

Maintaining housing standards in the private sector

Our services

We make sure that all homes in the private sector are safe, healthy and properly managed. We will deal with problems like blocked drains, disrepair, boarding up of empty properties and premises that are filthy and/or infested with pests.

If a property is in serious disrepair and poses a risk to its occupants we will carry out a full assessment of the property using a health and safety risk assessment. If the problems with the property are serious health risks, we will take enforcement action to get the property repaired.

You will have to provide your landlord/agents contact details to us in order to provide you with a service.

In order to prevent you from being evicted as a result of complaining to the council it is important that you write to your landlord first explaining your complaint and giving him 10 days to respond. There is information and a letter on the [Reporting Disrepair - Private Rented Accommodation web page](#).

Our promise

- We will contact you to discuss your complaint.
- We will contact your landlord /letting agent to ask them to investigate the issue.
- If your landlord / agents fails to undertake investigations and remedy your issue, we will issue a legal notice telling your landlord what needs to be fixed and by when. The time periods in which your landlord may have to repair the problem can vary.
- If the problem is not resolved by landlord by the deadline, we will either prosecute the landlord or, in some emergency situations, carry out the repair and charge the landlord for the works completed.

What we can't do

- We will not visit properties managed by Homes for Haringey. Please contact Homes for Haringey on Freephone 08001953404 (free from landlines) or 020 8489 5611.
- We will not in the first instance deal with Housing Association Properties / tenants, you must log your call with them first.
- We will not make repairs to commercial premises. Please contact Property Services on 020 8489 2175.

How you can help us

- Before you report a problem to us, please make sure you have told your landlord about the problem in writing and given them a chance to repair it.
- If you are reporting dumped rubbish, please call 020 8489 1000 and report your complaint to Veolia.
- If you have a complaint about bonfires or noise, please call our 020 8489 1000 and log your complaint with Enforcement Response.

Find out more

Website: www.haringey.gov.uk
Tel: 020 8489 1000 for enquiries
Address: Housing Improvement Team
6th Floor, Alexandra House
Wood Green
London
N22 7TR

