



**Haringey Council**

**Partnership Agreement  
For Registered Social Landlords**

**DRAFT**  
**FOR CONSULTATION**  
**August 2009**

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# Partnership Agreement For Registered Social Landlords

## 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 Social Landlord (RSL) partners.
- 1.2 This will involve partnership working between the Council, the Homes & Communities Agency (HCA), the Tenant Services Authority (TSA) and RSLs. 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. Strategic Priorities

- 2.1 The RSL signatories to this agreement agree to actively engage with the Council in the pursuance and achievement of the five 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 RSLs 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 partner RSLs in planning and other documentation to private developers and other relevant parties, 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 seek to improve relations with strategic bodies.
- 3.1.7 RSLs 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 RSLs should actively promote:
  - the use of Council services
  - Social cohesion
  - Steps to reduce or deter crime

### **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 RSLs 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 RSL Partners will be expected to...
  - 5.1.1 Actively combat ASB within their housing stock and on all land owned by the RSL and have robust procedures in place to respond to incidents
  - 5.1.2 Provide intervention services including early mediation to resolve disputes

- 5.1.3 Ensure that RSL staff are available as witnessess to support enforcement activity through the courts
- 5.1.4 Sign the Council/Partnership information sharing protocol (ISP)
- 5.1.5 Sign up to and implement the Government's Respect Standard
- 5.1.6 Have in place an ASB Policy, as required by the Home Office, this should be published on the RSLs website
- 5.1.7 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
- 5.1.8 Be active members and regularly attend the quarterly Anti-Social Behaviour Partnership Board and the Anti-Social Behaviour RSL liaison meetings
- 5.1.9 Participate in Council sponsored problem solving and intervention strategies
- 5.1.10 In extreme cases where it is deemed necessary to re-house victims of ASB the RSL will make all endeavours to re-house affected tenants either temporarily or permanently by sourcing units from their own stock

## 6. Existing Stock

- 6.1 The parties recognise the importance of the RSLs 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 RSL 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 RSL 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 RSLs 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 Social Landlords

## 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 RSL homes, as agreed between the Council and the RSLs working in the borough.
- 7.2 It details the quotas and targets for RSL lettings allocated to Haringey Council, provides an agreed definition of “true void” for RSL homes, and describes the nomination process for use by both RSLs 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 RSL 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 RSL. Arrangements for intermediate housing are outlined in section 28.

### 9. Definitions

#### 9.1 Definition of “true void” in RSL stock

- 9.1.1 In calculating the proportion of “true void” properties to be made available to Haringey Council, RSLs 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 RSL 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 RSLs 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 RSLs shall provide the Council with nomination rights to a minimum 90% of all “true void” properties in their housing stock.

10.2.2 RSLs 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 RSLs. The procedure for letting via Home Connections is set out in section 12.

- 11.1.2 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 RSL partners. RSL staff shall be invited to attend relevant training on these procedures.
- 11.1.3 The Council shall review each application on its waiting list periodically to verify applicant's household details
- 11.1.4 In order to facilitate the most efficient letting of new properties, RSLs 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.
- 11.1.5 RSLs agree not to place unreasonable conditions on the type of nomination which might be made to a particular letting.
- 11.1.6 The Council agrees to provide the RSL with comprehensive information (within the bounds of data protection) regarding nominees in terms of relevant individual support needs and previous tenancy issues in keeping with the Council's sustainable communities agenda.
- 11.1.7 Each RSL is expected to achieve a lettable standard for each void property to which the Council has nomination rights. This standard should be set by the RSLs published policy and be made available to the Council on request.

## **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 Sunday.
- i. The RSL will submit a vacant property for nomination to the Council by completing the electronic form (NP1) before the deadline of 10am each Tuesday. In order for the property to be advertised this must include a photograph of the void property.
  - ii. The Council will provide the RSL with a shortlist of appropriate nominees to the RSL 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 RSL 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 RSL 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 RSL within two working days using the HD1 form.
- vi. The association will inform the Council of the tenancy start date within five 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 for three consecutive cycles. Thereafter, if no bids are received or no nominees accept the property at viewing, the RSL 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. RSL Grounds for Refusal

13.1 RSLs 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 RSLs allocations policy.

13.2 RSL shall not offer a nominee a different unit from that originally made available unless previously agreed with the Housing Assessments and Lettings Manager.

