

HOMES zone

Summer 2022



Redesigning communal lounges



Volunteer at our supported housing gardens



Supporting residents with emergency food

Fire safety

Housing Services

transfer back

to the council

Other housing options

Haringey
LONDON

INTRO



Welcome to the latest edition of Homes Zone.

I am delighted to have been appointed as the Cabinet Member for Housing Services, Private Renters, and Planning. I understand there may be concerns about Homes for Haringey coming

back into the council. I want to assure you that I will be your champion to make sure you receive the best possible services.

Bringing Homes for Haringey back in-house means that council and housing services can work more closely together and in a more joined up way. I am determined that residents will be at the centre of decision making, helping to design services and bring about change. This will improve and tailor our services to your needs.

Everybody in Haringey should be able to live in a safe and well-maintained home and we are on a journey to make sure that happens. We are going to be improving our council homes, building new council homes, and working to support private renters.

I am really concerned about the rising costs of energy and the weekly shop. I know that many of our residents are struggling to make ends meet. The council is here to support you, so please don't hesitate to get in touch.

You may be able to get help with your council tax or your rent and support with your other bills. You can get hold of the council's Financial Support Team by:

E: FinancialSupportTeam@haringey.gov.uk

T: 020 8489 4431

This is an exciting time for Haringey. I am looking forward to working with you to make Haringey an even better place to live and work.

Dana Carlin

Cllr Dana Carlin
Cabinet Member for Housing Services, Private Renters, and Planning
Haringey Council

If you would like to receive our monthly e-Newsletter please sign up at:



www.haringey.gov.uk/

[housing-e-newsletter](http://www.haringey.gov.uk/housing-e-newsletter)

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Address

Communications Team
Alexandra House,
10 Station Road
N22 7TR

All council tenants and leaseholders in Haringey receive a copy of Homes Zone. Recent editions of Homes Zone are available online at:



www.haringey.gov.uk/homes-zone-magazine

Homes Zone is printed on up to 100% recycled paper, sourced from sustainable forests. The ink used is vegetable based. Please recycle once you've finished with it. Thank you.

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REPORTING STREET PROBLEMS FROM YOUR PHONE



Do you often spot graffiti, over-flowing bins, broken streetlights, and numerous other

problems which prevent us from living and working in a clean and pleasant environment?

Using the 'Love Clean Streets' app you can now report these issues while you're out and about in Haringey. It's quick and simple to use and enables us to fix these problems as soon as possible.

You can download it for free on your mobile phone and no registration is needed – simply:

- take a photo with your phone
- add a brief description
- add a category (this means your report gets sent to the right department)

The council will receive a notification straight away from the

app and the relevant team will be contacted directly.



'Love Clean Streets' also allows you to play your part in keeping our streets tidy across the UK. With no location

restrictions, the app allows users to report issues beyond Haringey. So, if you are out and about visiting different places and you spot something – click on the app and let the local council know.

Find out more and download it today:



www.lovecleanstreets.info

BULKY WASTE COLLECTIONS

Items such as washing machines, mattresses, bookcases, sofas, and other bulky items can be difficult to get rid of, so the council offer a free collection service for Haringey Council social housing tenants.

We have installed new bulky-waste collection stores on our estates, where you can leave bulky items for collection – you just need to make an appointment for them to be unlocked.

If you are elderly or disabled and need assistance, your local Estate Services Team may be able to help by collecting your bulky items and taking them to the bulk store.

HOW IT WORKS

If you are a Haringey Council resident on one of our estates, visit

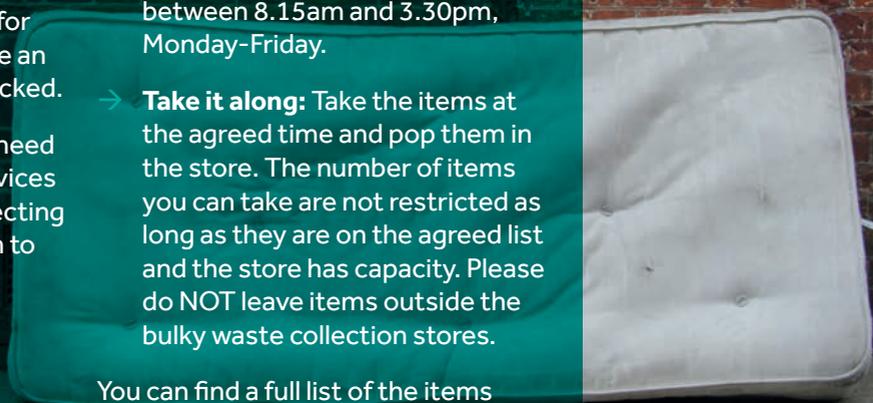


www.haringey.gov.uk/housing-waste

and simply type your estate name into the search to see your nearest bulky waste collection store.

