place and are regularly reviewed in-line with Public Health Guidance www.gov.uk/guidance/working-safely-during-covid-19

We have a COVID-19 risk assessment in place for activities where staff need to work in resident's homes and communal areas. Some of the safety measures we have in place are:

- our staff are given regular information, instruction and training on working safely during COVID-19
- relevant personal protective equipment and face coverings are provided to staff
- all staff carry hand-sanitiser
- tools and equipment are cleaned down with sanitising wipes after each property visit
- government guidance advice is followed by our staff on self-isolation and testing requirements.

To help keep our staff and other residents safe:

- before staff enter your property, please tell them if anyone in your household is self-isolating
- Follow any requests from staff to move to a different room from the one they are working in
- respect social distancing of 2m when speaking to our staff
- wear a face covering in those areas specified by Public Health (unless medically exempt)
- let us know if you have any concerns about COVID-19 safety measures our staff have taken whilst visiting your home or communal area.



Broadwater Farm Landlord Offer and Ballot

The Broadwater Farm Landlord Offer was published on 26 January. It gives residents a chance to consider proposals for new council homes and estate improvements on the Broadwater Farm estate - ahead of a residents' ballot, due to begin on 11 February.

Voting is open for 25 days, closing on Monday 7 March. To vote, residents had to register between 10 December 2021 and 14 January 2022.

Over the coming weeks, councillors and officers will be getting in touch with residents through a variety of ways including door-knocking, phone calls, community days and drop-in sessions. Residents will also get support from Newman Francis - an organisation that specialises in offering independent advice to tenants and leaseholders. Civica Election Services will act as the independent body overseeing the ballot.

For more information about the ballot and the information contained within the Landlord Offer, please visit: <https://tottenham.london/bwf-ballot>

We call upon residents to take part in the ballot and make their voices heard.



You Said...

We Did!



Our Estate Services team received complaints from local residents of an alleyway that backs onto their property from Clissold close the area was covered in Brambles, and Tree Saplings also the neighbouring property's guttering was blocked. We immediately attended and resolved it.



We are working with to install self-contained refuse & recycling units on our estates. We have so far installed at Mildura Court in Hornsey & Altair close. This will reduce dumping and fly-tipping. We listened to residents after they said they wanted a better way to manage bulky waste.



Connected Communities partnership - Community Supper Club

Community Supper Club is the latest offering from the Connected Communities Partnership.

Part of its 'Local Living Room' initiative, Supper Club lets residents enjoy a nutritious three course meal for free at the Hornsey Central Neighbourhood Centre in Park Road, N8. There's also an opportunity to meet members of Haringey's Connected Communities team who can provide advice about local services and nutrition.

Everyone is welcome and Supper Club runs fortnightly on Thursday afternoons. To book a place email david.verschuur@haringey.gov.uk or Qasim.Qureshi@HomesforHaringey.org or by text on 07811 808 504.

The club was launched by a local resident Ahu who also runs the café at the Neighbourhood Centre. He is supported by Haringey Council's Local Area Coordination team and

Qasim Qureshi, a member of the Community Engagement Team.

The Hornsey Central Neighbourhood Health Centre in North London hosts a wide range of health and wellbeing services. This important NHS community building is a key part of improving the health of local people and their access to a wide range of services.

It's hoped that the new Supper Club will encourage the local community to use the building more and will help to reduce loneliness and improving the wellness of local people by providing good company, good food and nutritional advice.

We encourage residents to attend and socialise especially if feeling lonely or isolated.



BWF Children Christmas Party

In December 2021 the Broadwater Farm Resident Association (RA) members were determined to open the door to Christmas for the residents.

The RA adjusted accordingly and delivered the event within Covid19 guidelines. The secretary Jacob said, the party had to be shorter to avoid too much interaction and to comply with Government guidelines of social distancing. All attendees including volunteers, had to be registered and they were required to wear masks. Everyone entering the building had to sanitise their hands which was administered by the person at the door. We arranged our tables so that people who knew each other; relatives, neighbours etc. could sit together. We shared the food early to let participants to

come up in small groups to collect their food and sit back down.

