Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print
On audio tape
In Braille

In another language, please state:

Name:
Tel:
Address:
Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

HARINGEY COUNCIL TAX FROZEN FOR THIRD YEAR

Tottenham Hale

Council Guide
A-Z of council services and Council Tax 2012-13

www.haringey.gov.uk
At Haringey Council, we’re proud to have frozen your council tax for the third consecutive year. We understand that residents across the borough are feeling a squeeze on their living standards, particularly with a 2.5 per cent rise in VAT and a seven per cent hike in travel fares – and we want do all we can to ease the pressure. We never take residents’ contributions to the budget for granted, and we know now more than ever – with rising unemployment, especially among the young – that every penny of your money counts.

The council provides hundreds of services which you rely on day-to-day, from recycling and street cleaning to local libraries and parks. We have seen unprecedented cuts to our funding from central government, but our commitment to maintaining quality services remains, and your council tax contributions are vital in helping us to deliver the very best for the borough.

We remain committed to protecting the most vulnerable in our communities; investing in jobs; reducing inequality; providing high quality services, and making a commitment to the long-term regeneration of Tottenham. We want Haringey to be a place which prospers, where people are proud to live and to work.

Our spending priorities for 2012/13 include:
- Tackling unemployment through the creation of a minimum £3.5 million jobs scheme to deal directly with the youth jobs crisis, with an initial £2 million one-off spend by the council.
- A one-off £1.2 million One Borough One Future Fund for projects which support innovation and change, stimulate new ideas and help the council deliver on its key priority of addressing inequality.
- A one-off £200,000 investment in the borough’s parks.
- £700,000 to support the regeneration of Tottenham.
- A £9 million north Tottenham investment package for heritage, public space and environment improvements.

This A to Z guide includes information about services we offer, so that you find the help you need when you need it.

You can do most business with the council online at www.haringey.gov.uk and many services are available through our call centre on 020 8489 1000.

Claire Kober
Leader
How to use this guide

The letters represent the first letter of a Haringey service. For example - if you want to contact us about Council Tax you will find this listed under the letter ‘C’.
How to contact your local council

For the latest news and information, please visit our website:

www.haringey.gov.uk

If you don’t have a computer at home, there are 180 public computers located in our libraries that you may use free of charge to surf the net, create documents and access your email.

All Haringey Libraries are also free WiFi hotspots which enables users to bring in their own laptop and surf the internet free of charge.

Do it online

You can access a range of services online including paying bills, reporting problems and applying for services. For a full list visit

www.haringey.gov.uk/do-it-online

Report a problem with a council service

www.haringey.gov.uk/report-it

Make a payment

www.haringey.gov.uk/payments

Make complaints, compliments and suggestions

www.haringey.gov.uk/complaints

Tell us about a change of address

www.haringey.gov.uk/change-address

Telephone

Customer Services Contact Centre

020 8489 1000 (9am to 5pm Mon to Fri)

Services include:

• Abandoned Vehicles
• Allotments
• Animal Health and Welfare
• Anti-Social Behaviour
• Benefits (Council Tax and housing benefit)
• Building Control
• Commercial Health and Safety
• Complaints, Compliments and Suggestions
• Council Tax
• Electoral Services
• Family Information Service
• Food Safety
• Free School Meals
• Graffiti and Fly-posting
• Homelessness and Housing Advice
• Members’ Services
• Leisure Services (tree, parks, sports courts)
• Noise Nuisance
• Parking, including Penalty Charge Notices and Controlled Parking Zone
• Pest Control
• Planning
• School Admissions
• School Clothing Grants
• Street Enforcement
• Trading Standards

General enquiries switchboard
020 8489 0000
(8.45am until 5pm Mon - Fri)

Write to
Haringey Council
Civic Centre
Wood Green
N22 8LE

In person
Visit one of our Customer Service Centres

South Tottenham Customer Service Centre
Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ
Opening times: Monday - Friday
8.45am - 5.00pm

Wood Green Customer Service Centre
Ground Floor
48 Station Road
Wood Green
N22 7TY
Opening times: Monday - Friday 8.45am - 5.00pm.

Broadwater Farm Surgeries
Broadwater Farm Neighbourhood Office
108c Gloucester Road
Tottenham
N17 6GZ
Opening times: Tuesdays and Thursdays
2.00pm - 4.45pm (by appointment only - call 020 8489 8650 for an appointment)

Emergency service telephone number
020 8348 3148
This number is for emergency use only.
Between 5pm in the evening until 9am in the morning and throughout the weekend.
All other calls (including parking fine payments, and benefits calls) should be made to
020 8489 1000, Monday to Friday between 9am and 5pm
Repairs calls to Homes for Haringey should be made on freephone 0800 195 3404 or 020 8489 5611 (cheaper from mobiles). The line is open for emergency calls outside office hours.
A-Z of Services provided by the council

Abandoned Vehicles
T 020 8489 1000
www.haringey.gov.uk/abandonedvehicles

Accident Claims
T 020 8489 3710/3812

Adaptations to Homes
T 020 8489 1400
www.haringey.gov.uk/equipment-adaptations

Adoption
T 020 8489 4610
www.haringey.gov.uk/adoption

Adult Education (HALS)
T 020 8489 2500
www.haringey.gov.uk/adult-learning

Adult Placement Scheme
T 020 8489 1693
www.haringey.gov.uk/adult-placement

Adult Protection Team (Safeguarding)
T 020 8489 1400
www.haringey.gov.uk/safeguardingadults

Adult Social Services
• see Integrated Access Team

After School Clubs
T 020 8489 1000
www.haringey.gov.uk/fisd

AIDS Support and advice
T 020 8489 1400
www.haringey.gov.uk/hiv-aids

Alarm System (Safe and Sound)
T 020 8489 2365
www.haringey.gov.uk/communityalarm

Alcohol Addiction
T 020 8489 6909
www.haringey.gov.uk/drugs-alcohol

Alexandra Palace and Park
T 020 8365 2121
www.alexandrapalace.com

Allotments
T 020 8489 1000
www.haringey.gov.uk/allotments

Animal Health and Welfare
T 020 8489 1000
www.haringey.gov.uk/animal-welfare

Anti-Social Behaviour (reporting)
T 020 8489 1000
www.haringey.gov.uk/anti-socialbehaviour

Archives
T 020 8808 8772
www.haringey.gov.uk/archives

Area Forums and Committees
T 020 8489 1770
www.haringey.gov.uk/areacommittees
Asbestos
T 020 8489 1000
www.haringey.gov.uk/asbestos

Asylum Seekers and Immigration
T 020 8489 5980
www.haringey.gov.uk/asylum

Athletics
T 020 8881 2323
www.haringey.gov.uk/leisure-centres

Bees and Wasps Nest Removal
• See Pest Control

Benefits
T 020 8489 1000
www.haringey.gov.uk/benefits-advice

Bins
• see Refuse and Recycling

Births, Deaths Marriages and Civil Partnerships
T 020 8489 2605
www.haringey.gov.uk/bedm

Blind and Partially Sighted Support
T 020 8489 1400
www.haringey.gov.uk/sight-loss

Blocked Drains
T 020 8489 1000
www.haringey.gov.uk/blocked-drains

Blocked Road Gullies and Public Sewers
T 020 8489 1000 888 (Thames Water)

Blue Badge Parking Scheme
T 020 8489 1865 or 020 8489 1878
www.haringey.gov.uk/blue-badge

Bruce Castle Museum
T 020 8808 8772
www.haringey.gov.uk/brucecastlemuseum

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
T 020 8489 1000
www.haringey.gov.uk/buildingcontrol

Burial and Cremation
• see Cemeteries and Crematoriums
• see Mortuary

Bus Passes and Concessions
T 020 8489 1865 or 020 8489 1878
www.haringey.gov.uk/passes

Business Rates
T 020 8489 3551
www.haringey.gov.uk/business-rates

Business Continuity
• see Major Emergencies

Buying your Council Home
T 020 8489 3231/3357
www.haringey.gov.uk/right-to-buy
Bulky Items Collections
T 020 8885 7700
www.haringey.gov.uk/bulkyitems

