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Hart

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25 July 2008

To: All Members of the Overview and Scrutiny Committee

Dear Member,

Overview and Scrutiny Committee - Tuesday, 29th July, 2008

Further to my letter yesterday (24 July 2008) in respect of forwarding copies of the reports which were marked 'TO FOLLOW' on your agenda for the Special Overview and Scrutiny Committee on Tuesday 29 July 2008, please find attached a further document referred to in the body of the Director of Urban Environment's report – Item 5 (ii) para 8.22 entitled 'Decent Homes – A guide for Residents' which was omitted from the report.

The Director of Urban Environment apologises for the omission of the document with the original circulated Item.

Please do not hesitate to contact me should you require any further assistance.

Yours sincerely

Clifford Hart
Committee Manager – Non Cabinet Cttees

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Decent Homes A guide for residents



Homes for Haringey

www.homesforharingey.org



Section 1

Introduction

Section 2

Decent Homes

What is the Decent Homes Standard?
Special note to leaseholders
What's not covered?
How do we identify the need for decent homes?

Section 3

Who is involved in the decent homes process

Councillors
Homes for Haringey Board
Homes for Haringey staff
Our Partners
Compliance team
Constructor partners

Section 4

Keeping you informed

- Consultation Standards
- Asset Management Panel
- Leasehold Panel
- Appointments
- Surveys
- Newsletters
- Meetings
- Resident Liaison Officer
- Representation during the work
- Monitoring the quality of the work
- Customer Satisfaction Survey
- Defects liability Period
- Final Project Review
- Choices available
- Leaseholder's consultation

Welcome to the Decent Homes guide for residential tenancy. This booklet is a guide to help you understand the Decent Homes Standard and what you can expect from your landlord. It explains who is involved and what to expect from Housing Officers and other partners before, during and after the works. It also explains how you can get involved and practical advice on how to manage the works.

You can get more information about the Decent Homes Standard on our website www.homesforharingey.org and our website. We also publish information in 'Home Matters' for tenants and leaseholders. You can get further information from the asset management team on **020 8489 1111** or email decenthomes@homesforharingey.org.

Getting ready for the start of works

Surveys	16
Identity cards	16
Your family's health	16
Insurance	16
Holidays	16
Your belongings	16
Satellite TV dishes	16

During the work

Health & Safety

Your family's health	17
Coffolding	17
Security	17
Children	17
Pets	17
Accidents	18
Good neighbours	18
Site office	18
What to do about questions, concerns and complaints	18

How we work together

Homes for Haringey	19
What we expect from our constructor partners	19
What we expect from you	20

When the work finishes

Signing off the work	21
Customer satisfaction survey	21
Defects liability period	21
Project review	21

Government's decent homes standard says a decent home is one which is windproof, weather tight, warm and has modern facilities. It should: meet the current minimum legal standard for housing

be in a reasonable state of repair and have reasonably modern facilities, such as kitchens and bathrooms and have heating and insulation.

In Haringey we aim for all our homes to be:

- free from damp

- have a kitchen less than 20 years old or in good condition

- have a bathroom less than 30 years old or in good condition
- have an efficient heating system and insulation

- be in a good state of repair
- have secure external doors

- have windows in a good state of repair.

Important note for Leaseholders

Repairs will be carried out inside homes and you will not be charged for internal works done in council's homes. However in accordance with the terms of your lease, a fair proportion of the cost of works to the structure of the

What's not included?

The decent homes programme does not include works to lifts, door entry systems and CCTV. A programme of environmental improvements will be consulted upon and prioritised later.

How do we identify the need for decent homes?

The stock condition survey

A stock condition survey shows the state of repair of properties. In 2003 Haringey Council commissioned independent surveyors FPD Savills to do a condition survey on its behalf. They surveyed the outside of every house and block and the inside of 13% of tenanted homes. The survey found that around 55% of Haringey's homes didn't meet the government's decent homes standard. The constructor partners will continue to update the stock condition surveys. We will then use this information to do the right work in every home.

Repair or Replace

Our surveying and other maintenance staff dealing with repairs may recommend that major works are carried out when routine maintenance and 'one off' repairs cannot solve a problem. For example, when a roof can no longer be 'patch repaired' and needs replacing.

Councillors

Councillors are elected representatives who have confirmed the funding for the decent homes programme.

Homes for Haringey Board

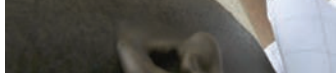
Homes for Haringey is an arms length management organisation run by a voluntary board of directors. The Board recommends various programmes of works to the Council.