Unfortunately, we didn't set up a Grotto for Santa, due to the risk of everyone queuing in an enclosed corridor and then going into an enclosed space. Instead presents were handed out by our four volunteers to visitors as they were leaving. Although we had to host the event differently to what we are used to, we had a wonderful turnout of families and friends from the estate. Over 40 children came along, and the Broadwater Farm Christmas spirit was present.

Creating the future together

The new Engagement Strategy “Creating the Future Together” has been developed on the back of The Social Housing White Paper “The Charter for Social Housing Residents” which was published in November 2020 as well as a result of feedback from residents.

The Social Housing White Paper sets out what every social housing resident should expect:

1. To be safe in your home
2. To know and understand how your landlord is performing
3. To have your complaints dealt with promptly and fairly
4. To be treated with respect
5. To have your voice heard by your landlord
6. To have a good quality home and neighbourhood to live in
7. To be supported to take your first step to ownership

By working with and listening to our residents we have identified six key deliverables to underpin our vision:

- Working Together
- Engagement
- Training

- Accountability
- Facilities
- Information

What this means in terms of a new strategy.

- We want to build on the foundations put in place to respond to the new opportunities set out in the “Social Housing White Paper”.
- We want to listen to our residents and find out what is important to them in relation to their homes and communities.
- We want to support residents and encourage them to develop a core group to work together with Homes for Haringey on service design and improvements.
- Support our communities with the resources and facilities they need to allow them to shape their environment and support community cohesion.

- Work with individuals who have an interest in supporting their community by providing them with opportunities to learn new skills and gain the confidence needed to get involved in their communities.
- Review our scrutiny function making it customer led to ensure that residents can hold us to account.
- Evolve the roles and remit of the engagement team to lead and support resident engagement in all areas of the organisation.
- Have a clearer knowledge and understanding of our customers and use the data captured to tailor our services.

The strategy is now starting to be implemented and to find out more please contact the resident engagement team on resident.involvement@homesforharingey.org or call the team on 020 8489 4463.