Cabinet (The)
T 020 8489 2929
www.haringey.gov.uk/cabinet

CCTV
T 020 8489 1000
www.haringey.gov.uk/cctv

Contact Centre
• see page 2

Car Clubs
T 0333 240 9000 (Zipcar)
www.haringey.gov.uk/carclubs

Car Parks
T 020 8489 1000
www.haringey.gov.uk/carparks

Car Pound
• See Towing Away

Carers
T 020 8489 1400
www.haringey.gov.uk/carers

Careers Information Service
T 020 8489 5200
www.youthspace.haringey.gov.uk

Cemeteries and Crematoriums
(Enfield, Tottenham and Wood Green)
T 020 8363 8324
www.haringey.gov.uk/cemeteries-crematorium

Chief Executive’s Office
T 020 8489 2648
www.haringey.gov.uk/chiefexecutive

Child Protection
To report abuse or neglect
T 020 8489 4592 / 4582 / 4470 during office hours (Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm)
T 020 8348 3148 out of office hours (including weekends)
www.haringey.gov.uk/childprotection

Children and Families Support Services
T 020 489 1000
www.haringey.gov.uk/children-families

Children’s Centres
T 020 8489 1000
www.haringey.gov.uk/childrenscentres

Children with Additional Needs and Disabilities
T 020 8489 3671 / 3672
T 020 8348 3148 (Emergencies out of hours)
www.haringey.gov.uk/children-disabilities

Children’s Activities and Play
T 020 8489 1000
www.haringey.gov.uk/fisd
Clinical Waste Collection
T 020 8885 7700
www.haringey.gov.uk/hazardous-and-clinical-waste

Clothing Grants (School Children)
T 020 8489 1000
www.haringey.gov.uk/clothing-grant

Commercial Premises to Let
T 020 8489 2197
www.haringey.gov.uk/commercialproperties

Communications and Consultation Services
T 020 8489 2997

Community Good Neighbour Schemes (Supported Housing for Older People)
T 020 8489 2320/2356
www.haringey.gov.uk/supportedhousing

Community Safety and Engagement
T 020 8489 1000
www.haringey.gov.uk/communitysafety

Complaints, Compliments and Suggestions
T 020 8489 1000
www.haringey.gov.uk/complaints

Homes for Haringey complaints
020 8489 4337 / 4321 / 4235
www.homesforharingey.org/feedback

Conservation Areas
T 020 8489 5275
www.haringey.gov.uk/conservation-areas

Consumer Advice
T 020 8489 5134
www.haringey.gov.uk/trading-standards

Controlled Parking Zone (CPZ)
T 020 8489 1000
www.haringey.gov.uk/cpz

Council Housing
T 0800 195 3404 or 020 8489 5611

Homes for Haringey
www.homesforharingey.org
• also see Housing Advice

Council Meetings and Committees
T 020 8489 1770
www.haringey.gov.uk/meetings

Council Tax
T 020 8489 1000
www.haringey.gov.uk/counciltax

Council Tax Benefit
T 020 8489 1000
www.haringey.gov.uk/benefits

Councillors
T 020 8489 1000
www.haringey.gov.uk/decision-making

Crematorium (Enfield)
T 020 8363 8324
www.haringey.gov.uk/cemeteries-crematorium
Crime Prevention
T 020 8489 2977
www.haringey.gov.uk/communitysafety

Customer Service Centres
• see page 2

Cycle Routes
T 020 8489 5575
www.haringey.gov.uk/cycling

Dangerous Structures
T 020 8489 1000 office hours
T 020 8348 3148 outside office hours
www.haringey.gov.uk/dangerous-structures

Data Protection
T 020 8489 2550
www.haringey.gov.uk/data-protection

Deaths (Registration)
T 020 8489 2605 during office hours
T 020 8348 3148 outside office hours when the office is closed to meet religious burial requirements.
www.haringey.gov.uk/registering-a-death

Debt Advice
T 0808 808 4000 (National Debt helpline)
www.haringey.gov.uk/debt-advice

Decent Homes
T 020 8489 1778
www.homesforharingey.org/decenthomes

Demolitions
T 020 8489 1000
www.haringey.gov.uk/demolition-notices

Disabilities (Adults)
T 020 8489 1400
• See Learning Disabilities and Physical Disabilities

Disabled Facilities Grant
T 020 8489 1400
www.haringey.gov.uk/disabled-facilities-grant

Disabled Parking Bays
T 020 8489 1225
www.haringey.gov.uk/disabled-parking-bays

Discrimination Advice
T 020 8489 2574
www.haringey.gov.uk/equalities

Dogs
• see Animal Health and Welfare

Domestic and Gender Based Violence Advice
T 020 8888 5362 (Hearthstone Domestic Violence Centre)

In emergencies, call 999
www.haringey.gov.uk/domestic-violence

Drug and Alcohol Action Team (DAAT)
T 020 8489 6909
www.haringey.gov.uk/drugs-alcohol

Dumped Rubbish
T 020 8885 7700 (on the streets)
T 0800 195 3404 (on Homes for Haringey estates)
T 020 8489 1000 (on private property)
www.haringey.gov.uk/report-it
Education and Schools
T 020 8489 1000
www.haringey.gov.uk/education

Education Welfare Service
T 020 8489 3866
www.haringey.gov.uk/ews

Electoral Registration and Elections
T 020 8489 2951
www.haringey.gov.uk/voting

Emergency Number
T 020 8348 3148 (out-of-hours number to report emergencies only.)
T 0800 195 3404 (out of hours emergency repairs for council tenants)

Employment
www.haringey.gov.uk/jobs-and-training

Empty Properties
T 020 8489 5252
www.haringey.gov.uk/empty-properties

English Language Classes
T 020 8489 2500
www.haringey.gov.uk/esol

Energy Conservation
• see Haringey 40:20

Enforcement
020 8489 1000
www.haringey.gov.uk/enforcement

Entertainment Licences
T 020 8489 8232
www.haringey.gov.uk/licensing

Equalities
T 020 8489 2574
www.haringey.gov.uk/equalities

Eviction
T 020 8489 1000
www.haringey.gov.uk/eviction

Exchanges (Mutual Exchange Scheme)
T 0800 195 3404 or 020 8489 5611
www.homesforharingey.org/exchange

Extensions to Buildings
T 020 8489 1000
www.haringey.gov.uk/permission

Fair Trading / Trading Standards
T 020 8489 1000
www.haringey.gov.uk/trading-standards

Family Information Service
T 020 8489 1000
www.haringey.gov.uk/fisd

Family Link Short Break Service
T 020 8489 3687
www.haringey.gov.uk/short-breaks
**Film Office**
T 020 8489 6903
www.haringey.gov.uk/film

**Fitness**
• see Sports Centres and Swimming Pools

**Flats and Bedsits**
T 020 8489 1000
www.haringey.gov.uk/housing

**Flooding**
T 08708 506 506
(main rivers - Environment Agency)
• also see Blocked Drains and Gullies
www.haringey.gov.uk/flooding

**Fly-tipping**
• see Dumped Rubbish

**Food Health and Safety**
T 020 8489 1000
www.haringey.gov.uk/food-safety

**Footpath Maintenance**
T 020 8489 1335
www.haringey.gov.uk/roads-and-pavements

**Fostering**
T 020 8489 3754
www.haringey.gov.uk/fostering

**Fraud and Corruption**
T 0500 500 777 Fraudwatch Freephone

**Freedom of Information**
T 020 8489 2550
www.haringey.gov.uk/foi

**Freedom Pass**
T 020 8489 1878 or 020 8489 1865
www.haringey.gov.uk/freedom-pass

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**Gas Heating Repairs**
For gas heating repairs, call the contractor in your area (8am to 6pm, Monday to Friday):

Hornsey, Wood Green, North Tottenham, South Tottenham, Garton House and most blocks at Broadwater Farm (Oakray Limited)
- call Oakray Limited on 0800 056 4495 (or 020 8370 4500 if you are calling from a mobile).