Homes for Haringey Staff

The following staff in Homes for Haringey are all directly involved in the decent homes programme.

- The Head of Asset Management is responsible for delivering the decent home programme.
- There are two senior managers for the east of the borough (North and South Tottenham) and one for the west (Hornsey and Wood Green). They are responsible for overseeing the decent homes programme.

While the decent homes programme is underway you should still contact your Tenancy Management team, the Estate Services team or Home Ownership team for enquiries which relate to their areas of work.



decent homes programme?

decent homes programme?

Compliance team

Four consultancies have been appointed as compliance teams to support and oversee the decent homes programme.

North Tottenham

John Rowan & Partners

South Tottenham

Potter Raper Partnership

Hornsey

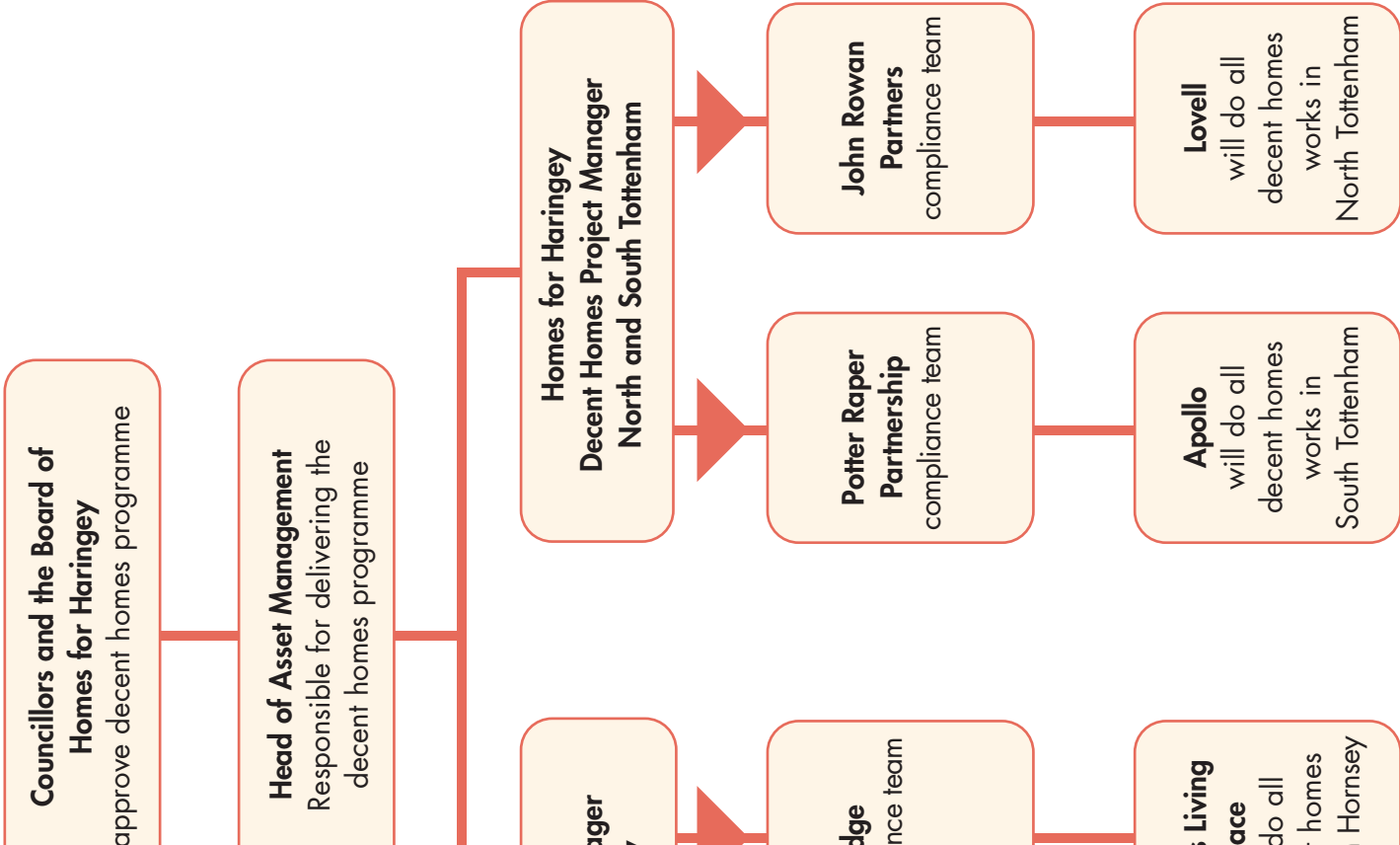
Ridge

Wood Green

Rider Levett Bucknall

The role of the compliance team is to supervise the contract on behalf of Homes for Haringey, making sure the constructors complete the work on time, within budget and to the agreed quality standard. Some of the people who work in the compliance team are below.

