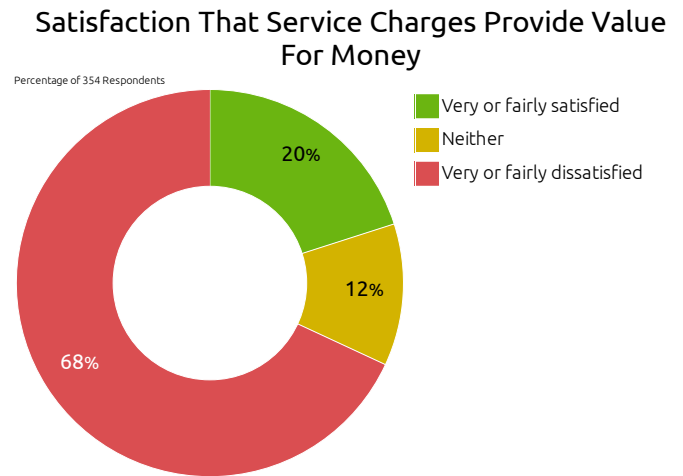
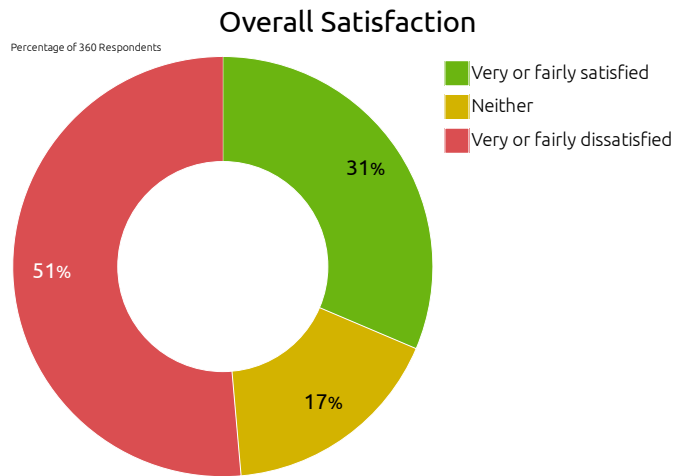


Leaseholder Responses
Created October 2025 for
The London Borough Of Haringey
Leaseholders

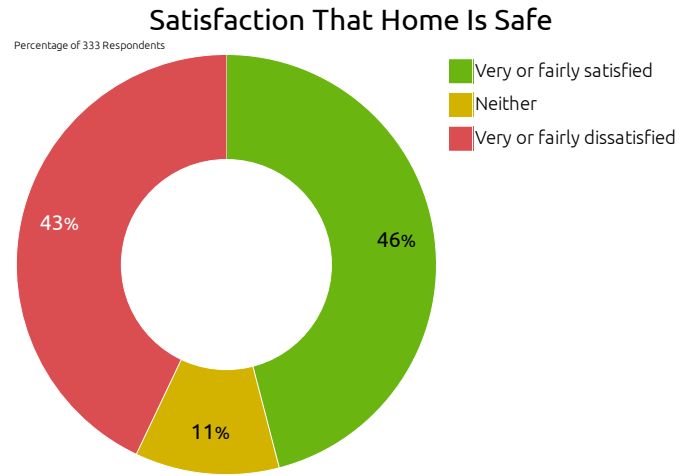
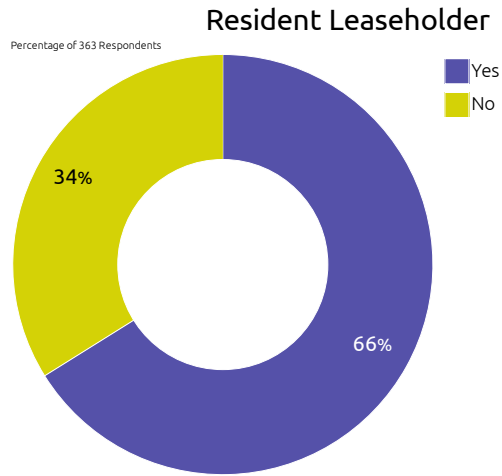


**Kwest
Research**

Overall Satisfaction



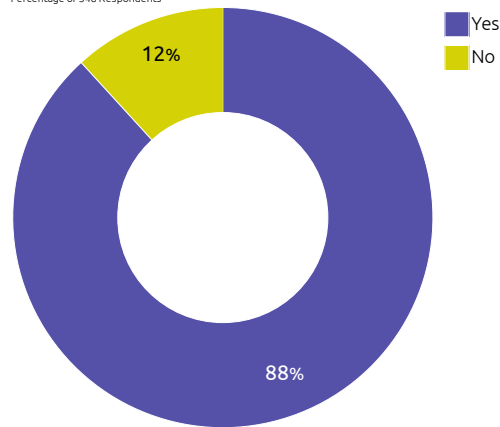
Your Home



Communal Areas & The Neighbourhood

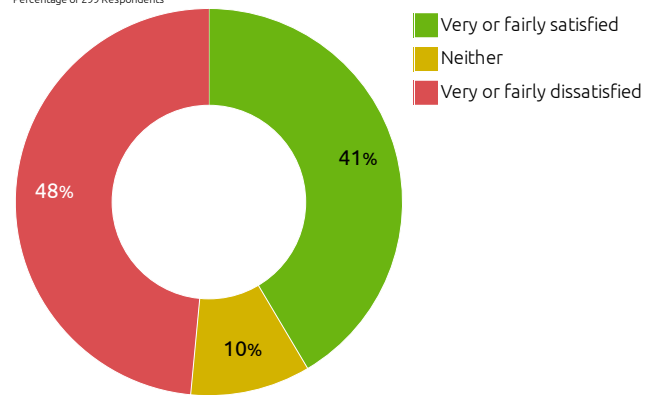
Building Has Communal Areas

Percentage of 348 Respondents



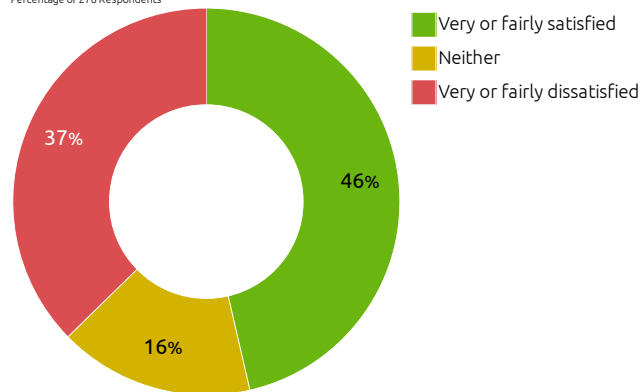
Satisfaction That Haringey Council Keeps Communal Areas Clean & Well Maintained

Percentage of 299 Respondents



Satisfaction That Haringey Council Makes A Positive Contribution To The Neighbourhood

