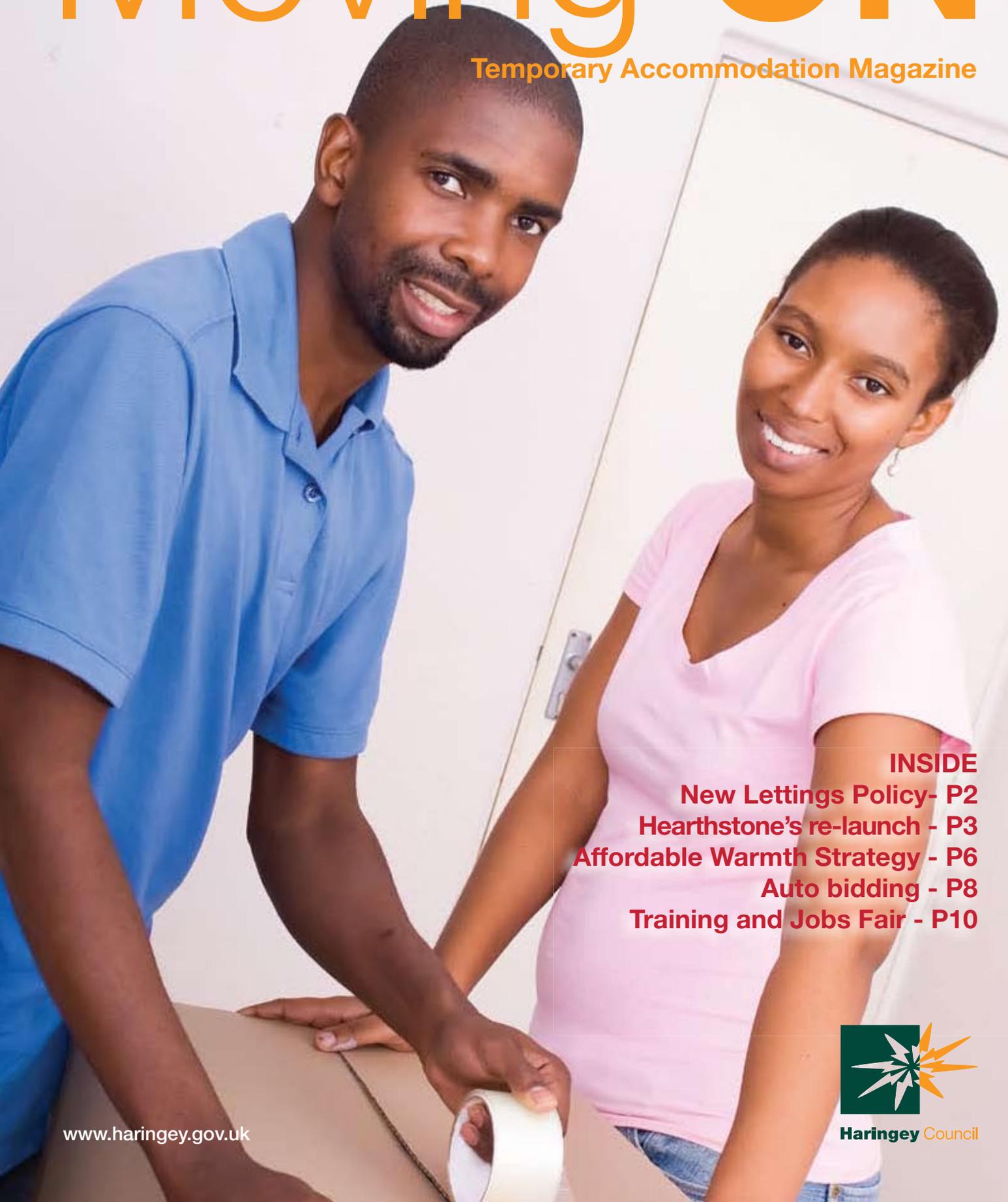


Moving ON

Temporary Accommodation Magazine



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Welcome

From Cllr John Bevan



Welcome to this edition of *Moving On*. Inside we hear about *Hearthstone* who relaunched their expanded service during the summer. This important service offers a holistic service which has helped many women (and men) overcome domestic violence.

I am also delighted that the teams we have to reduce the number of households living in temporary and emergency accommodation have been able to find so many people permanent homes. The number of households in October living in temporary accommodation is now 2716 from a high in April 2008 of 3689 and the number for people in emergency accommodation is now 1394, a drop of 306 since April 2008.

