



Haringey Council

Partnership Agreement For Registered Providers

FIRST DRAFT

FOR INTERNAL CONSULTATION

March 2009

Consultation pool:

Integrated Housing Board
Assistant Director for Strategic & Community Housing
Director Urban Environment
Cabinet Member for Housing
Leader of the Council
Ward Members
Anti-social behaviour team
Enforcement team
Planning Policy and Development
Housing Supply
Housing Policy and Performance
Director of Urban Environment
Chief Executive
Corporate policy team
Neighbourhood management
Homes and Communities Agency
Tenant Services Authority
Housing Options
RPs with existing stock and/or management obligations

Foreword – Leader/Phil/Cllr Bevan/Niall

XXXXXXXXXXXXXXXXXX

The Parties to this agreement:

RPs working within Haringey
RPs wishing to develop and receive LA support for NAHP funding
Home and Communities Agency
Tenant Services Authority
The London Borough of Haringey

	Page
I. Partnership Agreement	1-3
1. Introduction	
2. Objectives	
3. Roles & expectations	
4. Rent & service charge levels	
5. Anti-social behaviour	
6. Existing stock	
II. Nominations Agreement	4-11
7. Introduction	
8. Scope	
9. Definitions	
10. Quotas for RP lettings	
11. The nominations procedure	
12. Home Connections process	
13. Direct letting process	
14. Grounds for refusal: RPs	
15. Ground for refusal: Applicant	
16. Reciprocal arrangements	
17. Appeals procedure	
18. Preventing discrimination	
19. Sub-regional arrangements	
III. Management & Repairs	11-16
20. Introduction	
21. Background	
22. Definitions	
23. Service objectives	
24. Obligations	
25. General performance targets and timescales	
26. Review meetings	
27. Decent home surveys	
28. Empty homes	
29. Customer satisfaction survey	
IV. Development & Marketing	16-20
30. Funding & grant availability	
31. Community involvement	
32. Development standards	
33. Partnership working & information sharing	
34. Shared ownership marketing	
35. Visits & open days	
V. Appendices	21-25
I – table of timescales for works	
II – Planning Policy	
III – Council contacts	
IV – Member contacts	
V – Non Council contacts	

Partnership Agreement For Registered Providers

Part I – Partnership Agreement

1. Introduction

- 1.1 This document sets out the priorities and strategic vision for joint partnership working between Haringey Council and its Registered Provider (RP) partners.
- 1.2 This will involve partnership working between the Council, the HCA and RPs. The broad purpose is to ensure a strategic and integrated approach to the provision and management of affordable housing in the Borough and the development of sustainable communities.
- 1.3 This Agreement is not intended to be legally binding document. It is a statement of intent to be adhered to by parties, who undertake to use all reasonable endeavours to put this partnership into effect through a partnership approach.

2. Priorities and Strategy

- 2.1 The RSL signatories to this agreement agree to actively engage with the Council in the pursuance and achievement of the 5 Borough Priorities being;

Priority 1. Making Haringey one of London's greenest boroughs.

Priority 2. Creating a better Haringey: cleaner, greener and safer.

Priority 3. Encourage lifetime well-being, at home, work, play and learning.

Priority 4. Promoting independent living while supporting adults and children when needed.

Priority 5. Delivering excellent, customer focused, cost effective services.

- 2.2 The RSLs signatories to this agreement further agree to work with the Council in the effective delivery of its main strategies being:

- Community Strategy
- Council Plan
- Wellbeing Strategic Framework
- Safer for all (Safer Communities Plan)
- Homelessness Strategy
- Regeneration Strategy
- Greenest Borough Strategy
- Housing Strategy
- Supporting People Strategy

3. Roles and expectations

- 3.1.3 The Council will ensure that partners are appropriately involved at all key stages of strategy development and implementation;
- 3.1.4 RPs agree as stakeholders in Haringey to provide consultation comments on Council Strategies and significant documents when invited to do so.
- 3.1.5 The Council will publicise its list of partners in planning and other documentation to private developers and others, and seek to involve partners at the earliest opportunity in effectively negotiating Section 106 agreements;
- 3.1.6 The Council will facilitate partnership meetings, disseminate information and improve relations with strategic bodies.
- 3.1.7 RPs agree to provide information about their activities in the borough on request (e.g. updated property lists by location and lettings information).
- 3.1.8 RPs agree to provide full details of their complaint procedures to the Council on request and further commit to inform RP residents of these procedures.
- 3.1.9 RPs should further provide information about complaint making on their websites and provide a link to the TSA (Tenant Service Authority) as well as the TSA's guide to making a complaint ("Putting Things Right").

4. Rent & service charge levels

- 4.1 The parties to this Agreement acknowledge the importance of achieving and maintaining rent levels which are affordable to tenants on low incomes and which do not form a barrier to employment.
- 4.2 Partner RPs will be expected to operate within the target rent and service charge framework set out by the HCA for new and existing homes. Rents and service charges should be set using a process that is easily understood and accountable to residents.

