

AUTUMN 2008

Issue 2

Moving ON

Temporary Accommodation Magazine

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Welcome from Councillor John Bevan



As the Council's Cabinet member for housing I'd like to hear what you think about Moving On.

Does it contain articles which are of interest to you? Do you have some ideas of the kinds of subjects you'd like to see featured here?

"This is your magazine, so let's have your input."

This is your magazine so let's have your input. If you have any ideas please write to the Housing Communications Officer, Strategic and Community Housing, Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ.

You can also email clare.leahy@haringey.gov.uk or call 020 8489 1218.

TA residents tackle Anti-Social Behaviour

A meeting of temporary accommodation residents to address concerns about anti-social behaviour has been hailed a success.

Previously the residents of Beech Walk N17 and High Road N17 had felt intimidated and been unsure as to whom they should turn for help. The meeting provided the right opportunity for residents to speak out, in confidence and in numbers, about the problems they were experiencing, and to explore ways in which they could work more effectively with the council and the police.

The main issue raised was the presence of drug misusers hanging around the communal areas of flats.

The problem was made worse by the noise nuisance caused by one of the local shops holding late night parties on Friday and Saturday nights.

As a result of the meeting:

- The council and police have taken action to tackle the ASB.
- The police and the council's Noise Abatement Team have visited the two shops and issued warnings about noise nuisance and illegal trading.
- The council has replaced the locks of all the communal doors and arranged for the main communal entrance gate to be repaired.
- The police have been issued with keys to the communal doors and the communal gate.
- The council has cleaned the communal areas and arranged for them to be cleaned once a month.

■ The housing manager will visit the area weekly to inspect the site and deal with any tenant queries.

Since the meeting, residents have reported that problems have reduced and that the use of the communal gate has ensured that only the residents of the flats now have access to the communal areas.

The housing manager and the police are planning to meet with the residents to find out if they are happy with the progress.

You can also email clare.leahy@haringey.gov.uk or call 020 8489 1218.

Living in Haringey

People have come far and wide to live in Haringey. Everyone has a unique story as to how they got to Haringey and why they stayed. Do you have an interesting story to tell? If so, please write to the Housing Communications Officer, Strategic and Community Housing, Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ.

Moving ON – *Real Life*

When Sarah's partner left her and their two sons, her world was turned upside down. But with the help of her in-laws and the council she found a property in Crouch End through our Assured Shorthold Tenancy scheme after just six months.

Before moving to her current home, Sarah lived with her partner at his parents' home.

"We were living with my partner's in-laws and they were really nice about it. Then my partner left with our first son. After a while, he returned to the family home and we gave things another go.

When my second son was about six months old we realised the relationship wasn't working; and my partner left again. The kids still see their father occasionally – but he has a lot of problems in his life, so it's not all that often."

When Sarah's partner left she stayed on with his parents living in one room with her two sons. "It sounds like a strange situation," she said, "but I got on with his parents. I think they enjoyed the company and spending time with their grandchildren."

But then one day Sarah's in-laws decided they wanted to go back to Cyprus and enjoy their retirement. "I had no relatives living in the UK," she explained, "and thought I would have to return back to Ireland and live with my mother. I desperately wanted to stay in Haringey; I had started to make links here and my son was settled in school."



At this point Sarah was understandably very anxious about her situation and organised an appointment with her Prevention and Options caseworker at Apex House. "We talked about bidding for a property through Home Connections, and being placed in temporary accommodation for a period of time while something came up.

I was referred to the Private Sector Lettings Team who explained to me about assured shorthold tenancies.

I looked at two properties and really liked both but they were taken by the time I registered my interest."

Sarah's case worker made a note of the two properties and promised to call her if they became available again. "I didn't give it much hope but a few months later she rang me up to say that one of the flats had come up and did I still want it. I said yes immediately and signed

a contract for three years."