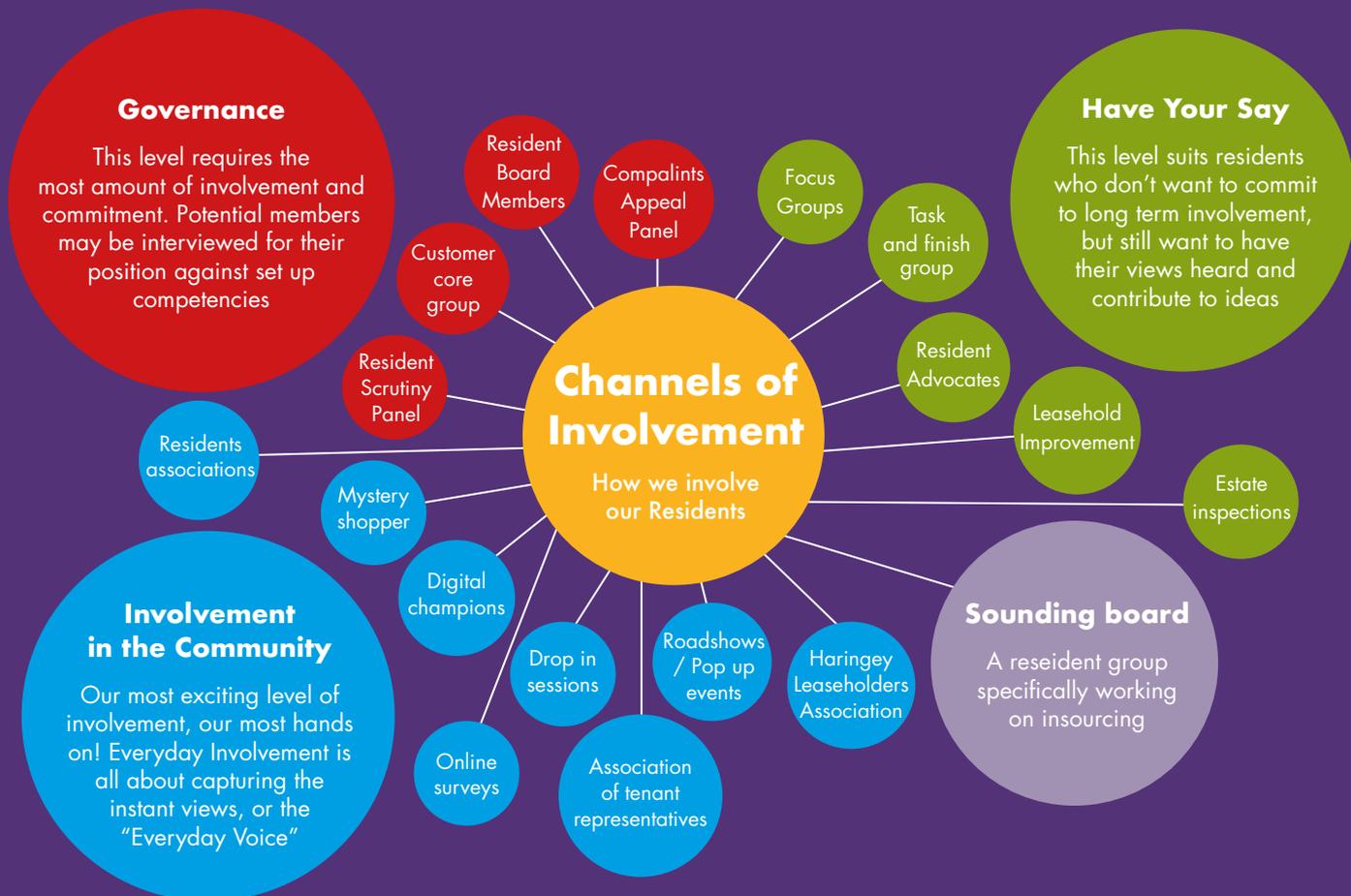
For the strategy to succeed, we need more residents involved and to help with this we have designed diverse ways on involvement to suit different lifestyles and people with different commitments.

If you cannot see a way of involvement that suits you or if you want to enquire about any of these ways, then please just get in touch with our engagement team on:

Email: resident.involvement@homesforharingey.org

Te: 020 8489 4463





Championing the Customer Core Group - CCG

As part of the Customer Engagement Strategy 2021-2024, Homes for Haringey there is an opportunity for residents to get involved and influence how our services are delivered.

During September/October 2021, we delivered several online focus groups to explain the Customer Engagement Strategy and asked residents if they would like to be involved further. Listening to our residents, is going to be key to us provide a high-level service.

A working group for the CCG has started to take shape and they are looking forward to bringing more members to the group from all tenures and working together to hold Homes for Haringey (HfH) to account, by reviewing data and information to recommend changes to strategies, policies, or practices to enable HfH to better fulfil our objectives and create a better future together.

One member of the working group said, "I joined the group in the hope of evoking some change. I have lived

within the borough for many years and have noticed a steady decline in the services and environment. I am hoping that tasks will shortly be allocated, and I can make as much change and contributions to the group as possible".

The group is made up of residents of different tenures ages, abilities and ethnicities and will be working with us to put residents at the heart of what we do.

The Social Housing White Paper places a greater emphasis on engaging effectively with customers, ensuring the customer's voice is heard and working with customers to co-create or co-design services.

Therefore, this new group will work with us to:

- Improve engagement across all departments, so we get closer to our customers and meet their needs
- Help us provide high quality services that support local communities
- Co-design processes that ensure we are customer-centric in all that we do and learn from each other's experiences to develop initiatives

OWL launched in Haringey

Residents of Haringey can now be alerted to nearby crime and other issues directly by their local policing team. Alerts can be received either through email by signing up at www.owl.co.uk/met or as push notifications by downloading the OWL app without registering.

