

YOUR REPAIRS HANDBOOK

MANAGING AND DELIVERING REPAIRS IN YOUR HOME

SEPTEMBER 2024



Haringey
LONDON

WELCOME TO YOUR REPAIRS HANDBOOK

Welcome to your repairs handbook which includes everything you need to know about Haringey Council's repairs service. We've co-created this handbook with the support of the residents' repairs continuous improvement group and the Haringey Disability Action local charity, to ensure it meets your needs and you can easily report repairs and learn more about maintenance and planned works we regularly carry out. In this handbook you'll find information about:

- how to raise a repair and track its progress
- our repairs service standards
- when your repair will be done
- what we are responsible for and what you are responsible for
- safety of your home
- damp and mould
- planned works
- support for vulnerable residents and more

Please ensure that you keep this handbook handy so that you can easily find it when you need to report a repair.

We aim to keep all council homes well maintained and want to make sure that your home is in a good state of repair, so please contact us if you need a repair.

Our staff and contractors who work on our behalf will aim to complete repairs as soon as possible and get things right first time. We are constantly trying to improve our processes to be more efficient and deliver a good service to all residents.

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REPORTING A REPAIR

RAISE A HOUSING REPAIR

ONLINE:

You can report a repair online



www.haringey.gov.uk/housing/reportrequest-repair

or via 'My account'. If you don't have an account, you can set one up on the below link



<https://myaccount.haringey.gov.uk>

Did you know you can also report repairs via the free 'My Haringey Home' app?

You can download the app to your phone or tablet and use it to report a repair, find a home or seek money advice or support plus much more.

The repairs function allows you to identify the location of the repair, send us a photo, along with a brief description of the repair and then submit it directly to our repairs service.

The inbuilt messaging service allows our repairs service to send any questions, confirmations and

updates relating to the repair directly to your phone.



Download the app from Google Play – smartphones and tablets



Download the app from the Apple App Store – iPhone only

BY TELEPHONE:



020 8489 5611

Monday to Friday, 8am to 6pm.

All our telephones accept calls using Relay UK. You can find out more about this service by calling or Relay UK app (or Textphone)



0800 7311 888



www.relayuk.bt.com

If you are contacting us about an existing job, please provide the reference number or give us a description of the repair.

Emergencies and out of hours

For emergencies and out of hours please call the following number:



020 8489 5611

If we can do a quick repair, we will. If it's more complicated, we may simply isolate or take the service out of use, and return to complete the work or complete a temporary repair until the full repair can be actioned.

OTHER EMERGENCY CONTACTS

For power cut emergencies:

UK POWER NETWORKS



0800 316 3105

From mobiles dial:



0333 323 2105



www.ukpowernetworks.co.uk

If you smell gas or suspect a carbon monoxide emission:

NATIONAL GRID



0800 111 999



www.nationalgrid.co.uk

- Open windows to help disperse the gas.
- Do not use electrical switches.
- Turn off any open flame.
- Get out of the property.
- Call 999 in case of a fire or explosion.

TO REPORT A BURST WATER PIPE OR LEAK OUTSIDE YOUR HOME:

THAMES WATER



0800 316 9800



www.thameswater.co.uk

In the event of a fire please call the London Fire Brigade on 999.

WHAT WE'LL NEED TO KNOW

We expect you to carry out some simple checks before you contact us:

- Can you shut off the water supply to stop it flooding the property?
- Have you checked the electricity control panel to see if you can reset the trip switch?
- Do you have credit on your meter/card?
- Is it just your home which is affected or do your neighbours have a similar problem?

Whichever way you contact us, we will want to know enough information to get the right person out to you:

- your name
- your address
- your rent account number
- a contact number so we can call you back
- whether there are things we need to know about you such as if you're hard of hearing or you need time to get to the door
- as much as you can tell us about what needs to be done

If you're reporting a repair online please follow the steps to tell us more about the problem.



REPAIRS TIMESCALES

We aim to complete repairs as quickly as possible and will prioritise repairs that affect your safety and the building.

We have four types of repairs according to their urgency.

CATEGORY	TIMESCALES
Out of hours	24 Hours
Emergency	2-24 hours
Urgent	7 calendar days (from January 2025)
Routine	28 calendar days
Planned work	80 calendar days

Below are some examples for each category.

OUT OF HOURS

These are urgent repairs that cannot wait until the next working day. We will attend within 4 hours from 4pm. Examples include:

- loss of drinking water in property
- burst pipes or major water leaks
- no electricity or lighting in the whole property

- no lighting in the communal areas
- lift breakdown (where there is only one lift)
- broken or missing manhole cover
- overflowing drains flooding into a property
- dangerous structure

EMERGENCY

These are repairs that put a person or property at risk. We will attend within 24 hours of you reporting it and will attempt to complete the repair on our first visit. Examples include:

- burst pipes or major water leaks
- leaking waste pipe from a sink or toilet
- total loss of heating or hot water
- toilet which cannot be used (where there is only one)

- no electricity or lighting in the property
- no lighting in communal areas
- back surging drains
- dangerous structure
- lift breakdown (where there is only one lift)
- broken or missing manhole cover
- broken glazing which presents a hazard

ROUTINE

This includes nearly everything else which can be completed in a single visit, and we will book an appointment to meet your needs.

Examples include:

- toilet that will not flush
- water running from overflows
- partial loss of electricity supply, or light fittings or sockets not working
- loose handrail or banister
- roof leaks
- partial loss of water supply
- tiling
- minor plaster repairs
- glazing repairs

- flooring
- windows and doors, locks which are difficult to operate
- extractor fans

PLANNED REPAIRS

Planned repairs are those where we know that the job will need to be pre-inspected, so that we can place orders for larger components that will need to be manufactured. The job may also take several days to complete, and it might be more economical and efficient for the work to be part of a bigger project.

Examples include:

- kitchen replacements
- bath replacements
- bricklaying work
- external door replacements
- plastering large areas
- renewing joinery such as windows
- fencing

REPAIRS PROCESS

1

When you contact us to report a repair we'll offer you an appointment, when it's convenient for you.

2

Our operative will visit your home on the day and time of your appointment and will aim to complete the repair on the day.

3

If it's not possible because more parts are needed or the repair requires more time, we will offer you a new appointment and return to complete the repair.



APPOINTMENTS

BOOKING AN APPOINTMENT

Once we have all the information needed, we will agree a date and time that's convenient for you, and we aim to complete the repairs in a single visit. Sometimes we will need to pre-inspect, and more complicated repairs can take several visits. If it's not going to be straightforward, we'll let you know.

We have three time slots on weekdays for appointments:

Appointment slots

Morning 8am-12pm

Avoid school run 10am-2pm

Afternoon 12pm-4pm

If one of our contractors is carrying out the repair, they will also offer an appointment, but their appointments slots may differ from the council's repairs service. We will provide you with a job number for your reference, keep a note of this in case you need to contact us. If you provide us with a mobile phone number and the repair is going to be carried out by a council operative, we will send you a text reminder the day before the appointment. If we only have

a landline number, we will call you first and leave a voicemail if you don't answer the phone.

TRACKING YOUR REPAIR

You can track the progress of your repairs online by logging in to the 'My account'. If you don't have an account already you can sign up by visiting:



<https://myaccount.haringey.gov.uk>

If you are unable to go online please call us to track the status of your repair.



020 8489 5611

Please have your property well-ventilated before the repair operative arrives.