Northolt and Kenley Blocks at Broadwater Farm (Switch 2) - call 0844 477 2010

If you are a supported housing tenant, contact your Scheme Manager.

**Remember - if you smell gas, call the National Grid on freephone 0800 111 999 immediately.**

**Gay and Lesbian Issues**
T 020 8489 2574
www.haringey.gov.uk/equalities

**Governors (School)**
• see School Governors

**Graffiti**
T 020 8885 7700 (Veolia Contact Centre)
www.haringey.gov.uk/vandalism

**Green Flag Award Winning Parks**
T 020 8489 1000
www.haringey.gov.uk/greenflag

**Gritting**
T 020 8885 7700 (Veolia Contact Centre)
www.haringey.gov.uk/gritting
Gutters (blocked)
• see Blocked Drains and Gullies

Gyms
• see Sports Centres and Swimming Pools

Halls for Hire
T 020 8489 2611
www.haringey.gov.uk/venues

Harassment
T 020 8489 1000
www.haringey.gov.uk/hate-crime

Haringey 40:20
T 020 8489 5691
www.haringey4020.org.uk

Haringey Adult Learning Service (HALS)
T 020 8489 2500
www.haringey.gov.uk/adult-learning

Haringey Association of Voluntary and Community Organisations (HAVCO)
T 020 8880 4046
www.haringey.gov.uk/havco

Haringey Payment Service
T 020 8489 1000
www.haringey.gov.uk/payments

Haringey People Magazine
T 020 8489 2993
www.haringey.gov.uk/haringeypeople

Hazardous Waste Collection
T 020 7332 3433 (Corporation of London)
www.haringey.gov.uk/hazardous-and-clinical-waste

Health
• see Public Health

Health and Safety
T 020 8489 5558 (at work)
T 020 8489 1000 (Food Health and Safety)
www.haringey.gov.uk/health-and-safety

HIV/AIDS
• see AIDS

Hoarding and Scaffolding Licences
T 020 8489 1300
www.haringey.gov.uk/scaffolding

Holiday Play Schemes
• see Family Information Service and Sports Centres and Swimming Pools

Home Care
T 020 8489 4800
www.haringey.gov.uk/help-at-home

Home Connections
T 020 8489 1000
www.haringey.gov.uk/homeconnections

Home Exchanges
• see Exchanges

Home Ownership
For leasehold enquiries about homes in Hornsey, Broadwater Farm and North Tottenham:
T 020 8489 3485/3486/5994
For leasehold enquiries about homes in South Tottenham and Wood Green:
T 020 8489 5976/5996/3042
**Home Sales**
T 020 8489 3357/3231 (buying your council home)
www.haringey.gov.uk/home-ownership

**Homes Zone**
(quarterly magazine for council tenants and leaseholders)
T 020 8489 1582
www.homesforharingey.org/homes_zone

**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
www.homesforharingey.org

**Homelessness**
- see Housing Advice and Options Service

**Housing Advice**
T 020 8489 1000
www.haringey.gov.uk/housingadvice

**Housing and Council Tax Benefits**
T 020 8489 1000
www.haringey.gov.uk/benefits

**Housing Register**
020 8489 1000
www.haringey.gov.uk/housingregister

**Housing Related Support**
(Supporting People)
T 020 8489 3372
www.haringey.gov.uk/housing-support

**Infectious Diseases**
T 020 8489 1000
www.haringey.gov.uk/infectiousdiseases

**Integrated Access Team (IAT)**
T 020 8489 1400
First point of contact for new users of Adult Social Care services, their carers and families

**Haringey Directory of Services for Adults**
www.haringey.gov.uk/haricare

**Jobs with Haringey Council**
www.haringey.gov.uk/jobs

**Keep Fit**
- see Sports Centres and Swimming Pools
Landlords (Private Sector Lettings)
• see Leasing your Property and Empty Properties

Leader of the Council
T 020 8489 2964
www.haringey.gov.uk/leader

Learning Disabilities
T 020 8489 1384
www.haringey.gov.uk/learningdisabilities

Leasing your Property to the Council
(Private Sector Lettings)
T 020 8489 4246
www.haringey.gov.uk/letting

Lee Valley Technopark (units to let and space to hire)
T 020 8880 3636
www.haringey.gov.uk/technopark

Leisure Centres
• see Sports Centres and Swimming Pools

Lesbian Gay Bisexual Transgender (LGBT)
T 020 8489 2583
www.haringey.gov.uk/lgbt

Libraries
Alexandra Park Library
T 020 8489 8770

Coombes Croft Library
T 020 8489 8771

Highgate Library
T 020 8489 8772

Hornsey Library
T 020 8489 1118

Marcus Garvey Library
T 020 8489 5309

Muswell Hill Library
T 020 8489 8773

St. Ann’s Library
T 020 8489 8775

Stroud Green and Harringay Library
T 020 8489 8776

Wood Green Central Library
T 020 8489 2780

Mobile and Housebound Library Service
T 020 8489 1425
www.haringey.gov.uk/libraries

Licences
T 020 8489 1000
www.haringey.gov.uk/licensing

Listed Buildings
T 020 8489 5275
www.haringey.gov.uk/listed-buildings

Local Housing Allowance
T 020 8489 1000
www.haringey.gov.uk/lha

Loft Conversions
• see Building Control
Major Emergencies
T 020 8489 3334
T 020 8348 3148 (out of office hours)
www.haringey.gov.uk/emergency-planning

Market Stalls
• see Street Markets and Street Trading

Marriages and Civil Partnerships
T 020 8489 2605
www.haringey.gov.uk/marriages-civil-partnerships

Mayor’s Office
T 020 8489 2962
www.haringey.gov.uk/mayor

Meals on Wheels
T 020 8489 1400
www.haringey.gov.uk/mealsonwheels

Meeting Rooms
• see Halls for Hire

Mental Health Service (referral by doctor only)
For urgent mental health needs only contact the Emergency Reception Centre (ERC)
St. Ann’s Hospital
T 020 8442 6706
www.haringey.gov.uk/mental-health

Mice and Rats
T 020 8489 1000
www.haringey.gov.uk/pestcontrol

Money Advice and Debt Problems
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
• see Debt Advice

Mortuary
T 020 8880 3987
www.haringey.gov.uk/publicmortuary

Museum
• see Bruce Castle

Music Tuition (School Children)
T 020 8489 8960
www.haringey.gov.uk/mpac

National Non-Domestic Rate
• see Business Rates

Nature Conservation
www.haringey.gov.uk/nature-conservation

Noise Nuisance
T 020 8489 1000 (office hours)
T 020 8348 3148 emergency help line
5pm to 8.45am, Monday to Friday and all weekend.
www.haringey.gov.uk/noise

Nurseries
T 020 8489 1000
www.haringey.gov.uk/nurseries
Occupational Therapy
T 020 8489 1400
www.haringey.gov.uk/equipment-adaptations

Older People
- See Pensioners and Over 65s

Online Payments
www.haringey.gov.uk/payments

Out of Hours – Emergency
T 020 8348 3148
T 0800 195 3404 (out of hours emergency repairs for council tenants)

Parent and Toddler Groups
T 020 8489 1000
www.haringey.gov.uk/fisd

Parking (Including Permits)
T 020 8489 1000
www.haringey.gov.uk/parking

Parks and Open Spaces
T 020 8489 1000
www.haringey.gov.uk/greenspaces

Pavements (Reporting Uneven or Obstructions)
T 020 8489 1335
www.haringey.gov.uk/roads-and-pavements

Payments
- see Haringey Payment Service

Pedestrian Crossings
T 020 8489 1335
www.haringey.gov.uk/pedestrian-crossings

Pensioners and Over 65s
T 020 8489 1400
www.haringey.gov.uk/olderpeople

Pest Control
T 020 8489 1000
www.haringey.gov.uk/pestcontrol

Physical Disabilities (Adults)
T 020 8489 1400
www.haringey.gov.uk/physical-disabilities