Having our own place has changed everything for us. It has even improved things for the boys. My eldest son is doing much better in school. He recently had his seventh birthday and for the first time we were able to have friends round for a party – something we were never able to do before.

Now we are settled I can start thinking about kick-starting my career again. I used to be the manager of a children's centre. I loved working with the children and would like to return to this field as a teaching assistant."

Names have been changed to protect identities.

If you would like to speak to someone about our AST schemes please call the Private Sector Lettings Team on 020 8489 4877, email privatelettings@haringey.gov.uk or speak to your housing manager.

"Having our own place changed everything for us."

Hearthstone's Sanctuary Scheme

Users declare Hearthstone's Sanctuary Scheme a success!

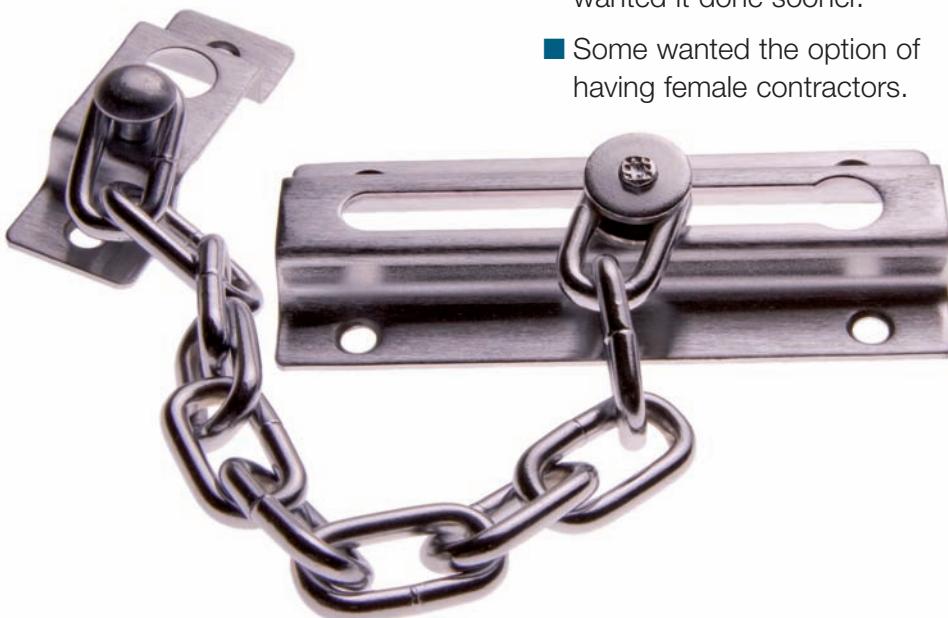
As part of our Prevention and Options Service, we recently launched the Sanctuary scheme - a project to improve the security of homes for those who have survived domestic violence.

This innovative service which helps families stay together and feel safe, has attracted a lot of praise from government and the housing profession. But we decided to find out what the users actually thought. So we commissioned an independent tenant support organisation

called Solon Community Network, to run a focus group drawn from the customers of the Sanctuary scheme, to see how they felt about the service.

- Overall, the participants in the focus group felt that the scheme was a success in giving them a greater sense of security.
- Some participants felt that their homes could have received a greater level of security.
- For over three quarters of the participants the work had been carried out in the agreed timescale though some wanted it done sooner.
- Some wanted the option of having female contractors.

The views of the focus group have been fed back to improve the procedures of the Sanctuary scheme to ensure an even better service is provided.



"Overall, the participants in the focus group felt that the scheme was a success in giving them a greater sense of security."

Hearthstone Domestic Violence Advice and Support Centre has temporarily moved to: the Civic Centre in Wood Green. We hope to be back at Commerce Road by December 2008. You can drop in to Hearthstone Monday to Friday 10am - 4pm, or telephone to make an appointment, Monday to Friday 9am - 5pm.

Referrals to Hearthstone can be made by professionals: contact the centre for more information.