SERVICE STANDARDS

Our repairs and maintenance service will aim to:

- arrange an appointment to assess/carry out the repair on the day the issue is reported
- deliver an emergency repairs service 24 hours a day, 365 days a year
- respond to emergency repairs within 2-24 hours of them being reported
- attend any emergency repair within two hours where there is a serious risk to your safety or to the structure of any of our buildings
- attend urgent repairs within 7 calendar days (from January 2025)
- attend routine repairs within 28 calendar days
- give you the opportunity to feedback your views on any completed repair on your property via a satisfaction survey
- carry out post inspections to works to ensure quality of work/ quality of service provided

OUR CODE OF CONDUCT

Whether it's Haringey operatives or contractors working on our behalf, we all follow a common code of conduct to ensure jobs are carried out in a professional way.

All repairs operatives and contractors should be wearing corporate Haringey branded clothing and/or carry their corporate identity card for added resident security.

The person inspecting or carrying out repairs will treat you and your home with respect, be polite and courteous to you.

We will do our best to arrive during the appointment time slot agreed. If we're running late or need to reschedule the appointment, we will contact you as soon as possible.

If we find that a part needs to be ordered or the repair cannot be completed on the first visit, we will offer you a new appointment before we leave, whenever possible.

Where that is not possible, we will get back to you within 10 working days to confirm the next steps.

Sometimes it's impossible to avoid creating dust, but we will try to keep mess to a minimum, use dust sheets where necessary, and tidy up afterwards.

You, and anyone staying in or visiting your home, may have to put up with some disturbance in your home or in communal areas while we carry out the work. We will try to keep any disturbances to a minimum.

We won't enter your home unless there is an adult present – either the tenant or someone who is at least 18 years old.

Workers will not use your facilities or equipment without asking your permission first.

Operatives will not have the radio on without your permission, make

personal phone calls, eat, drink or smoke in your home.

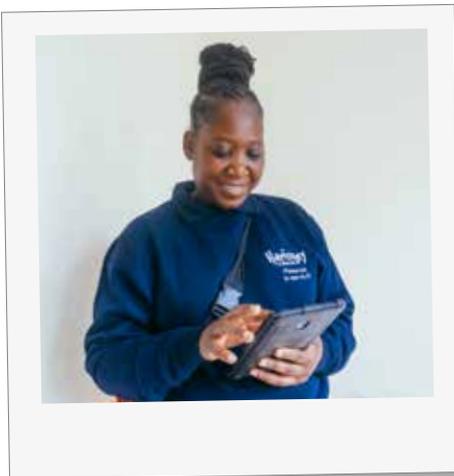
We will always follow health and safety procedures and never put anyone at risk.

HOW YOU CAN HELP US

Please ensure that a responsible adult is present while we carry out the repair.

It may be necessary for you to move furniture or items that are fragile or could easily be damaged to allow the operative access to the repair.

We may ask you to keep family and pets out of the area in which we are working if what we are doing poses a risk.



REPAIR RESPONSIBILITIES

As a tenant, you are asked to keep your property clean, tidy and in good condition. There are repairs that are our responsibility to carry out, and others that are your responsibility as the tenant. Please see table below for more detail:

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
DOORS				
External Doors	Council	Emergency		
Lock not working	Council	Emergency		
Lost or damaged keys/fobs	Tenant		Emergency	Rechargeable
Usable but sticking lock	Council	Routine	Urgent	
Replace glazing to external doors	Council	Emergency/ Routine		Emergency – board only Routine - replace
Internal doors, handles, linings, doorstops and architraves	Tenant			
Fire doors (repair)	Council	Urgent		If the fire door is damaged compromising the integrity of its function then it's an emergency
Block main entrance or communal areas	Council	Urgent		
Door entry system	Council	Urgent		
WINDOWS				
Broken handles, hinges or locks	Council	Emergency		Might need to make safe first and repair later

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
Windows not closing	Council	Emergency		Might need to make safe first and repair later
Windows not opening	Council	Urgent		
Adjusting sticking windows	Council	Routine		
Broken glazing	Council	Emergency/ Routine		Emergency – board only Routine - replace
Repair window board or sill	Council	Routine		
Replace window handles	Council	Urgent		
Replace window restrictors	Council	Urgent		Please lock and do not open for safety reasons until repairs are carried out

ELECTRICITY

No electricity	Council	Emergency		
Replace unsafe electrical fitting or exposed wires	Council	Emergency		Safe only, if unable to repair in the first instance
No lights	Council	Emergency		
Replace bulbs, tubes and starters	Council/ Tenant		Emergency	Tenants are responsible only for replacing lamps in pendant type fittings.
Lights or power to only a part of the house	Council	Urgent		
Fire alarms and detectors	Council	Emergency		

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
Check electrics after water penetration	Council	Emergency		
Replace extractor fan	Council	Urgent		
Your appliances, white goods etc	Tenant			
Communal lighting	Council	Emergency		
Communal aerial systems	Council	Urgent		
LIFTING EQUIPMENT				
Lifts	Council	Emergency/ planned		Emergency if tenants are trapped, planned if it requires significant work
Stairlifts – if installed by the council	Council	Urgent		
Hoist and lifting equipment – if installed by the council	Council	Urgent		
HEATING				
No heating	Council	Emergency		
Partial loss of heating	Council	Urgent	Emergency	
No water heating	Council	Emergency		
Partial water heating failure	Council	Urgent		
Leaks to heating systems	Council	Emergency		
Bleeding radiators	Tenant		Routine	
Blocked flue	Council	Emergency		

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
PLASTERING AND DECORATIONS				
Internal plastering	Council	Routine		
Internal decorating and decorative cracks (meaning cracks that are smaller than the side of a £1 coin and there is no movement on the wall)	Tenant			
Replace ceramic tiles to walls only	Council	Routine		
Ceiling collapsing	Council	Emergency		
FLOORS AND PANELS				
Unsafe timber, floor deck or stair treads	Council	Urgent		
Replace floorboards and skirtings	Council	Routine		
Concrete floors	Council	Routine		
Fixtures and fittings such as floor coverings including tiling	Tenant			
Carpets and laminates over floor coverings	Tenant			
Replace bath panelling or pipe boxing and frame	Council	Routine		

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
OTHER INTERNAL REPAIRS				
Handrails and banisters	Council	Urgent		
Kitchen cupboards, drawers, curtain tracks and rails	Council/ Tenant		For vulnerable residents	
Kitchen units (including the sink unit and taps)	Council/ Tenant			
Damp and mould	Council	Urgent		
Insulation	Council	Planned		
Insulate water pipes	Council	Routine		
FIREPLACE				
Remove fire grates and other parts	Council	Planned		
Tiled surrounds	Council	Planned		
Replace solid fuel heaters	Council	Planned		
PLUMBING				
No water	Council	Emergency		
Partial loss of water	Council	Urgent		
Leaks	Council	Emergency		
Leaks form overflows	Council	Urgent		
Toilet not flushing if it's the only toilet	Council	Emergency		Urgent (if there is another toilet)
Blocked foul drains	Council	Emergency		

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
Blocked rainwater drains	Council	Urgent		
Blocked sink/ bath/wash hand basin	Tenant			Unless it is a blocked stack on communal pipework, then it's the council's responsibility
Plugs and chains on baths, basins and sinks	Tenant			

EXTERNAL REPAIRS

Unsafe access paths, steps, driveways leading to an entry point, for example from the front door to the street and to a back garden gate	Council	Emergency		Urgent if secondary
Repairs to manholes	Council	Urgent		Routine if not a health and safety risk
Repairs to concrete	Council	Routine		
Repairs to roofs, chimneys, gutters or from rainwater damage	Council	Routine/ Planned		
Fences and gates	Council	Urgent/ Planned		Urgent if it's a health and safety risk
Storm damage	Council	Urgent		
Your private garden	Tenant			
Drains, gutters and outside pipes	Council	Routine		

REPAIR	RESPONSIBILITY	TIMESCALES	VULNERABLE TENANTS	COMMENTS
Shared areas inside blocks of flats and hedges on estates	Council	Routine		
GARAGES AND SHEDS				
Repairs to outhouses, brick built sheds and non-habitable spaces	Council	Routine		Wooden sheds are the tenant's responsibility
Locks to garages, sheds and outbuildings	Tenant			
Repairs to non-structural walls	Council	Routine		
Repairs to garage doors and windows	Council			



Please bear in mind that there are some repairs we will only carry out if the repair is needed due to fair wear and tear or because of damage caused by a fault with a structure or service.