Planning Service
T 020 8489 1000
www.haringey.gov.uk/planning

Play Groups
T 020 8489 1000
www.haringey.gov.uk/fisd

Pollution
T 020 8489 1000
www.haringey.gov.uk/pollution

Potholes
T 020 8489 1335
www.haringey.gov.uk/potholes

Primary Schools
T 020 8489 1000 (Admissions)
www.haringey.gov.uk/primaryschools

Public Halls
- see Halls for Hire
Public Health
www.haringey.gov.uk/health

Public Relations
• see Communications and Consultation

Rates
• see Business Rates

Recycling
• see Refuse and Recycling, and Reuse and Recycling Centres

Refugees
• see Asylum Seekers and Immigration

Refuse and Recycling
T 020 8885 7700 (Veolia Contact Centre)
www.haringey.gov.uk/refuse-recycling

Registering to Vote
T 020 8489 1000
www.haringey.gov.uk/voting

Registrar of Births, Deaths, Marriages and Civil Partnerships
T 020 8489 2605
www.haringey.gov.uk/bdm

Repairs (Council Housing Tenants)
T 0800 195 3404 (Freephone)
T 020 8489 5611
www.homesforharingey.org/repair

Respite Care (Adults)
T 020 8489 1400
www.haringey.gov.uk/respite

Reuse & Recycling Centres
T 020 8885 7700 (Veolia Contact Centre)
www.haringey.gov.uk/recycling-centre

Right to Buy
T 020 8489 3231 / 3357
www.haringey.gov.uk/right-to-buy

Roads
Report a problem
T 020 8489 1335
www.haringey.gov.uk/roads-and-pavements

Temporary road closure
T 020 8489 1300
www.haringey.gov.uk/road-closures

Kerb Lowering
T 020 8489 1335
www.haringey.gov.uk/dropped-kerbs

Rubbish
• see Refuse and Recycling

Running Tracks
• see Sports Centres and Swimming Pools

Safe and Sound Community Alarm
T 020 8489 2365
www.haringey.gov.uk/communityalarm

Satellite Dishes
• see Planning Service

Report a Problem
www.haringey.gov.uk/report-it
Safer Communities
T 020 8489 2977
www.haringey.gov.uk/communitysafety

Scaffolding Licences
• see Licences

School Admissions Primary and Secondary Schools
T 020 8489 1000
www.haringey.gov.uk/schooladmissions

School Clothing Grant
• See Clothing Grant

School Governors (How to Apply and Support Services)
T 020 8489 5029
www.haringey.gov.uk/governors

School Meals
T 020 8489 1000
www.haringey.gov.uk/freeschoolmeals

Schools
T 020 8489 1000
www.haringey.gov.uk/education

School Library Service
T 020 8489 5043
www.haringey.gov.uk/sls

Schools Music Service
T 020 8489 8960
www.haringey.gov.uk/mpac

Secondary Schools
T 020 8489 1000 (admissions)
www.haringey.gov.uk/secondaryschools

Sheltered /Supported Housing (For Older People or Those With Disability)
T 020 8489 2320/2356
www.haringey.gov.uk/supportedhousing

Shops to Let
T 020 8489 2175
www.haringey.gov.uk/commercialproperties

Sixth Form Centre
T 020 8376 6000
www.haringey.gov.uk/sixthformcentre

Skips
• see Licences

Special Educational Needs (SEN)
T 020 8489 1913
www.haringey.gov.uk/sen

Special Educational Needs Schools
T 020 8489 1000
www.haringey.gov.uk/sen-schools

Sponsorship (of trees, benches, etc.)
T 020 8489 1000
www.haringey.gov.uk/sponsorship

Sport and Leisure Centres and Swimming Pools

Events, Functions and Service Administration
T 020 8489 5315

Broadwater Farm Community Centre
T 020 8801 4115

Finsbury Park Track and Gym
T 020 8802 9139

Park Road Leisure Centre
T 020 8341 3567
Tottenham Green Leisure Centre
T 020 8489 5322
www.haringey.gov.uk/leisure-centres

White Hart Lane Community Sports Centre
T 020 8881 2323
www.haringey.gov.uk/leisure-centres

Street Cleansing
T 020 8885 7700
www.haringey.gov.uk/streetsweeping

Street Lighting
T 020 8489 1335
www.haringey.gov.uk/streetlighting

Street Markets
T 020 8489 1000
www.haringey.gov.uk/markets

Street Parties
T 020 8489 1300
www.haringey.gov.uk/street-parties

Street Trading – Licensing
T 020 8489 1000
www.haringey.gov.uk/street-trading

Supporting People in Haringey
• see Housing Related Support

Taxicard
T 020 8489 1878
www.haringey.gov.uk/taxicard

Tip
• see Reuse and Recycling Centre

Toilets (Public)
T 020 8885 7700 (Veolia Contact Centre))
www.haringey.gov.uk/publictoilets

Towing Away
T 020 7747 4747 (TRACE)
T 020 8888 3322 (Haringey Council Car Pound)
www.haringey.gov.uk/clamping-towing

Town Twinning
T 020 8489 2962 (Mayor’s Office)
www.haringey.gov.uk/mayor

Trading Standards
T 020 8489 5134
www.haringey.gov.uk/trading-standards

Traffic Lights
T 0845 305 1234
(Transport for London 24hr line)
www.haringey.gov.uk/traffic-lights

Traffic Signs
T 020 8489 1335
www.haringey.gov.uk/road-signs-and-markings
Travel Permits
T 020 8489 1865/1878
www.haringey.gov.uk/passes

Trees
T 020 8489 1000
www.haringey.gov.uk/trees

Vacant Premises
T 020 8489 2175 (Commercial)
www.haringey.gov.uk/commercialproperties
- See Empty Properties

Veolia
- See Refuse and Recycling

Voluntary Sector Team
T 020 8489 6905
www.haringey.gov.uk/voluntary-sector

Volunteering
T 020 8489 2951
www.haringey.gov.uk/volunteering

Voting
T 020 8489 2951
www.haringey.gov.uk/voting

Waste
- see Refuse and Recycling

Weddings
T 020 8489 2605
www.haringey.gov.uk/marriages-civil-partnerships

Winkfield Resource Centre
(variety of social care and health services)
T 020 8489 8200
www.haringey.gov.uk/winkfield

Young Carers’ Project
T 020 8489 1410
www.haringey.gov.uk/youngcarers

Youth Centres
T 020 8493 1410
www.youthspace.haringey.gov.uk

Youth Space
T 020 8489 1410
www.youthspace.haringey.gov.uk
Zebra Crossings

See Pedestrian Crossings
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Other ways to pay 38
What happens if I don’t pay? 39
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Improving Services

2011/12 has seen significant changes in Haringey. Funding cuts by central government have pushed us to re-think the way we deliver services, and cuts to staffing and to services have been unavoidable. But our commitment to quality remains.

Supporting enterprise and regeneration

Our economic regeneration team works in partnership with traders to support each of our high streets and we are proud to have real variety in the borough – including at Wood Green, Tottenham and West Green, Green Lanes, Muswell Hill, Crouch End, Highgate and Hornsey.

In Tottenham, we have worked hard to get local businesses back on their feet following last summer’s riots. We offered business rate relief, hardship grants and relocation support to those firms most affected by the troubles including helping the Post Office to reopen in new premises. More than £1.5million has been given in grants and financial aid, plans have been drawn-up for the longer-term transformation of Tottenham.

Planning briefs have been drawn up for key sites across the borough, including Hornsey Town Hall, Hornsey Depot, Haringey Heartlands and Northumberland Park, and residents will soon be able to see real signs of change.

Caring for vulnerable people

Haringey’s ground-breaking extra care centre ‘The Trees’ opened in September and is now home to around 40 residents who are enjoying independent living coupled with a vibrant social life and round-the-clock support from carers and staff.

This winter’s Warm ‘n’ Healthy campaign has delivered targeted support to vulnerable people and the over-60s to help them to cope during the cold weather. We’ve worked alongside Age UK Haringey to set up a network of cold weather advisers to offer help to those in need.