OWL provides the public in London with the latest local crime alerts sent by email. It's an effective and proven solution for police & communities to grow and manage Neighbourhood Watch, Business Watch, CCTV Watch and dozens of other schemes.

OWL has successfully been used in other boroughs to expand Neighbourhood Watch, help avoid crime, and provide a dedicated platform for the police and council to keep residents updated about issues such as burglary, vehicle and bike crime, scams and anti-social behaviour.

Officers can use OWL to target a message to residents in their own ward, or to specific streets. Meanwhile occasional borough-wide alerts can be sent to everyone who's signed up or downloaded the app.

Owners of video doorbells and CCTV can join CCTV Watch at the same time as joining Neighbourhood Watch online.

Doing so lets the police know you have a camera in case there's an



OWL
Online Watch Link
owl.co.uk/met

METROPOLITAN POLICE
Haringey
LONDON

Get email alerts from your local police and Neighbourhood Watch. Sign up now for free.

incident nearby that your private camera might have recorded. Knowledge of cameras is kept secure and private and never made public.

Dog owners and Businesses are also welcomed in joining the new Dog Watch or Business Watch. It's hoped these schemes will grow over time to provide valuable alerts and information to help avoid harm, crime, or scams.

To join Neighbourhood, CCTV, Dog or Business Watch, go to www.owl.co.uk/met and type your postcode to begin. It's free and only takes a minute.

Registering online adds you to a local watch in Haringey and alerts and updates will be sent directly by email. Personal data is held securely

within the UK in accordance to Data Protection laws and is never used for sales or marketing.

The app doesn't ask for personally identifiable information so you can be sure the police and council won't know who you are, unless you choose to get in touch.

The app will need to know your location so it can notify you of nearby issues, but no tracking history is recorded, and no person can find your location or associate you with it, not even the police or the app developers.

Alerts via OWL will only come from the police, the Council, or occasionally from a local Neighbourhood Watch coordinator if there's one in your ward.

Haringey Community FoodBox - call for volunteer drivers

Over the past year, Haringey Community FoodBox has provided support to over 1,000 household - and it continues to be a much-needed service for residents across the borough.

Foodbox gets emergency food - or childrens supplies - to residents in need, many of whom who are elderly, vulnerable or on low income. Many of our Supported Housing residents also benefit from a healthy cooked meal which we receive weekly from the volunteers at the Wolves Lane Food Project.

During the festive season, we were fortunate enough to receive large donations of food, toiletries and toys from Amber Construction, Equans UK & Ireland and Sainsbury's (Hornsey). On Christmas Eve we received a much-welcomed delivery of fresh food from The Felix Project (Enfield).

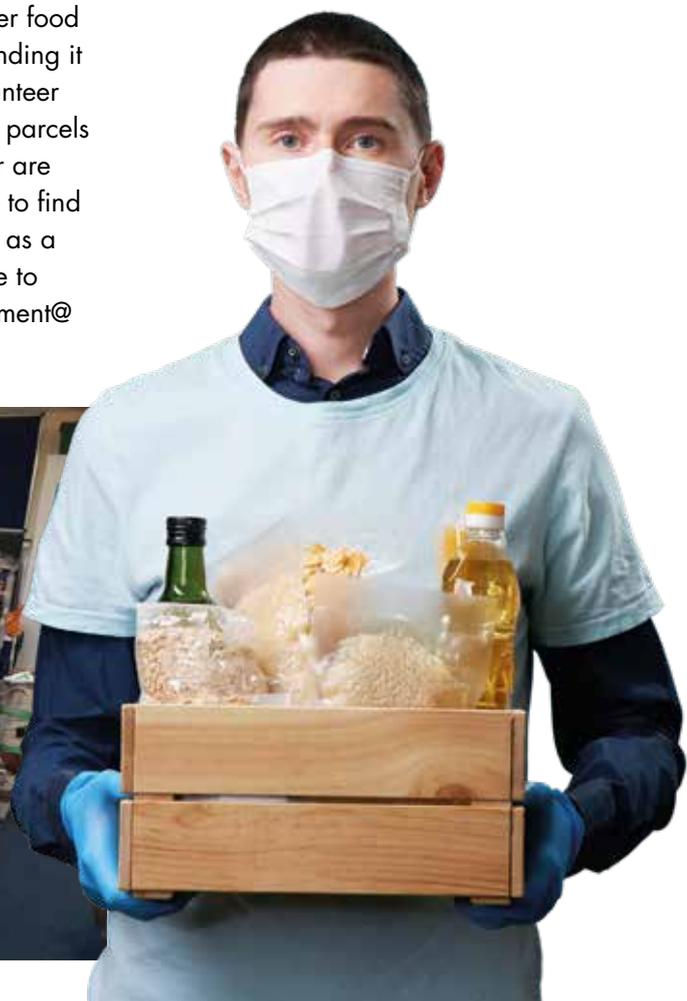
One resident said, "The project has helped my family to be able to enjoy a proper meal for Christmas".