- The contract administrator can issue instructions to the constructor and if satisfied with the completed work agrees the payment.
- Clerk of Works is responsible for setting the standard and checking the quality of every stage of the work. The Clerk of Works makes sure that the constructors use safe methods of work.



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constructor partner will have the following staff who you will meet the work starts.

Project Manager – this person is responsible for overseeing a number of projects for the constructor partner.

Site Manager – this person is responsible for the day to day management of works when they are on site. The site manager makes sure work is done in the right order, that the right materials are available, and that the work is done safely and to a good standard.

■ **Resident Liaison Officer** – this person is responsible for making appointments with residents and for customer care. The Resident Liaison Officer should be the first point of contact for all residents who have questions about the works.

We sent you this guide because your home, estate or block is included in the decent homes programme. Please keep it in a safe place as it contains useful information.

Consultation Standards

We will send you the contact details of your project team and who to contact if you have any concerns.

We will consult with you about the project that includes your home to:

- agree the extent of the project
- get your views and comments and
- provide opportunities for you to get involved.

We will do more consultation or use different methods of consultation to meet the particular needs of individual residents, projects and or estates if it is required.



Commitments

Our constructor partner for your area always write to you with an appointment before visiting your home to survey or to carry out work. They may ask for a different time or day if one offered is not convenient.

Surveys

Each home is surveyed we will tell you what the survey says and what actions are required to your block. This information is published in a newsletter. We will also carry out the surveys for your block when they are completed.



Newsletters

At the beginning of the project we will send you a newsletter to:

- introduce the project team;

- keep you up to date about what work we are doing and what is proposed to carry out; and
- ask you for your views.

We will also tell you about the progress of the project through regular newsletters.

Meetings

Before any work starts we will hold at least one meeting in the local area. Here you can meet the team who are responsible for the project.

After this and any other residents' meetings, we will send a newsletter to tell you the outcome of the meeting and explain how we will deal with any issues raised.

Resident Liaison Officer

Our constructor partners (the building contractors) will have a resident liaison officer for every project. It is their job to keep residents informed and to deal with all customer care issues; for example making your appointments, answering your questions and solving problems.

Where schemes involve internal work or work which will entail a lot of disruption, the Resident Liaison Officer will have one-to-one discussions with households to ensure the proposals meet their specific requirements. This will include agreeing work programme dates and choices.

Representation during the works

Local residents may nominate two residents (ideally one tenant and one leaseholder) to represent them at project site meetings.

We will also involve your residents' association, advocate or local nominees in signing off work that has been carried out to shared areas.

Monitoring the quality of the work

Throughout the programme we will be monitoring the standard of the work and we will welcome your comments. If you feel unhappy about any aspect of the work please tell your resident liaison officer who will keep a note of it. You will find their name and phone number in your newsletter.

The compliance team will analyse the number and type of comments and report to us at the regular meetings we hold with our constructor partners, compliance teams and residents. At these meetings we will work with our partners to resolve any issues.

Customer Satisfaction Survey

When the works are completed we will ask residents to fill in a questionnaire (called a customer satisfaction survey) asking for views on how the project went. We use these to identify what we are doing well and what we need to improve.

Defects

This is a list of defects that we will monitor during the project.

For more information on defects, please contact your resident liaison officer.

At the end of the project there will be a final work inspection.

We will also carry out a final inspection of the works.

Page 10 of 11

Choice

We will offer you a choice of options.

- You will be able to choose the type of work to be carried out.

- You will be able to choose the time of day when the work is carried out.

- You will be able to choose the location of the work.

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Leaseholders' Consultation

A significant number of leaseholders are affected by the works, or if leaseholders request it, we will invite a representative from the Home Ownership team to the consultation meetings to discuss the arrangements for leaseholders. Leaseholders will also be able to attend a one to one meeting to discuss specific needs.

Leaseholders are also legally entitled to receive information at three other points for any piece of work costing more than £250. These are known as Section 20 (S.20) notices.