13.3 All cases where a nominee has been rejected should be escalated to the Housing Assessments and Lettings Manager for decision.

## 14. Reciprocal arrangements

14.1 The Council shall consider sympathetically any requests from RSLs for reciprocal lettings arrangements. These will be considered on a case by case basis by senior officers (after consultation with Homes for Haringey) 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

## **15. Council Appeal Procedure**

- 15.1 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.
- 15.2 The Council shall operate the appeal procedure as specified in the Lettings Policy. During the appeal process, the RSL 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.

## **16. Preventing discrimination**

- 16.1 Both the Council and RSL partners are strongly committed to actively tackling discrimination on the grounds of ethnicity, disability, gender, religion/belief, age or sexuality.
- 16.2 RSLs 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.
- 16.3 The lettings sub-group shall review the equalities data collected on an annual basis and may jointly set annual targets to ensure appropriate lettings.

## **17. Monitoring**

- 17.1 Each RSL 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 Social Landlords

## Part III - Management & Repairs

### 18. Partnership Working

#### 18.1 Estate Walkabouts

- 18.1.1 RSLs should ensure that their approach to management and maintenance is proactive rather than reactive and as such conduct regular estate walkabouts to ensure early identification of potential issues.
- 18.1.2 A schedule of dates and times of estate walkabouts (including contact details of the officer carrying out the walkabout) should be available to the Council on request. These details will then be distributed to relevant Ward Councillors who may wish to attend.

#### 18.2 Common Management Standards

- 18.2.1 RSL partners agree to work proactively with the Council and Homes for Haringey on the development of common management standards.

#### 18.3 Management Agreements

- 18.3.1 RSL partners agree to explore opportunities for management agreements where efficiency savings and/or benefits to residents can be realised.

### 19. Complaints Procedures

- 19.1 RSLs agree to provide full details of their complaint procedures to the Council on request and further commit to inform RSL residents of these procedures.
- 19.2 RSLs should on request provide details of a central point of contact for the referral of complaints from residents and Members.
- 19.3 Enquiries from Councillors or on behalf of Councillors should be responded to within 10 working days.
- 19.4 RSLs 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").

## **20. Waste, Recycling & Cleansing**

### **20.1 Waste and recycling storage and collection arrangements**

- 20.1.1 Partner RSLs agree to provide adequate storage space for waste containers for a once, or by agreement twice per week, collection service so as to avoid any overflow or spillage. In addition RSLs agree to provide adequate storage space for recycling containers at or near the waste container storage location.
- 20.1.2 Partner RSLs agree to ensure that waste and recycling containers are stored at locations that are kept clean and well maintained and are laid out to be convenient and easy to use for tenants and with good access for collection vehicles and operatives.
- 20.1.3 The Council agrees to work with partner RSLs to provide advice and guidance regarding the storage of waste and recycling containers and make collection arrangements that are designed to fit in with the particular nature and characteristics of individual properties.
- 20.1.4 The Council agrees to carry out collections according to the agreed schedule and to return containers to the recognised storage locations after emptying. Any spillage caused by collectors through their own actions will be cleared by them before leaving site.

### **20.2 Cleansing**

- 20.2.1 Partner RSLs agree to put in place arrangements for cleansing external estate areas on a minimum frequency of once per week, or more often where this is warranted, and to make arrangements for dumps to be removed within 24 hours of notification.
- 20.2.2 The Council agrees to provide advice and guidance about cleansing and dumps removal arrangements. If required by partner RSLs, the Council agrees to work with its own cleansing service provider to provide quotes to carry out cleansing services to RSLs. Where such arrangements are made, the Council will also work with RSLs to facilitate monitoring of work carried out using its own officers and if required produce reports on standards achieved.
- 20.2.3 The Council agrees to provide RSLs with similar assistance to that outlined in 20.2.2 in relation to graffiti removal.

### **20.3 Waste, recycling and cleansing communications with tenants**

- 20.3.1 Partner RSLs agree to provide tenants with guidance and information about waste and recycling services to ensure that they can dispose of their waste properly and participate in the recycling collection services provided by the Council. This would include information about how to dispose of bulky items of waste properly. This provision is especially important in relation to new tenants, or tenants moving to Haringey from another borough, at the time they are moving in.
- 20.3.2 The Council agrees to provide RSLs with leaflets, sample letters, articles or information in other formats with the required information regarding waste, recycling and cleansing.

