

Appendix 1

SUMMARY OF OBSERVATIONS MADE IN RESPONSE TO THE QLTA NOTICE FOR VEOLIA WASTE CONTRACT DATED **18 MARCH 2026**

Observation received from a leaseholder in the building **BLAYDON 1 – 42**

I have stopped responding to these letters a long time ago for the simple reason, It's a complete waste of my time. I have owned my property since 2001 and I can confirm there has been NO external cleaning at Blaydon Close since i bought my flat and I have proof of that with photos.

Wires hanging out of external trunking on the side of the building for over 5 years, but what would be the point in reporting it.

Response:

The issue of the notice is a statutory responsibility, and the landlord still has to ensure it is compliant with this. The notice also provides the opportunity to make observations – it is a choice whether you take up the opportunity to make observations. As a leaseholder, all relevant documentation is still required to be sent. You will also have to take up any issues with the relevant teams and/or departments

Observation received from leaseholder in the building **WARWICK GARDENS 67-109 ODD**

This seems to indicate that we would personally be liable for 4 million - which obviously cannot be correct. Even if this is a charge for the estate over eight years this amounts to 22727 per household per year which again seems high. Please could you clarify the wording of this (I have attached a copy of the relevant paragraph in the letter).

Response:

Further to your email below, the clarification of the information in the notice is that the £4m is the annual amount to cover all housing related external cleansing areas outside of blocks and estates where relevant. This is apportioned across the total housing stock which comprises both tenants and leaseholders by Veolia. The total contract value for 8 years is £230m, this consultation for leaseholders is relevant for only £4m per annum for external cleansing outside of blocks or on housing estates. We do not know the individual annual recharge for your site. But this £4m

would be apportioned across a housing stock size including tenants and leaseholders where services are provided by Veolia.

It is not the case as you have calculated that the cost will be £23k for each household

Observation received from leaseholder in the building FAIRFAX ROAD (N8) 105/105A-111/111A

I am just a bit concerned on the overall costs which states under the terms of my lease my share will be approximately £4,000,000. I am hoping that is a typing error or that I am reading it incorrectly. Can this please be clarified

Response:

The information that begins the paragraph is COST OF THE AGREEMENT - the cost is for the estate cleansing across the borough

Observation received from leaseholder in the building GLADSTONE AVENUE 219/219A

I have received the notice of intention re. the QLTA for estate cleaning dated 18th March 2026. Under the heading 'cost of agreement' it states that the cost of the total agreement is £230,000,000 and that my share which is rechargeable under my lease will be approximately £4,000,000. Can you please confirm how much my share will be as this seems crazy.

Response:

£4m is the annual amount to cover all housing related external cleansing areas outside of blocks and estates where relevant. This is apportioned across the total housing stock which comprises both tenants and leaseholders by Veolia. The total contract value for 8 years is £230m, this consultation for leaseholders is relevant for only £4m per annum for external cleansing outside of blocks or on housing estates. We do not know the individual annual recharge for your site. But this £4m would be apportioned across a housing stock size including tenants and leaseholders where services are provided by Veolia.

As the notice also states, the current agreement doesn't commence until April 2027. This may mean that if there is any apportionment due, this will not come into effect until when the Estimates 27/28 is issued

Observation received from leaseholder in the building **LORDSHIP LANE 545 & 547**

I am a leaseholder of a self-contained maisonette with a private entrance and no shared internal communal areas. My property is located on a main road and does not appear to form part of an estate that receives the types of external cleansing services outlined in your proposal – **the consultation is a borough-wide consultation, so all leaseholders will be served with the notice. Not all blocks are within an estate, so if your block is not within an estate, then the costs may not apply & be chargeable to you**

The specific basis on which my property has been included in this consultation – **please see above response**

What exact services are proposed to be delivered to my building or its immediate surroundings – **if your block is not within an estate, then this programme will not apply to you**

How any costs would be apportioned to my property – **no apportionment has been done**

At present, it is not clear that my property benefits from any of the listed services (such as estate sweeping, bin area cleansing, graffiti removal, or bulk waste removal within an estate setting). As such, I would formally object to being included in any cost recovery for services that are not provided directly to my property - **if your block is not within an estate, then this programme will not apply to you**

I already contribute through council tax and existing service charges, and I would expect any additional charges to be both reasonable and directly linked to services actually received, in accordance with the terms of my lease – **any apportionment is done according to the terms of the lease**

Observation received from leaseholder in the building **GLADSTONE AVENUE 113/113A**

I've received attached S20 today, which states that my share would be £4m. Can you please confirm whether this is a typo as the figure is ten times higher than the value of my flat! Can you please clarify what kind of external cleansing services would cost such an amount?