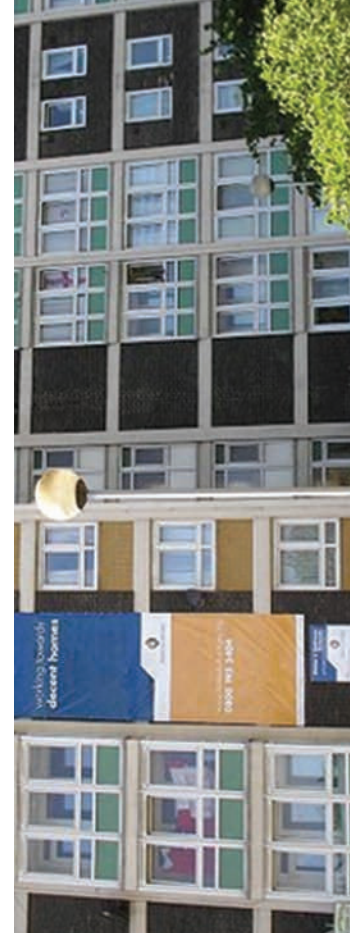
At decent homes programme the Home Ownership team will send you two statutory notices, the 'Notice of Intention to enter into a Qualifying Term Agreement' and the 'Notice of Proposal', have already been served. If you want more information about these please contact the Home Ownership team on **020 8489 3485** or **020 8489 3313**.

Notice of Intention/Estimate S.20

When the costs of the project works is decided, leaseholders will be sent the notice of Intention/Estimate. This will be at least 30 days before works start at their home, estate or block.

The notice will:

- Describe the works in general terms, or say where and when a description of the works may be inspected.
- Say why we consider it necessary to carry out the works.
- Estimate the total cost of the proposed works.
- Estimate the block cost.
- Estimate each individual leaseholder's share of the total including fees.
- Say when we estimate the works will start and finish.
- Invite leaseholders to make written observations on the proposal within 30 days of the date of the notice.



We have a legal duty to consider any observations we receive within the 30 days and to reply to them in writing within 21 days of receipt.

We will not start work until we have considered the observations received and responded to them.



The first invoice for the works will be issued after the end of the period for observations and leaseholders will be required to start paying from the date when works start on site. This is one of several important changes concerning the payment system for leaseholders. For further information please see the booklet 'Bills for major works'.

Variations and or additional works
Where block costs increase by more

5

will need to do a detailed survey of your home, block or estate before decide exactly what works need done. If we need access to your we will give you an appointment at least 7 days notice. You will the chance to change the ment if it is inconvenient. mber it is a breach of your y agreement if you do not allow o survey or repair your home.

Y Cards

s ask to see an identity card (take the time to look at it) of e who wants to come into your . If you are not satisfied the ty card is genuine please do t the caller in. Call the Resident n Officer.

amily's health

Let the Resident Liaison know before the work starts or anyone who lives with you health problem or disability might be affected by the work.

nce

Always advise residents to a home contents insurance r. If you have one you should ur insurance company about work and when it is due to and finish especially if there ffordling erected.

Holidays

The Resident Liaison Officer will make appointments with you for the work to your home. If you are planning a holiday please let the Resident Liaison Officer know in good time so that appointments can be made to suit you.

Your belongings

You may need to move your belongings to allow the constructor to do their work. We will let you know in good time if you need to do this and the Resident Liaison Officer will provide you with storage boxes if you need them. If you are disabled or elderly and need help please contact the Resident Liaison Officer.

Please make sure you keep communal areas like hallways, staircases and landings clear of your belongings if the constructors are working in that area.

Satellite TV dishes

If you have a satellite TV dish on the outside of your home you need to take it down if scaffolding is being erected. If you do not take it down the builder will be asked to remove it but will not refit it when the works are finished. Wherever possible Homes for Haringey will install a new digital integrated communal TV aerial that will allow all residents to subscribe to Sky, Sky+ Hotbird or Turkstat TV services. You may only refit your own dish after the works if you have permission from your

Health & Safety Your family's health

If your health or the health of anyone living with you is affected by the works while they are going on please let the Resident Liaison Officer know. We will do our best to help

Scaffolding

Do not allow your family or visitors to get on the scaffolding.

Do not let children climb the scaffold or play near it.

Remember to keep the windows and doors of any room with scaffolding outside it closed and locked when you are out of the room.

If you see anyone suspicious on the scaffold please inform the site office or the out-of-hours service immediately.