We will:

- repair or replace kitchen units (including sink units and taps)
- repair or replace floor tiles (in kitchens, bathrooms and toilets only)
- repair or replace baths, basins, pans and cisterns (including bath panels and toilet seats)
- repair or replace paths and paving (only leading to front and back doors)

LEASEHOLDERS' REPAIR RESPONSIBILITIES

Leaseholders are responsible for the following:

- maintaining the inside of their home. This means redecorating where necessary and carrying out any repairs to fixtures and fittings
- replacing anything such as kitchen units, boilers, bathroom fittings, plumbing and electrical wiring
- ensuring the gas safety of their home, including an annual gas safety inspection

- keeping gardens and outside space in good order and condition

LEAKS

We will treat leaks as an emergency repair; this means we will aim to visit the property, inspect the damage and repair the leak and affected areas if needed, within 24 hours, if the leak is discovered in the property that reported the leak. Other damage might take longer to repair depending on drying time and scope of works.

If there is damage to tenants' or leaseholders' belongings from a leak, they will need to claim this from their content's insurance. If there is damage to a leaseholder's home, they can make a claim on our building's insurance.

Where the leak is from a neighbouring flat, we will establish if the property belongs to us or not. If the property is owned by us, our Tenancy Management team will contact the tenant to inform them that they need to provide access within 72 hours and give a specific time for a repair appointment. We will also inform the tenant that if access is not provided, we will book an appointment to force entry into the property to carry out the repair.

Where we do not own the property, including where Housing Associations are leaseholders, we will inform the property owner/ leaseholder of the leak from their property and that access within 72 hours will be required. We will require the property owner/ leaseholder to carry out the necessary work to fix the leak within 72 hours of being informed.

We will also inform the property owner/leaseholder that:

- if the leak is not fixed within 72 hours, we will isolate the water supply and
- if access is not provided within 72 hours, we will force entry to the property to isolate the water supply

Where the leak is from a leaseholder flat, it is the leaseholder's responsibility to ensure the necessary work to fix the leak is carried out quickly.

When a neighbour has a leak from a tenant's home, the tenant must promptly report the leak and allow us to carry out the necessary repair works.

COMMUNAL AREAS

If you want to report communal repairs you can do it in the same manner as you would for repairs within your property. In addition to that you can also report repairs by talking to the Estate Services Staff on site and through the Love Clean Streets app.

You can install the Love Clean Streets app:

For android



For apple



LIFTS

The response time to a breakdown is within 3 hours during normal working hours and within 4 hours outside of this time.

Most times we get the lift working again on the first visit. If the repair requires additional work, our contractors have up to 5 working days to complete the repair unless major components require replacement.

The response time for lift trappings is 1 hour.

Whenever the lift has been shut down awaiting parts or further technical assistance, the council will provide and display a suitable notice at the ground floor entrance to such lift to indicate that the lift is not available for service, that the contractor is aware of the situation and shall provide an estimated date for return to service.

In the event of any person becoming trapped within the lift, the trapped persons should follow the instructions located on the action notice displayed within the lift car, whereby the communication system is linked to the lift maintenance company directly. If the occupants of the lift car are in distress or require immediate assistance, then the local emergency services (Fire Brigade) should be called.

Use the lift auto dialler alarm button (emergency telephone with lift alarm button) to speak to someone who can help you or press the alarm button. You can call us on 020 8489 5611. The Fire Brigade will only attend if you have a serious medical condition which puts you at an immediate risk.

There are always two available lifts for high rise buildings. If one lift is out of service the other lift can be used by the residents. It is very unlikely that both lifts will be out of service for over 24 hours unless

there is a building main supply power failure. If this happens we will be providing help for disabled people if necessary.

All passenger lift servicing and inspection is carried out monthly (12 visits per annum) by our lift contractors.

PEST CONTROL

The control of pests is an important part of creating a healthier place to live. Pests are insects and rodents that invade our homes and can pose a risk to health.

PEST CONTROL TREATMENTS IN YOUR HOME

If you are a council tenant, you may not have to pay for treatment carried out by pest control. This will depend on what the infestation is and which type of property you live in. You will not be charged for the following:

- rats in houses, flats or maisonettes
- squirrels in lofts only
- cockroaches in flats and maisonettes only
- mice in flats and maisonettes only
- pharaoh ants in flats and maisonettes only

→ bed bugs in supported housing schemes only

In addition to the above, in exceptional circumstances, tenants can make a request to treat these pests:

- wasps and wasps' nests
- ants
- food pests (weevils, beetles, moths)
- fleas
- clothes/textile moths

Where a charge is applicable for your pest control treatment, you may still be entitled to a concession fee (discount) if you receive one of these benefits:

- Universal Credit
- Income Support
- Income-Based Jobseeker's Allowance
- Pension Credit
- Working Tax Credit
- Council Tax reduction
- Housing Benefit



BOOKING APPOINTMENTS

INDIVIDUAL TREATMENT

If you have a problem with pests in your home, you should contact Haringey Council's customer service team on 020 8489 1000 and select option 6. They can give you advice and book an appointment for you to treat the infestation.

Please note: if you live in temporary accommodation, the customer services team will require confirmation from Haringey housing services before treatment is arranged.

BLOCK TREATMENTS

If you live in a block of flats where the pest infestation is affecting more than just your property, it may be necessary to carry out a treatment on all the flats in your block.

COMMUNAL AREAS

We will also carry out treatments where you are experiencing pest problems in the communal areas in your block of flats.

To report both block and communal area treatments, contact Haringey housing services on 020 8489 5611. We will arrange treatment with Haringey Council's pest

control team, who will write to all affected properties giving the date and time that they will visit to carry out treatment.

If they cannot gain access to your home, they will leave a card clearly stating the date and time of their visit. Your Tenancy Management Officer will contact you if there is a problem with gaining access to carry out the required treatment. We will give you reasonable notice if access to your home is required. Failure to do so may be a breach of the tenancy agreement and may result in action being taken.

TREATMENT PROCESS

The products we use are professional grade only. Your Pest Control Officer will discuss with you the treatment when they visit.