The Council will also provide communication advice to ensure information is given to residents using the most effective channels.

20.3.3 Partner RSLs agree to allow temporary access to blocks of flats or gated developments for the Council's Participation Officers, so that residents can be directly engaged on recycling and other environmental issues through doorstep canvassing.

## **20.4 Enforcement**

20.4.1 The Council agrees to provide RSLs with advice and guidance to deal with enforcement in relation to waste, cleansing and graffiti.

20.4.2 RSLs should seek to design out crime in locations subject to regular abuse. Contact details for Haringey's Crime Prevention Officers can be found in appendix III.

20.4.3 RSLs should ensure full cooperation with the Council in seeking to achieve reversal of unauthorised development e.g. removal of satellite dishes in conservation areas.

20.4.4 RSLs should seek to maintain pest-free conditions in their stock and land. Arrangements should be put in place for prevention, proofing, monitoring of activity and early intervention/treatment.

## **21. Sustainability of existing stock**

### **21.1 Context**

21.1.1 Over 13% of homes in Haringey are classed as RSL-owned, with an estimated 65k tonnes of CO<sub>2</sub> emissions coming from this sector, representing around 6-7% of total emissions in the borough. It is therefore vital that there is engagement of RSLs and tenants on sustainability and support to enable action to be taken to improve environmental performance. In addition to environmental levers there are also financial and social benefits from embedding sustainability into the partnership between RSLs and the Council.

### **21.2 Sustainability**

21.2.1 Partner RSLs agree to proactively work with the Council on increasing the energy efficiency of housing stock in Haringey and to maximise resources and opportunities for tackling fuel poverty in line with the Council's Affordable Warmth Strategy 2009-19.

21.2.2 Partner RSLs agree to take into account environmental sustainability when carrying out refurbishment of properties and in new developments, to meet or exceed required building standards/best practice, which may include:

- Rainwater storage in new developments;
- Consider converting any flat roofs to living green roofs;
- Consider the use of automatic timed switch-off devices for lighting in public areas within their properties;
- Install water metering in all homes

- Install gas and electricity meters with realtime displays in every home
- Ensure that dual rate electric meters are replaced with single rate meters, and consider replacing all electric storage heaters
- Consider installing appropriate micro-renewables (Solar thermal, Ground Source Heat Pumps or Solar PV)
- Install low level flushes in all new properties or water saving devices in existing properties
- Install double flush toilets in new and refurbished properties
- Fit tap and shower aerators and distribute other water saving devices such as shower timers
- Consider innovative ways of tackling hard-to-treat homes such as Victorian solid wall properties

21.2.3 Partner RSLs agree to work with the Council to undertake awareness-raising activities through the distribution of information to tenants (where necessary provided by the Council) and the incorporation of sustainability into tenants newsletters, resident panel meetings, Decent Homes workshops and other events, to enable tenants to take action and utilise sources of financial and advisory support available.

21.2.4 Partner RSLs agree to work with the Council to establish partnerships with energy suppliers in order to access funds for energy efficiency projects.

21.2.5 Partner RSLs agree to work with the Council to ensure that any partners such as contractors have robust environmental sustainability policies.

21.2.6 The Council agrees to work with partner RSLs to provide information and guidance, including relevant literature, to tenants regarding energy and water efficiency and other sustainability issues.

21.2.7 The Council agrees to work with partner RSLs to provide advice and guidance on improving the energy and water efficiency of RSL properties, and the options available for delivering such improvements.

## 22. Decent Home Standard

22.1 This Protocol seeks to ensure that all parties are actively working to provide decent homes for the residents of Haringey.

22.2 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

22.3 The RSLs 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.

## 23. Empty Homes

- 23.1 If the RSL 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.
- 23.2 A long term programme should be adopted to bring all empty properties back in to use.
- 23.3 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.
- 23.4 Empty properties owned by RSLs should be maintained in a condition that prevents illegal occupation and which deters or does not invite vandalism and other anti-social behaviour. A programme of works or disposal strategy should be in place to ensure that such properties do not remain empty for any significant length of time.