5. Anti – Social Behaviour (ASB)

- 5.1 RP Partners will be expected to...
 - 5.1.1 Actively combat ASB within their housing stock
 - 5.1.2 Sign the Council/Partnership information sharing protocol (ISP)

5.1.3 Sign up to the Respect Standard

5.1.4 Have in place an ASB Policy, as required by the Home Office

5.1.5 Provide quarterly data and statistical returns to the Council on ASB activity within stock showing the location, type and nature of ASB as well any enforcement measures taken.

5.1.6 Be active members and regularly attend the quarterly Anti-Social Behaviour Partnership Board and the Anti-Social Behaviour RP liaison meetings.

6. Existing Stock

6.1 The parties recognise the importance of the RPs maintaining the quality of their existing stock as well as in developing new homes.

6.2 It is acknowledged that there will be occasions when it is appropriate for an RP to dispose of some of its existing stock, for example when it is uneconomic to renovate it to the standards required. It is agreed that the RP partners will consult the Council prior to any disposals within the Borough, and that the proceeds of any sales funded through NAHP grant will be reinvested into projects within the borough.

6.3 The Council will advise all other partner RPs of disposal, marketing and auction dates with a view to encouraging retention as affordable housing.

Other policies and strategies, not named above, will be produced by the Council from time to time. The RSL preferred partners will be expected to comply with the terms of those documents insofar as they relate to the operation of this protocol.

END

Partnership Agreement For Registered Providers

Part II - Nomination & Lettings

7. Introduction

- 7.1 The document sets out the procedures and guidelines for nomination by Haringey Council of prospective tenants for vacant RP homes, as agreed between the council and the housing providers working in the borough.
- 7.2 It details the quotas and targets for Registered Provider lettings allocated to Haringey Council, provides an agreed definition of “true void” for RSL homes, and describes the nomination process for use by both RPs and the Council. It also sets out an agreed system for monitoring and liaison.

8. Scope

- 8.1 This agreement covers all permanent lettings of self-contained RP managed accommodation within the London Borough of Haringey. It includes all general needs and sheltered units unless specific arrangements are made between the Council and an RP. Arrangements for intermediate housing are outlined in section 14.

9. Definitions

9.1 Definition of “true void” in RP stock

- 9.1.1 In calculating the proportion of “true void” properties to be made available to Haringey Council, RPs shall define a “true void” as being:
 - i. Voids within new build, newly acquired or newly rehabilitated schemes.
 - ii. Voids created through tenant moves to other landlords where no reciprocal arrangement exists, including moves made under mobility schemes.
 - iii. Voids created by housing association transfers within Haringey where the transfer is to another landlord.
 - iv. Voids created through tenant transfers to another borough or another landlord where no reciprocal arrangement exists except when such transfers are made on the grounds of racial harassment or violence.

- v. Voids created by tenants buying or renting their own property in the private sector, through the Tenants Incentive Scheme, or through making other accommodation arrangements.
- vi. Voids created by the death of a tenant where there is no statutory or contractual right to succession.
- vii. Voids created by eviction or abandonment of the property.
- viii. Voids created by decants once works are completed.

9.2 Definition of non “true void”

- i. Voids created by temporarily decanted tenants
- ii. Voids created by mutual exchanges
- iii. Voids created as a result of tenant transfers within RPs own stock and within the borough of Haringey.

10. Quotas for RSL lettings

10.1 For initial letting of newly built schemes:

10.1.1 The RPs shall provide the Council with nomination rights to 100% of units for initial lettings to new developments.

10.2 For subsequent lettings:

10.2.1 The RPs shall provide the Council with nominations rights to [a minimum](#) 50% of bed-sit and 1 bedroom “True void” properties in their housing stock.

10.2.2 The RPs shall provide the Council with nomination rights to [a minimum](#) 75% of two bedroom of larger “true void” properties in their housing stock.

10.2.3 RPs undertake to closely monitor nominations to the Council to ensure that these quotas are met within the financial year (April – March).

11. The Nominations Procedure

11.1 General comments

11.1.1 Haringey Council is a member of the Home Connections Choice Based Lettings scheme. Except where otherwise specified, Home Connections will be the system by which the

Council provides nominations to RPs. The procedure for letting via Home Connections is set out in section 12.