Jackie, a volunteer at the Foodbox said, "It is vital to continue to provide this service and we need more volunteers to support the FoodBox.

I volunteer because I want to be able to get out and give a little back to the community. I enjoy helping people and have found that the staff at the centre are warm and friendly."

Unfortunately, like many other food banks in the area, we are finding it harder than ever to find volunteer drivers that can deliver food parcels to those who are isolating or are vulnerable. If you would like to find out more about volunteering as a driver, please do not hesitate to get in touch resident.involvement@homesforharingey.org

Haringey Community FoodBox is a "referral only" service. If you or someone you know is in crisis and needs a food parcel, you can be referred by one of our partner agencies which includes, Homes for Haringey staff, Connected Communities, DWP, Library Service Centres, Citizens Advice Bureau or your Residents' Association.



Support and well-being activities for elderly residents

The Projects & Activities Coordinator in the Homes for Haringey Support and Well-being Service, Jessica Amery has been working with residents on activities aimed at reducing social isolation, loneliness and promoting fitness.

In April 2020, the Support and Wellbeing Service received funding from Haringey Council. We immediately began working with many excellent local organisations on ways to support residents' wellbeing in meaningful and sometimes life-changing ways.

Due to lockdown, it was a few months until in-person activities could start, but as the weather warmed, we hosted the first of a string of summer parties and since then the fun and social activities have continued, with the mayor, councillors and the Council's Health and wellbeing services joining in with some of them.

Our ever-growing programme of activities for Homes for Haringey residents include woodwork, movement, wellbeing workshops, gardening, digital training, art classes and plenty of parties with live entertainment and hot dinners. In 2022 we are keen to connect with more residents about what activities they would like to have at their scheme and work with you to provide these.

Our aim is to build a diverse programme of activities so that all residents can see something on offer and think 'That's for me!'

Here are some of the projects:

Follow Your Art - Art Classes

Currently running at Sophia House, Brookside House and Bedale House. More schemes joining soon.

Residents have a chat with the art teachers, Christina, and Pauline.

We use the activities to help residents make new friendships, enjoy learning new art techniques and fun.

The biggest memory of this activity was that in a long time, residents were able to do art lessons physically and have a tea together. View a wider collection of residents' artworks online: www.followyourart.online



Home - Gardening Groups

These are currently running at Spanswick Lodge, Brookside House, Sophia House, and Latimer House. More schemes joining soon!

We spoke to Groundwork Gardener, Ella, to dig deeper on what's been happening in the gardens.

Residents are learning how to look after gardens, socialise and chat and enjoy the harvest from the gardens.