We teamed up with Mencap and the police to introduce a campaign to tackle hate crime against people with learning disabilities.

We have launched a new health and wellbeing strategy with a focus on making sure every child has the best start in life; reducing the gap in life expectancy in the borough, and improving mental health and wellbeing.

In the aftermath of the riots in Tottenham, we gave support and advice to around 50 households affected by the disturbances – including offering advice on housing and insurance and providing emergency help such as clothing, food and grants.

The Tottenham Fund has helped to provide grants to residents who lost homes and belongings in the riots and
the I Love Tottenham campaign has helped to restore civic pride.

The Haringey, City and Islington Credit Union was launched last year to offer local residents access to affordable credit and reasonable savings rates. The union now has more than 600 members in Haringey alone and continues to go from strength-to-strength.

Better outcomes for children and young people

Our children’s services continue to improve, with inspectors from independent watchdogs Ofsted and the Care Quality Commission praising our approach to safeguarding services and looked after children.

Our young people are going from strength-to-strength. A quarter of all primary and a third of all secondary schools are judged by Ofsted to be outstanding. Last year saw record exam results at both GCSE and A-Level, and improvements in our schools are being made faster than the national average.

New play facilities have been unveiled at Tottenham’s Down Lane Park, Hornsey’s Stationer’s Park and the land outside Heartlands High School in Wood Green.

We have led the way on campaigns to promote fostering and adoption so that vulnerable young people in the borough have better hope of a happy childhood and successful future.

A greener and more sustainable Haringey

Efforts to honour the council’s Haringey 40:20 commitment – to reduce local carbon emissions by 40 per cent by 2020 – continue apace and we remain determined to be one of London’s greenest boroughs.

Many residents have joined Haringey 40:20, a community-led organisation which sees members make pledges to protect the environment and support wider carbon reduction goals.

The council has teamed up with independent think-tank the New Economics Foundation to launch a local Carbon Commission. The commission brings together environmental experts to draw up a roadmap to deliver carbon reduction aims whilst also achieving greater prosperity and equality for residents.

The Muswell Hill Low Carbon Zone has enjoyed continued success, with many local businesses signing up for green audits and energy saving measures. Homes have been kitted out with energy efficiency technology, and solar panels have been installed on school roofs.

We have invested in measures to reduce carbon emissions from council buildings, including better lighting, heating and insulation and have also kick-started a solar energy scheme which has seen panels installed on social housing blocks across the borough.
Haringey Car Club continues to grow, with almost 100 vehicles now available to members across the borough, and we continue to encourage sustainable transport through bike support sessions and public transport.

We are ramping up recycling, with the roll-out of improved services. Residents can now easily recycle most household waste – from paper and glass to food and gardening waste – through doorstep collections and we also offer a bulky goods collection service linked to our re-use centre.

**Involving residents**

We have improved our website and increased the number of services residents can access online, making it easier to make payments and find information at the click of a button.

Through the new Area Committees, launched last summer, we are offering residents a greater say in their neighbourhoods, with local discussion forums and decision making.

**A cleaner Haringey**

Cleanliness continues to improve thanks to our partnership with waste contractor Veolia, who carry out twice-weekly street cleaning, collect residential waste and recycling and carry out graffiti removal. Dedicated village managers are leading the way in street sweeping and giving residents a local point of contact for any concerns.

**A better local environment**

Two of our parks earned prestigious awards in the Mayor of London’s Safer Park Awards, and the borough is now home to 19 green flag parks and four green pennant open spaces. We have planted more than 200 new trees in streets across the borough.

We have invested in road and pothole repairs, giving local residents the chance to help decide where resources should be targeted.

Our libraries continue to be among the most popular in London. We remain committed to keeping all libraries open, and to exploring how they might enjoy an even more important role in the lives of local communities.
This year’s budget

This year, from April 2012 to March 2013, we plan to have a net budget of £494.7m for providing council services. The tables and charts in this section show how this spend is analysed.

Precepts and levies

As well as delivering services directly, we contribute to London wide services provided by other organisations through a number of levies. In addition the council collects a precept on behalf of the Greater London Authority (GLA).

This precept helps to pay for the police, fire brigade and transport. It also includes the fifth contribution agreed with Government towards delivering successful 2012 Olympic and Paralympics Games in London.

Contributions to other organisations

<table>
<thead>
<tr>
<th>Other organisations</th>
<th>Amount paid 2011/12 £’000</th>
<th>Amount due 2012/13 £’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment Agency</td>
<td>170</td>
<td>170</td>
</tr>
<tr>
<td>Lee Valley Regional Park Authority</td>
<td>256</td>
<td>250</td>
</tr>
<tr>
<td>London Boroughs Grant Scheme</td>
<td>385</td>
<td>331</td>
</tr>
<tr>
<td>London Pensions Fund Authority</td>
<td>296</td>
<td>293</td>
</tr>
<tr>
<td>North London Waste Authority (NLWA)</td>
<td>6,800</td>
<td>6,213</td>
</tr>
<tr>
<td>Total paid/due</td>
<td>7,907</td>
<td>7,257</td>
</tr>
</tbody>
</table>

Our contributions to the GLA

<table>
<thead>
<tr>
<th>11/12 £m</th>
<th>% of Council Tax</th>
<th>12/13 £m</th>
<th>% of Council Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.8</td>
<td>20.7</td>
<td>26.7</td>
<td>20.6</td>
</tr>
</tbody>
</table>

See pages 42 to 45 for information on services provided by the GLA.
Total funding requirement for services 2012/13

- Adults and Housing 17%
- Children & Young People (inc.schools) 56%
- Place and Sustainability 8%
- Public Health < 1%
- Corporate Resources 6%
- Chief Executive’s Service 2%
- Capital Financing, Inflation and other Non Service Revenue 10%

Total funding requirement for services 2012/13

£494.7m
<table>
<thead>
<tr>
<th>Service</th>
<th>2011/12 Net £m*</th>
<th>2012/13 Net £m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children &amp; Young People (including Schools)</td>
<td>275.1</td>
<td>277.0</td>
</tr>
<tr>
<td>Adults &amp; Housing</td>
<td>90.1</td>
<td>86.3</td>
</tr>
<tr>
<td>Place and Sustainability</td>
<td>43.5</td>
<td>41.8</td>
</tr>
<tr>
<td>Public Health</td>
<td>0.8</td>
<td>0.8</td>
</tr>
<tr>
<td>Corporate Resources</td>
<td>29.9</td>
<td>29.6</td>
</tr>
<tr>
<td>Chief Executive’s Service</td>
<td>11.6</td>
<td>10.0</td>
</tr>
<tr>
<td>Capital Financing, Inflation and other Non Service Revenue</td>
<td>44.2</td>
<td>49.2</td>
</tr>
<tr>
<td><strong>Total Funding Requirement</strong></td>
<td><strong>495.2</strong></td>
<td><strong>494.7</strong></td>
</tr>
<tr>
<td>Dedicated Schools Grant (including Pupil Premium)</td>
<td>209.0</td>
<td>216.3</td>
</tr>
<tr>
<td>Formula Grant</td>
<td>153.2</td>
<td>141.2</td>
</tr>
<tr>
<td>Other Core/Specific Grants</td>
<td>30.5</td>
<td>34.2</td>
</tr>
<tr>
<td><strong>Council Tax Requirement:</strong></td>
<td><strong>102.5</strong></td>
<td><strong>103.0</strong></td>
</tr>
<tr>
<td>Number of households in the Borough (Band D equivalent)</td>
<td>86,567</td>
<td>86,979</td>
</tr>
<tr>
<td>Band D Council Tax for Haringey</td>
<td>£1,184.32</td>
<td>£1,184.32</td>
</tr>
<tr>
<td>Band D Council Tax for Greater London Authority</td>
<td>£309.82</td>
<td>£306.72</td>
</tr>
<tr>
<td><strong>Total Band D Council Tax</strong></td>
<td><strong>£1,494.14</strong></td>
<td><strong>£1,491.04</strong></td>
</tr>
</tbody>
</table>

* Budgets and financing restated to enable like for like comparison
Key budget differences between 2011/12 and 2012/13

This year’s budget for council services other than schools is £7.7m less than 2011/12. The schools budget has increased £7.3m, funded solely by Dedicated School Grant. The reduction in the council’s budget is a result of the council’s ongoing efficiency drive following a significant cut in government funding. Whilst the Council has aimed to minimise the impact on frontline services through efficiency savings and a reduction in back office costs, both the scale and speed of these cuts have meant that some reductions in service are inevitable.