- 11.1.2 Where a property is excluded from the Home Connections process, the borough will provide a direct nomination as per the process set out in section 13.
- 11.1.3 Written procedure for processing nominations shall be drawn up and kept updated by the Council for use by relevant staff. Copies of these shall be provided to all RP partners. RP staff shall be invited to attend relevant training on these procedures.
- 11.1.4 The Council shall review each application on its waiting list periodically to verify applicant's household details
- 11.1.5 In order to facilitate the most efficient letting of new properties, RPs shall advise the council six months prior to completion of new housing to be handed over or any special housing schemes to be developed in the next six months, including information on bed size, suitability for special needs and availability dates.
- 11.1.6 RPs agree not to place unreasonable conditions on the type of nomination which might be made to a particular letting.
- 11.1.7 The Council operates a "one suitable offer" policy; where an applicant refuses a suitable offer, the Council will deem its duty to them discharged and the applicant will receive no further offers of accommodation. [Is this still the Allocations policy?]
- 11.1.8 Each RP is expected to achieve a universal lettable standard [what is this?] for each void property to which the Council has nomination rights.

12. Home Connections Process

- 12.1 The Home Connections Choice Based Lettings process runs on a weekly cycle with properties advertised both on-line and in the local free newspaper. Properties are available for bidding from a Wednesday until midnight on the following Monday.
 - i. The RP will submit a vacant property for nomination to the Council by completing the electronic form (NP1) before the deadline of 10am each Tuesday. This must include a photograph of the void property.
 - ii. The Council will provide the RP with a shortlist of up to five appropriate nominees to the RP by 5pm the following Tuesday using the NP1 form (close of business the day following the close of bids at midnight on Monday)
 - iii. The RP will conduct its own internal viewing and verification process resulting in the highest pointed candidate who is willing to accept the nomination being offered the property; viewings are preferably conducted on a Wednesday.

- iv. The RP will inform the Council of the outcome of the viewing process using the electronic form NP1, by the close of business on the day of the viewings.
- v. After receiving the outcome form the Council will conduct a final verification of the applicant and will then send a formal offer letter to the successful applicant and full household details to the RP within two working days using the HD1 form.
- vi. The association will inform the Council of the tenancy start date within two working days of the completion of the sign up process.
- vii. Where none of the nominees accept the offered property, or no bids are received for a marketed void, the void will be re-marketed in the following week's cycle. Thereafter, if no bids are received or no nominees accept the property at viewing, the RP shall be free to withdraw the void and use themselves, or discuss and agree inclusion of the void in further Home Connection cycles with the Council's Lettings Team Leader.

13. Direct Letting Process

- 13.1 Where specified some types of property shall be let through direct offer from the Council. Where a property is to be let this way, the following procedure shall be followed:
- i. The RP shall inform the Council of a vacancy using the form available on the Council's web site.
 - ii. The Council shall provide, via email to the nominated officer, details of a nominee for the property within two working days of receiving notification.
 - iii. The RP shall carry out its own internal verification and viewing process which will include interviewing nominees in order to verify the accuracy of information provided and to provide detailed information about the RP and the proposed letting. The RP may also require nominees to complete an internal application form.
 - iv. The RP shall inform the Council of the outcome of the nomination using the form available within 5 days of receiving the nominee details.
 - v. After receiving the outcome form the Council will conduct a final verification of the applicant and will then send a formal offer letter to the successful applicant and the RP within 2 working days.
 - vi. All nominees shall receive written confirmation of the outcome of the letting for them from the RP.
 - vii. The RP will inform the Council of the tenancy start date within two working days of the completion of the sign-up process.

14. RP Grounds for Refusal

14.1 RPs shall only reject nominees in the following specific circumstances:

- i. If the circumstances of the nominated household have changed since they were last assessed by the Council. Or, if new information has come to light since the assessment was made, such that the offer is unsuitable.
- ii. If a property is unsuitable for the nominated household because the household is too large or small for the unit, according to the RPs allocations policy.
- iii. If the unit is not suitable or suitably adapted for the household and this is supported by the Council's medical advisor.

14.2 RP shall not offer a nominee a different unit from that originally made available.

15. Applicant grounds for refusal

15.1 Applicants can only refuse a formal offer on the following grounds:

- i. If the applicant/s have become aware of a personal threat to their welfare, from an area within the immediate neighbourhood of the property bid for. Immediate neighbourhood in this instance should not exceed a 1 kilometre radius surrounding the property in question. A refusal form must be completed and signed for by each applicant.

16. Reciprocal arrangements

16.1 The Council shall consider sympathetically any requests from RPs for reciprocal lettings arrangements. These will be considered on a case by case basis by senior officers who will have particular regard to:

- i. The comparability of the units (e.g. size, quality, area, timetable for availability)
- ii. Whether it will prevent statutory homelessness
- iii. Whether it is necessary to achieve expenditure within a necessary timescale
- iv. Whether it is necessary to prevent violence/harassment

17. Council Appeal Procedure

- 17.1 Nominees shall have the right of appeal in line with the Council's published lettings policy. The right of appeal relates only to the suitability of the offer.
- 17.2 The Council shall operate the appeal procedure as specified in the Lettings Policy. During the appeal process, the RP shall be requested to keep the offer open for five working days from the date of refusal. Should the appeal decision take longer than this, the Council shall withdraw the offer and provide a new shortlist of appropriate nominations.