**END**

# Partnership Agreement For Registered Social Landlords

## Part IV – Development & Marketing

### 24. Funding & grant availability

- 24.1 The Council will actively work with the Homes & Communities Agency (HCA) to maximise the availability of NAHP funding for compliant and viable schemes.
- 24.2 It is required that the partner RSLs will inform the Council (Enabling Team) of any intention to bid for NAHP funding.
- 24.3 The Council will only support NAHP grant bids from RSL signatories to this agreement.
- 24.4 The Council will fully utilise the process of Continuous Market Engagement (CME) to promote compliant, viable schemes brought forward by partners.
- 24.5 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 RSLs signed up to this agreement.
- 24.6 The RSLs will seek to maximise the input to housing investment in the Borough from private finance and other funding sources

### 25. Community involvement

- 25.1 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 RSLs agree to actively and meaningfully consult with the local community and Ward Councillors at the pre-planning application stage.
- 25.2 The Council will endeavour to promote and facilitate scheme specific consultation when requested by an RSL.

### 26. Development Standards

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



- 26.2 RSL-led development projects should be submitted to the Council for pre-application assessment and advice. As part of this process schemes will also be referred to Haringey's Design Panel<sup>1</sup> for scrutiny and feedback.
- 26.3 RSLs 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. Satellite/cable connectivity should be as such that it is able to receive all the stations that future occupants are likely to require.
- 26.4 RSL partners should use reasonable endeavours to ensure that at least 25% of the workforce carrying out the development live within the London Borough of Haringey. This might involve pooling and sharing of information sub regionally by the RSL partners to facilitate the process.
- 26.5 Secured by Design**
- 26.5.1 All parties of this agreement recognise the importance of ensuring that all new development adheres to the 'Secured by Design' principles.
- 26.5.2 RSLs agree to consult with (at the pre-planning stage) Haringey's Crime Prevention Officers (MET Police) (Please see appendix III for contact details).
- 26.6 Lifetime Homes**
- 26.6.1 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 RSL partners to co-operate in the achievement of this target.
- 26.7 Wheelchair accessible housing**
- 26.7.1 10% of all general needs rented housing shall be designed and constructed to be suitable for occupation by a wheelchair user<sup>2</sup>. 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 RSLs.
- 26.7.2 RSLs 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.
- 26.8 Building for Life**
- 26.8.1 It is expected that on RSL led projects CABE Building for Life standards are used to assess proposals at an early stage and throughout the planning process to ensure effective place shaping.

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<sup>1</sup> The Haringey Design Panel is made up of well-respected design experts, including architects, urban designers, town planners and transport and landscape specialists.

<sup>2</sup> See GLA Best Practice Guidance: Wheelchair accessible housing: Designing homes that can be easily adapted for residents who are wheelchair users.

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

## 26.9 Car Parking

26.9.1 RSL should ensure that prospective tenants and leaseholders of car-free developments are advised of area car-parking regulations.

## 27. Partnership working & information sharing

27.1 Partner RSLs 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.

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

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

27.4 RSLs should promote understanding of the Council's planning requirements with developers.

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

27.6 RSL 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.

27.7 The Council will enable good communication on development issues across Council services including the Planning, Property 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.

27.8 The RSL partners will provide regular updates on forecast start on site and practical completions.

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

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

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

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

### **27.13 Council Owned Land**

27.13.1 On Council owned land, site acquisition will be undertaken on an open book basis. RSL partners will be required to submit a development appraisal (form of appraisal to be agreed) with initial feasibility drawings prior to exchange of contracts and a further development appraisal once planning permission has been granted and the building contract has been let.

27.13.2 Where changes have occurred between the initial feasibility scheme for, prior to exchange of contracts and the approved planning scheme, the Council may seek overage to reflect any increase profitability.

27.13.3. The RSL partner should endeavour to work with the Council to secure the site soon after exchange of contracts. This will entail the erection of hoardings and where necessary demolition works.

27.13.4 Prior to exchange of contracts, the RSL partner must demonstrate, where applicable, the timetable for securing grant funding from the HCA . The conditional sale of land, subject to funding, to a RSL Partner will be undertaken at the Council's discretion.

## **28. Low Cost Home Ownership (HomeBuy) Marketing**

### **28.1 'Haringey People' advertising**

28.1.1 The Council wishes RSLs 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.

28.1.2 Haringey People rates can be downloaded from the Haringey Council website at [www.haringey.gov.uk/haringey\\_people\\_rates.pdf](http://www.haringey.gov.uk/haringey_people_rates.pdf)

28.1.3 For further information please contact Laura Mitchell, Senior Marketing Communications Officer on 020-8489-2993, or email [laura.mitchell@haringey.gov.uk](mailto:laura.mitchell@haringey.gov.uk)

### **28.2 Direct mail-out requests**

28.2.1 For reasons of data protection, client lists cannot be shared with RSLs but the Council can conduct a mail out on behalf of an RSL.