Reductions of this scale are also resulting in a high number of staff redundancies which are planned to be funded from council reserves.

The council continues to balance the immediate need to address the budget shortfall with the Borough’s need for continued inward investment. The Capital programme for non-housing investment has also increased from £43m to £43.9m. The programme will mostly be paid for by government grants, contributions from developers, and the sale of surplus assets.

Page 32 gives a breakdown of the 2012/13 Council Tax by valuation band.
Council Tax

What is Council Tax?

Council Tax pays for about a fifth 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 33 to 36). 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, 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. For more details visit www.haringey.gov.uk

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 any one of you to make payment of the Council Tax.

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 which is part of the Inland Revenue.

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 32. The total band D rate is worked out by dividing the money to be raised by Council Tax (£103m) by the number of band D equivalent homes in the borough 86,979.

Appealing against your banding

Existing occupiers may need to show that there have been major structural changes to your home, or there are physical changes in the local area that change the sale value.

New occupiers have six months to appeal from the date they receive their first Council Tax bill (there are some restrictions – if you need more information contact the Valuation Office Agency at the address shown on the next page).
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 may be contacted by companies offering to appeal the banding of your property on a ‘no win, no fee’ basis. However, if they are successful in reducing your Council Tax band they receive 30% of any refund you may be due. We are aware of a company canvassing taxpayers in the area and would advise taxpayers to contact the Listing Officer at The Valuation Office Agency directly at

Council Tax South
Valuation Office Agency
Second Floor
1 Francis Grove
Wimbledon
London
SW19 4DT

Please be aware that if a valid appeal is made and the Valuation Office Agency investigates the band of your property, there are 3 possible outcomes:

- The band of your property is deemed too high and is reduced retrospectively to the date you became liable for Council Tax
- The band of your property is deemed correct and remains the same
- The band of your property is deemed too low and will be increased

Scams

Some households have received telephone calls claiming to be from the Valuation Office Agency or council officials asking for credit card or bank details so that they can refund money to you or take a one off administration fee. The Valuation Office Agency will never ask for your financial details. If you have any doubt about a call from the Council Tax office please call us directly on 020 8489 1000.

How to contact us

We are continually making improvements to our website to make it easier for you to access our services at a time that suits you.

The council website is available 24 hours a day, 7 days a week, so before visiting or calling us, why not use the website to:

Check your account on line

You can now check your Council Tax account details online. For further information or to register, please visit our website at: www.haringey.gov.uk/citizensaccount

You can also

- pay your Council Tax on line by debit or credit card by visiting www.haringey.gov.uk or by using our 24 hour payment line 0845 070 1414 selecting option 1.
- Sign up for direct debit
- Check eligibility for a discount or exemption
- Notify us of a change of address
# 2012/13 Council Tax charges by valuation band

## Valuation Band

<table>
<thead>
<tr>
<th>Valuation Band</th>
<th>Value of Home</th>
<th>% of Band D homes</th>
<th>GLA</th>
<th>Haringey</th>
<th>Full Council Tax Charge</th>
<th>10 Monthly Instalments</th>
<th>Weekly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£40,000 or less</td>
<td>67</td>
<td>204.48</td>
<td>789.56</td>
<td>994.04</td>
<td>99.41</td>
<td>19.12</td>
</tr>
<tr>
<td>B</td>
<td>£40,000 to £52,000</td>
<td>78</td>
<td>238.56</td>
<td>921.14</td>
<td>1,159.70</td>
<td>115.97</td>
<td>22.30</td>
</tr>
<tr>
<td>C</td>
<td>£52,001 to £68,000</td>
<td>89</td>
<td>272.64</td>
<td>1,052.73</td>
<td>1,325.37</td>
<td>132.54</td>
<td>25.49</td>
</tr>
<tr>
<td>D</td>
<td>£68,001 to £88,000</td>
<td>100</td>
<td>306.72</td>
<td>1,184.32</td>
<td>1,491.04</td>
<td>149.11</td>
<td>28.67</td>
</tr>
<tr>
<td>E</td>
<td>£88,001 to £120,000</td>
<td>122</td>
<td>374.88</td>
<td>1,447.39</td>
<td>1,822.27</td>
<td>182.23</td>
<td>35.04</td>
</tr>
<tr>
<td>F</td>
<td>£120,001 to £160,000</td>
<td>144</td>
<td>443.04</td>
<td>1,710.70</td>
<td>2,153.74</td>
<td>215.38</td>
<td>41.42</td>
</tr>
<tr>
<td>G</td>
<td>£160,001 to £320,000</td>
<td>167</td>
<td>511.20</td>
<td>1,973.87</td>
<td>2,485.07</td>
<td>248.51</td>
<td>47.79</td>
</tr>
<tr>
<td>H</td>
<td>Over £320,000</td>
<td>200</td>
<td>613.44</td>
<td>2,368.65</td>
<td>2,982.09</td>
<td>298.21</td>
<td>57.35</td>
</tr>
</tbody>
</table>
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 you can download an application form direct from our website (www.haringey.gov.uk) which will advise you on any supporting evidence you need to supply. The Council Tax office needs to have evidence to support any claim and without this your application may be refused. Alternatively, you can ring us on 020 8489 1000 for further details and an application form. You must continue to pay your bill as demanded until your request has been dealt with. An outstanding request for an exemption or discount is not grounds for not paying your Council Tax.

Your bill will show you if we have already given you any reductions. If your circumstances change during the year this may affect your entitlement to a discount or exemption. You must notify us of any changes within 21 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. If we know that your discount or exemption is due to end we will send you a revised Council Tax bill nearer the time, telling you the revised amount to pay. Failure to notify Revenues, Benefit and Customer Services, without reasonable excuse, of any matter that affects your entitlement to a discount may result in a financial penalty being imposed.

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. From time to time we will check single resident claims with third party records to make sure that claims for 25% discount are accurate. We may share personal information you have supplied for Council Tax with other council departments, the police and other public bodies if this relates to the prevention of crime, fraud or the recovery of debt.

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 contractually to live in a specific job-related accommodation in England and Wales.

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. We may also share this information with other bodies.

People with disabilities

People with disabilities whose homes have been adapted for their use may be entitled to a disabled band reduction. This means that their Council Tax will be calculated as if their property is one band lower than it would normally be.

The property must have at least one of the following features:
• a room (not a bathroom, kitchen or toilet) which is mainly used by the disabled person e.g. a downstairs bedroom
• a room used to store therapy equipment, dialysis equipment, Braille machine or oxygen cylinder
• Sufficient floor space to permit the use of a wheelchair required for meeting the needs of the qualifying individual resident in the dwelling
• an additional bathroom or kitchen which has been adapted to meet their needs (a sole bathroom or kitchen even if adapted would not qualify).

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 or telephone 020 8489 1000 for a form.

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) This exemption applies from the date the property first became empty and does not restart if there is a change of ownership.
• 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 visit our website at www.haringey.gov.uk or ring 020 8489 1000 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 on page 36 and on your bill.

Appeals

You can 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 within two months. If you remain unhappy with the decision you can appeal to the Valuation Tribunal Service within two months of the council’s notification of the decision. Their address is on the next page.
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 click on
www.haringey.gov.uk/change_address
Ring us on 020 8489 1000 or write to us at:
Revenues, Benefits and Customer Services
P.O. Box 10505
Wood Green
London N22 7WJ
Email: council.tax@haringey.gov.uk

Empty homes

The council is committed to getting empty homes back into use and uses compulsory purchase and enforced sale if necessary to achieve this. Grants are sometimes available to help with renovation costs on long term empties. For more information email empty.properties@haringey.gov.uk or call 020 8489 5252.