18. Preventing discrimination

- 18.1 Both the Council and RP partners are strongly committed to actively tackling discrimination on the grounds of ethnicity, disability, gender, religion/belief, age or sexuality.
- 18.2 RPs and the Council shall operate equal opportunity policies designed to prevent and eliminate discrimination in the provision of social housing. Equalities information will be collected and will form part of the monitoring information required in the lettings return.
- 18.3 The lettings sub-group shall review the equalities data collected on an annual basis and may jointly set annual targets to ensure appropriate lettings.

20. Monitoring

- 20.1 Each RP shall complete the Haringey lettings return on a quarterly basis. Associations with small stock holdings (fewer than 50) of a very low turnover of units (fewer than 10 per year) shall be asked to submit an annual return only.

END

Partnership Agreement For Registered Providers

Part III - Management & Repairs

N.B. This part of the document although drafted by housing enforcement has not been drawn up in consultation with Senior Management – this is subject to changes/deletion.

This Management & Repairs SLA applies to all partner RPs with stock within the London Borough of Haringey.

21. Introduction

- 21.1 This protocol sets out the procedures and target time limits that Registered Providers working in partnership with the Council, will employ when dealing with tenants disrepairs. It identifies the roles of both parties, that they will be expected to comply with. This in turn, will hopefully lead to good customer satisfaction and assist in bringing the existing housing stock up to a decent home standard by 2012.

22. Service Objectives

- 22.1 This Protocol/Service Level Agreement has been developed to improve the working relationship between the Council and RPs, in terms of the management of their housing stock and repairs. It aims to improve the following :
- The communication between the Local Authority and RPs.
 - The speed at which repairs are put in hand, and completed.
 - Customer satisfaction issues that require addressing.
 - Improvement of existing stock and quality of homes

- 22.2 That the RPs working in partnership with the Council provide an effective and efficient repair service, to all RP tenants and leaseholders.
- 22.3 To provide a service that maintains a high standard of accommodation that is fit, safe and compliant with the *Housing Act 2004*, and all other associated legislation.

23. Definitions

The Council	-	Haringey Council
The Council's Authorised officer	-	Nominated Health & Housing Officer within the Strategic & Community Housing Service
RP	-	Registered Providers
RP Case Officer	-	RP Housing Officer or surveyor
The Client	-	The complainant/tenant

24. Obligations

- 24.1 The Council's Authorised Officer will supply to the RP case officer any reports, data or other information necessary for detailing with the disrepairs, within the required or agreed time scale, as set out in this protocol.
- 24.2 Where the Council allocates a case to an alternative Case Officer, the Case Officer should notify the RP Case Officer of their intentions.
- 24.3 The Council will be responsible for notifying the RP of any changes in the work required, or any changes in circumstances which may alter the advice given or work to be undertaken.
- 24.4 The Council will be responsible for monitoring the delivery of services, with reference to the general and specific performance standards.
- 24.5 The Council will ensure that the works abide by the principles of the Government Enforcement Concordat, including making sure that all the necessary authorisations are obtained.
- 24.6 The Council's Authorised Officer will also comply with all statutory requirements and will exercise skill, care and diligence in accordance with best professional practice.
- 24.7 The RP will comply with any specific obligations set out in Appendix I and II of this report.

- 24.8 That the Council and the RP signatories to this document put in place adequate measures to ensure compliance with the outlined timescales and standards.
- 24.9 The RPs agree to conduct regular estate inspections and to supply the Council with a timetable and contact name for these inspections so that Ward Members can be notified and attend.

25. General Performance Targets and Timescales

- 25.1 If a performance standard specifies a time scale, or where a time scale has been agreed with the Council (as detailed in Appendix ?, attached), the Council/RP will ensure that all the work is carried out to that time scale specified/agreed.
- 25.2 If a performance standard does not specify a time scale, or where no time scale has been agreed with the Council, the RP will ensure that work is carried out within a negotiated reasonable time scale.
- 25.3 Within 3 working days of receipt of a complaint to the Council, the Council's Authorised Case Officer will acknowledge receipt and contact the client. The Authorised Case Officer, where necessary, will inspect the premises, to ascertain the state of the repair and to collect details/evidence and any other requirements.
- 25.4 Following on from this, if emergency works are required an oral instruction relating to the work will be made by the Council, and subsequently confirmed in writing by an email or letter to the RP.
- 25.5 Upon receipt of this notification, the RP shall respond, using **written correspondence** via the email or a letter to the authority within 3 working days, outlining their intention to carry out the works. This should include the required time limit (as detailed in Appendix ?)... If the agreed time limit cannot be met, the reason must clearly be stated and a revised time limit agreed by both parties.
- 25.6 The RP will ensure, so far as reasonably practicable, that the Council's Authorised Officer is notified of progress of the works being carried out and upon completion **will send an email or letter confirming that all works are completed.**
- 25.7 Where an agreed time limit is not met, then a warning letter will be sent by the Council, **allowing 7 working days** to start the works, or **2 days in urgent cases** (Details in Appendix I).
- 25.8 Once this letter has been received if the works have not commenced **within 7 days, an appropriate statutory notice will be served**, specifying the time constraints and the works required.
- 25.9 The works should then be completed. Failure to comply with the statutory notice will lead to the Council having to employ appropriate builders/contractors to carry out the **works-**

in-default, and the RP will be required to reimburse the full costs of the works to the Council, including an administrative fee.