28.2.2 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 RSL (e.g. all applicants requiring two bedroom accommodation).

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

### **28.3 ‘Home Connections’ advertising**

28.3.1 The Council advertise shared ownership properties on Haringey’s Home Connections page for both new build development and re-sales. RSLs agree to provide full details of all home ownership opportunities for inclusion.

28.3.2 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.

28.3.3 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](mailto:paul.dowling@haringey.gov.uk)

### **28.4 Haringey’s Priorities**

28.4.1 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

28.4.2 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 Register

28.4.3 Properties delivered as Rent to HomeBuy or as Intermediate Rent should in the first instance be marketed to Haringey Key Workers.

28.4.4 If properties have been ring fenced for Key Workers the properties should first be marketed to Key Workers from Haringey and thereafter cascade down to the Council’s usual order of priority.

28.4.5 Further information about Key Workers and shared ownership is available from the Housing Options website<sup>3</sup>, from the HCA website<sup>4</sup> and from the Haringey Council website<sup>5</sup>.

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<sup>3</sup> [www.housingoptions.co.uk](http://www.housingoptions.co.uk)

<sup>4</sup> [www.homesandcommunities.co.uk](http://www.homesandcommunities.co.uk)

<sup>5</sup> [www.haringey.gov.uk](http://www.haringey.gov.uk)

## 29. Visits & Open Days

- 29.1 RSLs 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**

# Partnership Agreement For Registered Social Landlords

## Part V – Safeguarding Children and Vulnerable Adults

### 30. Safeguarding Children

- 30.1 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.
- 30.2 The Council is committed to working with RSL partners to ensure that safeguarding responsibilities are delivered. RSLs 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.
- 30.3 It is required that RSLs 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. RSLs will ensure that their staff are competent in identifying child protection issues and concerns.
- 30.4 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 RSLs in cases of child protection.
- 30.5 In situations where a serious case review is commissioned by the Local Safeguarding Children Board following the death or serious injury to a child RSLs will co-operate fully with the review process to ensure that any learning can lead to improvements in safeguarding arrangements.

### 31. Safeguarding Adults

- 31.1 Working to safeguard vulnerable adults is also an important area of responsibility for the Council and RSLs operating in the borough.
- 31.2 RSLs 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.
- 31.3 The Council will work with RSLs to support the delivery of appropriate training and provide materials to promote the importance of safeguarding.

**END**

# Partnership Agreement For Registered Social Landlords

## Part VI – Hearthstone & Domestic violence (DV)

### 32. Hearthstone

- 32.1 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.
- 32.2 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.

### 33. Sanctuary Scheme

- 33.1 Transferring survivors away from DV is not always the best solution; for many victims remaining in the home is the preferred option.
- 33.2 The Sanctuary scheme allows survivors of DV to remain feeling safe and secure in their own home though police approved property modifications.
- 33.3 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.

### 34. Multi Agency Risk Assessment Conference (MARAC)

- 34.1 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).
- 34.2 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.

### 35. Policy and procedure

- 35.1 The RSL should have a dedicated policy and procedure for dealing with DV cases; this should cover arrangements for management transfers to like for like properties.
- 35.2 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.
- 35.3 The RSL 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.
- 35.4 Hearthstone will advise the respective dedicated RSL officer of any DV referrals received where the victim is housed by the RSL.
- 35.5 Hearthstone will assess the case and make recommendations to the relevant parties.
- 35.6 If a management transfer to another property is advised the RSL will arrange for that transfer to take place as soon as possible.
- 35.7 If the RSL feels that the case does not warrant the use of a management transfer the RSL agrees to abide by the findings of a MARAC that will be set up in consultation with the RSL.
- 35.8 If property modification is deemed preferable in discussion with the RSL and the tenant, the RSL agrees, by negotiation with the Council, to bare the cost of installation of agreed security measures.