- **Make an appointment:** All our collection points are kept locked. You must call the Contact Centre on 020 8489 5611 to unlock this. The Estates Team will call back and arrange a time for you to drop your items off. This is usually between 8.15am and 3.30pm, Monday-Friday.
- **Take it along:** Take the items at the agreed time and pop them in the store. The number of items you can take are not restricted as long as they are on the agreed list and the store has capacity. Please do NOT leave items outside the bulky waste collection stores.

You can find a full list of the items that you can dispose of on the same webpage, as well as more information about the service.



JOIN OUR CUSTOMER CORE GROUP

At the end of last year, Homes for Haringey – now back under Haringey Council – assembled a 'Customer Core Group' (CCG), made up of people who live in our housing and on our estates.

With a vision to provide quality, sustainable and affordable homes, the group focuses on the quality of services and housing as well as building safety and value for money. Bringing the voice of the council's social housing customers will allow us to ensure they are at the centre of policy making and planning.

Members will also have access to varied sources of council information and data which enables them to monitor how we are doing and receive regular updates from the Residents Scrutiny Panel.

Its findings and recommendations feed directly into the development of housing policy. In addition to this, the group oversees the neighbourhood improvement budget for estate improvements.

Since its formation, the group has been working with senior managers on several different projects, including:

→ A new Engagement Strategy Action Plan – designed to help

a broad range of residents become more involved in housing

- A new Customer Experience Strategy
- Service Standards
- Lettable Standards

GET INVOLVED AND HAVE YOUR SAY

The CCG includes representatives from all types of tenures but would like more people to get involved. With more service leads bringing their policies and strategies to the group, we aim to improve our services for residents across Haringey.

Subgroups will be created to focus on the specific needs and services that directly impact the local community.

If you are analytical, passionate about engagement and happy to give up some of your time then please contact the Community Engagement team:



resident.involvement@haringey.gov.uk



020 8489 4463

The group currently meets once a month in person at the Commerce Road Community Centre.

MANAGING ANTI-SOCIAL BEHAVIOUR ON ESTATES



A new anti-social behaviour (ASB) team for social housing and tenants has been created to improve the way we deal with practices that damage people's quality of life and interfere with their ability to use and enjoy their homes or community.

In addition to the new ASB Team, the council also has a new anti-social behaviour policy which is designed to improve ASB amongst the community. Cases will be triaged and prioritised and customers will be kept updated.

Preventative work and wider community engagement will also be carried out to improve services and allow transparency.

We encourage residents to use our brand-new online reporting form which helps streamline this process. Usual methods of reporting by telephone still apply.

Customer satisfaction surveys will be carried out to further explore our performance in managing ASB cases. Residents who have previously reported ASB, will receive a satisfaction survey to complete as this will allow us to continue to improve our services.

To find out more about anti-social behaviour, and how to report it, visit:



www.haringey.gov.uk/anti-social-behaviour



COMMUNAL LOUNGES GETTING REDESIGNED

In July, we are starting a major programme of work that will revamp and redecorate the communal lounges across all of our eight Supported Housing Hub schemes.



Furniture in 15 of our supported housing schemes will also be replaced. This includes new dining tables and chairs to create a friendly space and homely environment for residents.

The refreshed communal spaces will hopefully encourage residents to spend quality time outside of their properties. We want residents to feel settled and happy with their home environment and feel inspired to connect with their neighbours in the communal spaces.

The Support & Wellbeing Service collaborated with a company called Teal – a specialist provider of furniture, to ensure everyone can make use of the new fittings – particularly those with specific conditions, including dementia and elderly care. Residents in those 15 schemes were then invited to pick their preferred colour palette and fabrics.