- 25.10 In the cases where it is deemed appropriate to carry out a Housing Health and Safety Rating System assessment, a 'Power of Entry' Notice under the *Housing Act 2004* Section 239, will be served on the RP. A copy of the notice will also be served on the residents of the property. This will notify them of the date and time the inspection will be carried out.
- 25.11 Following on from this, if the hazards are a Category 1 an Improvement Notice under the *Housing Act 2004*, will be served on the RP specifying a time limit to complete the works.
- 25.12 Failure to comply with this statutory notice, will then subsequently lead to a prosecution being carried out.
- 25.13 Specific performance targets and time scales can be found with each work type in Appendix I, and within the step by step procedures in Appendix II of this report.
- 25.14 All new and existing housing developments and estates must be maintained up to a high standard including the external appearance, the communal areas, and car parks.

26. Review Meetings

- 26.1 Review meetings will be held quarterly in June, September, December and February each year between the nominated Client Care Officer(s) from the Service Provider and the Client, to discuss the following as required; -
- Performance
 - Results of satisfaction monitoring, including customer satisfaction
 - Sensitive and high risk cases
 - Protocol agreement
 - Decent home programmed works

27. Decent Home Standard

- 27.1 This Protocol seeks to ensure that all parties are actively working to provide decent homes for the residents of Haringey.
- 27.2 The definition of a decent home is defined as meeting four criteria:
- It meets the current statutory minimum standard for housing
 - It is in a reasonable state of repair
 - It has reasonably modern facilities

- It provides a reasonable degree of thermal comfort

27.4 The RPs need to have a programme of works set in place to bring their stock up to a decent home standard, by the Governments' 2010 target.

28. Empty Homes

28.1 If the RP has any empty properties that need extensive works to bring them up to standard, then a detailed programme of works specifying timescales and suitable deadlines should be drawn up and supplied to the Council.

28.2 A long term programme should be adopted to bring all empty properties back in to use.

28.3 **The signatories to this protocol agree to work with the Council where viable on initiatives to bring empty properties back into use as affordable housing.**

29 Customer Satisfaction Survey

29.1 A customer satisfaction survey will be carried out annually by the Council, and a report detailing the findings and suggested improvements will be published.

END

Partnership Agreement For Registered Providers

Part IV – Development & Marketing

This Development SLA applies to all partner RPs actively developing or considering development activity within the London Borough of Haringey.

30. Funding & grant availability

- 30.1 The Council will actively work with the Homes & Communities Agency (HCA) to maximise the availability of NAHP funding for compliant and viable schemes.
- 30.2 It is required that the partner RPs will inform the Council (Enabling Team) of any intention to bid for NAHP funding.
- 30.3 The Council will only support NAHP grant bids from RP signatories to this agreement.
- 30.4 The Council will fully utilise the process of Continuous Market Engagement (CME) to promote compliant, viable schemes brought forward by partners.
- 30.5 The Council will, where possible, make available funding streams other than NAHP grant for the provision of affordable housing e.g. commuted sums secured through s.106 agreements. Such payments will be allocated through a competitive tendering process to RPs signed up to this agreement.
- 30.6 The RPs will seek to maximise the input to housing investment in the Borough from private finance and other funding sources

31. Community involvement

- 31.1 All the parties of this agreement recognise the importance and value of consulting with and involving the local community. Effective and early community consultation is critical to the development process. The RPs agree to actively and meaningfully consult with members of the local community and Ward Councillors at the pre-planning application stage.
- 31.2 The Council will endeavour to promote and facilitate scheme specific consultation when requested by an RP

32. Development Standards

32.1 It is agreed that RPs undertaking development adhere to and where possible exceed the standards required by the HCA's current design and quality standards irrespective of grant funding.

32.2 RPs agree to approach the planning and design of new schemes with a view to minimising future management and maintenance issues e.g. communal satellite/cable connectivity, community safety, use of good quality and low maintenance external components and finishes etc.

32.3 RSL partners should use reasonable endeavours to ensure that at least 25% of the workforce carrying out the development lives within the London Borough of Haringey. This might involve pooling and sharing of information sub regionally by the RP partners to facilitate the process.