Security
Always working our deliveries identified

Do not without identifying If in danger your R

Children
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Pets

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Residents
We want to keep you and everyone else safe during the work. If you have anything that you think may be an accident please contact your Resident Liaison Officer or site manager immediately. You will be able to contact telephone numbers including an out of hours number in a separate document.

The contractor will have an accident book on site and all accidents will be recorded in it.

neighbours
Building work can be stressful, but you can help by being a good neighbour.

Please let the Resident Liaison Officer or tenancy management officer know if you think any of your neighbours may need extra help, especially those who are elderly, deaf or disabled.

Site office
Our constructor partners will have a site office in the area.

The site manager, Resident Liaison Officer and Clerk of Works are based here.

Questions, concerns and what to do if you are unhappy about something during the works?
You should contact the Resident Liaison Officer if you have any questions or concerns about the works or the constructor. If you are unhappy about standards of workmanship or materials you should report it while the work is going on.

The Resident Liaison Officer will keep a file at the site office to record your queries. If it is a simple matter it may be answered immediately or the next day. But if it is more difficult you will get a reply within 5 days. The compliance team will regularly check the file to make sure that we take appropriate action in response to all concerns.

If you are not satisfied with the answer you may use Homes for Haringey's formal complaints procedure.

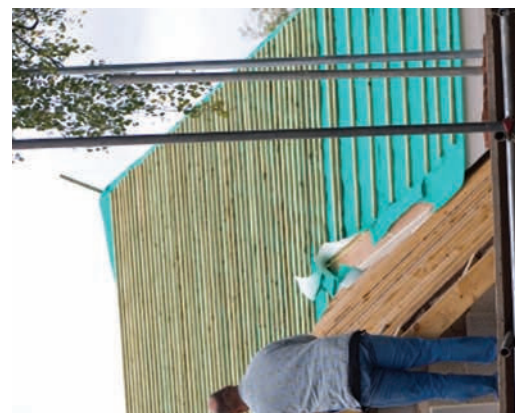
We expect the highest standard of honesty from our constructor partners and staff. Our constructor partners will follow Homes for Haringey's Customer Agreement (See Tenants' Charter).

Homes for Haringey

- Will make sure all work is completed to the standard agreed in advance with residents and partners.
- Will check work at the end of the 'Defect liability period' (usually one year) and put right any problems quickly.

Our Constructor Partner

- Will tell you what work is planned and consult you before starting
- Will keep you informed of progress during the project
- Will put problems right as soon as possible.
- Will make appointments with you and keep them.
- Will give you at least 21 days notice before starting work in your home.
- Will finish work in your home within the time they have agreed.
- Will make sure you have electricity, a working WC and running water at the end of each working day.



we expect from you

Now us and our partners into your home for surveys and works when we have given you reasonable notice.

Keep any appointments that make with you. If you have cancel please tell us as soon possible.

Remove your belongings from the work areas. The Resident Liaison officer will give you storage boxes and, if you are elderly or disabled, will get help for you with packing.

Do not leave children under the age of 16 unsupervised in your home while work is going on.

Close your windows are painted leave them open to let the paint dry, but remember to close and lock them when you are going out.

Let us what you think about the works; especially if you were pleased with how they were done or if you had problems.

Signing off the work

A short time before the work is due to finish the Clerk of Works and the Contractor Administrator will inspect all of the work and check that it is up to standard. If work is done inside your home, this will also be inspected. You can say if there is anything you are not happy with.

When you are satisfied, we will ask you to 'sign off' on the works in your home.

Customer Satisfaction Survey

Afterwards we will ask you to fill in a questionnaire (called a customer satisfaction survey) asking for your views on how the project went. Please refer to section 4 of this booklet.

Defects liability period

The constructor must put right any problems that arise during the 'defects liability period'. For more information on how we will involve you refer to section 4 of this booklet.

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This guide contains useful information about the Decent Homes programme. For a free copy in your own language, please check our website or tick the box below, fill in the form and return it to the freepost address.

Albanian

Ky doracak përmban informata të dobishme mbi programin e shtëpive të përshtatshme. Për një kopje falas në gjuhën tuaj ju lutem shikoni në ueb faqen tonë ose shënjoni kutinë e mëposhtme, plotësoni formularin dhe kthejeni tek adresa me postim falas.

Arabic

يحتوي هذا الدليل معلومات مفيدة حول برنامج البيوت المحترمة (decent homes). لنسخة مجانية في لغتك الخاصة، رجاء تفحص موقع ويبنا أو أشطب في المربع بالأسفل، أملئ الاستمارة وارجعها إلى عنوان البريد المجاني freepost.