They will let you know:

- the work they will do
- what you need to do immediately after the work is done
- how you can prevent the problem returning

SERVICES FOR VULNERABLE RESIDENTS

ENHANCED SERVICES

We offer an enhanced repairs service for all vulnerable residents that might need extra support. The service will be offered after our team conducts an initial assessment, meaning we'll have a discussion with the resident to make sure that the resident meets the following criteria:

- Is the resident able to complete repairs themselves? – it needs to be clear whether the service covers all repairs or if it is restricted to specific repairs and also whether this is on a temporary or permanent basis (e.g., as a result of hospital discharge).
- Does the resident have someone who lives at the property or could complete the repair on their behalf?
- Can the resident afford to pay for the repair to be undertaken by a 3rd party or through a recharge?

If the answer to all three of the above questions is no, then an enhanced service will be provided to the resident.

Residents who live in one of our supported housing schemes may also need additional support, which will be provided upon completing an assessment to understand their needs and offer personalised support.

LEASEHOLDERS

Support is also available for leaseholders and our team will signpost and help residents through the claim process when the damage done to their property is a result of structural issues.

LEARNING AND OTHER DISABILITIES OR ILLNESSES

If you have a learning or other disability that makes it difficult for you to read this booklet, please turn to page 48 to see the alternative versions we offer, including easy read. If you'd like to receive this booklet in another format or different language, please get in touch and we will arrange this.

If you have a disability that makes it harder for you to report repairs, we

are here to support you and ensure your home is in good working order. Please get in touch with your Housing Liaison Officer who can advocate for you and help co-ordinate with colleagues across the repairs team on your behalf.

PRIORITY NEEDS

We try to run an efficient and fair service, but we also understand that some people need extra help. If you think this applies to you, please tell us when you contact us, and your Tenancy Management Officer will talk to you in more detail about your needs.

ADAPTATIONS FOR VULNERABLE PEOPLE

If you have a disability, or you are having difficulties coping with everyday tasks within your home, you can contact the council to discuss your needs and find out what support is available.

Our specialist team will conduct an assessment and then provide information to help you live independently, including recommendations for equipment or adaptations to your home, such as bathing equipment, grab rails, step alterations or a stairlift. After these improvements or alterations are approved, they will be carried out at no extra cost to you.

Learn more about the equipment and adaptations available and how to apply:



[www.haringey.gov.uk/
equipment-adaptations](http://www.haringey.gov.uk/equipment-adaptations)



020 8489 1400



ALTERATIONS AND IMPROVEMENTS YOU MAKE YOURSELF

GETTING THE COUNCIL'S CONSENT AND WHAT YOU NEED TO CONSIDER

You can improve and alter your home as long as you follow these three guidelines before you start anything:

- check if you need approval from Haringey Council's building control team
- contact Environmental Services. (You can do this through your local Customer Services Centres)
- check if you need planning permission. Contact Environmental Services
- talk to your Tenancy Management Officer first and get written permission from us

Only secure tenants, meaning residents who are not in temporary accommodation, have the right to make any alterations or improvements to the property.

We generally give permission for altering and improving your home, except where, for instance, the work would result in the loss of a bedroom. We will also not give consent when you:

- are in rent arrears to the council or we are about to or have begun taking action against you for breach of tenancy agreement
- have been identified as a perpetrator with an outstanding case of anti-social behaviour (ASB)
- are under-occupying a property
- have outstanding debt owed to the council
- there are genuine health and safety concerns that may impact your neighbours

Sometimes we may give permission subject to certain conditions. It is up to you to be responsible for any repairs to any changes you make.

Requests will be assessed against the following to make a decision:

- works which would create a health and safety risk – for example loft conversions without proper stairs
- works which require structural alterations to a property – for example installing new openings
- works which would impact on the value of the asset – for example poor quality works or materials

Examples of alterations and improvements include:

- fitting laminated flooring
- putting up an aerial or satellite dish
- changing or removing internal doors
- putting up any structure outside the property such as sheds, greenhouses or conservatories
- installing insulation

Some changes will also need planning permission and/or building control approval. Find out more on our website



www.haringey.gov.uk/planning

Once a request is received, we'll review it and respond to you in writing within 28 days. If you are given permission you are required to complete the alterations within six months.

Please bear in mind that if your home is in a conservation area (such as the White Hart Lane Estate) or is a listed building, there may be other rules.

The alteration work that the resident carries out will not be maintained by the council and the tenant will assume full responsibility for the repairs and maintenance of what they have installed.

CONTENTS INSURANCE

As a resident, your furniture and personal belongings are not automatically insured against theft or damage. This means that if your possessions are destroyed by fire, for example, you will not be compensated for your loss unless you have home contents insurance.

We strongly encourage you to take out contents insurance against damage to your possessions due to unforeseen events. To insure the contents of your home, you can use any insurance company you choose.

We have a special household contents insurance scheme for all our tenants and leaseholders. You can find out more online by visiting



www.haringey.gov.uk/housing/council-tenants/safety/insurance

DAMP AND CONDENSATION

TYPES OF DAMP

There are three main types of damp that could affect your home: condensation damp, penetrating damp and rising damp.

Condensation damp is the most common type. Our day-to-day living creates moisture and, where there is little air movement, it may cause mould to grow within the property.

Damp occurs in moist places that may never fully dry out, such as external walls, around windows and in bathrooms, or where your home is over a garage or open walkway.

Damp and mould can be bad for your respiratory health, especially for children and other vulnerable people (older people and those with weakened immune systems).

It can worsen respiratory conditions such as asthma and allergies. Living in a damp and cold house can also affect your mental health and wellbeing, leading to anxiety and depression. For all these reasons, you shouldn't leave a damp and mould problem.

If you are a tenant:

- For small amounts of mould, wipe down affected areas with household cleaning products or a fungicidal wash, which carries a Health and Safety Executive 'approval number'. You can find this in most supermarkets and hardware shops. Always make sure to follow the manufacturer's instructions
- Avoid brushing or vacuum cleaning mould as it can increase the risk of respiratory problems
- If you have a persistent problem, please do get in touch with the council by phoning us on 020 8489 5611 (lines are open from 8am to 6pm Monday, Tuesday, Thursday and Friday, and 10am to 6pm Wednesday). Or if you prefer, you can email us with your full address including the postcode, as well as your full name and a contact phone number, at:



dampandmould@haringey.gov.uk

HOW TO REDUCE MOISTURE AND INCREASE AIRFLOW IN YOUR HOME



Cover pans when cooking.

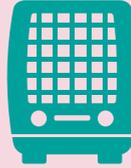
Ideally dry washing outdoors or use a tumble dryer that's vented to the outside.



If you don't have access to outside space, dry your laundry indoors with a window open, or extractor fan running, and doors closed.

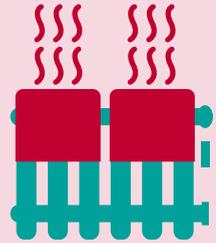
Ventilate kitchens and bathrooms by opening the windows, or using extractor fans. If you take a shower leave the windows open for a short time.

Try to keep your home warm, ideally between 18-21 °C.



Avoid using paraffin and fuelless bottled gas heaters.

Avoid hanging wet clothes on radiators to dry, or if you do, open a window.

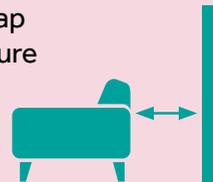


Never block vents and don't put furniture or curtains in front of radiators.

Try not to overfill cupboards to allow some airflow.



Try to leave a gap between furniture and walls to increase air circulation.