The revamped spaces will also allow our service to open our communal facilities to the wider community. We run an ever-growing programme of wellbeing activities and encourage all residents aged 50+ to join.

We hope to welcome more health and wellbeing services into our spaces to further help and support residents.

HOUSING PERFORMANCE 2021/22

Performance Indicator	2020/21 Target	YTD March 2022
% of rent and service charges collected (including arrears and excluding water rates) (GN & SH only)	99.0%	95.7%
% of day to day Leasehold service charges collected	100.0%	94.9%
% of Emergency (& OOH made safe) repairs completed within timescale	98.7%	95.6%
% of urgent repairs completed within Government time limits (Right To Repair)	99.8%	91.6%
% of all repairs first time fixed (not including programmed works)	90.0%	90.4%
What is your overall satisfaction with your last repair?	92.0%	87.1%
% of properties with valid gas certificate - Council properties (GN, SH & HOS only)	100.0%	99.70%
% of estates graded at Excellent or Pass by Estate Services Team Leaders Overall Grade	93.0%	92.4%
Respond to Freedom Of Information requests within statutory deadlines (20 working days)	95.0%	73.0%
% of Stage 1 Complaints responded to within 10 working days	95.0%	85.0%
% Members' Enquiries answered within 10 days	95.0%	90.0%

VOLUNTEER AT OUR SUPPORTED HOUSING GARDENS

Do you know a business that's committed to corporate social responsibility? Do you work for one? If so, here is a chance to help the community and boost team morale by volunteering for a day of worthwhile outdoor work.

Volunteering opportunities are available to help with projects that have been designed to improve both the accessibility of our gardens for mobility-impaired residents and make the gardens look even more beautiful for the summer.



Volunteers from audit and assurance firm KPMG have been getting involved. In their first session, 40 KPMG staff made a huge difference at Brookside House, a supported housing scheme for older and more vulnerable residents in Tottenham.

Together with residents and staff, they built a greenhouse and started renovating broken garden structures. The group was guided by Groundwork UK – a charity group which delivers weekly gardening groups at Brookside House.

Working with our gardeners, Groundwork are producing plans to transform gardens across Hornsey, Seven Sisters, Tottenham, and Wood Green.

Experience is not required as you will be shown what to do – but any gardening or DIY experience is certainly very welcome.

Volunteers bring a valuable opportunity for our residents to meet new people and socialise. Sessions tend to run from 10am – 4pm.

If your business would like to lend a hand, and broaden its horizons contact Jessica Amery, Supported Housing Projects & Activities Coordinator:

 jessica.amery@haringey.gov.uk

Our thanks to everyone who has been involved so far, we look forward to you joining us!

PLEASE DO NOT FEED PIGEONS



We understand that residents care about the wildlife and our environment, but it's important that we do care for them in the right way.

Feeding pigeons can result in several health hazards and cause potential damage to buildings with pigeon droppings and nesting. The repairs associated with this (paintwork, window frames and brickwork) can be very expensive.

For this reason, we request that you do not feed pigeons outside your home as it causes excessive noise, mess and nuisance to your neighbours and community.

We are trying to stop these associated problems by reducing the pigeon population on estates and this will be made easier if residents do not feed them.

- If you are a tenant or leaseholder, such behaviour, especially on communal grounds, may be covered by tenancy and leaseholder rules.
- Do not feed pigeons or other birds.
- Littering is an offence; you could receive a £150 fine or face prosecution.



HOUSING SERVICES FORMALLY JOINS HARINGEY COUNCIL

On Wednesday 1 June, Homes for Haringey services and staff became part of Haringey Council. By bringing all housing services together in one organisation, we are aiming to create a more joined-up housing service and deliver service improvements to directly benefit residents.

There are some changes in the ways you can contact us whether that be online, by post or in-person. You'll find a list of changes, and things that will stay the same, below.

ONLINE SERVICES

Information that you would previously find on the Homes for Haringey website is now on the housing pages of the Haringey Council website:

 www.haringey.gov.uk/housing

If you have bookmarked pages on the Homes for Haringey website,

please update these with the new pages on the council website. If you do visit the old Homes for Haringey website, you will be automatically redirected to the Haringey website.