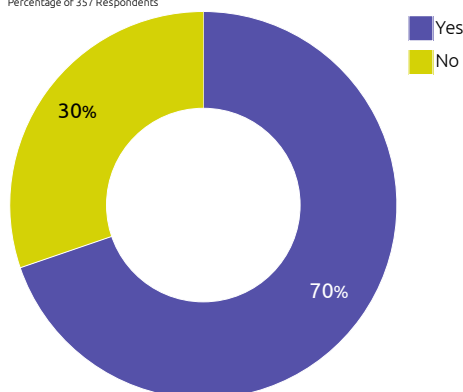
Percentage of 276 Respondents



Contacting Haringey

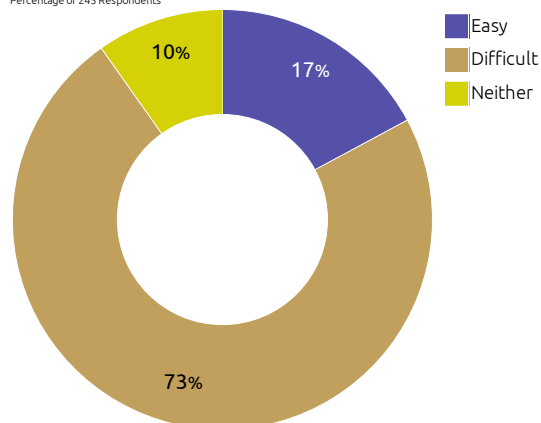
Contacted Haringey Council Housing Services In The Last 12 Months

Percentage of 357 Respondents



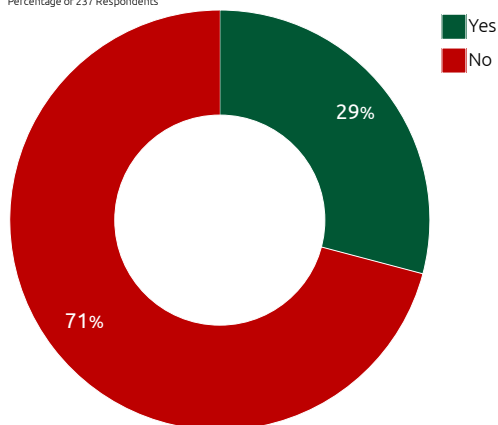
Ease Of Getting Hold Of The Right Person

Percentage of 245 Respondents

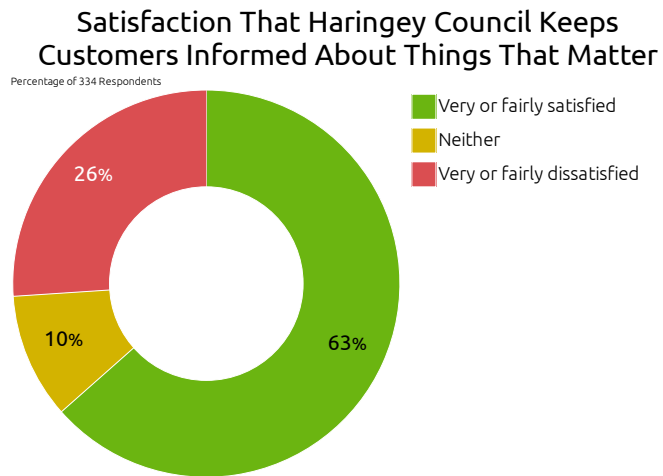
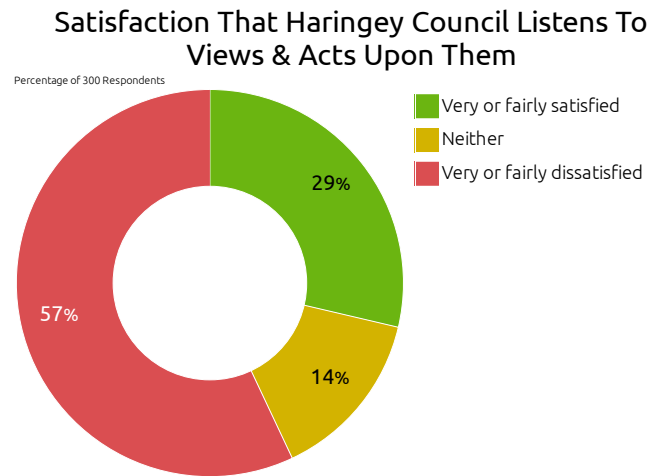
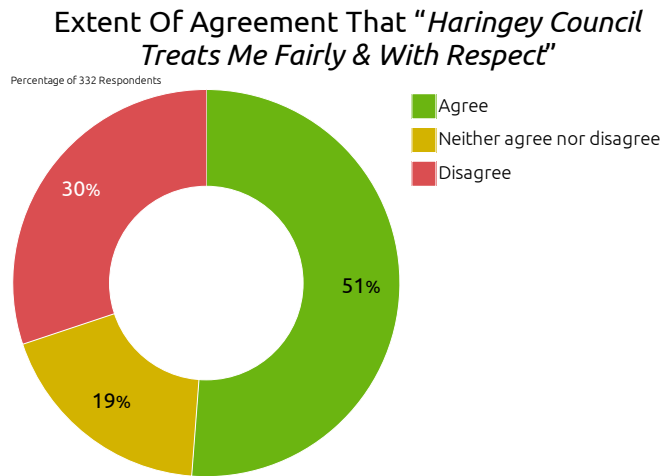


Query Was Answered In A Reasonable Time

Percentage of 237 Respondents



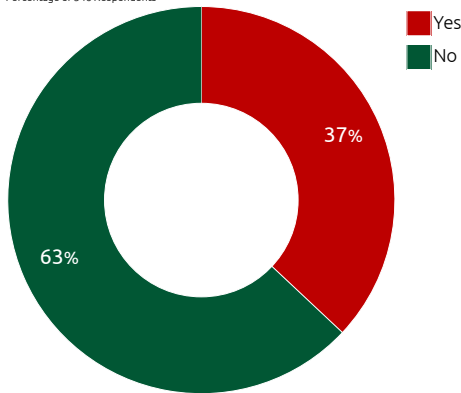
Communication



Advice & Support

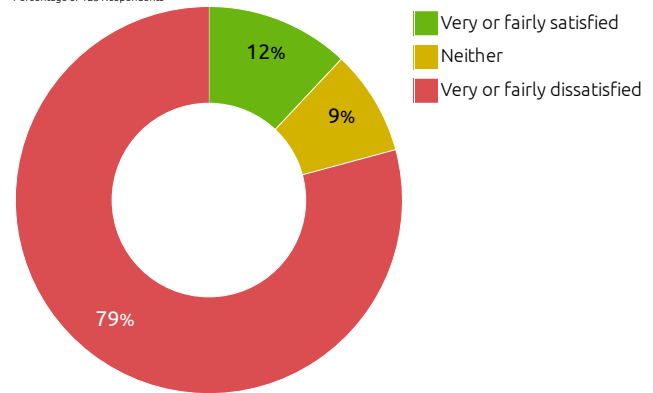
Made A Complaint To Haringey Council In Last 12 Months

