



Report for:	Tottenham and Seven Sisters Area Committee – 15 January 2013	Item Number:	
Title:	Update on Issues Raised at the Previous Area Forum Meeting		
Report Authorised by:	Clifford Hart – Democratic Services Manager		
Lead Officer:	Xanthe Barker, Principal Committee Coordinator Tel: 020 8489 2957 Email: xanthe.barker@haringey.gov.uk		
Ward(s) affected: N/A	Non Key		

1. Describe the issue under consideration

To receive an update on the issues raised by residents at the previous Area Forum meeting held on 4 September 2012.

2. Recommendations

To note the report and agree any further actions that may be required.

3. Topics Discussed at the Area Forum on 4 September 2012

There were two discussion topics at the last meeting: 'Changes to Waste Collection' and 'Enforcement Action - Fly-tipping and Bad Landlords'. Following the Forum part of the meeting the Committee discussed the general themes of concern arising from this and actions that should be taken forward.

Changes to Waste Collection

- a. Concerns were raised with regard to the size of the wheelie bins and whether these were appropriate for small front gardens.

Service Response

Actions were taken as part of the Phase 3 roll-out, which commenced on 22 October 2012, to ensure that households received recycling containers that



were appropriate to the space and characteristics of individual properties. These can be summarised as follows:

- Advance audit of all roads in Haringey to determine appropriate recycling containers for each property.
 - Advance door-knocking of every household in the Phase 3 area to explain the service change and discuss containers being provided.
 - Adjustment of recycling container delivery schedule prior to roll-out where feedback suggested adjustment was appropriate.
 - Smaller 120 litre wheelie bins were made available for smaller individual households to avoid unnecessarily large bins.
 - Shared 360 litre wheelie bins were made available for properties converted into multiple households to avoid excessive numbers of standard 240 litre bins.
 - Residents can contact the Veolia Contact Centre on 0208 885 7700 or email enquiries.haringey@veolia.co.uk should they wish to discuss their container requirements.
- b. There was agreement that better communication around the types of material that could be recycled would be useful and that this should also include information regarding materials that were not recyclable (e.g. cooking oil) and how these could be properly disposed of.

Service Response

When new recycling containers were delivered a leaflet was supplied that contained comprehensive information regarding the materials that could be placed the recycling bins. In addition the new recycling wheelie bins were supplied with a sticker on the lid showing the recognised symbols for all the recycling materials types accepted. These symbols are also displayed on the green sacks supplied to households that could not be provided with wheelie bins.

Furthermore, all landlords were posted detailed leaflets and officers attended local resident association meetings and Area Forums to provide details to residents.

In addition, information is available with regard to where you can recycle materials that are not part of the households recycling collection service on the 'Recycle Now' website- <http://www.recyclenow.com>

- c. Concern had been raised that in areas where there was a significant transient population and communities where English was not people's first language, there was a lack of understanding around recycling arrangements and that ways of improving understanding amongst these groups should be looked at. There was agreement that this should include the information sent to landlords and Housing Associations.



Service Response

All of the literature supplied to households is picture and symbol-based to make it as understandable as possible for all residents, no matter what their first language was; however, the literature can be translated upon request.

When undertaking door-knocking, if an officer can identify the language spoken, where possible, an officer who speaks the language will also visit the household.

Initiatives are in place whereby the Council worked with Landlords in putting messages across to their tenants about the change of service. For example leaflets that they can give to new tenants and posters that can be placed up in shared hallways inside properties have been distributed to landlords and delivered to Houses in Multiple Occupation (HMOs). There has been a positive response from some landlords with requests for additional/leaflets and posters.

- d. There was agreement that it might be useful to provide information about what happened to recyclable waste after it was collected and the savings that could be derived from not sending waste to landfill.