Best wishes

Cllr John Bevan

New Lettings Policy Update

The Lettings Project Team is forging ahead with its work to draft a fair and concise Lettings Policy. Recently there was a workshop with Members to explain the issues around devising a new Lettings Policy. This will be followed up with further exploration of Members views in due course.

At a recent meeting of Temporary Accommodation users were asked for their views on prioritising applicants through the new Lettings Policy. Their feedback has helped the Council to produce a draft policy which is now under consideration.

The Board for the project will meet in the near future and provide guidance on the way forward. A copy of Haringey's 'Choice Based Lettings' DVD has been sent to all 4,500 households in temporary accommodation, showing them how to bid and providing them with a reminder of their log-in details and password.

Helping those in Emergency Accommodation *move on*

A new project team responsible for reducing the number of households in emergency accommodation has been set up and is currently managed by Mohamed Hussein.

One of the most important elements of the reduction in Temporary Accommodation Strategy is the conversion of Emergency Accommodation to Assured Shorthold Tenancies. Meetings have already taken place with some of our largest suppliers who have indicated their willingness to work with us to convert the tenancies currently held as Temporary Accommodation into Assured Shorthold Tenancies.

Hearthstone Re-Launch

Hearthstone's re-launch of its expanded service on 2 July 2009 was hailed a great success by all who attended.

The centre was formally opened with a ribbon cutting ceremony by Alan Campbell MP, Under-Secretary of State for Crime Reduction.

Afterwards, at the Council Chamber, Alan Campbell MP gave an impassioned talk on the importance of this kind of centre in our community. He praised Hearthstone especially for the holistic work they do in partnership with the voluntary organisations.

Detective Constable Maria Gray and Borough Commander, Chief Superintendent Dave Grant, recognised the importance of the force's role in tackling perpetrators and pledged continued support to those who report abuse.

Two Hearthstone Users bravely spoke about the abuse they had suffered and how their lives had been turned around with the help of Hearthstone.

The Hearthstone stall was joined by partner agencies including Wise Dolls (the arts based therapeutic services for women survivors of domestic violence) and HAGA (Haringey Advisory Group on Alcohol), who offer free and confidential service to the people of Haringey.

For more information please contact Denise Gandy, Head of Housing Support & Options, 020 8489 4404.



Cllr Nilgun Canver and Alan Campbell MP leaving their hand prints to mark the day



Alan Campbell MP cutting the ribbon

Living in Haringey

For this edition Moving On magazine met up with Kim Murray, the Neighbourhood Watch Coordinator for the Russell Court hostel in Tottenham, to find out what a day in the life of a Neighbourhood Watch Coordinator was like. Neighbourhood Watches are run entirely by the local residents with support from the police and other organisations.

Hi Kim, I hear you were nominated by the tenants in your block as the best person to be the Neighbourhood Watch Coordinator. Is this true?

Yes, that's right. I got 'volunteered' for the job back in November 2007. I really enjoy it though, and am quite willing and happy to continue working here.

That's good! Who was the coordinator before you?

There wasn't one. The anti-social behaviour of some of the other residents was so bad that in the end I went to the paper and told them my story. After that the police got involved things started moving.

Did you receive a 'Making The Difference' grant to help with funding?

Yes, we did. The Bridge New Deal for Communities gave our hostel £300. This was spent on items for the kitchen and lounge area including a kettle, toaster, cups, plates and a music system. It also funds the tea club we have every second Thursday from 2-4pm in the common room.

What happens at the Tea Club?

The Tea Club allows residents to discuss various issues such as anti-social behaviour and building safety with other residents and

the police. Pauline Donaldson (One of the Council's Temporary Accommodation Housing Managers) also runs a surgery from our hostel providing advice to residents. The police also call in every now and then to check everything is ok.

What else do the residents get from the Tea Club and other events you run?

There are mostly single people in the building so the events allow people to mix and make friends. One year I organised a 90th birthday party and a New Year's Eve party – and lots of people came. I think they give the hostel tenants a greater sense of community. If you know who your neighbours are you can watch out for them.

What else does your job involve?

I have a key for the fire alarm panel. When it goes off I have to get out of bed, silence it and call the fire brigade. They check the building and make sure everything is ok and then re-set it. So far it has only gone off due to burnt toast!

