

Decent Homes

A guide for residents



Homes for Haringey

www.homesforharingey.org



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Section 1 Introduction

Welcome to the Decent Homes guide for residents. We are sending this booklet to you because decent homes work will be starting at your home, estate or block within the next 12 months. It explains what is a decent home, who is involved and what to expect from Homes for Haringey and our partners before, during and after the works. It also has information on how you can get involved and practical advice on how to prepare for the works.

You can get more information about the decent homes programme on our website www.homesforharingey.org and follow the link to decent homes. We also publish information in 'Homes Zone', our magazine for tenants and leaseholders. You can get further information by ringing the asset management team on **020 8489 1778** or by emailing decenthomes@homesforharingey.org.

Section 2 Decent Homes

What is the decent homes standard?

The government's decent homes standard says a decent home is one that is windproof, weather tight, warm and has modern facilities. It should:

- meet the current minimum legal standard for housing
- be in a reasonable state of repair
- have reasonably modern facilities, such as kitchens and bathrooms
- have heating and insulation.

In Haringey we aim for all our homes to:

- be free from damp
- have a kitchen less than 20 years old or in good condition
- have a bathroom less than 30 years old or in good condition
- have an efficient heating system and insulation
- be in a good state of repair
- have secure external doors
- have windows in a good state of repair.

Special note for Leaseholders

No works will be carried out inside your homes and you will not be charged for internal works done in tenants' homes. However in accordance with the terms of your leases, a fair proportion of the cost of works to the structure of the building and of common parts will be charged to leaseholders through a major works bill.

What's not included?

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

How do we identify the need for decent homes?

The stock condition survey

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

Repair or Replace

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

Section 3 Who is involved in the decent homes programme?

Councillors

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

Homes for Haringey Board

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

Homes for Haringey Staff

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

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

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



Our Partners

With the help of residents we appointed four building contractors and four compliance teams to do the decent homes work in the borough. One contractor and one compliance team is working in each area. These match our tenancy management areas.

Tenancy management (North) covers **North Tottenham**.

Contractor: Lovell

Compliance team:

John Rowan & partners

Tenancy management (South) covers **South Tottenham** and **Broadwater Farm**.

Contractor: Apollo

Compliance team:

Potter Raper Partnership

Tenancy management (West) covers **Wood Green** and **Hornsey**

Contractor for **Wood Green**: Mullaey

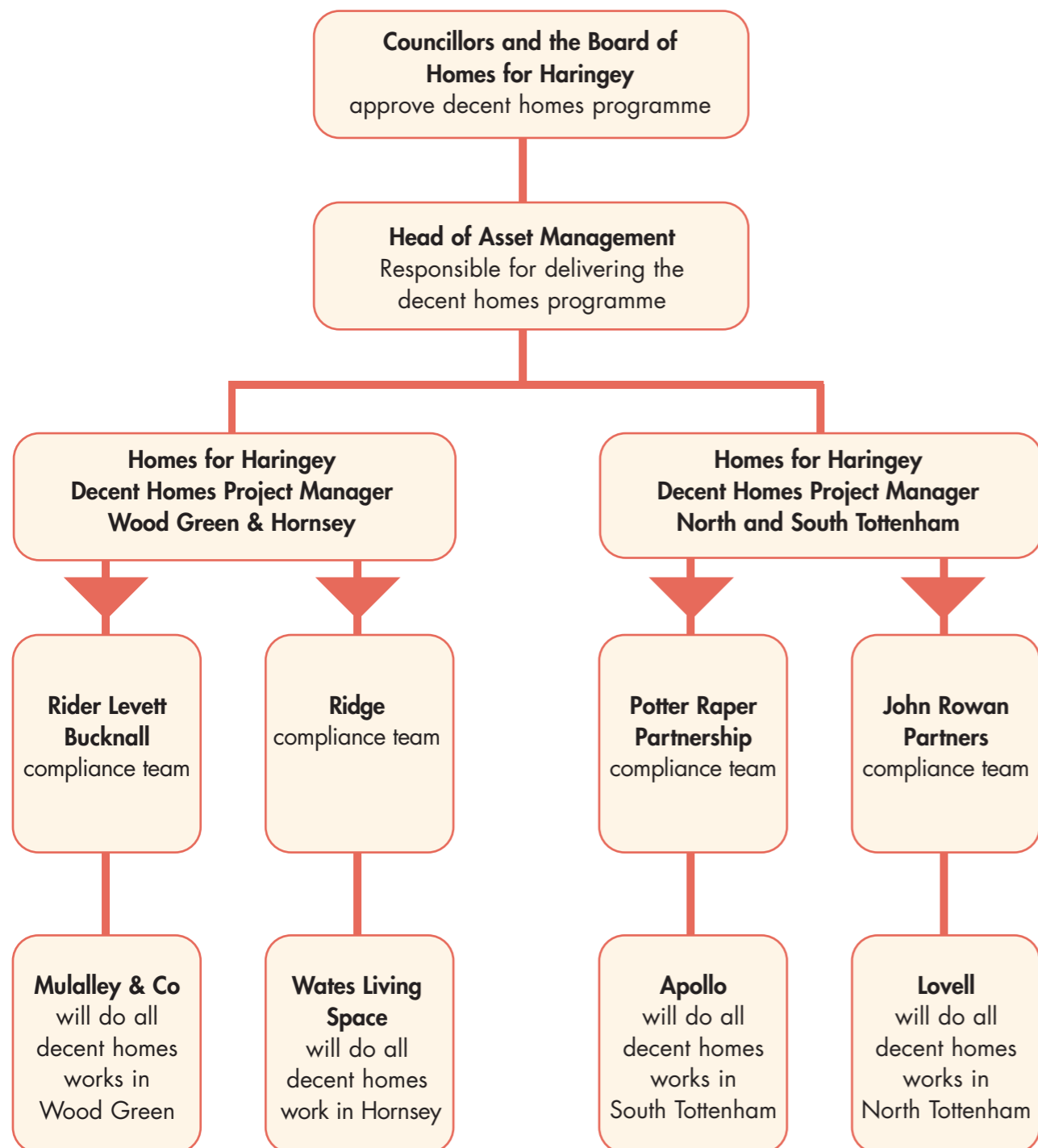
Compliance team for Wood Green:

Rider Levett Bucknall

Contractor for **Hornsey**: Wates

Compliance team for Hornsey: Ridge

Section 3 Who is involved in the decent homes programme?



Section 3 Who is involved in the decent homes programme?

Compliance team

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

North Tottenham

John Rowan & Partners

South Tottenham

Potter Raper Partnership

Hornsey

Ridge

Wood Green

Rider Levett Bucknall

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

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

Constructor partners

Our constructor partners are the four large building contractors who we have appointed to do all the decent homes work. They are responsible for carrying out the work to a standard that we have agreed with residents.

Each constructor has been appointed for one area of the borough:

North Tottenham

Lovell



South Tottenham

Apollo Housing



Hornsey

Wates Living Space



Wood Green

Mulalley & Co



Section 3 Who is involved in the decent homes programme?

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

- Project Manager – this person is responsible for overseeing a number of projects for the constructor partner.
- Site Manager – this person is responsible for the day to day management of works when they are on site. The site manager makes sure work is done in the right order, that the right materials are available, and that the work is done safely and to a good standard.
- Resident Liaison Officer – this person is responsible for making appointments with residents and for customer care. The Resident Liaison Officer should be the first point of contact for all residents who have questions about the works.



Section 4 Keeping you informed

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

Consultation Standards

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

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

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

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



Keeping YOU informed

We will encourage residents to attend meetings by choosing local venues and holding them at time suitable to most people. If you are not able to come to meetings, we can make other arrangements such as appointments to see the resident liaison officer either at the site office or your home.

We will use other formats (for example, large print or Braille) where necessary to make sure that we can keep residents with special needs informed. We are also committed to informing residents whose first language is not English by using translation and interpreting services where appropriate.

Residents are encouraged to complete an Individual Needs form to tell us of their own specific needs.

Asset Management Panel

We consult the Asset Management Panel when we develop our major works programmes. We agreed our consultation standards with them and the outline consultation plan for decent homes. This panel receives regular reports on the progress of the decent homes programme.