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 £235.00

If you live in a student house but cannot get a student exemption because one or more people who are not students live in the property, and the people who are not students receive Income Support, Job Seekers Allowance (income based), Employment Support Allowance (income related) or Pension Credit and nobody pays rent to the Taxpayer, you may be entitled to Second Adult Rebate of 100% of the Council Tax charge.

For more Council Tax benefit information

Visit

www.haringey.gov.uk/benefits or call Customer Services on 020 8489 1000.

You can also visit our Customer Service Centres (see page 3).

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.

Help us root out fraud

If for any reason you have information about someone you think is claiming a Council Tax discount, exemption or benefit in Haringey that they are not entitled to please contact us immediately on 020 8489 1000. You do not have to give your own details.
How to Pay Council Tax

Paying by Direct Debit

If you chose to pay by direct debit you can get up to 12 months to pay your Council Tax rather than 10 (available from April to March only). If you change to direct debit we will also give you a choice of two payment dates, either the 1st or 15th of each month. Your direct debit will continue year on year so there is no need for you to contact your bank at the beginning and end of your instalment plan. If you would like to pay by this method, please fill in the enclosed instruction on page 46 and return it to us as soon as possible.

Why choose Direct Debit?

Direct debit is a simple and convenient way of paying and is by far the cheapest for you and the council as long as you have a bank or building society account. It helps lower the cost of collection which makes more money available for the services we all need and gives you a choice of payment dates. Once set up, payments are made automatically so you don’t have to worry. Please see page 46 for a direct debit instruction.

No bank account?

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

You can now receive your Council Tax bill via by email. Using this method 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 email will be sent to you telling you that your bill is available to view.

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 email and gaining access to your Council Tax details online, visit: www.haringey.gov.uk/citizensaccount to see details of the scheme and how you can sign up.

Other ways to pay

Your Council Tax instalments are due by the first of every month from April 2012 to January 2013 if you pay by debit or credit card, over the internet, via the automated telephone payment service or by cash, cheque or standing order. Cheques should be made payable to Haringey Council. Please quote your
Council Tax account number and the address of the property the payment is for on the reverse and allow five working days for your payment to reach your Council Tax account. This will help to avoid you falling into arrears and losing the right to pay by instalments.

Payment by direct debit can be made on the 1st or 15th of each month. 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 debit or credit card to pay your Council Tax.

You can pay:

- **Over the internet**
  www.haringey.gov.uk/payments

- **By phone**

Using the automated telephone payment service on 0845 070 1414. Select option 1 for Council Tax. You will be asked to quote your Council Tax account number shown on the front of your bill.

You can also call Customer Services during office hours on 020 8489 1000.

- **By 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 sort code 60-24-23 and your full Council Tax account number.

Other Payment Services

You can also pay by swipe payment card where you see one of the symbols above. If you wish to pay by this method and you do not already have a payment card please email council.tax@haringey.gov.uk and quote your Council Tax account number. Alternatively, contact Customer Services.

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 account. Please make your cheque payable to Haringey Council and write your Council Tax account number and address of the property the payment is for on the reverse of the cheque. Recovery action may be taken against you if your payment is late.

What happens if I don’t pay?

We take late and non-payment very seriously. If you do not pay your instalments on or before the due date you run the risk of falling into arrears and losing the right to pay by instalments. We will take action to recover the amount you owe.

If an instalment is overdue, a reminder notice is issued for the amount of the arrears. If payment of this amount is made within seven days, your instalments
can continue. If you can’t pay the amount of the arrears within seven days and fail to contact us to make a payment arrangement you will lose the right to pay by instalments and the whole balance on your Council Tax account is due to be paid in full. **Please be aware that a reminder notice is not sent every month.** A maximum of two reminders will be sent to you in any one year. If you do not pay the reminder notice within a further seven days, we will send you a court summons. If it is necessary to issue a summons for late or non payment, you will incur costs of £125.00.

It is important that you contact us as soon as possible on 0208 489 1000 or via council.tax@haringey.gov.uk 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.

If it is necessary for us to issue a summons against you for late or non payment, we will apply for a liability order against you. This hearing takes place in a Magistrates’ Court. If this happens you must pay the full amount due, plus costs. You will no longer be entitled to pay by instalments.

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)
- put a charge on your property and consider forcing sale
- send bailiffs to take away goods to the value of the money you owe (plus additional costs)
- get your employer to take the money from your earnings
- deduct amount directly from benefit paid to you by the Department for Work and Pensions
- 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 1000** (Council Tax)
or write to:  
**Revenues, Benefits and Customer Services**  
P.O. Box 10505  
Wood Green London N22 7WJ  
Email: council.tax@haringey.gov.uk

**If you can’t pay your Council Tax**

Lots of people are in debt for all sorts of reasons and the council recognises that 2012/13 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.

**Priority debts**

Some debts are more important than others. Council Tax and rent arrears are examples of priority debts. The law gives different creditors (the people you owe money to) different ways of getting their money back. With priority debts, some creditors could take your home away (repossession or eviction) or send out bailiffs to take items from your home to sell (called distraint) It is therefore important to sort out your priority debts first.

Don’t ignore the problem – it won’t go away and the longer you leave it the worse it will get. Contact us straight away.

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

**Tottenham Citizens Advice Bureau**

551B High Road  
London N17 6FB

**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

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*DEBT: Don’t Ignore*  
*Haringey Chases Every Penny*
Introduction

The Mayor of London’s fourth budget continues to deliver on his priority to keep the cost of living down and protect front line services. For the first time in the history of the GLA, this year the Mayor is cutting his element of the Council Tax by 1 percent. This means that since the beginning of the current Mayoral term his precept has fallen by 16 percent in real terms.

In the current economic climate the public sector must do more with less, delivering improved public services for no extra cost. The Mayor will continue to invest in his priorities by increasing police numbers to 1,000 more than he inherited in 2008, improving public transport, protecting the 24 hour Freedom Pass, investing in delivering more homes for London families, working to increase young people’s opportunities and ensuring the 2012 Olympic Games leave a lasting legacy.

Council Tax and Budget Information

The Greater London Authority’s (GLA) share of the Council Tax for a typical Band D property has been reduced to £306.72. The table below shows this is allocated. The increase in precept share for the core GLA primarily arises due to a revised accounting treatment for the £23.4m reward grant which the Mayor received from the Government for freezing his Council Tax last year.

<table>
<thead>
<tr>
<th></th>
<th>2011-12</th>
<th>Change</th>
<th>2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOPC (Police)</td>
<td>227.95</td>
<td>+0.15</td>
<td>228.10</td>
</tr>
<tr>
<td>LFEPA (Fire)</td>
<td>52.20</td>
<td>-12.66</td>
<td>39.54</td>
</tr>
<tr>
<td>Core GLA &amp; Olympics</td>
<td>27.68</td>
<td>+9.43</td>
<td>37.11</td>
</tr>
<tr>
<td>TfL (Transport)</td>
<td>1.99</td>
<td>-0.02</td>
<td>1.97</td>
</tr>
<tr>
<td>Total (£)</td>
<td>309.82</td>
<td>-3.10</td>
<td>306.72</td>
</tr>
</tbody>
</table>

Despite the reduction in your bill the share of the Council Tax allocated to support front line policing will increase. A Band D Council Tax payer in the City of London, which has its own police force, will pay £78.62.

Controlling Costs at City Hall (Core GLA)

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. London’s government has been streamlined with a reduction of almost 40 percent in staffing at City Hall to deliver services to Londoners more efficiently and effectively.

These back office savings delivered have allowed the Mayor to keep the cost of living down for Londoners as well as releasing money to deliver his key priorities including: supporting four Rape Crisis Centres; delivering more affordable homes for London families (50,000) than in any other single Mayoral term and supporting the creation of up to 100,000 apprenticeships for young people to provide them with the opportunity to
enter the employment market. The GLA is also co-ordinating £221 million of investment in regeneration across the capital, boosting local high streets in outer London and supporting those areas most badly affected by the August 2011 disturbances, so communities emerge from the current downturn stronger.