Percentage of 346 Respondents



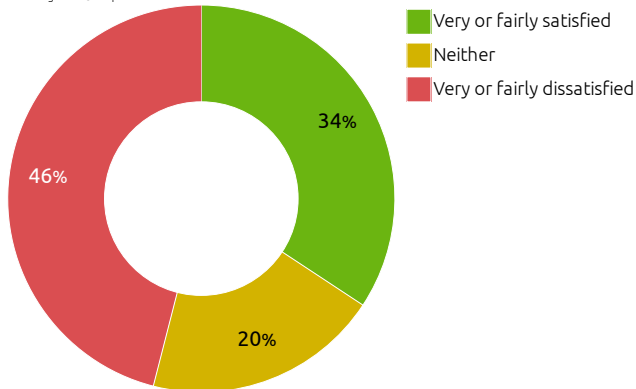
Satisfaction With Haringey Council's Approach To Complaint Handling

Percentage of 125 Respondents



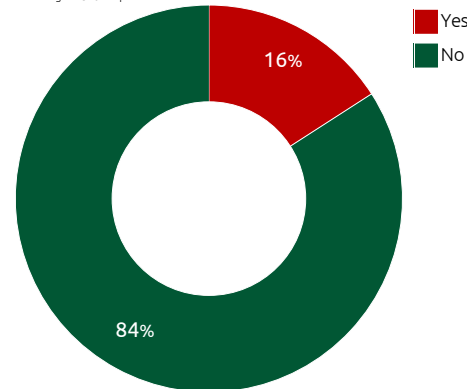
Satisfaction With Haringey Council's Approach To Handling Anti-Social Behaviour

Percentage of 213 Respondents



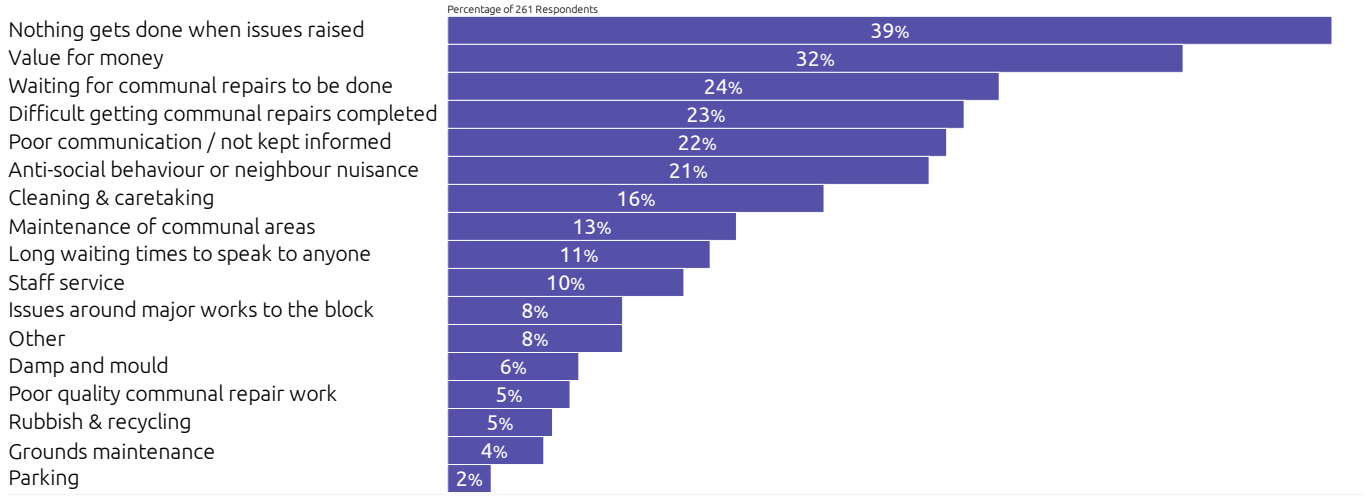
Reported ASB To Haringey Council In Last 12 Months

Percentage of 346 Respondents



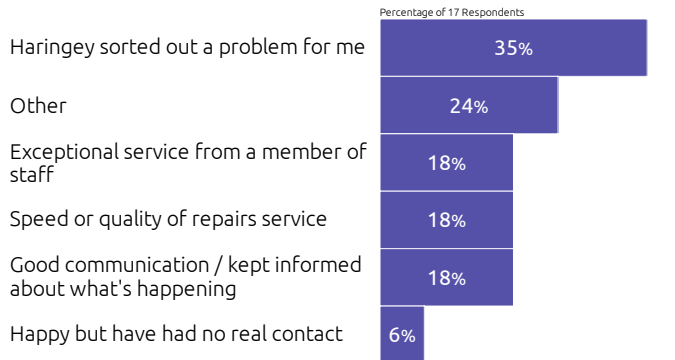
Categorisation

Reasons For Dissatisfaction



Where question "Reasons For Dissatisfaction With Haringey Council"

Reasons For Satisfaction



Where question "Best Experience With Haringey Council"
Accuracy poor when few replies

Comments

Best Experience With Haringey Council

Haringey Council have recently employed somebody new in a senior position for the leasehold services and I think it has been a very positive change. I think their approach and tone of voice are much more personable in the letters I have received. It feels like there has been a distinct difference in Haringey's willingness to help leaseholders and be more understanding and flexible with repayments, for example.

Haringey Council were able to provide a suitable property for me and when I wanted to buy it, they made the process very simple for me. At the time, you could buy the property after living in it for two years so that made the process relatively easy.

Haringey have cleaned the communal areas outside and the grass has been cut.

I am happy with how tidy Haringey have kept the communal areas in the block as well as the repairs and maintenance. There have been repairs to both the lights and the door, and both were done well. The only problem I have with Haringey is that the bins are often overflowing.

I am not satisfied with the repairs service from Haringey Council.

My wife gets in touch with the council over repairs. There are a number of outstanding repairs that we reported to Haringey over a year ago. Our balcony is in a state of disrepair. We have had operatives come out on two different occasions promising to get these works down, yet they have never been done.

We appreciate that this repair is probably not Haringey's list of urgent repairs, yet this is still frustrating.

I had a leak in the bathroom from the flat upstairs and Haringey Council managed to get a worker to come and fix it in the same night, Haringey were extremely responsive on this occasion.

I had to contact the council in January about a leasehold service charges query, and the call agent was very easy to speak too and informative and I couldn't rate the services more highly.