**2nd Floor, Civic Centre,
High Road, Wood Green N22 8LE
Phone: 020 8888 5362
Fax: 020 8889 6508**

Results of the Temporary Accommodation Survey

We are pleased to say that the number of people in temporary accommodation is steadily going down. This is due to a record amount of government investment and a good supply of housing from our partner housing associations. However, the demand for housing in the borough far outstrips the number of properties we have available and we are increasingly working with the private sector to find you the right home.

Some of you may already be aware of the Decent Homes Standard that the government has set for all council homes to achieve by 2010. We are working to uphold this standard by ensuring that as many homes as possible are available to residents and that living

conditions are reviewed and maintained to an acceptable standard.

To bid for the right kind of property in an area of the borough you want, check out our choice based letting scheme called Home Connections on pages 6 and 7, or visit www.homeconnections.co.uk.

Home Connections properties are also advertised in the Haringey Advertiser alongside low cost home ownership schemes.

The Home Connections scheme is designed to give you the best opportunity to find the right home. As well as choosing the

kind of property you want you can also choose how close or far you are from amenities like shops, schools and open spaces.

Those of you on lower points may want to seek advice on your housing options from a Prevention and Options adviser. For more information please call **020 8489 4309**, email preventionandoptions@haringey.gov.uk or write to us at Prevention And Options, Apex House, 820 Seven Sisters Road, Haringey N15 5PQ.

Tenants' Verdict:

Doing well but can improve.

In October 2007 we carried out a survey to find out your views of the council's services for homeless people. A quarter of you responded and the feedback was as follows:

Well done!

Three quarters of those who responded said:

- The Prevention and Options staff who assisted them were helpful.

- The office and facilities were positive and welcoming.

Over half of those who responded said:

- They received clear information about the type of accommodation they would be offered.

For consideration...

Two thirds of those who responded said:

- They should have received more information on the assessment process.

- They should have received more information on the area they were moving to.

We are using this feedback to develop and improve our channels of communication and will keep you updated.

Three people who responded were picked out of a lucky draw and will receive £50 in supermarket vouchers.

They are:

- Ms Cofie, N10**
- Mr Hassan, N8**
- Mr Commey, N15**



We can help you move!

Last year over 550 families were housed with an Assured Shorthold Tenancy (AST) agreement. Next year we are hoping to increase that number.

Many families were those who had been waiting for permanent council accommodation for some time and had not been successful in bidding.

If you are accepted on to one of our AST schemes we will no longer have an obligation to find you permanent council housing. We will, however, help you find a new home anywhere you choose to live.

In some cases we can pay a deposit, one month's rent and removal costs for you.

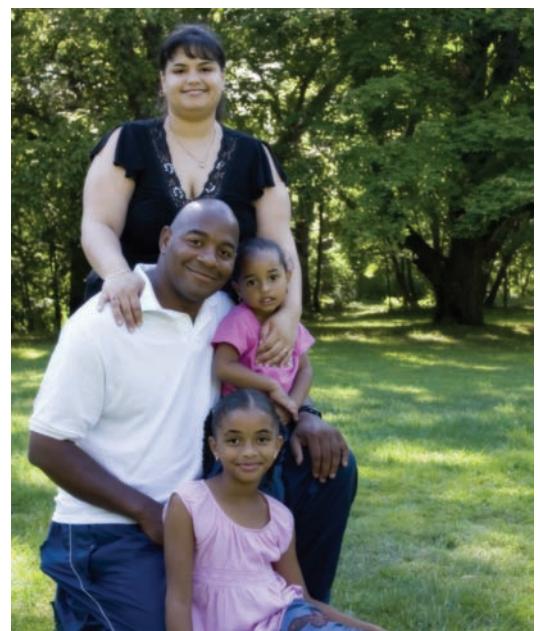


Home Connections

Bidding for a property through Home Connections is the only way to move in to permanent housing with the council.