32.4 Secured by Design

32.4.1 All parties of this agreement recognise the importance of ensuring that all new development adheres to the 'Secured by Design' principles.

32.4.2 RPs agree to consult with (at the pre-planning stage) Haringey's Crime Prevention Officers (MET Police) (Please see appendix III for contact details).

32.5 Lifetime Homes

32.5.1 The Council aims to meet the target of 100% Lifetime Homes as set by the GLA's London Plan for all new housing in the borough and expects all the RP partners to co-operate in the achievement of this target.

32.6 Wheelchair accessible housing

32.6.1 10% of all general needs rented housing shall be designed and constructed to be suitable for occupation by a wheelchair user¹. 100% of supported extra care schemes should be suitable for wheelchair user occupation; the level of wheelchair housing on other supported schemes will be subject to negotiation with RPs.

32.6.2 RPs must allow for consultation with the Council's Occupational Therapists or Medical Advisors during the design phase and incorporate the Council's reasonable requirements into new homes.

32.7 Building for Life

¹ See GLA Best Practice Guidance: Wheelchair accessible housing: Designing homes that can be easily adapted for residents who are wheelchair users.

32.7.1 It is expected that on RP led projects Building for Life standards are used to assess proposals at an early stage and throughout the planning process to ensure effective place shaping.

32.7.1 RPs will ensure in consultation with the Council that during the planning process and at completion of RP led developments a score of 16/20 or higher is achieved using the Building for Life Standards.

33. Partnership working & information sharing

33.1 Partner RPs agree to contact the Enabling Team as soon as an approach is made by a developer or land owner regarding a new site, well in advance of any bid for NAHP funding.

33.2 The RPs authorise Haringey to communicate their involvement in a scheme to other partner RPs who are or have been approached by a developer with regard to the same site

33.3 The Council agrees to provide partner RPs with site specific information on request such as existing planning briefs, planning history etc.

33.4 RPs should promote understanding of the Council's planning requirements with developers.

33.5 The Council will (when requested) provide details of our partnership approach and will provide a list of RP partner contacts.

33.6 RP partners consent to provide a designated officer (when requested) with agreed financial information at the appropriate time to enable issues of affordability and viability to be examined.

33.7 The Council will enable good communication on development issues across Council services including the Planning and Legal department. The Enabling Team will further endeavour to facilitate appropriate meetings with or between partners and Council officers in order to problem solve development issues.

33.8 The RP partners will provide regular updates on forecast start on site and practical completions.

33.9 The Council will provide and maintain an up-to-date list of key Council contacts to all RP partners.

33.10 All parties should provide timely updated information including staff changes, contact details, organisational restructures etc.

33.11 The Council will provide partners, where possible, with development opportunities through the disposal of land or buildings.

33.12 The Council will consult on the development of planning policy and Local Development Framework (LDF) and expect that RP partners will provide comments.

34. Low Cost Home Ownership (HomeBuy) Marketing

34.1 'Haringey People' advertising

34.1.1 The Council wishes RPs to advertise new developments, open days and other events in the borough-wide 'Haringey People' magazine. The magazine is published 10 times per year and is distributed to 224,500 residents.

34.1.2 Haringey People rates can be downloaded from the Haringey Council website at www.haringey.gov.uk/haringey_people_rates.pdf

34.1.3 For further information please contact Laura Mitchell, Senior Marketing Communications Officer on 020-8489-2993, or email laura.mitchell@haringey.gov.uk

34.2 Direct mail-out requests

34.2.1 For reasons of data protection, client lists cannot be shared with RPs but the Council can conduct a mailout on behalf of an RP.

34.2.2 Upon application the Council will obtain a quote for a targeted marketing mail-out of Homes for Haringey tenants and/or clients on the Haringey Housing Register tailored to the specific requirements of the RP (e.g. all applicants requiring two bedroom accommodation).

34.2.3 Further information on this and advertising in Haringey people can be found in "Home Ownership Marketing Procedures" annexed to this agreement.

34.3 'Home Connections' advertising

34.3.1 The Council advertise shared ownership properties on Haringey's Home Connections page for both new build development and re-sales.

34.3.2 The adverts are available to view on the Home Connections web site as well as appearing weekly in the Haringey Advertiser and in Council Customer Service Centres and libraries.

34.3.3 Currently this service is free of charge. For further information please contact Paul Dowling, RSL Development Officer on 020-8489-4301, or by email at paul.dowling@haringey.gov.uk

34.4 Haringey's Priorities

34.4.1 In addition to the criteria published by Housing Options for the purchase of shared ownership properties, the usual priority scale for this type of accommodation is:

- i. Council and housing association tenants
- ii. Those in temporary accommodation
- iii. Housing Register

34.4.2 This order of priority is generally the norm across London; however each Local Authority is able to set their own waiting list priority dependant on the needs of the local area. Applicants for shared ownership properties on Haringey's Housing Register are prioritised in the following order:

- i. Homeless Families and Children
- ii. Those in overcrowded properties
- iii. Vulnerable People
- iv. Those with a Local Connection
- v. Remainder of Housing Waiting List

34.4.3 Further information about Key Workers and shared ownership is available from the Housing Options website² from the HCA website³ and from the Haringey Council website⁴.