SOCIAL MEDIA

All Homes for Haringey social media accounts are no longer monitored and will direct you to the council's channels:

 [@haringeycouncil](https://twitter.com/haringeycouncil)
 [@haringeycouncil](https://www.facebook.com/haringeycouncil)
 [@haringeycouncil](https://www.instagram.com/haringeycouncil)

If you have a service enquiry, contact customer services on Twitter:

 [@ContactHaringey](https://twitter.com/ContactHaringey)

REPORT A REPAIR

If you would like to book a repair or manage your appointment, please visit:

 www.haringey.gov.uk/council-repairs

or book through your Housing online account,

 housing-online.haringey.gov.uk

You can also call customer services on

 [020 8489 5611](tel:02084895611)

PAY YOUR RENT

To pay your rent online you will now need to visit:

 www.haringey.gov.uk/housing-rent

If you normally pay your rent over the phone with customer services or in your local convenience store or Post Office, there is no change.

PAY SERVICE CHARGES

To pay your service charges, visit:



You can also use our 24-hour telephone payment service on:



RENEW AN ESTATE PARKING PERMIT

All existing parking permits that have been issued by Homes for Haringey will continue to be valid until their expiry date. When it is time to renew, please visit:



NOTE: Estate parking permits are different to parking permits needed on roads with Controlled Parking Zones (CPZs). Permits for CPZs need to be ordered through:



Disabled Blue Badges are valid on both estates and roads with CPZs.

TELEPHONE NUMBERS

Customer Service contact number is still



All the phone numbers that you use to contact Homes for Haringey will remain the same.

REPORT IT

If you want to report an issue like fly-tipping or anti-social behaviour,

please contact us through:



COMPLAINTS

If you have a complaint about a service or interaction you have had with the council, you can call the customers services team or tell us about the issue at:

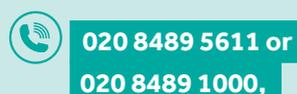


IDENTIFYING STAFF

All staff will now have Haringey Council ID badges and will always carry these to identify themselves.

You will still be contacted in advance of any repairs works. Staff carrying out work, or repairs, in your property will need to enter your home to do so.

If you are in doubt about the authenticity of someone saying they are Haringey Council staff, please contact our customer services on:



or if you are suspicious call the police on **101**.

EMAIL ADDRESSES

The email addresses you use to contact Homes for Haringey have changed so that they end in **@haringey.gov.uk** instead of **@homesforharingey.org**. Don't worry, as any emails you send to the old Homes for Haringey email addresses will still work and will be redirected automatically.

POSTED INFORMATION/ CORRESPONDENCE

All information you receive by

INFORMATION

post whether that be a letter from a department e.g., repairs or an account statement will be sent by Haringey Council.

SOCIAL HOUSING TO RENT IN HARINGEY

If you are looking to downsize or move home there are several options, including mutual exchanges and a scheme to help you move outside of London. For more information please visit:



KEEP HAVING YOUR SAY

You know your needs and your estate better than anyone else. We are committed to building and strengthening 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.

Your TRA meetings, forums, and other ways you share your views have not changed. The only thing that's changed is your contact's email address.

In the future we aim to create new opportunities for you to get involved and have an influence over the issues that matter most to you.

ESTATE SIGNAGE, VEHICLES, AND STAFF UNIFORMS

Not all the estate signage, signage on vehicles and staff uniforms were replaced by 1 June. This is a longer-term project, that will take some time to complete but staff will carry Haringey Council ID badges to identify themselves.

If we haven't answered a question you may have, or if something doesn't work, please email us at:



FIRE SAFETY IN YOUR HOME

The safety of residents is a top priority at Haringey council, so we are constantly reviewing policies and practices to ensure that residents are safe.

Residents also have a role to play in keeping their homes safe from fire by keeping escape routes clear and not leaving large items such as furniture, prams or bikes in communal areas, shared balconies, or corridors.

Leaving items in shared areas or corridors can be a fire hazard, and they can also prevent people escaping in the event of a fire.

Having smoke alarms fitted in your home can help save your home and the lives of you and your family. Smoke alarms can detect a fire and alert you early giving you time to leave your house.

If you think there is a potential fire risk caused by disrepair in your property or building that the council is responsible for repairing, please contact us to let us know.

BBQ SAFETY – MAKING THE MOST OF SUMMER WEATHER IN A SAFE WAY



As summer is here and the weather is improving, having a barbecue can be tempting, but having one on your balcony can be dangerous.