If you are looking for a permanent home just follow the steps below

- 1 Once registered on the housing register you will receive a User ID and 6 digit PIN to bid for a Property.
- 2 View our properties on our Home Connections website which is updated every week; or in the local free papers on Thursday or Friday; or receive listings by email.
- 3 If you see a property you like you can put in a bid for it from Wednesday until midnight on the following Sunday.



Even to another borough.

Our AST schemes have been developed in partnership with a broad range of agencies linked to the local private rental sector. It allows you as an individual, or you and your family to have a choice of good quality, well managed, private sector accommodation.

Living life in the slow lane

If the hectic pace of London seems just too fast these days maybe it's time for a change of scene.

"These schemes enable you to choose where you want to live, even if it is outside Haringey..."

Our schemes are so flexible we can even find you a home outside of London.

So if you find yourself dreaming of cleaner air and open spaces just call the Private Sector Lettings Team on **020 8489 4877**, email privatelettings@haringey.gov.uk or speak to your housing manager.



- 4 The top five bidders are called on the Tuesday and invited to view as many as three properties as soon as Wednesday.
- 5 We will then make an offer to the most successful bidder on Thursday, following an interview to validate your application.
- 6 And you could be moving into your new home as soon as the following Monday!

Call us on **020 8489 1000** if you need help or pop into one of our customer services centres or libraries - where a member of staff can give you advice or help you use a computer.

If you want a permanent home, check out our Home Connections scheme, get registered and get bidding.

Autumn Walks

With the promise of dryer days and cooler evenings it's going to be crunchy underfoot this autumn!

Autumn is a great time of year for walking in Haringey. The landscape takes on a new and more dynamic appearance as the leaves change colour and fall gently from the trees.

So get out and about and enjoy Haringey on foot!



Here's some suggestions from the team.

How about a stroll through Parkland Walk?

The walk follows the course of the old railway that ran between Finsbury Park and Alexandra Palace. The four and a half miles provides tranquillity and a chance for those living in London, to enjoy the green environment in the very heart of the city.

Parkland Walk is London's longest Local Nature Reserve and supports a remarkable range of habitats and wildlife. Over two hundred species of wild flower have been recorded and it is probably the only place in Haringey where orchids rub shoulders with dandelions and ivy clammers up fig trees.

Hedgehogs, foxes, butterflies and a vast array of birds are spotted on a daily basis.

Entrances – within N4: Finsbury Park, Oxford Rd, Florence Rd, Lancaster Rd, Stapleton Hall Rd, Blythwood Rd; within N6 and N8: Crouch End Hill, Crescent Rd, Holmesdale Rd; within N10: Cranley Gds, Muswell Hill Rd underpass, St James' Lane, Muswell Hill Rd.

Or how about Queens Wood?

As well as being one of the boroughs three Local Nature Reserves, Queens Wood is one of four ancient woodlands in Haringey. These woods are thought to be the direct descendants of the original 'wildwood', which covered most of Britain about 5,000 years ago.

The ground flora is particularly rich for somewhere so close to central London. It includes a large population of wood anemone, native bluebells, wood goldilocks and a thriving population of wood sorrel.

For more information please visit www.haringey.gov.uk/betterharingeytrail, call 020 8489 5662 or email parkscustomercare@haringey.gov.uk

Haringey's Housing Service has changed its policy on the storage of our clients' goods

How this will affect you:

A: If you are currently living in Temporary Accommodation provided by Haringey Council and have goods stored by the Housing Service, **a letter will be sent to you explaining how you can recover your goods. We will also send you details of the storage fee that you will need to pay from 1 November 2008, should you wish for us to continue to store your goods.**

B: Where a Homelessness Duty no longer exists because you are:

- No longer living in temporary accommodation provided by the Council
- Now a secure tenant of either the Council or a Housing Association
- Renting from a private landlord as you are no longer pursuing a homeless application

A letter will be sent to you explaining how you can recover your goods, as we are no longer able to store them for you. It is important that you contact us as soon as possible in order to protect your goods.