Response:

Further to your email below, I have had a look at the notice issued and you will realise that the information that starts the paragraph is COST OF THE AGREEMENT. The £4 million it refers to is the cost of the agreement, and not what you need to pay. The notice is borough wide notice, and therefore it will apply to blocks that are also within an estate as per the terms of their lease

Observation received from **F.L.A.G**

FLAG has a number of comments we would like taken into account.

Veolia has maintained very good customer services – they answer quickly and respond to eg dumping and unemptied bins. It is important that this level of accessibility and responsiveness is maintained in the future contract. This must include a dedicated phone number, not the council's customer switchboard which is hopeless - **We can confirm that a dedicated contact centre for the services will continue to operate under the Contractor.**

Online reporting. The LoveCleanStreets is the main portal, but often the response is poor. The app is also difficult to use when dumping is not at a property. Parts of our estate which are not immediately adjacent to a street address, and the River Lea towpath, are hard to identify on the app. We have had examples where we reported waste on the towpath and the App told us they were in Waltham Forest, which is not the case. So a better system of reporting is needed - **A key element of the new contract is a requirement to enhance the digital solution, with a focus on providing residents better feedback on reports. The council is also looking into ways to improve the data and mapping available.**

Removal of graffiti is one weak area. We report it via the app but it doesn't get followed up - **Graffiti clearance is a core part of the contract, and the contractor should be attending within the SLAs stated in the contract. Under the new contract the council will have better visibility to reports and will require photographic evidence of completion**

The letter mentions twice-yearly cleaning of all containers. Will this include the wheelie bins we are provided with at each staircase on our estate? They are very deep so almost impossible to clean by hand. Residents often don't identify a particular bin so there is no responsibility. If you live 3 floors up it is anyway difficult to carry water down - **Yes this will include all containers across estates**

Observation received from leaseholder in the building **ST. MARY'S CLOSE 14-24 (EVEN)**

Digitally mapping estates to gain more accurate costings & achieve better resource planning from bidders which hopefully should reduce service costs & give more clarity on what we are paying for. This is absolutely vital otherwise less troublesome estates appear to have been cross-subsidising more problematic or larger estates. Also, clarity has been more than vague historically as only headline duties are published with days per week each estate will be visited. It has not stated how many hours per week nor what manpower attendance is expected. When challenging Haringey on delivery of service, the standard response has been: "The Estate Services Operative x1 attends St Marys Close once a week on a Thursday between 08.00 and 16.00 to carry out the scheduled cleaning work. The amount of time taken to carry out the scheduled work may vary. Normally one Estate Services Operative attends. However, this may vary depending on the nature and volume of work. I am unable to provide you with a further breakdown." As a result of current method of apportioning costs across the estates, our small development of 6flats has disproportionately paid an extortionate cost of £842.57pa per flat for cleaning what should only amount to half this amount based on what we pay for a block of 15flats that we manage just 5mins walking distance away that is maintained to much better/superior standards. This evidences overcharging for duties involved i.e. poor procurement/oversight resulting in extremely poor apportionment of cost -

The contractor will be required to attend each site on a schedule basis and undertake the following activities:

- sweep and litter pick of all areas within the estate, to an arm's length, plus the length of a litter picker, including hardstanding, playgrounds, grassed areas, and shrubs beds;
- removal of fly tipping;
- empty all litter bins;
- remove any fly-posting and graffiti that can be removed with non-mechanical equipment available to the operatives at each visit;
- clear all fly-tips or dumped waste.

As part of the price submission, bidders were required to provide a unit price to deliver services (where possible), for example a price per m2 to provide a twice weekly cleanse. This will allow the council to calculate a proportionate cost for each site based on the size and cleansing services received.

Flexibility in approach to achieve best value, giving bidders flexibility to redesign services to meet the needs of residents. It is dangerous to give the cleaning firm the power to decide what duties/hours they will dedicate to each estate per week without strong oversight by Haringey i.e. strict & regular monitoring. To date Haringey have proven to be extremely poor in any form of oversight / management / monitoring. As the saying goes; "if you can't measure it, you can't control it". However, the same should apply to Council Park Services who have been more than remiss these last few years by not delivering their service to maintain the grounds against the published criteria; Estate Services - **The flexibility was provided to bidders during the procurement process only. This allowed bidders to propose solutions which may achieve better value for money. For example, changing the cleansing days at some sites has allowed a more efficient use of resources. However, the contractors submitted solution becomes what they must deliver against. The council is improving the use of data and digital solutions to help monitor the performance of the contract.**