It's not part of my job really but I do tend to clear up any litter lying around. And there is an elderly lady who sometimes needs to sit down in the



reception area if she is waiting for someone. So I bring her a chair and then take it back afterwards.

Do people appreciate your hard work?

Yes, I believe they do. Since I have worked here people have reported that the block is a lot calmer and there is much less anti-social behaviour.

People have come from 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 share with our readers?

If so, please email clare.leahy@haringey.gov.uk or call her on 020 8489 1218.

I'm Moving on!

Our Home Finder Scheme is proving very popular with people in temporary accommodation. This scheme lets you choose where you want to live - in or outside the borough, in the kind of property you want.

Council properties are only for the very vulnerable so most people will be waiting a very long time before they get one – if at all. People in temporary accommodation have told us that it is important that they choose where they live, especially if their children are school age as they want to live near school of their choice.

Moving On magazine caught up with some of people who have taken this route to get the home of their choice. Firstly I met up with Simona and her daughter to find out their experiences of taking an Assured Shorthold Tenancy (AST).

Their previous accommodation was a one bed flat in Bounds Green. Their new home is a well-refurbished two bed flat in Crouch End. Simona wanted to move because she needed more space. So that is what we gave her. She was also pleased with the service she got from the Emergency Accommodation Reduction Project Team (EARP) saying she “was particularly impressed with the level of communication and care taken by the Project Manager of the EARP team.”

Said was in a similar situation. He had been living in Temporary Accommodation for three years in a house that was too small for his family.

“I didn't want to spend any more years waiting there for more points in order to get a council house. So it was like a blessing when I was told about the private scheme. I looked at six houses before I chose the one I wanted.”

Said lived in Haringey when he first came to the UK so it was a big relief to leave his temporary accommodation in Enfield and come back to the borough and near to his children's schools.

“It's very nice to know that I can still speak to the Private Sector Lettings Team if I have any problems with my new house but I don't think I will need to because the agent has already been very good to me. Now the worry of where I'm going to call home has gone so I can get back to living my life now.”



“ We really like our new flat. It's really clean, bright and in great condition. The agents have been really helpful too. We are very pleased.”

Another family to take this opportunity are Hojjat, his wife Nahid and their new baby Niki. They had been living in Tottenham in a temporary accommodation flat provided by the National Asylum Support Service until they took an Assured Shorthold Tenancy (AST) with a private landlord. Now they are living in a lovely two bedroom, first floor flat in Palmers Green.

“We really like our new flat. It's really clean, bright and in great condition. The agents have been really helpful too. We are very pleased.”

We have a variety of flats and houses for you to view. Please call the Private Sector Lettings Team on 020 8489 4726 for more information.

Affordable Warmth Strategy

As winter draws near, we are even more aware that many people live in homes that they are unable to heat properly due to the poor condition of the building, low income and high fuel prices.

To tackle this, the Strategic and Community Housing Service are working with partners in various ways to reduce the number of people living in fuel poverty.

The four main priorities of our Affordable Warmth Strategy are:

1. To improve awareness and understanding of fuel poverty
2. To increase the energy efficiency of Haringey's housing
3. To maximise resources and opportunities for tackling fuel poverty
4. To ensure the continuing implementation, monitoring and review of the affordable warmth strategy

A Consultation Event was held at the Cypriot Centre to gather views about the Council's Affordable Warmth Strategy for tackling fuel poverty in Haringey.

The event was well attended by community groups, residents, housing associations, officers from across the Council and Members of the Council.

Cllr Bevan opened the event by highlighting the importance of affordable warmth and encouraging energy efficiency.

Workshop sessions raised constructive feedback on the key aims of the strategy and this informed the final draft.

This highly important multi-agency strategy will be launched in the autumn 2009.

Top tips to help you stay warm and save you money

We are more likely to catch a cold or flu during the winter months so it is essential to keep warm at this time. There are lots of simple things you can do to stay healthy and save money.