For more details please call 020 8489 4753 before 31 October 2008 to find out what fees you will be paying or to arrange collection of your goods.

Have you re-registered your housing application?

Last year we wrote to everyone living in temporary accommodation to re-register their housing application. This is because people's circumstances change all the time – some move out of the area, others find suitable accommodation. We were particularly concerned about our vulnerable people who, as a result of their special needs, may have failed to respond. That is why we

mounted a huge exercise involving our Supporting People service to ensure that anyone who may have had difficulty was contacted directly and, if necessary, given help in filing in and returning their form.

If you have still not re-registered please call us on **020 8489 4309** and we will send you a form. You can also pick one up from any of the customer service centres (see back page).

Credit crunch

As the credit crunch bites harder you may have problems paying your rent. If so please call **020 8489 4375**.

We can also direct you to other services to check you are claiming all the benefits you are entitled to.

Simple energy saving tips

- Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10%. You could save around £50 per year.
- Close your curtains at dusk to stop heat escaping through the windows.
- Don't leave appliances on standby and remember not to leave appliances on charge unnecessarily.
- Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
- Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



I want a home of my OWN!



Getting on the property ladder

With London house prices still being the most expensive in the country you may feel that buying a home is constantly out of your reach.

However, if you have a household income of £60,000 per annum or less, you may be eligible for a shared ownership scheme.

The shared ownership scheme is where you part-buy, part-rent a newly built property owned by a housing association. A minimum income will be required, but this is calculated on an individual scheme basis.

As your financial situation changes, you can increase how much of the property you own, even eventually buying the house outright.

What are my starting costs?

The minimum savings required

are set out on an individual basis, but you should have access to at least £4,000 savings. This money will cover

- Cost of the mortgage valuation or survey.
- Legal fees.
- You may also need to cover the costs of removals, connection charges for phones.
- Putting down a deposit.

What are the monthly costs?

Every month, you will need to make some or all of the following payments:

- Your mortgage repayment, which you make to the lender.
- Your rent, which you pay to a housing association, on the part of the property that you are not buying.
- A management charge.
- Building insurance.

- If you buy a flat (or house on an estate with shared area), you will also pay a service charge for maintenance and upkeep of these common parts.
- Council Tax.
- Repairs and maintenance of your home.

If I buy a share now, can I buy more of my home later?

This is called staircasing. You should check with the housing association as to the specific rules of your scheme.

In general, after you have lived in your home for a year you can buy an increased share or buy it outright. The price of the increased share will be based on the value of your home at the time you want to staircase – whether that is more or less than when you originally bought.

What happens when I want to sell?

You can sell your share of the property at any time and an independent survey will decide what your property is worth. The property will be sold at the current market valuation. The housing association will help you to do this by looking for a possible buyer on their waiting list.

Who pays the Council Tax on the home I buy?

It is your responsibility to pay Council Tax.

"The shared ownership scheme is where you part-buy, part-rent a newly built property owned by a housing association"

Who pays for repairs and the ongoing maintenance in my new home?

It is your responsibility to repair and maintain your new home. New homes often come with a guarantee that will cover defects in your home for the first year after it was built. This guarantee usually only covers defects in the builders' workmanship.

What if I die after buying a shared ownership lease?

If you die, your home will be passed on in the normal way under the terms of your will. If you have not made a will it will pass on under the laws of intestacy.

For more information please visit www.housingoptions.co.uk or call their North London team **020 8920 7777**.

“As your financial situation changes, you can increase how much of the property you own, even eventually buying the house outright!”



How do I report a repair?

Everyone has the right to repairs to the property they are living in. If you have any problems get in touch with whoever manages your property as soon as possible.

If you live in temporary accommodation managed by the council contact the repairs call centre **FREEPHONE** on: **0800 195 3404**.