Introduction of twice-yearly cleansing of all containers & bin stores using a hot wash to keep bin stores & containers in better condition. This is better than now i.e. when needed - **not applicable - this feedback will be shared with contract team who will monitor services from 2027 onwards**

Proactive report & repairing of containers so issues are known quicker & response is without delay. No experience of this for us to comment - **not applicable - this feedback will be shared with contract team who will monitor services from 2027 onwards**

Dedicated team to deal with issues to give a more pro-active service to each estate. This is vital as to date it has been non-existent – **not applicable - this feedback will be shared with contract team who will monitor services from 2027 onwards**

Graffiti team to be core to this service with the hope this will reduce service costs & provide a more proactive approach to dealing with graffiti. No experience of this for us to comment - **not applicable - this feedback will be shared with contract team who will monitor services from 2027 onwards**

Observation received from leaseholder in the building **KESSOCK CLOSE 22-97**

I received a letter dated 21 January about an update to the External Estate Cleansing Contract where you are looking to invite new contractors to bid for this service moving forward other than Veolia. What I want to understand is - what covers this and the cleaning? Council Tax or Leaseholder Service Charge?

Response:

Cleansing of external communal areas and bin stores, including removal of fly-tipping is covered under the Leaseholder Service Charge, whilst other services (such as collection of waste) is covered by Council Tax.

Observation received from leaseholder in the building **CHETTLE COURT 1-147**

I have lived in Chettle Court since 1979 and the biggest problem for me is a relatively recent phenomenon of dumping house clearance making for a major obstruction preventing anyone from getting near the bins.

Given that it is almost certainly being caused by landlords of privately-owned and out-rented flats, this should be stopped as the Council is then also subsidising private renters in the clearance of their properties - **This fall outside of the scope of this contract. Whilst any fly-tipping will be cleared by the contractor, and evidence collected, enforcement of fly-tipping is investigated and dealt with separately.**

I notice how different the two bin areas are: the main one and the one nearest Mountview Road which nearly always feels reasonably clean and pleasant. I prefer to use the Mountview end one even though it is further for me to go with my rubbish - **This fall outside of the scope of this contract. Whilst the contractor will provide a hot wash of bin stores and containers twice a year, the responsibility for maintaining them throughout the year is with the Estate Service Officer who visit each estate on a weekly basis.**

Observation received from leaseholder in the building **BLAYDON CLOSE 59-98**

I would be grateful for clarification on how the costs of the proposed contract will be apportioned to leaseholders and whether there are measures in place to ensure transparency and affordability - **The council has undertaken an exercise to map the external areas of each estate and number of bin stores. As part of the price submission, bidders were required to provide a unit price to deliver services (where possible), for example a price per m2 to provide a twice weekly cleanse. This will allow**

the council to calculate a proportionate cost for each site based on the size and cleansing services received.

Please advise whether leaseholders will receive a clear breakdown of costs relating specifically to estate cleansing services under the new contract - **This will be part of the leaseholders' annual service charge process. Each year leaseholders will be given costs pertaining to their own estate cleaning services for the year. This cost will be labelled 'estate cleaning' on your service charge statement.**

I would welcome confirmation of the performance monitoring arrangements that will be in place to ensure service standards are maintained and represent value for money - **The contractor's performance will be monitored by council officers on a regular basis, this will include assessment of individual sites and joint monitoring with the contractor's supervisors and officers on a monthly basis. In addition, a third party organisation will undertake on a industry standard quality survey to assess the standard of areas on a quarterly basis. The performance mechanism provides the council with the ability to ensure that the contractor attends as required and includes SLAs for reactive services such as removal of graffiti. A monthly performance meeting will be set up, in which any issues will be discussed an action plan put in place to address areas of improvements.**

Observation received from leaseholder in the building PLEVNA CRESCENT 151-203 (ODD)

As Leaseholders and as well as residents within the Borough of Haringey who pay for most of the services provided by Veolia, why were we not also included when you first carried out an extensive borough-wide consultation according to your letter? - **The borough-wide consultations were promoted through a number of resident and community groups, concierges on estates, events across the borough and online during. The initial 2023 survey received over 8,000 responses. The results of both consultations were factored into the report to Cabinet in October 2024.**

On paragraph 2 of this abovementioned letter which was dropped at our doorstep, you have asserted that you carried an extensive borough-wide consultation with ALL Haringey residents regardless of tenure but we did not receive any documentation other than this letter dated 21 January 2026 giving us the 31 deadline on something we never received any documentation. Therefore, we would like to request all Documentation relating this Consultation by Post and Email within the next 7 days - **The**

consultations can be found online at:

<https://haringeywastestrategy.commonplace.is> and,

<https://haringeywastebestvalue.commonplace.is>

In the light of the fact that we did not receive the Documentation for this Consultation it is our understanding that the Consultation should be re-instated because there is a likelihood that many other residents did not receive this Documentation either - The letter sent out to in January to which you have replied to has given yourself and all leaseholders an opportunity to engage and make their observations. **For reference we have included copies of the original consultation.**

Observation received from leaseholder in the building SCOTLAND GREEN 7-37

Litter Picking and sweeping around estates - please confirm how often will this occur on the estate - **Twice weekly**

Removal of bulky waste – From date waste reported, when will it be removed? - **24 hours from time of reporting**

Removal of fly tipping - From date waste reported, when will it be removed? - **24 hours from time of reporting**

Removal of graffiti and fly posters - From date waste reported, when will it be removed? - **24 hours for all Offensive Graffiti and flyposting, below a height of 3 metres above ground level; 48 hours for all Offensive Graffiti and flyposting, above a height of 3 metres above ground level; 5 Working Days for graffiti and flyposting, below a height of 3 metres above ground level; and 60 Working Days for graffiti and flyposting, over a height of 3 metres above ground level.**

Treatment of weeds – How often is this done? - **four times per year via an approved weed spray on all hardstanding surfaces**

To what degree is this task done on the estate?

In other words perimeter of buildings, all paths, play areas etc?

Cleansing of containers and bins – **I assume you are referring jet wash, if this is the case what is the frequency, if not please describe the process? - Twice annually**

Ad-Hoc cleaning tasks – Provide example of areas where this work may be required? - **Jet washing a path/estate road due to oil spillage**

Observation received from leaseholder in the building **HIGH CROSS ROAD 141-163 (ODD)**

Firstly, while I acknowledge that my initial calculation was based on the total contract value, the revised figure of £4 million still requires proper breakdown and justification. In particular, I request:

A detailed explanation of how the £4 million leaseholder contribution has been calculated – **still awaiting this from the Project Team, will send the information as soon as received**

A clear breakdown of how these costs are expected to be distributed across estates and individual leaseholders – **this is yet to be known, this will only become available when the agreement commences**

An estimate (or range) of the likely annual cost per leaseholder for my specific estate, based on current assumptions – **please refer to the response above**

Secondly, you state that charges will vary depending on estate size and works carried out. While I understand this in principle, this makes it even more important for leaseholders to be provided with indicative costs or worked examples. Without this, it is difficult to assess affordability or reasonableness – **this is Long Term Agreement, and details of any indicative works may only become available when the agreement commences**

Thirdly, I would like further information regarding:

The scope of services included within this £4 million leaseholder contribution - The contractor will be required to attend each site on a schedule basis and undertake the following activities: - **sweep and litter pick of all areas within the estate, to an arm's length, plus the length of a litter picker, including hardstanding, playgrounds, grassed areas, and shrubs beds; - removal of fly tipping; - empty all litter bins; - remove any fly-posting and graffiti that can be removed with non-mechanical equipment available to the operatives at each visit; - clear all fly-tips or dumped waste, -twice yearly cleans of all containers & bin stores, - proactive report & repairing of containers. As part of the price submission, bidders were required to provide a unit price to deliver services (where possible), for example a price per m2 to provide a twice weekly cleanse. This will allow the council to calculate a proportionate cost for each site based on the size and cleansing services received.**

The procurement and tendering process used to award the contract - **Haringey Council used a formal, above threshold Competitive Dialogue procurement process**

Whether alternative, more cost-effective options were considered before proceeding - **No, the size and nature of the services meant that an open tender process would provide the best value for money**

As you will be aware, under the Landlord and Tenant Act 1985, leaseholders are only liable for service charges that are reasonably incurred and for services carried out to a reasonable standard. At present, the information provided does not allow me to properly assess whether these criteria are met – **be advised that the agreement doesn't commence until April 2027, and the agreement is for a term of 8 years, so its early**

Given the financial implications, I would also appreciate confirmation of whether any cap, safeguard, or cost control mechanism is in place to protect leaseholders from significant or unexpected increases over the duration of the agreement – **charges will only be applicable to estates only for services that would have been provided**

Observation received from leaseholder in the building **ALBANY CLOSE**

I'm a resident and leaseholder in Albany Close. The estate is in a strange place where almost every property has a garden, but there is no dedicated bins for garden waste. Are there provisions in this new agreement to tackle this issue?

Response:

Yes, in principle

Haringey's recent waste tender and the new contract awarded by Cabinet explicitly include:

- Garden waste collections
- Service design changes to address different property types, including estates
- The ability to introduce or expand services where current provision is not fit for purpose