Leasehold Panel

The leasehold panel is consulted on all matters which affect leaseholders, including our consultation standards. The leasehold panel also receives regular reports on the progress of the decent homes programme.

Section 4 Keeping you informed

Appointments

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

Surveys

If your home is surveyed we will tell you what the survey says and what work is required to your block. This will be published in a newsletter after all the surveys for your block are completed.



Newsletters

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

- introduce the project team;
- tell you about what work we are proposing to carry out; and
- ask for your views.

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

We will send copies of all newsletters to local councillors, tenancy management, estate services and home ownership teams and the residents' association (if there is one).

Meetings

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

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

Resident Liaison Officer

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

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

Section 4 Keeping you informed

Representation during the works

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

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

Monitoring the quality of the work

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

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

Customer Satisfaction Survey

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

We will send you a newsletter with the results of the customer satisfaction survey and how we intend to improve our service.

Defects Liability Period

This is the time within which the constructor partner must put right any problems that arise with the works they have done. It is usually 12 months from when the works finish. For minor problems the constructor may do them all together at the end of the period.

At the end of the defects liability period we will write to you to ask if there are any problems with the work that you have not reported.

We will write and tell you when all the defects have been put right.

Final project review

If you have a residents' association or have a nominated person to represent you at site meetings they will be invited to a final review of the project with the project team. For more information see section 8 of this guide.

Choices available

We will

- offer you a range of styles and or colours if you are having your front door changed
- Offer you a range of colours of kitchen units, wall tiles, floor covering and paint colours if, as part of the programme, you are having a new kitchen fitted
- Consult your residents' association (or each resident if there is no tenants' or residents' association), about the choices for decorating the communal areas of your block.

Section 4 Keeping you informed (additional information for leaseholders)

Leaseholders' Consultation

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

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

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

Notice of Intention/Estimate S.20

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

The notice will:

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



Section 4 Keeping you informed (additional information for leaseholders)

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

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



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

Variations and or additional works

Where block costs increase by more than 10% above the S.20 Notice of Intention/Estimate, leaseholders will be informed of the increase and the reasons for it.

After handover

Leaseholders will receive the following letters after handover

- 1st letter: will list the completed works in relation to the S.20 notice, give the handover date, list any residents involved in the handover process and invite any observations.
- 2nd letter: will advise what we have done since the observations to the first letter. It will confirm that all observations have been taken into account and the works are now substantially complete and subject to the defect liability period. The letter will also give details of who to contact to report defects during the defects period and incorporate a satisfaction survey.
- 3rd letter: At the end of the Defects Liability Period we will write to you and ask if you have any problems that have not been reported.

We will confirm when all of the defects have been put right and tell you what works were completed that you will be charged for. We will also give an indication of when the final invoice will be issued.

Section 5 Getting ready for the starts of works

Surveys

We will need to do a detailed survey of your home, block or estate before we decide exactly what works need to be done. If we need access to your home we will give you an appointment with at least 7 days notice. You will have the chance to change the appointment if it is inconvenient. Remember it is a breach of your tenancy agreement if you do not allow us in to survey or repair your home.

Identity Cards

Always ask to see an identity card (and take the time to look at it) of anyone who wants to come into your home. If you are not satisfied the identity card is genuine please do not let the caller in. Call the Resident Liaison Officer.

Your family's health

Please let the Resident Liaison Officer know before the work starts if you or anyone who lives with you has a health problem or disability that might be affected by the work.

Insurance

We always advise residents to have a home contents insurance policy. If you have one you should tell your insurance company about the work and when it is due to start and finish especially if there is scaffolding erected.

Holidays

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

Your belongings

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

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

Satellite TV dishes

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

Section 6 During the work

Health & Safety

Your family's health

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

Scaffolding

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

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

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

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

Security

Always ask for identification. Everyone working for Homes for Haringey and our decent homes partners has a photo identity card.

Do not allow anyone into your home without first seeing and checking their identity card.

If in doubt **do not** let them in and ring your Resident Liaison Officer to check.

Children

These rules are designed to keep your children safe.