Keep warm at home

During the day:

- Set your thermostat at around 21°C (70°F) and heat all the rooms you use in the day
- If you can't heat all your rooms make sure you keep your living room warm throughout the day and heat your bedroom before going to bed
- Set the timer on your heating to come on before you get up and switch off when you go to bed
- In very cold weather, rather than turn the thermostat up, set the heating to come on earlier so you won't be cold while you wait for your home to heat up
- Eat warm food and drink warm liquids at regular intervals

During the night:

- Try to keep a temperature of above 18°C (65°F) in your bedroom overnight
- If you use a fire or heater in your bedroom during winter, open the window or door a little at night for ventilation
- An electric blanket or a hot water bottle will help you keep warm but never use them together as you could electrocute yourself
- If you have an electric blanket, check what type it is – some are designed only to warm the bed before you get in and should not to be used throughout the night
- If you use an electric blanket make sure it is safe to use by getting it tested every three years. The Fire Brigade, Trading Standards and Age Concern can test your electric blanket for safety

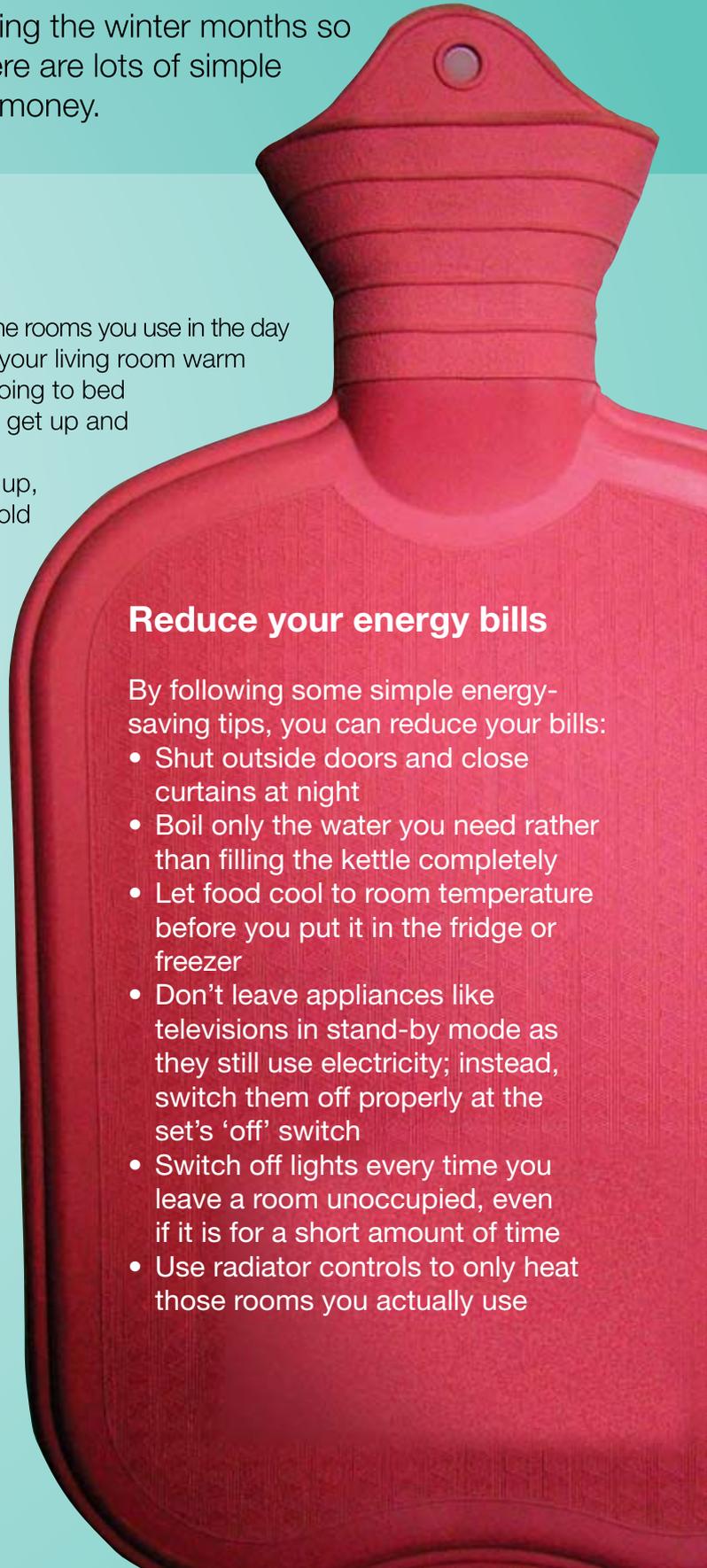
Dress well

- Wear plenty of thin layers, rather than one thick one
- Put on a coat, hat, scarf, gloves and warm shoes or boots when you go outside
- Wear clothes made of wool, cotton, or fleecy synthetic fibres
- Stay warm in bed with bed socks, thermal underwear and a nightcap or headscarf