The burning smoke can spit off the barbecue and float down to other levels which can result in a blaze on other floors.



Barbecues placed too close to the building can also increase the risk of a fire which can result in it spreading onto the building's structure, fencing, decking, or catching a stray curtain. Residents are also advised not to use barbecues near timber cladding.

With all the dangers involved, barbecues are not allowed on any balconies as they pose a significant risk to other nearby properties and residents. Each year the London Fire Brigade attends over 50 barbecue related fires on balconies and many more in gardens and parks.

REMEMBER:

- Never use a BBQ indoors or on a balcony
- Position your BBQ on level ground and keep it away from anything that may catch fire (sheds, fences, trees, tents etc.)
- Never leave the BBQ unattended
- Only use approved BBQ starter fuel or firelighters. Never use petrol, paraffin, or biofuel
- Keep children, pets, and garden games away from the fire
- Do not drink alcohol whilst using a BBQ
- Ensure you have a bucket of water or sand nearby for emergency use
- Never use a BBQ near open windows or in an unventilated space as there is a real risk of creating dangerous Carbon Monoxide gas
- After cooking, make sure the BBQ is cool before moving it
- Empty cold ashes onto bare garden soil, not into dustbins or wheelie bins.
- If you notice anything in your building or on your estate that may be a fire risk, report it immediately to Haringey Council on **020 8489 5611**.



- Call 999 in the event of an emergency.
- Remember: fire prevention is the best policy.

E-BIKES AND E-SCOOTERS

With an increased use of e-bikes and e-scooters, it is important that you charge and store them properly as not doing this could potentially cause a fire safety hazard. Please don't store them in hallways, corridors, or communal areas to ensure people can safely exit the building if there's a fire.

The London Fire Brigade reported eight fires caused by e-bikes and e-scooters in 2019. This rose to 24 in 2020 and 59 by December 2021.

Additionally, there has been a rise in e-bike and e-scooter battery fires. These can often 'explode' and lead

to a rapidly developing fire, therefore only trusted batteries should be used.

Safety tips from the London Fire Brigade:

- Correct chargers should be used. Official chargers can be bought from reputable sellers.
- Allow batteries to cool down after use before attempting to re-charge as they could be more susceptible to failure.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Do not leave the electric bike or electric scooter unattended when it's charging.
- Store them away from fire escape routes.

For more info on e-scooter and e-bike safety, visit the London Fire Brigade website:



www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes/

OXYGEN AND GAS CYLINDERS ON ESTATES

Oxygen and gas cylinders are not allowed on Haringey Council properties because of the risk of explosions. Keeping gas cylinders is a breach of your tenancy/leasehold conditions, and due to the fire safety risks associated with this, we will take action against residents breaking these rules.

The only exception to this, is if you have oxygen cylinders prescribed for medical reasons. They can then be kept in your home, but you will need to secure permission from your Tenant Management Officer.

You should not leave oxygen cylinders which need replacing in communal areas, so you need to arrange for proper disposal yourself. Any gas or oxygen cylinders left in communal areas will be taken away to a safe place and disposed of, and we will charge you for this disposal service.



HOUSING OPTIONS FOR THOSE WAITING FOR SOCIAL HOUSING

There is a shortage of social housing across London, and this is no different in Haringey. We currently have 10,000 households waiting for secure housing, and unfortunately around 90% of people on our Housing Register will never be housed in social rented accommodation. So, it is important that you consider other housing options.

There are a range of schemes available that may help you find a home sooner. If you are an existing council housing tenant and are looking to downsize or move out of London, you can also take advantage of some of these schemes.

HOMEFINDER UK

Homefinder UK has properties across London and the UK. Haringey tenants and households in temporary accommodation can bid for these online. The scheme helps people find a home to match their household size as well as support their personal and financial circumstances.

 www.homefinderuk.org

MUTUAL EXCHANGE/HOMESWAPPER

A mutual exchange is when you swap your home with another tenant. Mutual exchanges can only take place if you are a council or a housing association tenant.