I reported that the lock on my back door had broken. My report was quite late at night. Haringey informed me that as a leaseholder I was responsible to sort this out myself. I had to get an emergency locksmith out to sort out the problem. I later established that this was in fact the responsibility of Haringey Council. Haringey refunded me the money within a couple of weeks and apologised for any confusion. I was happy that they went out of their way to correct their mistake.

I spoke to a nice member of staff who spoke to me regarding council tax. The staff was very helpful and made sure that my issue was resolved.

I think the quality of the communication from Haringey is their best feature because I think things are always very clearly explained to me as a leaseholder, which I appreciate.

My fence came down once due to a storm, and the council came to sort this out very quickly for me. The worker was also very polite and helpful, and therefore, I would say that overall, I am very satisfied with the services that the council provides.

On one occasion I complained about not knowing certain bits of information as I was getting sent letter in the post but I do not live there. I contacted Haringey about this and said I would prefer if they contacted me by email in the future. I feel as though Haringey Council took this on board and started to email me rather than post.

The communal areas are always kept very clean and the caretaker does a good job.

The landlord for my Haringey property is excellent. She is very helpful - when I needed to get my phone reconnected, she made herself available to help me out. The rest of the team are excellent as well. I have met them on a patrol before and I thought the caretaker was very good.

The manager for the service charge is very helpful to me and provides professional support every time I have contacted her. I find her services to be brilliant and the customer service overall when I contact Haringey and that my queries are answered fully. The cleaning service is also reliable and very good in my building so I think these services are very reliable.

There was a very good service experience I had with the insurance Haringey paid to me when the flat was flooded. This service was helpful as they repaired this quickly and to no extra cost to me which I found to be very useful and a good aspect of their services.

We recently had some contact with the leaseholder accounts department at Haringey Council, due to an overpayment that was made by us. I thought the response we received from Haringey was satisfactory and the suggested resolution for the issue was fair.

Reasons For Dissatisfaction With Haringey Council

A few years ago, I was cutting my garden and I was almost shot by my neighbour with an air rifle. The neighbour was annoyed at me because I was cutting my other neighbour's garden, and I used to do hers. I was very lucky not to be seriously hurt, and I was very disappointed with how the council dealt with the situation. The neighbour in question still lives in the same property, which I think is completely wrong. It makes me feel very unsafe that she still lives there. Furthermore, I am aware that the air rifle was never confiscated by the police. I think that during this ordeal, the council showed no compassion towards me and my situation.

As a leaseholder, I do a lot of the repairs and maintenance myself. However, the council is responsible for communal repairs. I do think that some repairs are unnecessary such as replacements to the windows and work on the roof. It would be great if the council could keep us informed and consult the leaseholders before the work takes place as we have to pay for this. We rarely get information regarding the dates and times for the major works which can be quite frustrating as we are unaware of what is going on in and around the building.

As far as I know, everyone (myself included) is not happy with the way Haringey Council is operating. They are money hungry and are constantly hiking up our service charge, even though the service seems to be getting worse. The state of the roads is atrocious and we have temporary traffic lights up all the time, which is so frustrating. The roads are gridlocked everywhere and it takes so long to get around the area now.

At the back of the flats, there is a large space between us and the other flats. However, now it is overgrown and it is not maintained at all. There is a lot of rubbish and the bushes are dead and it seems like Haringey isn't looking after the area at all.

People throw trash into the green space, so community places should be cleaned more frequently. It's overgrown, and the grass and weeds aren't properly maintained. I think the areas looked great when I first moved in but now Haringey hasn't kept them this way. I was told by Haringey that the doors aren't fire proof within the property and that this would be addressed. However, I have had no follow up on this, I feel as though as it is a safety concern it should be addressed quickly.

Because I became unemployed, I wasn't able to keep up with my service charge payments. When I queried how much I owed, they told me that there were debts that were years old, which I had no knowledge of. Therefore, I requested a breakdown of these debts because I wasn't sure where the debt came from. I was suspicious because I have been aware of past instances where I have made payments to the council and due to the council's error, the money was put in the wrong account. I have asked 3 times for this breakdown, and I have not received any responses. It's very frustrating because I don't want to pay the debt until I can clarify that the debt is mine to pay. I don't understand why the Council never contacted me about this debt before I queried it, considering that the debt has been on my account for multiple years.

Communal repairs take a long time to be completed which creates safety issues in the building. For example, the front door broke three times last year. This meant that anyone could get into the building as the door wasn't secure. Drug addicts and homeless people were using the communal areas as shelter. This anti-social behaviour had to be reported to the police as well as the ASB. Also, the lighting in the communal areas sometimes doesn't work, therefore the corridors and the outside areas of the building are pitch black at night.

Communication from the council is really poor. One example of this is that I'd been reported an ASB issue for months on end that was being ignored. A neighbour moved in elsewhere, reported the issue once, and then the ASB team came out to address this problem tenant. I am led to believe that the council were ignoring me specifically. I hope that wasn't the case however that is what I am led to believe, that there was some bias against me.

Another example of me being ignored is that the communal lights in my hallway haven't worked for months. I can't tell you why it's not been repaired.

The council also don't have enough of their information readily available. By this I mean that if you don't instantly know where to go to solve a certain issue, the council won't point you in the right direction. They seem pretty bad in this regard. The expectation that all residents should know exactly what they need to do is a poor one in my opinion.

Haringey Council do not keep me informed as I have still not had the leaflet for the service charge information, I do know what I am paying for but they take the money out but I do not know where I am up to. I have been in credit for two years as Haringey owed me money and I tried to get this back but they took me around in circles and told I was told it would be used for credit but I am still paying for something every month. I would like to know more information about the service charge and given more communication and they should be more open with leaseholders.

Haringey Council do not respond to questions about repairs- I have water coming into my property and Haringey have asked me to go through the damp route but it is an external issues and it is not just rising damp. Additionally, Haringey have not responded to me in regards to the status of the flat underneath me whether it will be occupied or sold.

Haringey Council don't seem to act on any ASB in the area. There are lots of drug dealers and drug users who congregate around the building and I have reported this to Haringey but never heard anything back. I am also having an issue with a leak. The leak was fixed by Haringey for a while but it has now started again and I am not sure who I can go to to get the issue fully resolved.

Haringey Council should employ more people to answer the phones, as sometimes I have to wait ages on hold and am cut off because there is no one there to answer the call. My neighbour is also 90 years old and does not have access to the internet so she cannot use Haringey's (poorly-designed) website. She has to make a phone call when she needs something but she is hard-of-hearing and the call handlers often do not speak clearly enough for her to understand.

There has also been an issue with the security door in our building not working, which means we are either locked in or people who don't live here can get in. Both situations are quite dangerous and it takes a while for someone to come out and fix the door when we are having issues with it.