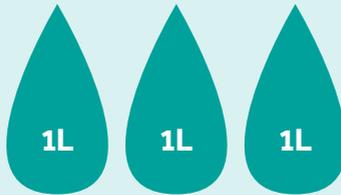
If you are a leaseholder:

- To kill and remove mould growth, wipe down affected areas with a fungicidal wash, which carries a Health and Safety Executive 'approval number'. You can find this in most supermarkets and hardware shops. Always be sure to follow the manufacturer's instructions
- Avoid brushing or vacuum cleaning mould as it can increase the risk of respiratory problems.
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring.

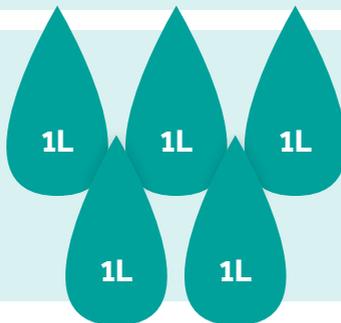
- If your home is above a garage or open walkway you may find that the floor is cold and prone to condensation. You may want to consider installing insulation under your carpet or floor covering.
- As a leaseholder you are responsible for dealing with damp and mould in your property, unless it is caused by a building defect, or a neighbouring property. If that is the case you can contact us via the repairs page:



www.haringey.gov.uk/help-with-leasehold-repairs



Cooking and using a kettle can produce 3 litres of water into the air in one day.



Drying your clothes inside can produce 5 litres of water into the air in one day.

YOUR SAFETY

STATUTORY CHECKS

To ensure that you're safe we conduct safety checks on a regular basis. There are also many other areas that we undertake regular inspections and safety checks, including lightening conductors, thermostatic valves, electric gates and barriers, water pumps etc.

You can help us by allowing us access to your home where applicable, to undertake these checks and by not fitting your own locks to communal doors as this prevents us from carrying out the checks on scheduled visits. This can put residents' safety at risk and cost money from failed visits.

Residents should not tamper with equipment, or access areas designated as plant rooms, equipment/meter cupboards and riser cupboards, and should not store belongings in them or in communal areas, as these can become a fire hazard and impede anyone who may need to exit or enter the building in an emergency.

Also, if you become aware of anything that has been damaged or does not appear to be safe or working correctly, you should report it immediately.

Residents should also not undertake any alterations to their homes without permission, or communal areas, as this could cause damage to electrical cables or pipes, could disturb asbestos and could also undermine the fire safety of walls, doors or other compartmentation that is designed to ensure their safety.

ANNUAL GAS SAFETY AND CARBON MONOXIDE CHECKS

The Gas Safety Regulations require an annual inspection of all gas installations to check that they are safe. It's our responsibility to conduct the inspection and as it is for your safety, you also have a responsibility to grant us access to your home.

Even if you think you have no gas pipework in your home, the regulations require us to inspect. This also applies if you do have a gas supply but you don't use it.

We'll contact you by sending you three letters to set up an appointment to visit your home. If the first appointment is not convenient, please call us to rearrange rather than waiting

for follow-up reminder letters. Please bear in mind that, as it is really important to check all gas installations if we don't hear from you we may apply to the court for a warrant to force entry, to carry out the inspection, and we will recharge you for all our costs incurred.

ASBESTOS CHECKS

Asbestos is present in many of our properties, but it is only a risk when it is damaged or moved without being made safe first.

We maintain a register of the location, type and risk of materials containing asbestos where they are known to exist. We follow guidance from the Health and Safety Executive when to remove

asbestos and when to leave it undisturbed. Find out more at www.hse.gov.uk/asbestos. If you intend to carry out work in your home and think the material you might be drilling or cutting could be asbestos, ask us to check it out first.

ELECTRICAL CHECKS

Under current law, we need to inspect the electrical system every five years to ensure that everything is in good working order.

This is really important for your safety and giving us access to your home to carry out these checks is necessary. Please note that if we are not allowed access we may take legal action to enter your home.

ASSET RISK	BASIS FOR NEXT DATE	INSPECTION PERIOD
Fire	Risk Assessment	1 year (unless otherwise stated)
Legionella	Risk assessment	2 years
Asbestos	Risk Assessment	1 year
Gas	Regulation	1 year
Electrical	Risk Assessment	5 years
Lifts	Risk Assessment and manufacturers requirements	6-monthly As recommended

RECHARGEABLE REPAIRS

MISUSE AND ACCIDENTAL DAMAGE

If you, your family or visitors are responsible for a damage to your home, you will be asked to cover the repair cost. We will tell you what that cost is and you will need to pay in advance, unless the work is necessary for health and safety reasons.

If we attend a repair and find that you, your family or visitors have caused any damage, we will explain that you will be recharged for the work; if you agree with the charge, we will carry on and complete the work.

We may also charge you for any damage caused by you failing, without good reason, to report faults or damage.

If you do not carry out the repairs you are responsible for, after we have asked you to, we may do the repairs and charge you.

You can also hire a qualified contractor to do the work or you can do it yourself.



RIGHT TO REPAIR

As your landlord, we need to get repairs done within a certain timeframe. Under the right to repair scheme you can get compensated if your repair is not completed within the required timescales.

A repair won't qualify for the scheme if:

- it exceeds an estimated cost of £250, or
- the local authority has fewer than 100 properties, or
- the local authority isn't responsible for the repair

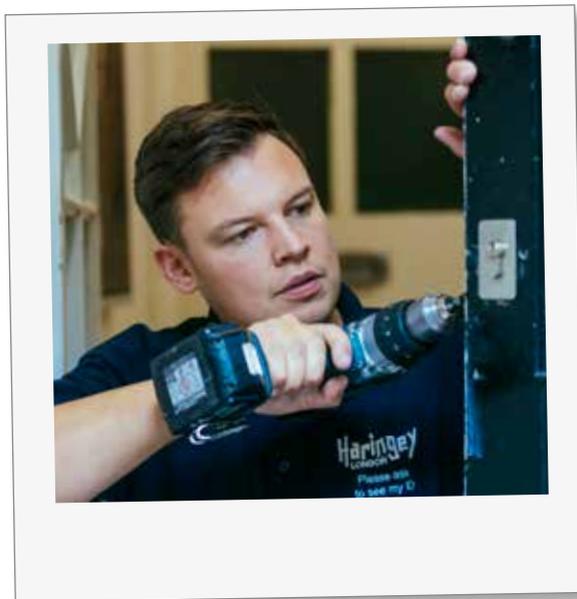
HOW LONG SHOULD A REPAIR TAKE?

REPAIR	RESPONSE TIME (WORKING DAYS)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 1 May and 31 October	1
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3

REPAIR	RESPONSE TIME (WORKING DAYS)
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7

COMPENSATION

If the repair work isn't done within the specified time limit as shown above, you are entitled to compensation. You will receive a £10 one off payment and then £2 for every extra day you wait. The most compensation you can get for any one job is £50.



PLANNED MAINTENANCE AND IMPROVEMENTS

MAJOR WORKS

We are working to improve all council homes. To achieve this, we have planned programmes to carry out major improvement works. These programmes take place over a period of months and in many cases, it is necessary to survey the buildings and estates to plan the works.

If major works are planned for your estate, you will be informed in advance about the timelines and what it means for you. You can also go online and, using your postcode, search for planned works near you.



[www.haringey.gov.uk/
major-housing-works](http://www.haringey.gov.uk/major-housing-works)

DEVELOPING THE PLANNED MAINTENANCE PROGRAMME

The planned maintenance programme includes all planned work to repair homes and all programmes to improve homes and estates. The council will use the following information to develop its programme:

- information from a periodic stock condition survey
- information about the property's energy performance, condition of the property's elements, asbestos present in the property and the Housing Health and Safety Rating System (HHSRS)

We'll take the following into account when developing the programme:

- the impact of the programme to the tenant
- the condition of the property against the standards required
- budgetary constraints
- the impact on other maintenance work streams

We will inform you when planned work is provisionally programmed for your area by sending out letters and sharing information with resident groups. We will include information in our Homes Zone magazine and our website.