There are several mutual exchange schemes available including HomeSwapper - the UK's largest service helping tenants of social landlords to swap homes. There are some restrictions on swapping, and you must get permission from your landlord before going ahead with your swap.

 www.homeswapper.co.uk

SEASIDE AND COUNTRY HOMES

If you are aged 55 or older and you want to move to a home outside of London, then this scheme may be for you. Please remember this scheme does not guarantee you a move, and priority is given to tenants who are giving up larger sized properties.

 www.london.gov.uk/seaside

SHARED OWNERSHIP

This is also called part buy, part rent. There are several shared ownership schemes available including New Build HomeBuy and Rent to HomeBuy. Shared ownership means you can buy between 25 per cent and 75 per cent of a home from a housing association. You then pay rent on the remainder.

This works out cheaper than full ownership and you can buy more shares up to 100 per cent, when you can afford to.

 www.haringey.gov.uk/housing/housing-options/buying-home

HARINGEY, HERE TO HELP: FINANCIAL ASSISTANCE FOR RESIDENTS

We want to make sure all Haringey residents get the help and support available to them, so there are teams available to support those in hardship and provide them with the relevant advice, including available benefits. Digital services are also offered to residents who may not have access.

For help and support or to get in touch please visit:



www.haringey.gov.uk/HereToHelp

From 1 June, residents can also continue to contact the Financial Inclusion Team for advice or support:



financial.inclusion@haringey.gov.uk



020 8489 4414

SUPPORT AVAILABLE TO RESIDENTS

HARINGEY SUPPORT FUND

The Haringey Support Fund is a council scheme to help residents on a low income who:

- are facing unexpected costs
- need help to meet their immediate needs
- need help to pay for essential items that are difficult to budget for



www.haringey.gov.uk/HSF

UNIVERSAL CREDIT MIGRATION

The Department for Work and Pensions (DWP) is continuing to phase out legacy benefits and move claimants to Universal Credit, with plans to complete this by December 2024. These are: Income-Related Employment and Support Allowance, Income-Based Jobseeker's Allowance, Working Tax Credit, Child Tax Credit, Income Support and Housing Benefit for those of working age.

We can help residents who are already on Universal credit, or are being moved to Universal Credit, so please get in touch with our teams, and we can guide you through the process.

SUPPORTING RESIDENTS WITH EMERGENCY FOOD SUPPLY



Haringey Community FoodBox helps people who are in critical need of support as they try to get back into work. In the past year, the FoodBox has assisted nearly 800 residents with emergency food and household supplies worth £23,350.

The former Homes for Haringey initiative which launched in December 2019 supports families in crisis and will continue as a Haringey Council project. It is based at Commerce Road Community Centre and is open Monday to Friday, 11am to 4pm.

In 2021, the team was a finalist in the 'Support and Care category' in the national Housing Heroes Awards.

The service does not accept self-referral. Residents are referred by local community groups and given appointments to collect the food and supplies. If you need support, please contact your tenancy management team.

For more information on how you can support the FoodBox please contact the Community Engagement team at:



HFHCommunityFoodBoxAdmin

[@haringey.gov.uk](https://www.haringey.gov.uk)



020 8489 4463

PROJECT 2020 AND INTERVIEW WITH MIKHAHEEL — PHOTOGRAPHY WINNER



Photographycontest winner: Mikhaeel Campbell

This Easter saw our youth project, Project 2020 out in full force, with an amazing array of engaging activities for the borough's young people. Activities included music making, cooking, bike maintenance and quizzes. Project 2020 ensured all participants received hot, nourishing meals over the week-long programme.

Those who attended also had a chance to take part in photography tuition sessions, feature in Home Zone magazine and receive a £25 Amazon voucher.

Across the board, the imagination and composition

of the photography that was produced was very impressive. However, 11-year-old Mikhaeel Campbell stole the show and won with his image of a tree and clouded sky mirrored in the glass of the Tottenham Hotspur stadium.

Mikhaeel says that he had never tried photography before, and the shot was not taken with a digital SLR camera, but with his own iPhone XR. Mikhaeel says he has been attending Project 2020 since he was "very little" and the things he most enjoys about his visits are "talking to the staff and playing games". Mikhaeel has decided to spend his voucher on V-Bucks - the in-game currency used in the computer game Fortnite.

Congratulations Mikhaeel and all the other talented photographers at Project 2020.