You can also contact your housing manager directly.

If you have an emergency repair outside normal working hours please call **020 8348 3148**.

If you are in Emergency Accommodation please report any repair to the agent at the office where you collected the keys for your property.

You can contact us about repairs to the:

- Heating and hot water supply
- Outside walls, windows and doors
- Roof
- Gutters, down pipes and drains
- Gates and fences
- Electrical wiring, gas and water pipes
- Outside paint work
- Damp
- Pests



If your property is managed by a housing association and you have a repair that needs doing contact them directly:

Pathmeads

- Repairs 020 8150 5303
- Enquiries 020 8150 5300

Newlon

- Repairs 020 7613 8080
- Enquiries 020 7613 8000

Circle 33

- Repairs 08457 697 695
- Enquiries 020 7288 4000

Stadium

- Repairs 0800 0851 430
- Enquiries 020 8451 7526

Useful phone numbers

To make it easier to access services in your community – please cut out and keep the following numbers in a safe place.

Even if you have been living in your accommodation for a while, your situation may change, and you might find you need to contact a local service.



Cut and keep the following numbers:

Customer Service Centres

Telephone 020 8489 4309

Opening times: Monday – Friday
8.45am – 5.00pm

Hornsey Customer Service Centre

Broadway Annex
Hornsey Town Hall
Crouch End N8 9JJ

North Tottenham Customer Service Centre

639 High Road
Tottenham N17 8BD

South Tottenham Customer Service Centre

Apex House
820 Seven Sisters Road
Tottenham N15 5PQ

Wood Green Customer Service Centre

Ground Floor, 48 Station Road
Wood Green N22 7TY



Albanian

Ky butelin ju jep informata mbi 'Hapin Tutje' strehimit të përkohshëm. Nëse e doni një kopje të këtij butelini në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni formularin dhe dërgojeni tek adresë e mëposhtme me Postim Falas.

Kurdish

Ev nûçename li ser 'Barkirin'a ji cihê demî agahîyê dide we. Heke hun kopyike vê nûçenameyê bi zimanê xwe dixwazin, ji kerema xwe qutikê işaret bikin, formê tije bikin û ji navnişana posta bêpere ya jêrin re bişînin.

Somali

Warsidhani wuxuu ku siinayaan macluumaad ku saabsan 'Ka guurista (Moving On)' guriga ku mee gaadhka ah. Haddii aad rabto koobbi ah warsidhan oo ku qoran luqaddadaa, fadlan calaamadi sanduuqa, buuxi foomka oo ku soo jawaab ciwaanka boostisu lacag la'aanta tahay ee hoose

French

Ce bulletin d'information vous donne des informations sur comment trouver un logement pour faire suite à votre logement temporaire. Pour obtenir un exemplaire dans votre langue de ce bulletin, veuillez cocher la case, remplir le coupon et l'envoyer à l'adresse ci-dessous (inutile de timbrer l'enveloppe).

Polish

Informator ten dotyczy kwestii 'Moving On', czyli jak radzić sobie po opuszczeniu zakwaterowania tymczasowego. Osoby, które chciałby otrzymać jego kopię w j. polskim, powinny zaznaczyć odpowiednie miejsce fajka, wypełnić formularz i odesłać go na bezpłatny adres znajdujący się poniżej.

Turkish

Bu gazete sizlere geçici konuttan 'Taşınma' konusunda bilgi vermektedir. Eğer bu gazetenin kendi ana dilinizde olan bir kopyasını istiyorsanız, lütfen ilgili kareyi işaretleyip, aşağıdaki formu doldurarak, aşağıda belirtilen adrese, ücretsiz olarak postalayınız.

Please tell us if you would like a copy of the Moving On - Temporary Accommodation newsletter in another language that is not listed on the left 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:

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.
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One tonne of recycled paper saves 17 trees,
32,000 litres of water, and enough electricity
to heat an average house for 6 months

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