All planned work is subject to change.

HOW TO MAKE A COMPLAINT

We aim to provide a high-quality consistent service but accept that sometimes things can go wrong.

We want to resolve problems as quickly as possible. Before making a formal complaint, we ask you to tell us about the problem so we can try to resolve it, by contacting us on:



020 8489 5611

If you decide to submit a complaint, our team will send you a written acknowledgement, reference number, a summary of the issues that we are investigating on your behalf and the name and contact details of the investigating officer.

There are several ways for you to give us feedback and make a complaint about the repairs service and its associated contractors. You can complete our online 'make a complaint' form by visiting:



**[www.haringey.gov.uk/
housing/contact-housing/
feedback-and-complaints-
council-tenants](http://www.haringey.gov.uk/housing/contact-housing/feedback-and-complaints-council-tenants)**

You can also give us general feedback by emailing:



Feedback@haringey.gov.uk

or by calling us on:



0208 489 3424

(lines are open Mondays, Tuesdays, Thursdays Fridays from 8am to 6pm, and on Wednesdays from 10am to 6pm).

If you would like to write to us, please send your letter to:

**Feedback and Resolutions team
Alexandra House
10 Station Road, N22 7TR**

IN PERSON

Customer Service Centres based in two locations:

Marcus Garvey Library & Customer Service Centre
Tottenham Green Pools and Fitness
1 Philip Lane,
Tottenham, N15 4JA

Wood Green Customer Service Centre (located within Wood Green Library)
187-197A High Road,
Wood Green, N22 6XD

OUR COMPLAINTS PROCESS

If you are reporting something for the first time, such as a repair in your home or an estate cleaning issue, we would treat this as a service request and not a complaint.

For complaints, we will follow the steps below to resolve the problem:

STAGE 1: SERVICE INVESTIGATION

We will arrange a full investigation into your complaint. This can take up to 10 working days and is overseen by a senior manager. The service will reply to your complaint in writing.

When you choose this type of complaint, we assume you want a thorough investigation and are prepared to wait for a properly considered response.

STAGE 2: REVIEW

If you are unhappy with the stage 1 response, you can contact us to say why. We will review how we have handled your complaint and carry out an unbiased investigation.

Once the independent review has been completed, and if you are still unhappy, you may approach the Ombudsman using the contact details below. These contact details

will also be provided to you in the Independent Review response.

HOUSING OMBUDSMAN SERVICE

Residents and landlords can contact the Housing Ombudsman Service while a complaint is going through the complaints process, for advice and to help you find a resolution. While it cannot make a formal decision on a case without our final decision as a landlord, it can provide you with information and advice at any time.

To submit a complaint to the Housing Ombudsman please use the contact details below.

Online form:



<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>



0300 111 3000



info@housing-ombudsman.org.uk

Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

USEFUL CONTACTS

SERVICE	CONTACT
Customer Services	020 8489 1000 from 9am to 5pm Monday, Tuesday, Thursday and Friday, and 10am to 5pm Wednesday
Libraries	020 8489 4560
Antisocial behaviour team	084 5611 177 ASB.Enforcement@haringey.gov.uk
Tenancy Management	Tenancymangement @haringey.gov.uk
Major works bills	LeaseholdCapitalWorks @haringey.gov.uk
Right to buy alterations and notice of transfers	Home.OwnershipTeamRTB @haringey.gov.uk
Outstanding balance and payments	LeaseholdAccountEnquiries @haringey.gov.uk
Service charges for leaseholders	service.charges@haringey.gov.uk

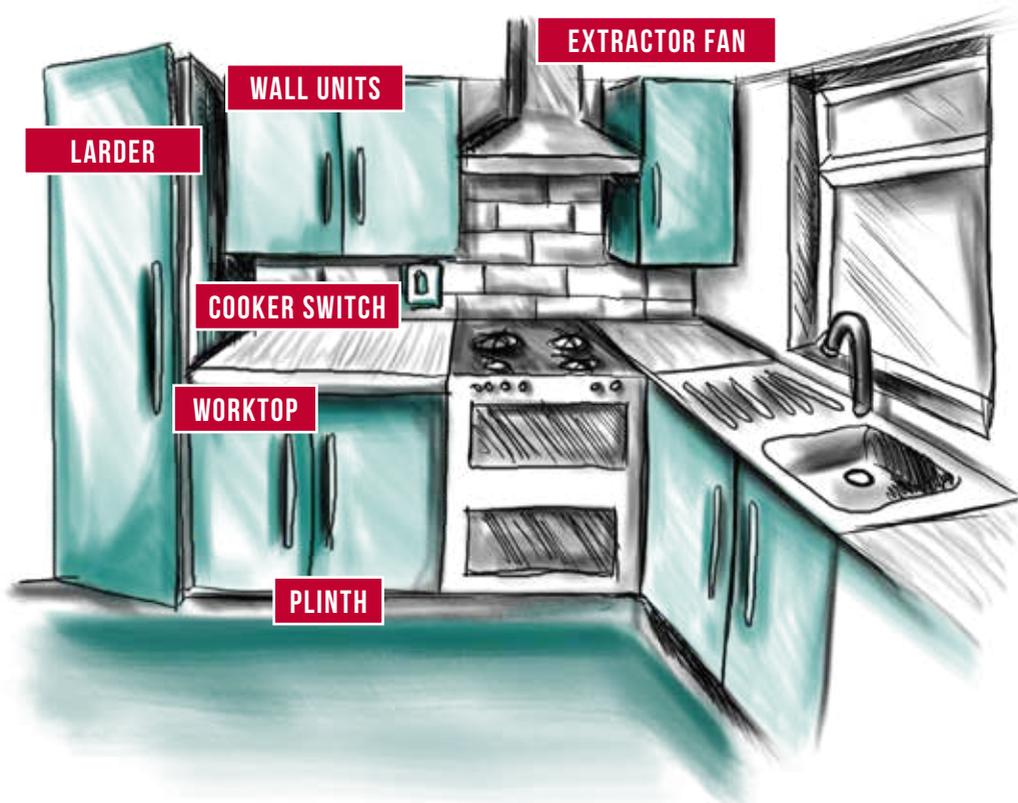
**You'll find a digital version
of the handbook online**



REPORTING REPAIRS - ILLUSTRATED GUIDES

The following pages contain illustrations designed to help you when reporting a repair.

You can refer to these to give us better information about your repair.