Haringey are too slow to get repairs done. There has been a leak from my balcony into the flat below for about three years now. The lady in the flat below raised this three years ago and I have had various workers come and diagnose the problem since; the underlay has worn away and needs to be replaced. After this was diagnosed, I then had another contractor come out a few

months ago who just said the exact same thing, and still nothing has been done about this. Also, we have completely lost the roof in our community centre from a similar problem of the roof not getting fixed. It has also been pointed out multiple times that we have water ingress in the communal areas but nothing has been done. It feels like Haringey are just waiting for the whole building to fall down so they can move us all out and build a high rise.

Haringey council took away a parking area by our home recently in order to build new housing recently. It is now impossible to find parking and people are parking all over the place in areas not designated for parking. The lack of parking has created a negative social environment in our neighbourhood. I always see neighbours constantly arguing about parking.

We also have an external staircase that is not well maintained. The staircase is covered in moss and gets extremely slippery when wet.

People are also smoking in communal areas when it is clearly prohibited. I don't think enough is being done to prevent this from happening.

Haringey council took over the fitness centre near our building recently. They removed the padlocks on all the lockers and items were removed from my locker. I have reported the situation to the council and I am not at all happy with the way in which they are dealing with the situation. I am considering taking the situation further and reporting it to the housing ombudsman.

Haringey have increased the service charges across the board for many of leaseholders, and they have not justified why they have done this. For example, they say this covers window cleaning, yet they never get cleaned and all they do is just keep pumping up the service charges, it's not fair.

Haringey is known for problems and I can't comment too much due to the fact I do not currently live there. However, I feel that the service charges are too high for the services provided including that there is no concierge so I feel the money is wasted and I cannot see the returns myself.

Haringey need to employ competent staff that have basic comprehension skills so that our emails can be understood when we make queries which is not the case currently. There needs to be a huge overhaul of staff including senior management because they do not care. Haringey need to carry out more maintenance work to the building because the building is falling apart. The railings in the children's play area have fallen down and it has been like for that for months without being addressed. Skips are left in the car park and when the skips are removed, a lot of rubbish is left behind in the parking spaces which means there is less parking available. Haringey do not tell us in advance when our parking permits expire and Haringey's online system for parking information is flawed and difficult to navigate.

There is a lot of anti-social behaviour in the area. The car park is a hotspot for drug use and drug selling. People will park up at 1am, blast loud music and take nitrous oxide. There are mentally ill people in the block who will scream at 1am and bang doors.

There is a person that exposes themselves to children and waves a knife around which has been reported to Haringey but they do not want to do anything about this. I have had to apply for therapy and take medication because living here has had a seriously negative impact on my mental health. I have zero respect for Haringey and I think the service is disgusting.

Haringey needs to have a direct line so we can speak to someone in leasehold services. At the moment I find it impossible to converse with anyone at Haringey. I have tried to get in contact with them so many times but can't ever speak to anyone. I think service charges that we pay are also far too high. I believe that there are services that we are paying for that we absolutely don't receive. I don't think a service charge reflects value for money at all.

Haringey provide a poor response to communal repairs, I reported a leak in the building that was never attended to. My neighbour leaves pushbikes and clothes rails in the corridors which obstructs the walkway and is a fire hazard. I have taken photos and told Haringey about this several times but they have never done anything about it. Other people leave their rubbish outside their doors making the estate look messy and scruffy. Haringey does nothing to help or mitigate this activity. They do not clean the communal areas well at all or keep them maintained. I saw a rat in the building last week. There is nothing good about Haringey, they are a useless service that has gone downhill in recent years.

Haringey should run more face-to-face meetings so that residents can voice their concerns to Haringey regarding issues like anti-social behaviour. Haringey could also keep residents more informed regarding anti-social behaviour in the area. Many elderly neighbours are frightened about the drug dealers and people that loiter here so if Haringey sent out letters to say that they are aware of the situation and that they are doing their best to handle it, I think some residents would be put at ease.

Haringey's Housing Service needs to be more responsive across the board, it includes the tenancy management team, the complaints team and the anti-social behaviour team. It can take months to receive responses from these departments and I will escalate issues to the complaints team and they have a huge backlog of complaints to handle so their process takes a long time too.

Haringey's customer service is awful, their staff have no empathy or common sense. They cannot offer advice and no one ever wants to take responsibility for anything, Haringey staff do the bare minimum they have to whilst charging extortionate fees. Our neighbour had a leak that was coming down through the ceiling into our home. We told Haringey about this and all they said was to put a bucket down to catch the water. No one contacted the flat who were having the leak and despite being in a position to stop the leak and resolve the situation, Haringey did nothing. Haringey are also bad at dealing with ASB issues in the neighbourhood.

Haringey's repairs service has been pretty poor over the last few years. There was a glass panel that had broken in the communal area about 4 years ago. Haringey erected some scaffolding which was up for around a year and then took it down but the glass had still not been fixed, which is a health and safety hazard. The front door was also broken and locked for 8 hours where people could not get in or out. The bin area is not clean or well-maintained at all. Haringey Council say things are being done to address our issues but they are not.

It takes Haringey a long time to deliver the actual service charge bill after the estimated one. This year the actual bill was over £400 more than the estimated charge and Haringey expected tenants to pay it within two months which is not possible for some of us.

I am consistently ignored by the council and there are no answers to queries for help. I have consistently complained and contacted about the repairs, lack of maintenance and antisocial behaviour and their lack of response has led to me giving up contacting them regarding these issues. The only things that Haringey contacts us about are when they are asking for money or raises to the service charge.

I am dissatisfied with Haringey's handling of anti-social behaviour.

There is an ongoing issue with non-tenants wandering into the block. Last week, there was an incident where a non-tenant wandered into the building and started forcibly kicking an elderly resident's door.

I am not satisfied with Haringey's response to these issues. There have been no attempts to improve security of the building.

There is an ongoing issue with homeless people sleeping rough and living in the communal areas. I am sympathetic towards them, yet I am also concerned for the safety of my daughter who has to go through these areas every morning at 7am en route to school.

We have spoken to the concierge regarding these issues, and they have spoken to Haringey, yet we have seen no proper response from Haringey.

I am dissatisfied with Haringey's handling of anti-social behaviour. I have complained to them about some tenants who were behaving anti-socially. These tenants were making noise and smoking drugs.

Haringey appears to have taken an indifferent attitude to these complaints. There was no follow up from Haringey to my complaint.

When it comes to service charges, more financial pressure appears to be placed on leaseholders as opposed to the tenants. The general cost appears to be too high. Haringey does not appear to be spreading costs evenly.

I am dissatisfied with Haringey's handling of anti-social behaviour. There are ongoing issues with people smoking weed in the stairwells. There has definitely been an increase in this kind of behaviour in the last few months. My husband had a meeting with Haringey about this last week.