- Keep children away from work areas both inside and outside your home.
- Do not let children play with constructors' tools, materials, rubbish or skips.
- Do not let children climb the scaffold or play near it.
- Do not leave children under 16 years unsupervised when people are working in your home.

Pets

- Please keep your pets away from the constructors' tools and equipment.
- Keep pets secure and away from the work area when work is being done in or around your home.



Section 6 During the work

Accidents

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

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

Good neighbours

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

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

Site office

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

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

Questions, concerns and what to do if you are unhappy about something during the works?

You should contact the Resident Liaison Officer if you have any questions or concerns about the works or the constructors. If you are unhappy about standards of workmanship or materials you should report it while the work is going on.

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

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



Section 7 How we work together

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

Homes for Haringey

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

Our Constructor Partner

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

- Will make sure work areas are kept clean and tidy both during working hours and at the end of the day.
- Will make sure that where windows are being replaced the new ones are put in before the end of the day.
- Will make sure you get clear instructions on how to use any new equipment installed in your home or block.
- Will 'make good' any damage to external areas. For example, grass areas damaged by scaffolding.
- Will make sure anyone working for them:
 - Wears a photo identity card while working.
 - Treats your home with care.
 - Protects your carpets, furniture and fittings.
 - Leaves their work areas clean and tidy at the end of each working day.
 - Makes sure your home is secure while working in it and at night.
 - Does not smoke in your home.
 - Does not use your electricity.
 - Does not play music.
 - Does not use abusive language.

Section 7 How we work together

What we expect from you

- Allow us and our partners into your home for surveys and works when we have given you reasonable notice.
- Keep any appointments that we make with you. If you have to cancel please tell us as soon as possible.
- Remove your belongings from the work areas. The Resident Liaison Officer will give you storage boxes and, if you are elderly or disabled, will get help for you with packing.
- Do not leave children under the age of 16 unsupervised in your home while work is going on.
- If your windows are painted leave them open to let the paint dry, but remember to close and lock them if you are going out.
- Tell us what you think about the works; especially if you were pleased with how they were done or if you had problems.

Section 8 When the work finishes

Signing off the work

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

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

Customer Satisfaction Survey

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

Defects liability period

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

Final project review

There will be a final review of the project involving your residents' association or other agreed representatives. The project team will use this review to find out:

- what went well;
- what did not go so well; and
- what lessons we can learn for the future.

It will also include reviewing the results of the customer satisfaction survey.

We will use the feedback we receive to improve future major work contracts.

Translation and interpreting services

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

Albanian

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

Bengali

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

French

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

Kurdish

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

Somali

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

Arabic

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

Cantonese

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

Greek

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

Portuguese

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

Turkish

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

Please tell us if you would like a copy of this Decent Homes brochure in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On audio tape

In Braille



In another language

Which language? _____

Name: _____

Address: _____

Telephone: _____

Email: _____

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



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

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

Section 9 Contact

Strategic Client Representatives

Homes for Haringey
 Asset Management Team
 6th Floor River Park House
 225 High Road
 London N22 8HQ
 Phone: **020 8489 1778, 020 8489 1046**
 E-mail: **decenthomes@homesforharingey.org**

Resident Involvement Officer (Major Works)

Homes for Haringey
 Asset Management Team
 6th Floor River Park House
 225 High Road
 London N22 8HQ
 Phone: **020 8489 1269**
 E-mail: **decenthomes@homesforharingey.org**

Leaseholder enquiries

Home Ownership Section

Homes for Haringey
 Home Ownership Team
 Floor 3
 13-27 Station Road
 Wood Green
 N22 6UW
 Team one: Hornsey, North Tottenham and Broadwater Farm
 Phone: **020 8489 3485**
 E-mail: **Home.OwnershipTeam1@homesforharingey.org**
 Team two: South Tottenham and Wood Green
 Phone: **0208 489 3313**
 E-mail: **Home.OwnershipTeam2@homesforharingey.org**

Haringey Leaseholders' Association

PO Box 55222
 London N22 9BQ
 Phone: **0845 020 4252**
 E-mail: **help@haringeyleaseholders.org.uk**

Resident Involvement Team

Homes for Haringey
 Phone: **020 8489 4463**
 E-mail: **resident.involvement@homesforharingey.org**