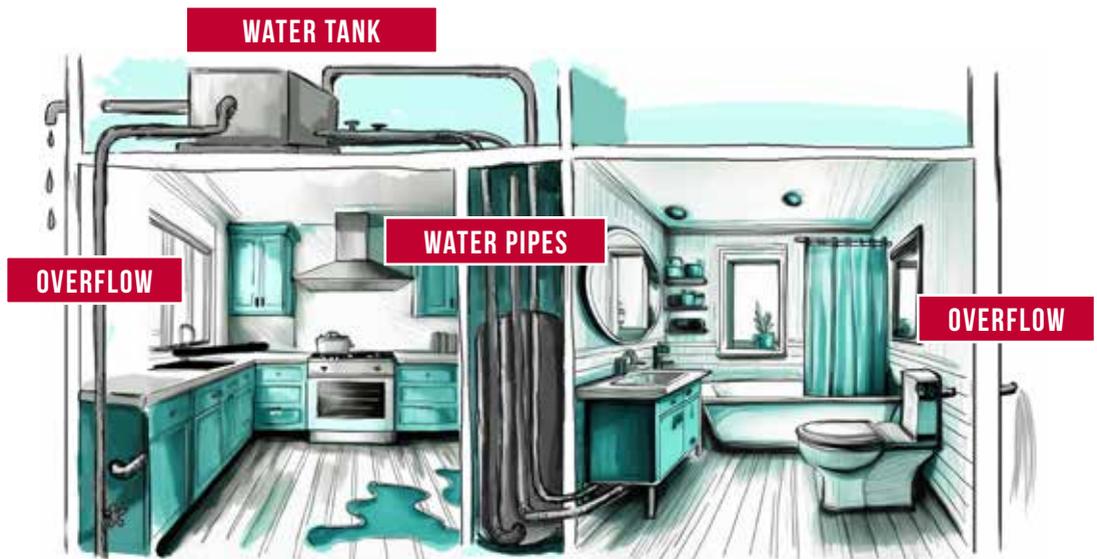




SINK

SINK WASTE

WASHING MACHINE WASTE

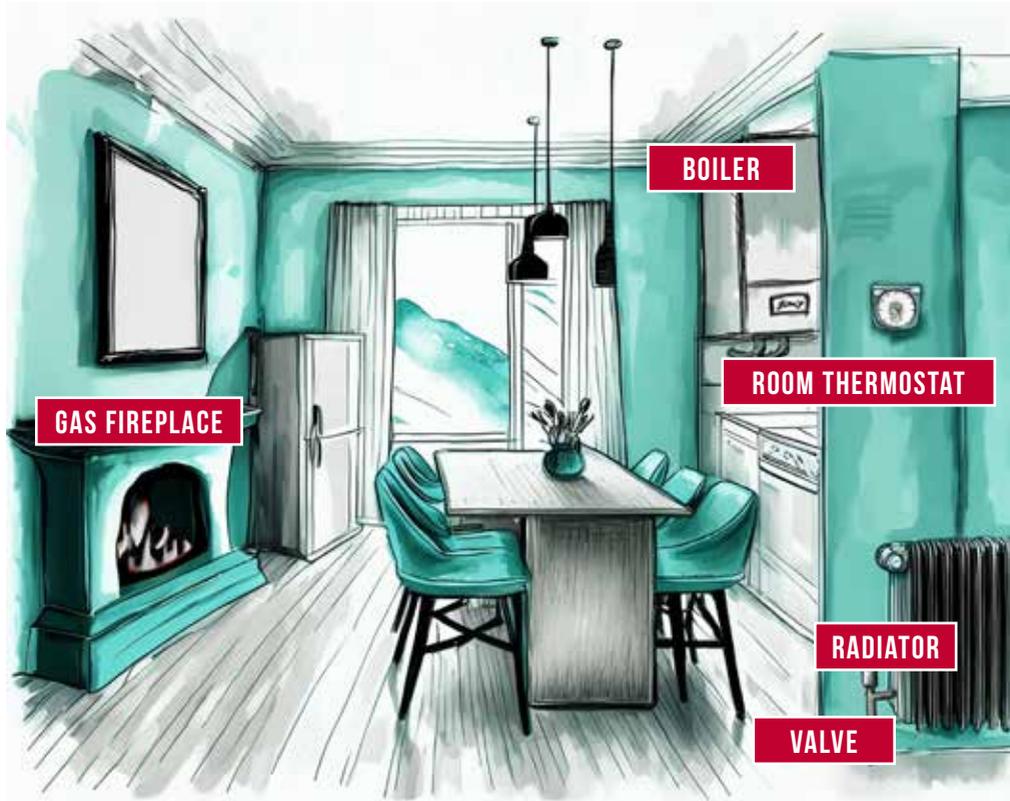


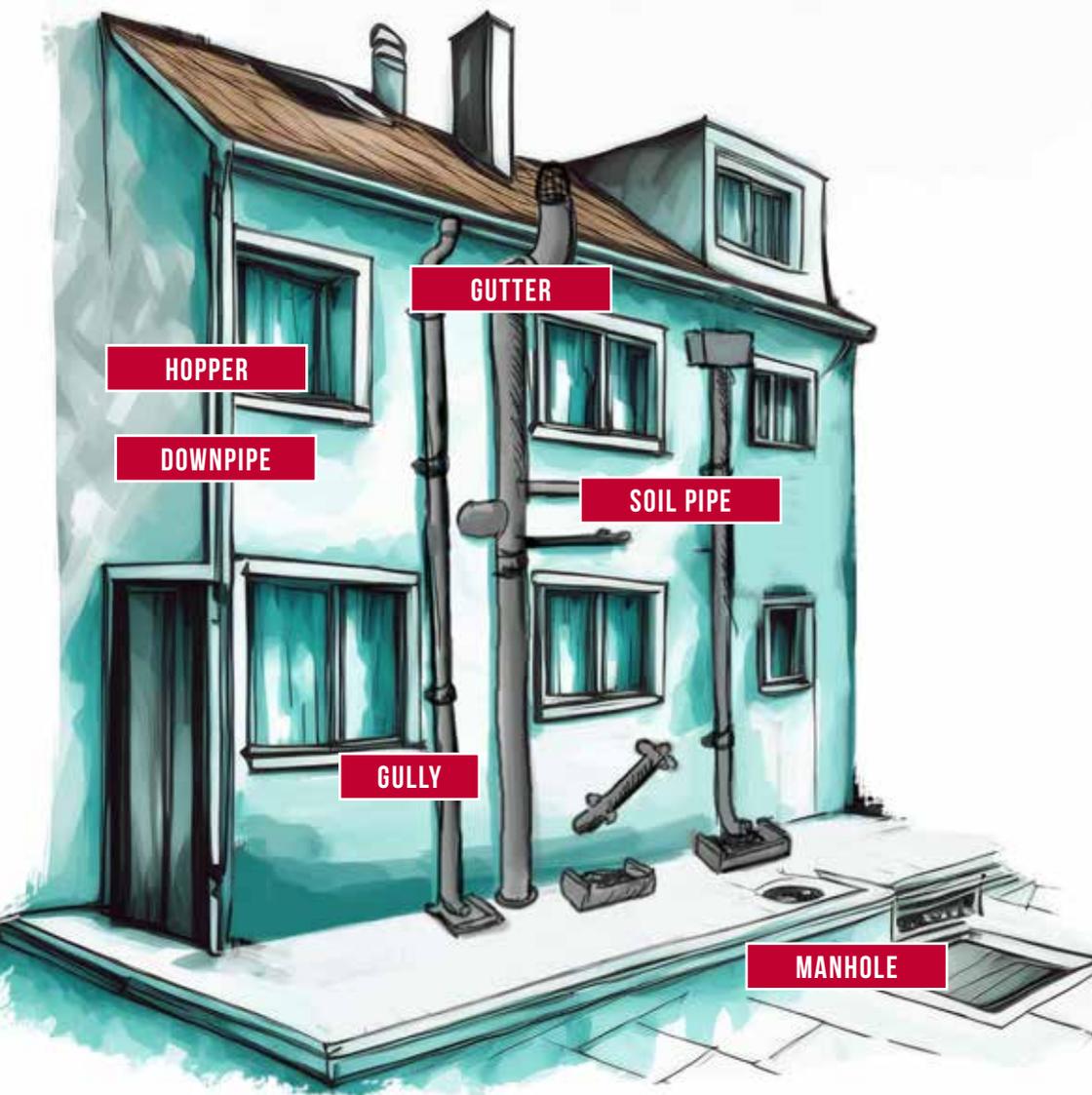
WATER TANK

WATER PIPES

OVERFLOW

OVERFLOW





HOPPER

DOWNPIPE

GUTTER

SOIL PIPE

GULLY

MANHOLE

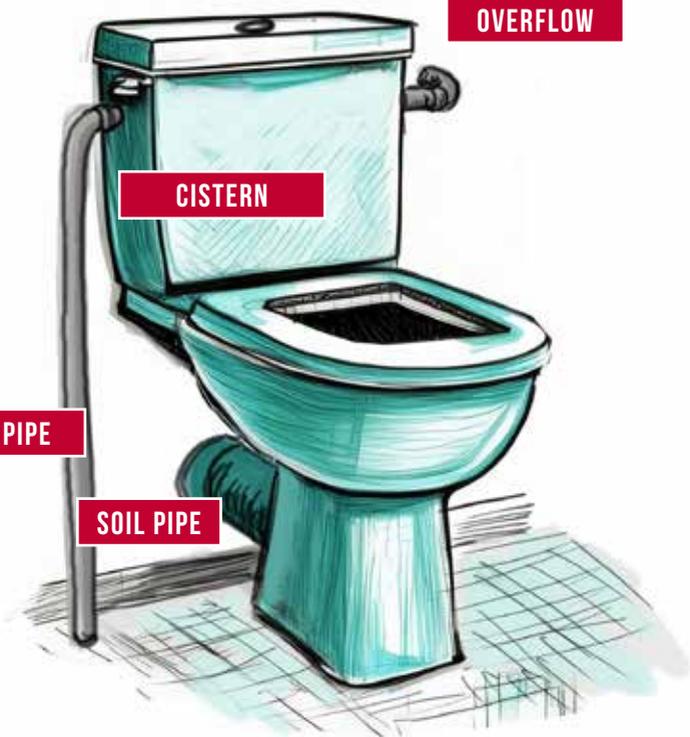
FLUSH PIPE

OVERFLOW

CISTERN

SUPPLY PIPE

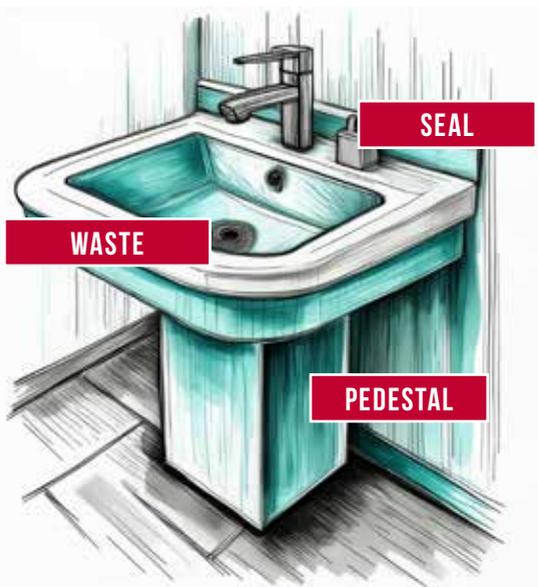
SOIL PIPE



SEAL

WASTE

PEDESTAL





This handbook includes information about repairs, how to contact us to report a repair and our repairs service standards. If you would like this handbook translated into another language or a different format including easy read, braille and large print please call us on 0208 489 5611.

Bengali

এই হ্যান্ডবুকটিতে মেরামত সম্পর্কিত তথ্য, মেরামতের প্রতিবেদন করতে আমাদের সাথে কীভাবে যোগাযোগ করতে হবে এবং আমাদের মেরামতের পরিষেবার মান অন্তর্ভুক্ত রয়েছে। আপনি যদি এই হ্যান্ডবুকটি আপনার নিজের ভাষায় অথবা অন্য কোনও ফর্ম্যাটে অনুবাদ করতে চান তবে দয়া করে আমাদের 0208 489 5611 নম্বরে কল করুন।

Bulgarian

Това ръководство включва информация за ремонтите, как да се свържете с нас, за да докладвате за нужда от ремонт, както и стандартите за ремонтните ни услуги. Ако желаете това ръководство да бъде преведено на Вашия роден език или да го получите в различен формат, моля да ни се обадите на 0208 489 5611.

Greek

Αυτό το εγχειρίδιο περιλαμβάνει πληροφορίες σχετικά με τις επισκευές, τον τρόπο επικοινωνίας μαζί μας για να αναφέρετε μια ανάγκη για επισκευή και πληροφορίες σχετικά με τα πρότυπα των επισκευαστικών υπηρεσιών μας. Εάν επιθυμείτε να έχετε αυτό το εγχειρίδιο μεταφρασμένο στη γλώσσα σας ή σε διαφορετική μορφή ανάγνωσης, καλέστε μας στο 0208 489 5611.

Kurdish