I am dissatisfied with Haringey's handling of anti-social behaviour. We have had issues with drug dealers outside our building. In terms of Haringey's handling of anti-social behaviour, we have to report these dealers a number of times to the anti-social behaviour department. It took 2 years before one of the dealers was eventually evicted. I am lucky that I have lovely neighbours, yet I know people who have to live with anti-social neighbours. Haringey does not properly tackle anti-social behaviour.

There are a number of issues with the maintenance of the communal areas and building. The gutter is blocked. Three years ago, the communal areas were redecorated. We asked Haringey to replace the lino flooring. This flooring is detached from the stairs, and this is a tripping hazard. Nothing was ever done, and Haringey says that this flooring is perfectly fine. I have given up trying to contact Haringey over outstanding maintenance or repairs.

I am dissatisfied with a number of services provided by Haringey.

I complained to Haringey regarding anti-social neighbours. The police have records of this. Haringey never offered a proper response to these issues. They never kept me, and I that this is due to the fact that I am a leaseholder.

I am paying high service charges for services that Haringey are failing to deliver. They'll happily print out invoices and breakdowns of service charges, yet these services do not materialise. The caretakers and cleaners appear to be doing the bare minimum. There are mushrooms growing around my window.

I have complained to Haringey about damage done to my property during cleaning done to the communal areas. I escalated this to legal services. There has been no proper communication from Haringey, and no closure to my complaints. I have sent a number of emails and evidence. I haven't even been given the name of a case handler.

I am dissatisfied with a number of the services provided by Haringey Council.

The cleaning of the communal areas is to a poor standard. The caretaker sweeps and mops the communal floors, yet they never dust any of the communal areas. There is often litter outside the front communal doors. There are also marks on the communal entry way. The buttons on the intercom are filthy. I am sceptical of whether the cleaner comes once a week.

I am not seeing any of the services I pay towards. My service charges are incredibly high.

I have asked for the communal lights on all three of the floors in my building to be repaired. I raised this issue at an estate management event back in October of 2023. Haringey said the lights would be fixed. They were repaired, yet they stopped working properly a few days after. Haringey doesn't conduct any routine inspections of the building.

During this event in 2023, I also brought up the fact that the door to the communal bin chamber was broken. This door is still broken. There are also ongoing issues with rats in the communal bin area, another issue I brought up.

Why am I paying service charges for a non-existent service? I paid £12, 000 in service charges last year.

I am dissatisfied with a number of the services provided by Haringey Council. I have ongoing issues with my windows. My windows leak when it rains. I first reported this issue to Haringey around a year ago. Haringey told me that these windows are my responsibility. This is not true, as these windows are part of the building, and in fact Haringey's responsibility.

I am dissatisfied with the communication from Haringey. I have still not heard back from Haringey on certain emails/queries.

The communal areas are filthy. These areas used to be cleaned regularly when a labour MP lived in flat one. Since this resident moved out, the caretaking and cleaning has gone downhill. The caretaker used to come every Thursday. I am uncertain of how regularly they visit now.

There are ongoing issues with anti-social behaviour in my area. Drug dealing and drug usage are common. I am hesitant to report these issues to the council. As people who report these issues are sometimes threatened and intimidated.

I am dissatisfied with a the repairs service provided by Haringey.

I put a request through for my guttering to be done. Haringey sent me a date and time for this repair; the repair was scheduled to take place on the 10th of February between 8:00am and 1:00pm, yet the contractors never turned up.

I complained to Haringey about this. No one has responded to my complaint, and I have not been given a new date for this repair.

I am dissatisfied with some aspects of the housing service I receive from Haringey Council. Before I explain why this is the case, I do not live in the property myself; I have tenants that do. Firstly, I feel that the communal areas are not cleaned

regularly enough, as whenever I go to the building, they seem in a bad state. Furthermore, since last year there has been a blockage in the drainage system for the entire building, which means that when someone takes a shower, the water builds up and isn't able to drain normally. I reported this last year, but I've had no communication, and the issue hasn't been resolved. My tenants have been complaining about it, but no action has been taken. At the same time as I reported the problem with the drainage, I also reported an issue with the lift through the app, but I did not receive a response, and the issue hasn't been repaired. I would like to at least have a confirmation of receipt when I report a problem.

I am dissatisfied with some aspects of the housing service I receive from Haringey Council. Firstly, I feel that the service charges I pay to the Council are not good value for money. I understand that the cost of services is rising, but I would like to see Haringey Council put more effort into the cleaning and maintenance of my building. For example, the light outside my home is not working properly, and I would expect Haringey to sort that out, but they haven't taken any action. Moreover, the stairs can be quite dirty at times, and so I feel they need to be cleaned more often. Furthermore, I feel the communication with Haringey is really poor. It is practically impossible to reach out to them and get issues resolved. I would like them to be more reachable.

I am dissatisfied with some aspects of the housing service I receive from Haringey Council. Namely, the expenses I pay to Haringey Council on a monthly basis, such as service charges. I feel that the service charge is too expensive and not good value for money. At the moment I believe I pay roughly 190 pounds in service charge. In addition to this, I'm also charged around 80 pounds for a 'sink' charge. I'm not sure what this charge is for; I've asked Haringey Council before, but I would appreciate further clarity.

I am dissatisfied with some aspects of the services that the council provides. For example, there have been specks of paint that have been left over from when the council was decorating/ maintaining the building. Also, the contractors do not clean up after themselves when doing any repairs or refurbishments, and they leave a mess everywhere. Additionally, there is a lot of anti-social behaviour in the area. For example, the neighbours play music late at night until 3-4 am. We called the council regarding this, and they tried to solve it. There have also been issues with the safety of the home, such as bikes being stolen. I think that more measures should be taken for this. Therefore, I am very dissatisfied with the services that the council provides.

I am dissatisfied with some of the services provided by Haringey. Our service charges pay towards the cleaning and maintenance of the communal areas. One of the communal lights is currently broken, however, and there was a window in the communal hallway that was broken for a number of months.

In terms of repairs, there was water coming through the ceiling of our kitchen in September of last year. It took a month before a contractor finally came out to fix the leak.

I am dissatisfied with the cleaning and caretaking to the communal areas.

The frequency of cleaning/caretaking doesn't correspond with that listed in the service charges booklet

We currently rent out our Haringey property, yet when we were living there, the caretaker would come once a month. There was a lot of rubbish and dirt in the walkways.

In terms of the outside communal areas, the grass in the communal gardens often wasn't cut on time. In the summer, the grass was often overgrown. There was also no snow gritting in the winter.

I am dissatisfied with the service charges from Haringey Council. I received my service charges estimation last week, and some of the charges have doubled in price. This includes costs for cleaning and lighting. This does not make sense, as I don't see very much of this. The caretaker for the inside communal spaces comes only once a week. The services my money is going towards are currently lacking.

I understand that it is difficult to tackle this issue, yet I am dissatisfied with Haringey's handling of anti-social behaviour. We have issues with people littering in the communal recreational areas. This happens every day. I have complained to Haringey regarding this. I have also raised these issues with the police and the neighbourhood watch.