**END**



## Partnership Agreement For Registered Social Landlords

### Part VII – Appendices

## APPENDIX I

### Member Contacts (correct at July 2009)

Position	Name	Party	Number	Location <sup>6</sup>
<b>Cabinet</b>				
Leader of the Council	Cllr Claire Kober	Labour	020 8365 2119	RPH – 5 <sup>th</sup> floor
Dep. Leader of the Council, Cabinet Memb. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 <sup>th</sup> floor
Cabinet Member for Housing	Cllr John Bevan	Labour	07967 336448	RPH – 5 <sup>th</sup> floor
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 <sup>th</sup> floor
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 <sup>th</sup> floor
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 <sup>th</sup> floor
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 <sup>th</sup> floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 <sup>th</sup> floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 <sup>th</sup> floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 <sup>th</sup> floor
<b>Alexandra</b>				
	Cllr David Beacham	Liberal Democrats	07748 015286	RPH – 5 <sup>th</sup> floor
	Cllr Susan Oatway	Liberal Democrats	020 8374 4660	RPH – 5 <sup>th</sup> floor
	Cllr Nigel Scott	Liberal Democrats	07794 218556	RPH – 5 <sup>th</sup> floor
<b>Bounds Green</b>				
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 <sup>th</sup> floor

<sup>6</sup> 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.

	Cllr Ali Demirci	Labour	07967 310412	RPH – 5 <sup>th</sup> floor
	Cllr John Oakes	Liberal Democrats	07973 223150	RPH – 5 <sup>th</sup> floor
<b>Bruce Grove</b>				
	Cllr Ray Dodds	Labour	07967 336443	RPH – 5 <sup>th</sup> floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 <sup>th</sup> floor
	Cllr Emma Jones	Labour	020 8885 2532	RPH – 5 <sup>th</sup> floor
<b>Crouch End</b>				
	Cllr Ron Aitken	Liberal Democrats	020 8374 2682	RPH – 5 <sup>th</sup> floor
	Cllr Lyn Weber	Liberal Democrats	07814 238100	RPH – 5 <sup>th</sup> floor
	Cllr David Winskill	Liberal Democrats	020 8374 5650	RPH – 5 <sup>th</sup> floor
<b>Fortis Green</b>				
	Cllr Sara Beynon	Liberal Democrats	07967 336173	RPH – 5 <sup>th</sup> floor
	Cllr Matt Davies	Liberal Democrats	07976 457453	RPH – 5 <sup>th</sup> floor
	Cllr Martin Newton	Liberal Democrats	020 8489 4005	RPH – 5 <sup>th</sup> floor
<b>Harringay</b>				
	Cllr Gina Adamou	Labour		RPH – 5 <sup>th</sup> floor
	Cllr Karen Alexander	Liberal Democrats	07875 490055	RPH – 5 <sup>th</sup> floor
	Cllr Carolyn Baker	Liberal Democrats	07890 758659	RPH – 5 <sup>th</sup> floor
<b>Highgate</b>				
	Cllr Rachel Allison	Liberal Democrats	07794 218591	RPH – 5 <sup>th</sup> floor
	Cllr Bob Hare	Liberal Democrats	07870 157703	RPH – 5 <sup>th</sup> floor
	Cllr Neil Williams	Liberal Democrats	020 8347 5225	RPH – 5 <sup>th</sup> floor
<b>Hornsey</b>				
Leader of the Liberal Democrat Group	Cllr Robert Gorrie	Liberal Democrats	020 8348 2119	RPH – 5 <sup>th</sup> floor
	Cllr Errol Reid	Liberal Democrats	07866 775731	RPH – 5 <sup>th</sup> floor
	Cllr Monica Whyte	Liberal Democrats	020 8888 3433	RPH – 5 <sup>th</sup> floor
<b>Muswell Hill</b>				
	Cllr Jonathan Bloch	Liberal Democrats	07785 550043	RPH – 5 <sup>th</sup> floor
	Cllr Gail Engert	Liberal Democrats	020 8489 4005	RPH – 5 <sup>th</sup> floor
	Cllr Sheila Rainger	Liberal Democrats	07974 203679	RPH – 5 <sup>th</sup> floor
<b>Noel Park</b>				
	Cllr Alan Dobbie	Labour	020 8888 8076	RPH – 5 <sup>th</sup> floor
	Cllr Catherine Harris	Labour	020 8341 6755 07976 457429	RPH – 5 <sup>th</sup> floor
	Cllr Fiyaz Mughal	Liberal Democrats	07939 609481	RPH – 5 <sup>th</sup> floor
<b>Northumberland Park</b>				
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 <sup>th</sup> floor
Cabinet Member for Housing	Cllr John Bevan	Labour	2774 07967 336448	RPH – 5 <sup>th</sup> floor
	Cllr Sheila Peacock	Labour	020 8808 9160	RPH – 5 <sup>th</sup> floor
<b>Seven Sisters</b>				
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 <sup>th</sup> floor
	Cllr Joe Goldberg	Labour	07794 218566	RPH – 5 <sup>th</sup> floor
Leader of the Council	Cllr Claire Kober	Labour	2964	RPH – 5 <sup>th</sup> floor
<b>St Ann's</b>				
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 <sup>th</sup> floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 <sup>th</sup> floor
Cabinet Member for	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 <sup>th</sup> floor

