

Turner Avenue Newsletter



Have your say
Haringey

March 2015

News and updates

Please take a few minutes to read the this newsletter as it will be the last newsletter until after the General Election.

Included are updates about the Steering Group and useful information about the changes in the council's customer services call centre.

General Election

By law, councils are restricted from meeting with residents during the six week lead up to the General Election, from 30 March to 7 May. We will not be carrying out any consultation, steering group meetings, public meetings or events during this time. However if you have any queries, concerns or questions during this time you can contact the **Communities team on 020 8489 5321 or email myquestion@homesforharingey.org** and home visits can still be arranged. In addition, you can continue to contact your **Independent Advisor, Damian of Strategic Urban Futures.**

Registering Your Vote

More information about registering to vote can be found at www.voting.haringey.gov.uk or by calling Haringey Council's Electoral Services

team on 020 8489 1000 or emailing elections@haringey.gov.uk

Turner Avenue Resident Steering Group

The Resident Steering Group has been meeting monthly since it was set up last year. Estate residents are able to raise issues to the Steering Group even if they are not a member.

The Steering Group includes a mix of tenants and leaseholders. The Steering Group has worked well on the following projects over the past 6 months:

- Chosen and appointed an Independent Advisor, Strategic Urban Futures, and agreed the performance criteria to manage their contract
- Reviewed and checked information ensuring that newsletters are easy to understand, are free of jargon and are translated when necessary.
- Worked with Homes for Haringey's Housing Management, Estate Services, Quality Assurance and Repairs to improve services.



Homes for Haringey

working together



Haringey Council



Haringey Council Call Centre

We want to make you aware that the customer service menu options have changed when you ring the council's call centre switchboard number.

The following options will be offered to you when you call **0208 489 1000**:

- Option 1. Payment for Council Services
- Option 2. Council Tax
- Option 3. Housing Benefit
- Option 4. Parking
 - Option 1 - Payments
 - Option 2 - Information on how to Dispute a Penalty Charge Notice
 - Option 3 - Information on Vouchers, Permits and other Parking matters
 - Option 4 - Information about Blue Badges, Freedom passes or other types of concessionary travel
- Option 5. School Admissions
- Option 6. Housing:
 - Option 1 – Homes for Haringey
 - Option 2 – Community Housing
- Option 7. Electoral Services
- Option 9. Other Services
 - Option 1 - Waste Enquiries
 - Option 2 – Any 'other' services

Planning and Building Control Services

Please call **020 8489 5504**

Environmental Services and Community Safety:

020 8489 1335 - to access the following services:

Neighbourhood Action, Enforcement Response, Pest Control, Anti-social behaviour, Highways and Trading Standards and Environmental Health

How to speak to your Independent Advisors

If you would like to speak to Damian of Strategic Urban Futures about any aspect regarding the future of your home and your hopes, or you have any concerns or questions, call on 0800 169 8677 (landlines only) or 07931 795 526 or email stuffcons.dtissier@virgin.net. All discussions are confidential.

Repairs

It is business as usual with reporting your repairs issues – by calling or 020 8489 5611 or you can report a repair online by signing up to your free online account at www.homesforharingey.org/seemydata.

Local Plan Consultation

This is a reminder that Haringey Council's draft Local Plan **consultation ends at 5pm on Friday 27 March 2015** and residents can provide comments to the draft documents by emailing ldf@haringey.gov.uk or writing to (last postal date stamp 27th March on envelope) **Haringey Planning Policy, River Park House, 225 High Road, N22 8HQ**. For more details contact 020 8489 1479 or visit www.haringey.gov.uk/localplan

How to get in touch

If you would like to speak to a member of the Communities team contact us by emailing myquestion@homesforharingey.org or calling **020 8489 5321**.

Find out even more at www.homesforharingey.org/haveyoursay

If you would like a translation of this newsletter please contact the Communities team