Reduce your energy bills

By following some simple energy-saving tips, you can reduce your bills:

- Shut outside doors and close curtains at night
- Boil only the water you need rather than filling the kettle completely
- Let food cool to room temperature before you put it in the fridge or freezer
- Don't leave appliances like televisions in stand-by mode as they still use electricity; instead, switch them off properly at the set's 'off' switch
- Switch off lights every time you leave a room unoccupied, even if it is for a short amount of time
- Use radiator controls to only heat those rooms you actually use



Auto-Bidding

Auto-bidding is on its way and it may be affecting you or someone you know very soon. Auto-bidding is a new way of bidding we will be introducing from the end of September 2009. It involves the Council bidding for suitable properties on behalf of people who are living in temporary accommodation where they have at least the points indicated in the table.

This means, that if you are living in temporary accommodation and have more than the number of points shown in the table, you may not have to bid for properties. Instead, Home Connections may bid automatically for suitable properties on your behalf. If you have fewer housing points than the amount shown for the size of the home you need, you will need to keep bidding for properties yourself as auto-bidding will not apply to you.

Size of home you need	Studio	1 bed	2 bed	3 bed	4 bed
Housing points	500 points	600 points	800 points	900 points	1300 points

Why is auto-bidding being introduced?

The system is being introduced because a large number of people are staying in temporary accommodation for longer than they need to despite already having enough housing points to bid successfully for a council or housing association home. The Council wants everyone living in temporary accommodation to play an active role in bidding for suitable properties through its choice based lettings scheme. Therefore as part of the process of introducing auto-bidding we sent everyone in temporary accommodation a letter explaining how the new system will work and a DVD explaining how to bid.

Last year the Council helped around 700 households to move into the private rented sector.

What happens when the Home Connections system bids for you?

You will only be included in the auto-bidding scheme after you have had an interview with someone from the Council's Housing Service. This interview will normally happen during a visit to your current accommodation. During the interview, the Officer will check that the Council's records are up to date and that we have all of the information we need, including details of the size and type of accommodation that you need and your up-to-date telephone number. If you are included in the auto-bidding scheme, the Council will write to you to tell you when the auto-bidding will start. Home Connections can make bids for you on several properties at the same time. If you are shortlisted, someone from the Council's Housing Service will contact you and invite you to view the property. If you are shortlisted for more than one property, you will be asked which properties you would most like to visit. A viewing will then be arranged.

What happens if you do not attend the viewing?

If you are shortlisted for a suitable property but do not attend the viewing, you may still be offered the tenancy. If you refuse the offer of a tenancy that the Council considers to meet your needs or fail to respond to the offer letter, the Council will discharge its homelessness duty to you and withdraw your temporary accommodation. If you believe that the accommodation you are offered is not suitable, you have the right to request a review of its suitability under the Housing Act 1996 legislation.

Private rented accommodation - another housing option

If you would like more of a say over where you live and the type of accommodation you are offered, you may want to consider the private rented sector. The private rented sector offers a fast way of securing the right type of home in the area of your choice for you and your family. Last year the Council helped around 700 households to move into the private rented sector.

This may be especially attractive to you if you have school age children and do not want to disrupt their education, or if you need to be near friends and family. We have a dedicated Private Sector Lettings Team that is very experienced in working with private landlords and lettings agents and who can help you find the right property. You could be settled in your new home in a matter of weeks.

If you are interested in renting privately and you currently live in temporary accommodation please contact the Temporary Accommodation Team on **0208 489 4741**. They will be able to give you further information and advice and will refer you to the Private Sector Lettings Team so that we can start working with you to find your new home.



Haringey Training and Jobs Fair

On 12 May 2009 Haringey's Housing Advice Team and Families Into Work Team held a Training and Jobs Fair at the Bernie Grant Arts Centre for everyone living in temporary accommodation in Haringey. The event brought over 180 service users together with training advisers and local employers. Workshops were run on job search strategy, creating a winning CV and making the most of application forms and supporting statements.