ئەم کتێبچە زانیاری دەربارەی چاککردنە، چۆن پەیوەندیمان بۆه بکەیت بۆ راپۆرتکردنی چاککردنە و ستانداردەکانی خزمەتگوزاری چاککردنەمان لەمخۆدەگرتیت. ئەمگەر دەتەوێت ئەم کتێبچەیە وەرگیرێت بۆتە سەر ژمانی خۆتان یان بکەیت بە فۆرماتێکی جیاوازی تکلایە بە ژمارە تەلەفۆنی 02084895611 بۆ پەیوەندیمان بۆه بکە.

Polish

Ten poradnik zawiera informacje o naprawach, jak się z nami skontaktować, w celu zgłoszenia naprawy oraz o standardach naszych usług naprawczych. Jeśli chciał(a)by Pan(i), aby ten poradnik przetłumaczono na Pana/Pani język lub zapewniono w innym formacie, prosimy zadzwonić do nas na numer telefonu 0208 489 5611.

Romanian

Acest manual include informații despre reparații, cum să ne contactați pentru a raporta o reparație și standardele serviciului nostru de reparații. Dacă doriți ca acest manual să fie tradus în limba dumneavoastră sau într-un alt format, vă rugăm să ne contactați la numărul 0208 489 5611.

Spanish

Este folleto incluye información sobre reparaciones, cómo ponerse en contacto con nosotros para denunciar una reparación, y nuestros estándares del servicio de reparaciones. Para el caso de que usted desee recibir este folleto traducido a sus propio idioma, o en un formato distinto, por favor, llámenos al 0208 489 5611.

Somali

Buug-gacmeedkan waxaa ku jira macluumaadka ku saabsan dayactirka, sida naloola soo xiriiro si aad uga warbixiso dayactirka, iyo heerarka adeegga dayactirka. Haddii aad rabto in buug-gacmeedkan lagu turjumay luqadaada ama qaab kale fadlan naga soo wac 0208 489 5611.

Turkish

Bu el kitabı onarımlar, bir onarımı bildirmek için bizimle nasıl iletişime geçileceği ve onarım hizmet standartlarımız hakkında bilgiler içermektedir. Eğer bu el kitabının kendi dilinize ya da farklı bir formata çevrilmesini isterseniz lütfen 0208 489 5611 numaralı telefondan bizi arayın.