**Metropolitan Police**

The Mayor’s first priority is to make London safer. This budget enables the new Mayor’s Office for Policing and Crime (MOPC) and the Metropolitan Police Service to continue to drive down crime, which has fallen by over 10 percent since 2008.

He has secured an additional £90m of government funding which will provide sufficient resources to ensure that there will be 1,000 more warranted police officers at the end of his term than at the beginning.

Local Safer Neighbourhood Teams in each ward in London will continue to be supported to maintain a constant visible police presence.

**Transport for London (TfL)**

In the face of a challenging public spending round, the Mayor has secured funding from the Government to improve and expand London’s transport system and to support directly 32,000 jobs.

All existing free and concessionary travel schemes, including the 24 hour Freedom Pass for older and disabled Londoners, free bus travel for those under 16 and half price bus travel for Londoners who are on income related benefits have been protected.

The Mayor is investing £22 billion in London’s transport infrastructure on projects including:

- The financing of the main construction works for the Crossrail project, which will increase London’s rail capacity by over 10%;
- The completion of the upgrade of the Tube network – with work to increase capacity on the Victoria and Northern lines work being undertaken during 2012;
- Completing the roll out of new air conditioned trains for the District, Circle, Hammersmith & City and Metropolitan lines;
- Opening the London Overground extension to Clapham Junction during 2012 to complete London’s orbital railway and adding capacity on Tramlink in south London;
- Expanding the successful Barclays Cycle Hire scheme and delivering eight new cycle superhighways across London by 2013;
- Maintaining existing bus mileage and introducing the Mayor’s new ‘Bus for London’.
The Mayor’s roadworks permit scheme has led to a 40 percent decrease in serious disruption on the roads he controls. He is also working with London boroughs to deliver improvements to the road network and road safety.

**2012 Olympics and Paralympics**

The amount to be raised through the Council Tax for the Games (within the GLA budget) 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 this year’s Games are seen London-wide and leave a lasting legacy.

**London Fire Brigade**

The budget for the London Fire and Emergency Planning Authority (LFEPA) will protect front line services in the London Fire Brigade. The Authority is building on its recent successes in reducing fires, fire deaths, arson attacks and hoax calls.

**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 since last year.

<table>
<thead>
<tr>
<th>How the budget is funded</th>
<th>£m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure (net of intra group spend)</td>
<td>13,655</td>
</tr>
<tr>
<td>Fares, charges and other income</td>
<td>-6,603</td>
</tr>
<tr>
<td>General and specific Government grants</td>
<td>-6,300</td>
</tr>
<tr>
<td>Net transfer to/from reserves</td>
<td>193</td>
</tr>
<tr>
<td>Surplus in Council Tax collection funds</td>
<td>-10</td>
</tr>
<tr>
<td><strong>Amount met by Council Tax payers</strong></td>
<td>935</td>
</tr>
</tbody>
</table>

The change in gross expenditure reflects the impact of the phasing of transport investment and savings within the GLA Group.

<table>
<thead>
<tr>
<th>Summary of Spending and Income £m</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Figures may not sum exactly due to rounding)</td>
</tr>
</tbody>
</table>

<p>| |</p>
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<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Gross expenditure</td>
</tr>
<tr>
<td>(net of intra group spend)</td>
</tr>
<tr>
<td>Government grants</td>
</tr>
<tr>
<td>Other income</td>
</tr>
<tr>
<td>(incl. fares and charges)</td>
</tr>
<tr>
<td><strong>Net expenditure</strong></td>
</tr>
<tr>
<td>Change to Level of Reserves</td>
</tr>
<tr>
<td><strong>Council Tax requirement (income)</strong></td>
</tr>
</tbody>
</table>
Changes in spending £m

<table>
<thead>
<tr>
<th>Changes in spending</th>
<th>£m</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12 Council Tax requirement</td>
<td>935</td>
</tr>
<tr>
<td>Inflation</td>
<td>92</td>
</tr>
<tr>
<td>Efficiencies and other savings</td>
<td>-272</td>
</tr>
<tr>
<td>Growth for existing services and new initiatives</td>
<td>157</td>
</tr>
<tr>
<td>Other changes (including income growth)</td>
<td>23</td>
</tr>
<tr>
<td><strong>2012-13 Council Tax requirement</strong></td>
<td>935</td>
</tr>
</tbody>
</table>

The table below compares the GLA group’s expenditure for the Metropolitan Police (MOPC), London Fire Brigade (LFEPA) and Other Services (including transport and the Olympics) in 2012-13 with 2011-12. The council requirement is effectively unchanged although the Band D precept has been cut by £3.10. More information on the budget is available on the GLA website at www.london.gov.uk. (tel: 020 7983 4000).

<table>
<thead>
<tr>
<th>Police (MOPC)</th>
<th>Fire (LFEPA)</th>
<th>Other Services (including GLA, Olympics and TfL)</th>
<th>GLA Group Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,572.3</td>
<td>3,566.4</td>
<td>459.6</td>
<td>448.1</td>
</tr>
<tr>
<td>-2,542.2</td>
<td>-2,555.4</td>
<td>-263.4</td>
<td>-270.0</td>
</tr>
<tr>
<td>-307.8</td>
<td>-292.5</td>
<td>-19.2</td>
<td>-27.3</td>
</tr>
<tr>
<td><strong>722.3</strong></td>
<td><strong>718.5</strong></td>
<td><strong>177.0</strong></td>
<td><strong>150.7</strong></td>
</tr>
<tr>
<td>-34.8</td>
<td>-23.5</td>
<td>-19.3</td>
<td>-30.0</td>
</tr>
<tr>
<td><strong>687.5</strong></td>
<td><strong>695.0</strong></td>
<td><strong>157.7</strong></td>
<td><strong>120.7</strong></td>
</tr>
</tbody>
</table>
Instruction to your Bank or Building Society to pay by Direct Debit

Name

Address

Council Tax Account Number

Postcode

Please tick relevant box  □ Council Tax

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, Revenues, Benefits and Customer Services, 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.

Branch sort code

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

Originator’s identification No.

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.
Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print  On audio tape  In Braille
In another language, please state:

Name:  Tel:
Address:  Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ
At Haringey Council, we’re proud to have frozen your council tax for the third consecutive year. We understand that residents across the borough are feeling a squeeze on their living standards, particularly with a 2.5 per cent rise in VAT and a seven per cent hike in travel fares – and we want do all we can to ease the pressure.

We never take residents’ contributions to the budget for granted, and we know now more than ever – with rising unemployment, especially among the young – that every penny of your money counts. The council provides hundreds of services which you rely on day-to-day, from recycling and street cleaning to local libraries and parks.

We have seen unprecedented cuts to our funding from central government, but our commitment to maintaining quality services remains, and your council tax contributions are vital in helping us to deliver the very best for the borough.

We remain committed to protecting the most vulnerable in our communities; investing in jobs; reducing inequality; providing high quality services, and making a commitment to the long-term regeneration of Tottenham.

We want Haringey to be a place which prospers, where people are proud to live and to work.

Our spending priorities for 2012/13 include:

- Tackling unemployment through the creation of a minimum £3.5million jobs scheme to deal directly with the youth jobs crisis, with an initial £2m one off spend by the council.
- A one-off £1.2million One Borough One Future Fund for projects which support innovation and change, stimulate new ideas and help the council deliver on its key priority of addressing inequality.
- A one-off £200,000 investment in the borough’s parks.
- £700,000 to support the regeneration of Tottenham.
- A £9million north Tottenham investment package for heritage, public space and environment improvements.

This A to Z guide includes information about services we offer, so that you find the help you need when you need it. You can do most business with the council online at www.haringey.gov.uk and many services are available through our call centre on 020 8489 1000.

Claire Kober
Leader
Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print
On audio tape
In Braille

In another language, please state:

Name:
Tel:
Address:
Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Haringey Council Tax Frozen for Third Year