Bantu Arts - African Drumming

Bantu Arts are an African entertainment company who also specialise in supporting audiences' wellbeing through the joy and connection of African music, song and dance. Bantu Arts created a new show called 'Great Cultures-One People' especially for Homes

for Haringey residents and local friends. The show toured our 8 hub schemes in September 2021, singing messages of hope during the isolation of the pandemic. We were delighted that Haringey's Mayor Adam Jogee joined us for a show also!

We spoke to Bantu Arts founder and director, Steven.

Residents can expect beautiful music fusion of African and Western stringed instruments, interactive moments of sharing stories, laughter, singing and dance and socialising. www.bantuarts.co.uk

The Windrush Collection - Black History Month 2021

In October last year Homes for Haringey hosted several popular events for Black History Month. We hosted a vibrant cabaret with the renowned, The Cocoa Butter Club, an outstanding collective of performers of colour. Then we were delighted to collaborate with curator, Tony Fairweather, to bring his



inspiring exhibition, The Windrush Collection, to Bigbury Close for 2 days.

The Windrush Collection is an immersive experience of original artefacts from the Windrush era. Guests enjoyed visiting the legendary Caribbean front room, with the pattern carpet, drinks bar,



Bluespot Gram, vintage glass fish, plastic flowers and much more.

Tony Fairweather, founder of The Windrush Collection said: "Seeing the faces of the residents light up when they saw the Caribbean Front Room inside their lounge. Listening to the stories from the Windrush Generation attending. Plus enjoying a resident performing songs from the 50s and 60s in the Front Room. "

Residents said they enjoyed the exhibition and brought back memories of the past.

Code1 Community Group - Wellbeing Workshops

Currently running at Bedale House on Friday's 11:00-14:00.

Extending to another scheme this year.

Code1 are an organisation of local professionals offering tailored

workshops to meet the wellbeing needs of our residents. They work creatively and holistically to offer mentoring and support.

The outcomes of their presence and engagement in our schemes has been exceptional, with many residents calling the workshops a 'life-line' following the isolation of the pandemic.

We spoke to Jessica Amery, the Projects & Activities Coordinator, about the workshops:

www.code1communitygroup.co.uk

Do you want to join in one of these projects or activities? For dates, times, locations, and any other enquiries please contact Jessica.

Email: Jessica.Amery@homesforharingey.org

Telephone: 07815 653 631

Training for residents

We will see a big change in how we deliver training in 2022. Here at Homes for Haringey we will be offering our residents the opportunity to learn more about how new Government legislations and the Community Engagement strategy will impact them. We have already made headway in creating our Customer Core group.



Training programmes to take place:

- Understanding the Governments' white paper and housing regulations.
- Fire and Building safety in Housing
- Participatory budgeting
- Understanding performance in housing

The sessions will run over the course of several months and will be three hours long, running over two evenings. We will also be offering in house training sessions to our Resident Association members, the courses that will be delivered will be as followed:

- Presentation skills
- Partnership working

- Conflict management.
- Finance and project budgeting

If you are an RA member interested in joining these courses, please contact the Community Engagement team on 020 8489 4463 or email: resident.involvement@homesforharingey.org

Housing Online, the easy and convenient way to access services

In April 2021, Homes for Haringey launched a new online residents' portal, Housing Online.

This new system allows residents to report repairs, pay rent and service charges and update their contact details at a time and place convenient to them.

Housing Online offers residents 24-hour secure access to their accounts, from phones, laptops or tablets in the comfort of their own homes.

Housing Online will allow residents to:

- View rent account balance and statements (for tenants)
- View all leasehold accounts and invoices covering the last 12 months
- Pay rent or service charge
- Report a repair (for tenants)
- Report a communal repair (for tenants and leaseholders)
- Update personal and contact details.



To use Housing Online you must be either a tenant of a Homes for Haringey-managed council home and have a rent account set up with us.

You can also sign up for your Homes for Haringey account if you are a council leaseholder in Haringey and you have a service charge account with us.

If you are having trouble to access our services online, please contact our Customer Services team in the same way as they do now by phoning 020 8489 5611.

There is more information available on our website: www.homesforharingey.org/your-online-account