35. Visits & Open Days

35.1 RPs should ensure that they advise the Council of forthcoming open days. This will allow Housing Prevention and Options and Allocations staff to visit properties before they are let or sold. The intention is that staff will subsequently be better able to discuss scheme specifics with clients.

END

² www.housingoptions.co.uk

³ www.homesandcommunities.co.uk

⁴ www.haringey.gov.uk

Part V – Safeguarding Children and Vulnerable Adults

36. Safeguarding Children

- 36.1 Safeguarding children is a responsibility for us all. The London Child Protection procedures stress the need for all agencies and partners to work together to safeguard children. The procedures provide clear guidance on what is expected of all agencies who work with children or adults who are parents.
- 36.2 The Council is committed to working with RP partners to ensure that safeguarding responsibilities are delivered. RPs are expected to flag situations where there are safeguarding concerns to Children's Services through agreed referral routes and to work co-operatively with Children's Services on cases, sharing information as appropriate.
- 36.3 It is required that RPs in the borough ensure that their organisations have regard to their responsibilities in relation to s.11 of the Children's Act and have policies and procedures in place which promote child welfare and safeguarding. RPs will ensure that their staff are competent in identifying child protection issues and concerns.
- 36.4 The Council will provide advice and support as required to ensure that compliance with s.11 is achieved. The Council will provide contact details for a Nominated Safeguarding Officer who will act as a link person the Council and RPs in cases of child protection.
- 36.5 In situations where a serious case review is commissioned by the Local Safeguarding Children Board following the death or serious injury to a child RPs will co-operate fully with the review process to ensure that any learning can lead to improvements in safeguarding arrangements.

37. Safeguarding Adults

- 37.1 Working to safeguard vulnerable adults is also an important area of responsibility for the Council and RPs operating in the borough.
- 37.2 RPs will ensure that their staff are aware of issues concerning the safety of vulnerable adults and are able to raise alerts in situations of concern. Information will be shared as appropriate to allow cases to be investigated and for appropriate measures to be put in place.
- 37.3 The Council will work with RPs to support the delivery of appropriate training and provide materials to promote the importance of safeguarding.

Partnership Agreement For Registered Providers

Part VI – Hearthstone & Domestic violence (DV)

38. Hearthstone

- 38.1 Hearthstone provides survivors of DV in Haringey with access to all the support they will need in one place. The centre bring together Housing officers, victim support volunteers, Police Community Safety officers and staff from the Council's Equalities and Diversity unit.
- 38.2 The people working in Hearthstone all have considerable professional expertise of supporting survivors of DV. They are able to ensure that people contact agencies at the right time and, when they do, they are adequately prepared. They are also able to make referrals for longer term support and assistance.

39. Sanctuary Scheme

- 39.1 Transferring survivors away from DV is not always the best solution; for many victims remaining in the home is the preferred option.
- 39.2 The Sanctuary scheme allows survivors of DV to remain feeling safe and secure in their own home though police approved property modifications.
- 39.3 Modifications can be tailored to individual cases and range from minor security changes such as renewed lock systems to the installation of a panic room.

40. Multi Agency Risk Assessment Conference (MARAC)

- 40.1 A Multi Agency Risk Assessment Conference combines up to date risk information with an assessment of a victims needs and link those directly to provision of appropriate services for all those involved in a domestic violence case: victim children and perpetrator; (Co-ordinated Action Against Domestic Abuse (CAADA) definition).
- 40.2 The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. Cases are evaluated on the level of risk of repeat occurrence according to the CAADA risk assessment criteria on a scale of 1-20; cases meeting 10 or more of these criteria are considered to be at risk of repeat victimisation or death.

41. Policy and procedure

- 41.1 The RP should have a dedicated policy and procedure for dealing with DV cases; this should cover arrangements for management transfers to like for like properties.
- 41.2 A dedicated officer to deal with DV cases should be identified within the RSL and the contact details should be supplied to Hearthstone on request.
- 41.3 The RP consents to supply a copy of its Domestic Violence policy and a copy of its internal transfer form to be kept by Hearthstone in the event that after assessment a victim of DV is considered high priority for transfer.
- 41.4 Hearthstone will advise the respective dedicated RP officer of any DV referrals received where the victim is housed by the RP.
- 41.5 Hearthstone will assess the case and make recommendations to the relevant parties.
- 41.6 If a management transfer to another property is advised the RP will arrange for that transfer to take place as soon as possible.
- 41.7 If the RP feels that the case does not warrant the use of a management transfer the RP agrees to abide by the findings of a MARAC that will be set up in consultation with the RP.
- 41.8 If property modification is deemed preferable in discussion with the RP and the tenant, the RP agrees, by negotiation with the Council, to bare the cost of installation of agreed security measures.