I am dissatisfied with the services from Haringey Council.

No one at Haringey takes responsibility. Last year, there was a leak in my home from the flat above.

Getting a hold of someone was impossible. After ringing up all of the departments at Haringey, the earliest appointment I was given for someone to come out and investigate the source of this (active) leak was in 3 months time. In the end, I had to pay out of pocket for this leak to be repaired.

I am dissatisfied with the services from Haringey. There is a tree very close to our home. I have complained about this tree a number of times. I first raised a complaint three years ago. I sent another complaint a year ago. I never got a proper response back from Haringey regarding this issue.

I am also dissatisfied with Haringey's handling of anti-social behaviour. I complained to Haringey about people smoking in the communal stairwells and leaving behind their cigarette butts. Haringey never responded to this complaint.

I am dissatisfied with the time taken for Haringey to perform certain tasks which are under their obligations and want them to come round for more regular checks with the proper response to the issues. The waiting times and unaddressed problems are often left or ignored by Haringey but I feel as though the cuts are responsible to these services and I have seen the quality of care reduce since cuts were made. The cut backs in spending have impacted the handling of issues and reduced the promptness of responses.

I am extremely dissatisfied with the services that Haringey should be providing, mainly with the responses to our complaints and reports. Especially about our neighbour who is extremely 'anti-social' and refuses to act in a respectable way at all. It has got to the point where I have given up on calling as every time we do it is ignored and we are left on the call for ages. When we do get through they pass us off by saying they will transfer us but the number they connect us to does not pick up.

I feel that they need to at least answer the phone and reply a little to improve their service as trying to improve their communication may show that they actually care which it currently does not seem like.

I am incredibly dissatisfied with the services provided by Haringey.

The service charges I pay are far too high. My service charge invoice for this year is three times the earlier estimate. This makes no sense, and I will be speaking to Haringey regarding this tomorrow.

There are ongoing issues with the lighting in the communal areas. The light switch in one of the communal room is very old. These lights are constantly on. I have complained to Haringey regarding this, yet no repairs have been done.

I am dissatisfied with the waiting time for repairs. The flat above me was leaking onto my French doors and steps. It took a long time before these issues were eventually resolved.

I am mostly dissatisfied with when I made my complaint about my leaking shed roof which had caused me to throw away items that I had spent money on.

I have been waiting since 2022 and nothing was or has been done, I was told that there would be a worker sent, however, no worker turned up and what's worse is that there has been no follow up at least to make sure the work was done.

I am not happy with the building maintenance from Haringey. We had a leak in our flat from the roof which was Haringey's responsibility and caused lots of damage to our property because there was water coming in through the ceiling. Haringey offered us an eight month wait for the work to be done which was far too long so in the end we had to pay someone privately to get this done. There were also issues with the major works programme which was really badly organised. The initial bill I was given as an individual leaseholder was seventy thousand pounds. I looked into this and we had been charged for various parts of the work which had never been done. After lots and lots of back and forth with Haringey the bill came down to thirty thousand pounds, but there must be so many people that Haringey are overcharging without them knowing.

I am not happy with the cleaning and caretaking service that we receive in the building. I think the standard of the cleaning is very poor. In particular, the staircases are often very dirty. I don't think our service charge reflects value for money in regards to the cleaning services we receive in the building.

I am not happy with the cleaning services that the council provides. This is because the cleaners only clean the first floor, which is where I live, and the rest of the building does not get cleaned. Also, in the corridor, some of the tiles have been removed, but have not been replaced yet. The whole corridor needs changing and decorating, as it looks very unappealing. I pay service charges on this and I think that it is not fair. Therefore, I would say that overall, I am very dissatisfied with this aspect of the service.

I am not happy with the way Haringey handle major works. A worker will enter my property and determine what needs to be done with no empathy or consideration that this our home, we are told what will be happening and there is never a discussion about this which is not good. In regards to major works, staff do not listen to me when I express my views, they will promise one thing and then an issue will transpire which means that Haringey go back on their promise. Haringey are truly dreadful to deal with when it comes to major works. It is difficult to get in touch with staff and staff will often make mistakes, it takes up a lot of my time when I have to correct these mistakes.

I am not satisfied with the cleaning of the building. This is because the workers do not maintain the communal areas, which are very dirty and not cleaned well/ not often enough, such as the garden. I feel as though I am paying a service charge, but I am not getting my money's worth, because it seems like the workers do not clean up at all. Therefore, I would say that overall, I am fairly dissatisfied with the services that the council provides.

I am upset that for a long time I thought I owed the council money, but in fact my account is in surplus and in credit, and the council is the one that actually owes me money. I have tried to organize it's return, but I am yet to anywhere with the issue.

I am very dissatisfied with Haringey Council. All the staff who work there lie and never actually get anything done. I have been reporting so many issues which they either just ignore or they will tell me they are doing something about it when they aren't I have been reporting fly tipping for years and they have done nothing. I have even found out who it is, told them about it and they still have taken no action. I get fobbed off and ignored whenever I try to report anything so I am very unhappy.

I am very dissatisfied with a number of the services from Haringey. I am dissatisfied with the amount I pay for service charges. I paid 1, 400 pounds last year.

Despite paying this much, the quality of their repairs is terrible. The unit they have fitted in my kitchen is not levelled, and the plastering on my ceiling is peeling off.

I am very dissatisfied with the lighting in the building, as they keep on flickering. Hence, I feel as though the service charges that I am paying for are going to waste. Additionally, in the attic above my flat, there is a mouse/rat infestation. I can hear scratches from the attic/ roof. The council did come to put rat poisoning in the attic, however, I saw that there are small holes that were made in my flat because of the rats/mice. This has been impacting my quality of life. Also, the rubbish is usually too full, and should get cleaned out more regularly. Finally, the building is extremely outdated, because the paint on the wall is old and is peeling off, and is unpleasing to the eye. Therefore, taking all of this into account, I am very dissatisfied with the service that the council provides.

I am very dissatisfied with the service charges, because the building had a lot of refurbishment, and they then increased the service charges. Not everything was completed, and the council keeps on increasing my service charges as a result of this. Additionally, I feel as though that I cannot get through to the council properly anymore. This is because it takes a long time to get through to people on the phone, and to get my point across to the council. I am not happy with the lack of communication from the council, and therefore, I am very dissatisfied with the services that the council provides.

I am very dissatisfied with the service charges. This is because it is not clear what we are paying for as leaseholders. Also, once I was waiting for a refund for about 1 year, which was a large amount, but this was a couple of years ago. Additionally, there are issues with drug use in the block, but I think they have been moved now by the council. Moreover, some neighbours in the building do litter often, and do not clean up their mess. There is also a big issue with fly tipping, from things like rubbish to mattresses being thrown next to the bin. This does not look very appealing, and I would like for the council to do something about this. Finally, I complained about the lights in the communal areas always being on. This is wasting electricity, and increases our bill as leaseholders. Therefore, I would say that overall, I am very dissatisfied with the services that I receive from the council.