Mural by Azad Uzun



Street Scene by Marsel Gjoka



Self portrait by Ezikiel Mustafa



OVER-50S WELLBEING PROGRAMME EXTENDED

A wellbeing programme for over 50s, which started during lockdown, has had its funding extended for another two years. The life-changing project operating in the council's supported housing schemes combats loneliness, isolation, and trauma.

With the funding extension, the project will soon start operating in an additional Haringey Council supported housing scheme, Palace Gates.

The project is run by Code1 Community Group, a small not-for profit group who use their mix of artistic, therapeutic, and culinary skills to help improve the lives of residents over the age of 50 who need to feel more connected.

Initially funded by Haringey Council in April 2020, the group's weekly meetings in Bedale House, Hornsey cover a range of activities that were devised in collaboration with the residents themselves. These have included everything from singing, dancing, and aromatherapy to group discussions that are built around the 'talking therapy' approach. This gives residents a chance to talk about the news, share reminiscences, both happy or otherwise and connect with each other. Each session also includes a nutritious cooked meal.

Over the past two years, the group has become a supportive community for the participants, some of whom now describe it as "family" and "their lifeline", with most of them knowing few people in the area beforehand.

Building on the success of the Bedale House sessions, the project will also be opening at Palace Gates supported housing scheme in Wood Green, for an initial six-month period. This will coincide with the completed refurbishment of Palace Gates' community lounge and is designed to help residents reconnect with each other through their shared social space.

Code1 Wellbeing Workshops are open to all borough residents over the age of 50 who are feeling alone or isolated.

The Bedale House meetings take place every Friday from 11am - 2pm and the dates of the Palace Gates workshops will be announced shortly. An open day will be held to meet residents and discuss the kinds of activities that they would like to see.

To book your place, contact Jessica Amery, Supported Housing Projects & Activities Coordinator by emailing:



Jessica.Amery@haringey.gov.uk

LISTENING TO OUR RESIDENTS: YOU SAID IT, WE DELIVERED

Residents from Broadwater Farm flagged an issue with their carpet as it was old and worn out, so we replaced the carpet to match the rest of the block's existing flooring and received some positive feedback.



“ Thank you for your help and support. ”

Samira Rashd

Our Housing Register allocations team helped a family in an emergency situation who were living in temporary accommodation. Within two months, the family was housed in a beautiful home.

“ I just want to say thank you, my family has a home and I hope this will be a better start for my older daughter and the rest of the family. ”



Our Haringey Repair Services team received positive feedback after an electrician repaired a resident's smoke alarms in March. The resident was impressed as the electrician was polite, knowledgeable and courteous, he arrived on time, and he managed to fix two fire alarms within a few minutes.

“ I then asked him if he could look at my bathroom light as I had noticed that sometimes it didn't come on and he immediately said yes even though this was a repair I hadn't even booked in. He went down to his van to get a part and then returned and fixed the problem within about five minutes. ”

“ I cannot praise this young man enough. The service was excellent, and he gave me a very favourable impression of the service that Haringey Council provides for its residents. ”



CELEBRATING EID



In May, the Love Lane Residents' Association put together a fun afternoon for the local community to celebrate the Eid festival.

Over 80 local families attended the event which was held at The Grange. There was a variety of food on offer, and it was fantastic to see so much interaction amongst the community.

Chair of the Residents Association, Bilad attended with

her mother and said, "the event was a success with such a large turnout. I want to thank the Community Engagement Team for supporting us with the funding. Without this, the event could not have happened!"

All the children attending were given goodie bags and balloons. Residents Association member, Emine who organised the event said it was great to see so many turn up and she looks forward to organising more events in the summer!

If you live around the Love Lane area and would like to get involved with the Residents Association, please contact the Community Engagement team on:



020 8489 4463



WHAT'S ON



ARTS AND CRAFTS

ART CLASSES

This is one of our most popular activities, where you can learn new art techniques to create your own wonderful masterpieces. Beginners welcome.

Mondays: Bedale House

Thursdays: Cranley Dene Court

Thursdays: Brookside House

Fridays: Sophia House

Contact Jessica before attending:

 jessica.amery@haringey.gov.uk

 07815 653 631

CRAFT & WOODWORK SOCIAL WORKSHOP

These fun workshops teach woodwork, DIY, craft, and art. Whether you have previous experience or are looking to learn from scratch, come along and give it a go.