Bengali

এই নির্দেশিকায় 'ডিসেন্ট হোমস' বা মনোরম বাসস্থান কর্মসূচি সম্পর্কে দরকারী তথ্য দেওয়া আছে। এটার কপি বিনা মূল্যে আপনার নিজের ভাষায় পাওয়ার জন্য, আমাদের ওয়েবসাইট দেখুন কিংবা নিচের বাক্সে টিক চিহ্ন দিন, ফর্ম পূরণ করুন এবং সেটা বিনা ডাকমাণ্ডলের ঠিকানায় ফেরত পাঠান।

Cantonese

這份指引供給有關「得體住所計劃」的有用訊息。欲想得到免費的中文翻譯，請瀏覽我們的網站，或者在以下方格畫勾、將回條填妥後寄交註明的免郵地址。

French

Ce guide contient des informations utiles sur le programme Logements Décents. Pour en obtenir un exemplaire gratuit dans votre langue, veuillez vous rendre sur notre site internet ou cocher la case ci-dessous, remplir le formulaire et nous le renvoyer à l'adresse ci-dessous.

Greek

Ο οδηγός αυτός περιέχει χρήσιμες πληροφορίες για το πρόγραμμα κατάλληλων κατοικιών. Για ένα δωρεάν αντίτυπο στη δική σας γλώσσα, παρακαλούμε επισκεφτείτε την ιστοσελίδα μας ή σημειώστε το πιο κάτω τετράγωνο, συμπληρώστε τη φόρμα και επιστρέψτε την στην αναγραφόμενη διεύθυνση χωρίς ταχυδρομικά.

Kurdish

Di vê rêberê de li ser bernameya malên minasib agahîya kêrhatî heye. Heke hun kopîyeye bêpere ya bi zimanê xwe dixwazin, ji kerema xwe li websîteya me binêrin an jî qutîka jêrîn îşaret bikin, formê tije bikin û ji navnîşana posta bêpere re bişînin.

Portuguese

Esse guia contém informação útil sobre o programa lares decentes. Para uma cópia gratuita em sua própria língua, por favor, verifique nossa website ou marque o quadradinho abaixo, preencha o formulário e retorne-o para o endereço postal gratuito.

Somali

Hagahan waxa ku qoran macluumaad ku saabsan barnaamijka guryaha habboon. Si aad u hesho koobbi luqaddaada ku qoran, fadlan ka eeg goobtayada internetka oo calaamadi sanduuga hoose, buuxi foomka oo ku soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Turkish

Bu rehber makul evler programı ile ilgili yararlı bilgiler içermektedir. Kendi dilinizde bir kopyası için lütfen internet sitemize bakınız veya aşağıdaki kareyi işaretleyip formu doldurarak posta ücreti gerektirmeyen adrese gönderiniz.

Please tell us if you would like a copy of this Decent Homes brochure in another language that is not listed above 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

Which language? _____



Name: _____

Address: _____

Telephone: _____

Email: _____

Please return to: **Decent Homes**
FREPOST RLYE-ELRG-ASSB, Homes for Haringey
6TH Floor, River Park House, 225 High Road, London N22 8HQ



Homes for Haringey uses recycled paper as part of its commitment to improving the environment.

Homes for Haringey offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Key Client Representatives

Residential Management Team
100 River Park House
High Road
London N22 8HQ
Tel: **020 8489 1778, 020 8489 1046**
Email: **decenthomes@homesforharingey.org**

Residential Management Officer (Major Works)

Residential Management Team
100 River Park House
High Road
London N22 8HQ
Tel: **020 8489 1269**
Email: **decenthomes@homesforharingey.org**

Residential enquiries

Residential Section

Residential Section
Ownership Team
3
Station Road
Wood Green
London N22 8UW
Tel: **020 8489 3485**
Email: **Home.OwnershipTeam1@homesforharingey.org**

Residential Section
Ownership Team
4
Station Road
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London N22 8UW
Tel: **020 8489 3485**
Email: **Home.OwnershipTeam2@homesforharingey.org**

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Email: **Home.OwnershipTeam2@homesforharingey.org**

Residential Section
Ownership Team
7
Station Road
Wood Green
London N22 8UW
Tel: **020 8489 3485**
Email: **Home.OwnershipTeam2@homesforharingey.org**

Residential Leaseholders' Association

Residential Leaseholders' Association
100 River Park House
High Road
London N22 8HQ
Tel: **0845 020 4252**
Email: **help@haringeyleaseholders.org.uk**

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