Partnership Agreement For Registered Providers

Part VII – Appendices

APPENDIX I

Table of timescales for works

Description	Performance Standard
<u>Emergency Repairs</u> i.e. Blocked drains Broken & Defective W.C.s Cut of services/supplies	<ul style="list-style-type: none"> ✓ The RSL will employ a contractor to clear the blockage or carry out the repair ✓ Ensure that all sanitation requirements are up to standard ✓ Maintain all electrical/gas/water supplied including safety certificates.
<u>General Drainage Disrepairs</u> i.e. Defective drainage systems - gutters/waste/soil pipes ----- <u>General Emergency Repairs Prejudicial to Health</u> i.e. No hot water or Heating Structural Collapse Security measures Electrical Hazards	<ul style="list-style-type: none"> ✓ The RSL will employ a contractor to repair or supply an adequate drainage system to the property within 21 days and, ✓ Complete all works within 28 days. ✓ Within 9 days arrange for the boiler appliance to be fixed, to ensure that an adequate hot water supply or heating is provided. ✓ Make safe any structure to ensure that it does not collapse ✓ Ensure that the property is secured, repair any broken glazing or locking mechanisms. ✓ Repair any defective or dangerous electrical faults.

Description	Performance Standard
<p><u>General Disrepairs</u> <u>(under the HHSRS)</u></p> <p>i.e. Trip hazards Ventilation issues Food safety problems</p>	<p>Works should commence within 3 weeks and. be completed by 4 weeks</p>
<p><u>General Long-term Disrepairs</u> To bring property up to a decent home standard</p> <p>i.e. Improvements in Heating Change of Windows Insulation</p>	<p>Works should be scheduled to be carried out within a maximum of 3 months</p>
<p><u>Pest infestations</u></p> <p>i.e. Rats/mice Cockroaches</p>	<p>In houses in multiple occupation, flats and other buildings with common areas, a treatment programme to eradicate infestations should commence within 21 days, including all necessary works to fill in access points into the building.</p>
<p>Overcrowding</p>	<p>Each individual case will be on judged on its urgency.</p>

APPENDIX II

Planning policy

Housing SPD here

APPENDIX III

Council Contacts (as at August 2008) to be completed

Position	Name	Number	Location⁵
Leader of the Council	Cllr George Meehan	020-8489-2964	RPH – 5 th floor
Lead Member for Housing	Cllr John Bevan	020-8489-2774	RPH – 5 th floor
Chief Executive	Ita O'Donovan	020-8489-2648	RPH – 5 th floor
PA to Chief Executive	Jan McNicholas	020-8489-2649	RPH – 5 th floor
Director of Urban Environment	Niall Bolger	020-8489-4523	RPH – 2 nd floor
Head of Economic Regeneration	Karen Galey	020-8489-2616	RPH – 2 nd floor
Assistant Director for Strategic & Community Housing	Phil Harris (PA – Pat McDonnell)	020-8489-4338	APEX – 3 rd floor
Assistant Director for Planning Policy and Development (Interim)	Ransford Stewart (PA – Amanda Da-Costa)	020-8489-5538	639 – 1 st floor (1.7)
Head of Housing Strategy and Needs	Denise Gandy	0	APEX – 2 nd Floor
Head of Development Control – North Team	Paul Tomkins	0	639 – 1 st floor (1.3)
Head of Development Control – South Team	Paul Smith	0	639 – 1 st floor (1.3)
Enabling Manager	Nic Grayston	0	APEX – 3 rd floor
Team Leader Planning Policy	Ciara Whelehan	0	
	Hailey McEvoy	0	
RSL Development Officer	Sandra Lawrence	0	APEX – 3 rd floor
RSL Development Officer	Yvonne Cookhorn	0	APEX – 3 rd floor
	Shannon Francis	0	APEX – 3 rd floor
RSL Development Officer	Paul Dowling	0	APEX – 3 rd floor
	Malcolm Dawes	0	
	Phillip Cunliffe-Jones	0	
Prevention and Options Manager	Jagdish Jethwa	0	APEX – 1 st floor

APPENDIX IV

Member Contacts (as at August 2008) incomplete

⁵ RSLH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.

Position	Name	Number	Location ⁶
Leader of the Council		020-8489-2964	RPH – 5 th floor
Lead Member for Housing	Cllr John Bevan	020-8489-2774	RPH – 5 th floor

APPENDIX V

Non-Council contacts

Position	Name	Company	Number	Address
Crime Prevention Officer	Eric Childs	MET Police		
Crime Prevention Officer	Andrew Snape			

APPENDIX VI

RSL Contacts (TO BE ADDED)

⁶ RSLH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.