Resources				
<b>Stroud Green</b>				
	Cllr Ed Butcher	Liberal Democrats	07814 238150	RPH – 5 <sup>th</sup> floor
	Cllr Laura Edge	Liberal Democrats	07967 336171	RPH – 5 <sup>th</sup> floor
Dep. Leader Liberal Democrat Group	Cllr Richard Wilson	Liberal Democrats	020 8341 7052	RPH – 5 <sup>th</sup> floor
<b>Tottenham Green</b>				
	Cllr Isidoros Diakides	Labour	020 8340 8477	RPH – 5 <sup>th</sup> floor
	Cllr Harry Lister	Labour	020 8808 5612	RPH – 5 <sup>th</sup> floor
Mayor	Cllr Bernice Vanier	Labour	07817 954961	RPH – 5 <sup>th</sup> floor
<b>Tottenham Hale</b>				
Dep. Leader of the Council, Cabinet Member. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 <sup>th</sup> floor
	Cllr Alan Stanton	Labour	020 8376 4223	RPH – 5 <sup>th</sup> floor
	Cllr Sheik G L Thompson	Labour	020 8493 8695	RPH – 5 <sup>th</sup> floor
<b>West Green</b>				
	Cllr Eddie Griffith	Labour	07870 157701	RPH – 5 <sup>th</sup> floor
	Cllr Gmmh Rahman Khan	Labour	020 8374 1630 (9am-6pm)	RPH – 5 <sup>th</sup> floor
	Cllr Toni Mallet	Labour		RPH – 5 <sup>th</sup> floor
<b>White Hart Lane</b>				
	Cllr Charles Adje	Labour	020 8809 4070	RPH – 5 <sup>th</sup> floor
Chair of Overview & Scrutiny Committee	Cllr Gideon Bull	Labour	020 8352 1261 07792 437268	RPH – 5 <sup>th</sup> floor
	Cllr Liz Santry	Labour	07792 437544	RPH – 5 <sup>th</sup> floor
<b>Woodside</b>				
	Cllr Pat Egan	Labour	020 8888 9828	RPH – 5 <sup>th</sup> floor
	Cllr George Meehan	Labour	020 8489 2964	RPH – 5 <sup>th</sup> floor
	Cllr Jayanti Patel	Labour	020 8888 7999	RPH – 5 <sup>th</sup> floor

## **APPENDIX II**

### **Council Contacts (correct at July 2009)**

<b>Position</b>	<b>Name</b>	<b>Number (020-8489+)</b>	<b>Location<sup>7</sup></b>
Chief Executive	Ita O'Donovan (PA – Jan McNicholas)	2648 (2649)	RPH – 5 <sup>th</sup> floor
Director of Urban Environment	Niall Bolger (PA – Tracey O'Mahony)	4523 (4537)	RPH – 2 <sup>nd</sup> floor
<b>Strategic and Community Housing</b>			
Assistant Director for Strategic and Community Housing	Phil Harris (PA – Pat McDonnell)	4338 (4397)	APEX – 3 <sup>rd</sup> floor
Head of Housing Strategy, Development and Partnerships	Nick Powell (PA-Jamie Daniel)	4774 (4717)	APEX – 3 <sup>rd</sup> floor

<sup>7</sup> RPH – 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.