A benefits adviser was present at the fair to explain how those on low income could still be eligible for benefits. This event is one of many strategies to prevent worklessness in the borough. Over 30 people won prizes on the day including three first prize winners, Bibiche Mokenimi and Linda Maskia from N22 and Betty Salaman from N4. Watch this space for more events!!

Heading for Success –
helping you to improve your
English and Maths!

Learning can be fun and the idea is to combine learning to read and write better English and do maths with learning about the world famous Spurs football Club. If you live in the New Deal for Communities area around St Ann's Road in Tottenham then you could join this course for FREE. The course will combine visits to Spurs' magnificent stadium and using their learning centre with improving the skills you need for life. You won't have to pay anything for this course –and you might improve your soccer skills as well!

If you would be interested in joining the course, why not contact Geoff Hollett on 020 8489 8853 or Lainya Offside-Keivani on 020 84898910 or Geoffrey.hollett@haringey.gov.uk

Stitch in Time –
a chance to join the Fashion world!

If you live in Haringey you can join the Stitch in Time project, which is being run at Mavros House on Eade Road. There is the opportunity to have two weeks intensive training and then have a 2 week work placement in one of the local fashion manufacturers, in the local Florentia Clothing Village. All this is FREE!

This is a real opportunity to get a job, as a survey of the fashion companies in the area showed that there could be over 40 paid jobs available, working with them, subject to people being able to show they have the required skills. The course is being run by Fashion-Enter and is supported by The Bridge NDC, Haringey Council and Jobcentre Plus.

If you are interested in joining this course, why not ring Maxine on 020 8800 9979 or at Maxine@fashion-enter.com



Housing Service Launch

On 23 September 2009 the Housing Service launched its new service at the West Green Learning Centre, Tottenham.

The primary purpose of the new structure is to improve the efficiency of the work we do by defining our roles and responsibilities. It is also important to us that our communication with you is clear and friendly. We also want you to help us shape and monitor the service through the temporary accommodation user forums.

At the launch there were lively inspirational presentations from Kriss Akabusi MBE, 3 times Olympic medallist, World, European and Commonwealth Champion, and Commander Jim Webster from the Devon and Cornwall Constabulary.



Mind in Haringey

We can help with

- Advocacy
- Counselling
- Day Centre
- Information service

Supported Housing
Station House
73c Stapleton Hall Road
London N4 3QF

Tel: 020 8340 2474 | Fax: 020 8340 8308
Email: admin@mih.org.uk | Website: www.mind.org.uk

HAGA

We can help with

- Alcohol detoxification
- Counselling
- Group work and one-to-one help
- Supported Housing
- Playgroups for children whose parents are users
- Counselling sessions for children
- Education, training and employment advice and support

590 Seven Sisters Road
Tottenham
N15 6HR

Tel: 020 8800 6999
Fax: 020 8802 0081
Email: admin@haga.co.uk
Website: www.haga.co.uk

CARIS Haringey

We can help with

- A holistic range of services for families in temporary accommodation
- Services for homeless families
- We work with refugees, asylum-seekers, victims of domestic violence, and those with mental health issues



St Ann's Church Hall,
Avenue Road,
London N15 5JH

Tel: 020 8800 5300 | Fax: 020 8800 5430
Email: indirab@carisharingey.org.uk
Website: www.carisharingey.org.uk

St Mungo's Homeless Charity



We can help with

- Emergency shelters, hostels and supported housing for single homeless people
- Rehabilitating offenders
- Skills and employment
- Mental health and wellbeing
- Substance use issues

Head Office Griffin House
161 Hammersmith Road
London W6 8BS

Email: info@mungos.org



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020 8489 1000

Lines open Monday to Friday
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www.haringey.gov.uk

Or visit one of our
Customer Service Centres



Albanian

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

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).

Kurdish

Ev nûçename li ser 'Barkirin'a ji cihê demî agahîyê dide we. Heke hun kopîyeke vê nûçenameyê bi zimanê xwe dixwazin, ji kerema xwe qutîkê îşaret bikin, formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

Polish

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

Somali

Warsidahani wuxuu ku siinayaa macluumaad ku saabsan 'Ka guurista (Moving On)' guriga ku meelgaadhka ah. Haddii aad rabto koobbi ah warsidahan oo ku qoran luqaddaada, fadlan calaamadi sanduuqa, buuxi foomka oo ku soo jawaab cinwaanka boostiisu lacag la'aanta tahay ee hoose

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.

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

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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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