Fridays: Campbell Court

Contact Jessica before attending:

 jessica.amery@haringey.gov.uk

 07815 653 631



ENTERTAINMENT

BROADWAY BRUNCH

Haringey's famous touring cabaret 'Broadway Brunch' visits a different venue every fortnight. Expect outstanding entertainment and an uplifting environment with drag queens, dancers, singers, circus artists, comedians, and poets from across the world.

Every 4th Wednesday of the month - Different venue every fortnight

Cost: Recommended donation of £4

 joanna@jacksonslane.org.uk

Booking is required to attend.

OUTDOOR AND GARDENING

GARDENING GROUPS

Led by professional gardener Ella from Groundwork UK, residents learn and share gardening tips and tricks and work together to nurture their own slice of green serenity.

Wednesdays: Spanswick Lodge

Thursdays: Brookside House, and Sophia House,

Contact Jessica before attending:

 jessica.amery@haringey.gov.uk

 07815 653 631

HARINGEY WALKS



Haringey Walks meet with residents in the communal gardens for a walk, seated exercise, and a chat. Sometimes they might venture out to local parks, but they always have a cup of tea and biscuit after.

Mondays: Bedale House

Thursdays: The Lindales,

Fridays: Lowry House

Contact Jessica before attending:

 jessica.amery@haringey.gov.uk

 07815 653 631

HEALTH AND WELLBEING FOR OVER 50s

WELLBEING WORKSHOPS

These uplifting and restorative workshops are delivered by a professional collective, including a holistic therapist, a counsellor, an artist, a filmmaker, and a chef.

Explore your life journey, develop tools for wellbeing, try new activities and share lunch! For everyone aged 50+.

Fridays: Bedale House

Cost: Recommended donation of £4

Contact Jessica before attending:

 jessica.amery@haringey.gov.uk

 **07815 653 631**

CLICK & CONNECT 4 ALL

Free computer lessons for people 50+ with Oldalone UK. Helping people navigate a computer and feel more confident with present day technology. Not to mention, making friends over tea and cake.

Fridays: Sophia House

Contact Oldalone UK to book: info@oldaloneuk.org.uk 07761 074 785

HARINGEY MEN'S EXPLORERS CLUB



Promoting and encouraging better health for men 50+ in Haringey – supporting them with a healthy, active, and social lifestyle. We go to places of interest, reminisce about the past, discuss the future and above all have a laugh!

Fridays: 1 - 4pm Harmony Hall

Contact Jessica:

 Jessica.amery@haringey.gov.uk

Bigbury Close Office:

 **020 8801 1202**

Booking is not required.

COMMUNITY HUB DAY

This monthly community social is a space for over 50s to have a taste of the Latin American culture, cuisine, dance, and music.

Last Saturday of every month:
Sophia House

Contact Oldalone UK to book:

 info@oldaloneuk.org.uk

 **07761 074 785**

MUSIC AND DANCE

LATIN AMERICAN FOLK DANCE

A vibrant 90 minutes of moving your body, Latin American style! Professional dance teachers from Oldalone UK, introduce fun dance steps from a variety of Latin American folk styles. All over-50s welcome - no dance experience required.

Saturdays: Sophia House

Contact Oldalone UK to book:

 info@oldaloneuk.org.uk

 **07761 074 785**

GUITAR LESSONS

Have you ever wanted to play the guitar? Oldalone UK deliver fun sessions. You can bring your own guitar, or try for the first time, with the guitars provided.

Saturdays: Sophia House

 info@oldaloneuk.org.uk

 **07761 074 785**



Haringey in Bloom 2022

Enter by 31 July 2022!

How to Enter

Email the following to: resident.involvement@haringey.gov.uk

Two photos of your entry with your name, address, email, contact number and category entered. *It's that easy!*

Categories

- Front garden
- Back garden
- Balconies
- Schools
- Vegetable plot
- Hanging basket / window boxes
- Community groups
- Supported housing communal garden

Gold, Silver and Bronze winners receive a **FREE gift voucher** to spend at the Sunshine Garden Centre!

All entrants receive an awards certificate, and **FREE seeds** to plant for next year!

Enquiries? Contact the Community Engagement Team on **020 8489 4463**

Haringey
LONDON