Head of Housing Support and Options	Denise Gandy (PA – Jillian Olliver)	4404 (4372)	APEX – 2 <sup>nd</sup> Floor
Head of Housing Needs and Lettings	Zulfiqar Mulak (PA – Jillian Olliver)	4890 (4372)	APEX – 3 <sup>rd</sup> floor
Enabling Manager	Nic Grayston	4754	APEX – 3 <sup>rd</sup> floor
Housing Strategy & Partnerships Manager	Rosie Green	4526	APEX – 3 <sup>rd</sup> floor
Housing Assessments & Lettings Manager	Beverley Faulkner	4362	APEX – 3 <sup>rd</sup> floor
Housing Advice & Options Manager	Jennifer Gould	4210	APEX – 3 <sup>rd</sup> floor
Hearthstone Manager	Penny Rutter	020-8888-5362	10 Commerce Road, N22 8ED
Team Leader Prevention & Options	Mark Billings	4336	APEX – 1 <sup>st</sup> Floor
Lettings Team Manager	Anthea Bennett	4708	APEX – 1 <sup>st</sup> Floor
RSL Development Officer	Yvonne Robinson	4373	APEX – 3 <sup>rd</sup> Floor
RSL Development Officer	Sandra Lawrence	4721	APEX – 3 <sup>rd</sup> Floor
Housing Assets Officer	Shannon Francis	4728	APEX – 3 <sup>rd</sup> Floor
Principle Housing Strategy Officer	Paul Dowling	4301	APEX – 3 <sup>rd</sup> Floor
<b>Planning and Regeneration</b>			
Assistant Director for Planning, Regeneration and Economy	Marc Dorfman (PA – Amanda Da Costa-Morgan)	5538 (5208)	639 – 1 <sup>st</sup> Floor (1.7)
Group Manager – Strategy and Sites	Ismail Mohammed	2686	639 – 1 <sup>st</sup> Floor
Head of Economic Regeneration	Karen Galey	2616	RPH – 2 <sup>nd</sup> Floor
Head of Planning Policy & Design	Sule Nisancioglu	5562	639 – Gr Floor (G8)
Head of Development Control – North Team	Paul Tomkins	5167	639 – 1 <sup>st</sup> Floor (1.3)
Head of Development Control – South Team	Paul Smith	5507	639 – 1 <sup>st</sup> Floor (1.3)
Team Leader Planning Policy	Ciara Whelehan	5516	639 – Gr Floor (G8)
Principle Conservation Officer (Design Team lead)	Mortimer MacSweeney	2641	639 – Gr Floor (G8)
Head of Building Control	Bob McIver	5500	639 – Gr Floor (G2)
Team Leader Planning Enforcement	Myles Joyce	5102	639 – 1 <sup>st</sup> Floor
<b>Corporate Property Services</b>			
Head of Corporate Property Services	Dinesh Kotecha	2101	ALEX – 1 <sup>st</sup> Floor
Asset Strategy & Development Manager	Andrew Anderson	2189	ALEX – 1 <sup>st</sup> Floor
Senior Valuer	Olayinka Jawando	2179	ALEX – 1 <sup>st</sup> Floor
Senior Valuer	Nick Papapavlou	2193	ALEX – 1 <sup>st</sup> Floor
<b>Corporate Legal Services</b>			
Senior Planning Lawyer	Maria Bilbao	5950	ALEX – 9 <sup>th</sup> Floor
Planning Lawyer	Fleur Brunton	4631	ALEX – 9 <sup>th</sup> Floor
Planning Lawyer	Yohanna Weber	2415	ALEX – 9 <sup>th</sup> Floor

## APPENDIX III

### Useful Contacts (correct at July 2009)

Position	Name	Company	Number	Address
Member of Parliament for Hornsey and Wood Green	Lynne Featherstone lynne@lynnefeatherstone.org	Liberal Democrats	0208 340 5459	MP for Hornsey & Wood Green House of Commons London SW1A 0AA
Member of Parliament for Tottenham	David Lammy	Labour	020 7219 0767	House of Commons London SW1A 0AA
Crime Prevention Officer	Eric Childs Eric.Childs@met.pnn.police.uk	MET Police	020 8345 2167	Muswell Hill Police Station Crime Prevention Office 115 Fortis Green Muswell Hill London N2 9HW
Crime Prevention Officer	Andrew Snape andrew.snape@met.police.uk			

## APPENDIX IV

### RSL Contacts (to be added)

RSL Name	Name	Position	Number	Email address