Service Response

The recycling materials collected in Haringey are delivered to the North London Waste Authority for treatment and processing. The dry recycling materials that are delivered to the NLWA are a marketable commodity, which means the destination of the materials is subject to market forces, so destinations are changeable. Detailed information can be found on the council's website:

http://haringey.gov.uk/index/environment_and_transport/refuse-recycling/recycling/recycling_process/mixed_material_collections.htm

By reducing the amount of waste going to landfill or incineration the contract is set to save in the region of a million pounds on reduced disposal costs.

- e. Frequently Asked Questions – it was suggested that a FAQ fact sheet with regard to the new waste collection arrangements should be included within a future edition of Haringey People. This could also be put into the format of a short leaflet to be distributed to landlords and Housing Associations and published online.

Service Response

A frequently asked questions document is available on the council's website: www.haringey.gov.uk/changes. We will explore the possibility of including an update following the launch of the changes in Haringey People in the New Year.



As noted above, detailed information including posters and leaflets on the changes has been sent to registered landlords and Housing Associations. An article has also been included in the Landlords' newsletter.

- f. It was noted that people had been unaware that there were arrangements in place for assisted waste collection (where people had difficulties using large wheelie bins) and there was agreement that better communication in this area was required.

Service Response

Noted - there are details about assisted services on the Council's website. The service will try to ensure that opportunities to widen awareness of assisted collections are taken up.

Enforcement Action: Fly-tipping and Bad Landlords

- a. There was agreement that it needed to be clarified, at a policy level, at what point enforcement action would be initiated against both individuals caught fly-tipping and landlords flouting planning regulations with respect to Houses in Multiple Occupation (HMOs). Concerns expressed by several residents during the Forum illustrated that it would be helpful if the Council communicated how and when enforcement action would be taken.

Service Response

With regard to enforcement of fly-tipping and other street-related environmental enforcement activity the council has adopted enforcement policy that is available on the council's web-site using the following link;

http://www.haringey.gov.uk/index/environment_and_transport/enforcement.htm

The Additional Licensing Scheme that would give better powers to the authority to enforce on landlords will be extended to Tottenham next year.

- b. It was noted that Cabinet would be considering the introduction of localised planning restrictions to assist the Council manage HMOs; however, if agreed, this would not be implemented until a twelve month consultation period had elapsed. The consultation would seek views on the proposed areas covered and there was agreement that Ward Members should look at the proposals and respond to the consultation on this.

Service Response

There appears to be confusion between planning and housing law associated with HMO properties. In planning terms a HMO is loosely defined as a property occupied by three or more unrelated people who share amenities. At present if there are less than six occupants it does not require planning permission, over six requires permission. Planning law does not class self contained accommodation as HMOs and this type of property is



covered under the conversion policy. Planning law is present to assess whether new applications for HMOs should be allowed or action taken against those that do not have permission. Action is taken against all properties that do not have permission for being an HMO.

Housing law cannot prevent the existence (unless dangerous) of HMOs but deals with making them fit for purpose. The housing definition of HMOs does include certain self contained flats that are private sector lettings. The Housing Improvement Team dealt with all aspects of HMOs and due to the extent and numbers have to tackle the worst type. Following a risk assessment if the property is of poor quality the owner will be required to undertake certain works within specified time periods, failure to do so will result in a prosecution.

- c. There was agreement that rules around the required standards with respect to the ratio of bathrooms and kitchens to rooms in HMOs should be better communicated to residents and that it needed to be demonstrated that the Council took enforcement action where planning regulations were not followed.

Service Response

This relates to housing and not planning. It is proposed that an additional HMO licensing scheme should be introduced within Tottenham and surveys and consultation with respect to this are currently taking place. Residents groups that were present at the meeting have not made contact since that time regarding their views relating to HMOs within their area.

Licensing places the onus on to landlords to make an application to the Council for a licence for certain types of HMO's and failure to do so is an offence. Conditions are attached to the notice which cover the number of occupants, fire safety, amenity standards, security and management standards, any breach of conditions is an offence. Prosecutions are taken regarding HMOs where they fail to comply following a reasonable warning period or immediately if they severely fail basic standards