I am very dissatisfied with the services that the council provides for many reasons. For example, many of the other tenants often leave their rubbish around the building, in the middle of the corridors. Nothing ever gets done about this, which is very frustrating because this is unappealing. Additionally, my mother is the leaseholder and she is retired, but the council will not let her meet anyone and expects her to stay in the building for the whole day. And, we rent our flat out, and so I find that my mother only receives £80 a week to live on, which is appalling. Therefore, I am very dissatisfied with the services that the council provides.

I am very unhappy that I made a complaint about a neighbour to Haringey Council and they did not call me back to follow up on

the issue. This tenant has been spraying paint everyday and making a strong smell from it, and lying to me about what he's doing. The council didn't intervene and help me with this so I had to eventually go above them, and speak to this person's landlord until he stopped doing what he was doing. The other issue was that we had an ant infestation of pharaoh ants and the council did not resolve it for me, so I had to get a private contractor in to sort it out for me. The issue is male and female pharaoh ants make a Queen and just reproduce and they are difficult to stop.

I asked the council to rebuild the wall that borders my front garden and the pavement after it was destroyed by a car. This means that there is nothing separating the front garden with the pavement. I have reported this to the council on multiple occasions, but they have never done anything with regards to getting the work completed. Despite questioning the council on this, I have never a satisfactory answer as to why they will not rebuild the wall.

I battled for over a year to get a repair done to my guttering as it cracked and flooded my bathroom. It was a big issue that included a lot of damage to my property, cost me a lot in insurance and it took so so long to get the entire guttering for the whole building fixed. They did some of it but it involved numerous complaints and cost me a lot of money. I do not have a problem with the repairs contractors themselves and the call centre agents are helpful but then whoever they pass the issue onto in the middle, those people are terrible at communicating and having a proper system where issues are taken seriously and handled in a timely way. I am not happy with how I've been treated at all. Even the complaints team did not liaise properly with repairs and it just went unresolved.

I do have a suggestion that Haringey council need to keep the building clean and tidy, as sometimes we see evidence that the building and interior is not maintained well as there are scratches on doors and walls which are not painted over.

I think that we are paying money but there is nothing to show for it as the work is either not done or not done thoroughly enough.

I think that jobs that should be done monthly are only done every 20 years, I think that the cleaners are not thorough enough. The building desperately needs a deep clean and maintenance to improve.

I do not have an issue with Haringey's repairmen but I think the admin side of Haringey Council provides a very poor service. It is very difficult to contact Haringey whenever I need to and the communication from them is very poor. I also used to be able to see my service charge bill online but I cannot anymore.

I do not live in this property, I rent it out. That said, the last time I was there, the inside communal areas stunk of urine. There is a communal side gate where rubbish is collected. There are ongoing issues with people sleeping rough near this communal side gate.

I do not think the service charges provide value for money, I have seen no improvements in the services yet the service charges are increasing each year. It cost me £5000 to renovate my property because my extractor fan had no tunnel in the back meaning I have had condensation in the concrete of my property since 2002. There is rain coming through my chimney, I reported this last year and still nothing has been done. Haringey's repairs service are bad at answering the phone, I usually have to wait two hours before getting through to a call agent. Haringey are extremely slow at dealing with pressing issues, especially if it is regarding damages to properties.

I don't have access to the stairwells, yet I am dissatisfied with the state of the communal areas in my building. These communal areas need refurbishing. The floors are broken, and the doors are worn out. I can't remember the last time these areas were redecorated.

I don't like the system for logging repairs. Once a repair has been logged, it seems that it just sits there and nothing happens. This means that I have to chase up repairs frequently, thus causing delays.

I also find that it is very difficult to get hold of someone at Haringey Council. It takes a long time to get through to someone on the phone. It is also difficult to speak to the correct person and I often get transferred between departments.

I feel as though there is absolutely no transparency about our service charges from Haringey council. I think that we are paying for services that we are not receiving. I asked for an itemised list of our service charges but it took Haringey nearly a year to get back to me. Generally their correspondence and communication is very slow and it is hard to get information from Haringey staff.

I feel genuinely dissatisfied with Haringey as in my case I have been dealing with a leak for years now and the insurance say that they need confirmation from Haringey that this has been dealt with, yet Haringey still hasn't sent this over even though they have the pictures as proof.

I would say that the biggest issue is that I can never get a hold of the people who can help with this and specifically there are no follow ups on any issues we face.

I feel like I get overlooked by the council because I am a leaseholder. There is lots of damp in my property, and this causes flies to gather in my home. I have reported this to the council, and they keep telling me that it is not their responsibility. I am very unhappy living in this home, but the council don't seem interested in resolving any of the problems that I have.

Also, my service charge is nearly £600 a month, and I don't see any benefit. The communal areas are not cleaned thoroughly or regularly, leading to them being very dirty. I don't understand why the service charge is as expensive as it is.

I feel that nobody at Haringey takes any accountability for any issues. We have had a problem with the drains to our property, but when I complain, the customer service agents inform us that they are not responsible for the drains. However, when I press the issue, they come back to me to say that they were incorrect. This has happened on multiple different occasions. It is frustrating because this has been on ongoing issue for 4 years, and has required multiple appointments to unblock the drains.

I feel that there are two things to convey to Haringey Council as the drainage system that they are responsible for maintaining has been left in an unsatisfactory state for a long time and even given repeated requests, at least 7, to address this nothing has been done to fix this.

The second thing I would say is that the condition of the wall out front is dreadful as the render is coming off, this in turn makes selling to renters difficult as the scruffy look is not appealing.

I feel very dissatisfied with the fact that this property has many issues, and damp is one of the biggest ones. I have filed many complaints about this issue which is frustrating as still nothing has been done about it.

After several complaints the Council will only send people who will 'inspect' the problem but they never do any actual work I want the Council to take this seriously and get the job sorted.

I find that sometimes, things are not kept in a good state, especially regarding the maintenance of the building. There is a lack of care and attention to detail from the council. Therefore, I would say that overall, I am fairly dissatisfied with the services that the council provides.

I get the feeling that the council don't care about me. I currently have some holes in my ceiling, which I believe is caused by water getting into the structure. I have been reporting this for years, and the council have never sent a contractor to look at it. I believe the water is coming from the flat above me, which means that I am not able to repair it myself. This is very frustrating

because I am concerned for my safety due to their being structural concerns with my ceiling.

I also think the cleaning of the internal communal areas is very poor. The cleaner normally throws a bucket of water on the floor, which doesn't have much impact on the dirt that gathers on the floor. This is also a slipping hazard, which myself and others have complained about on multiple occasions, but nothing ever seems to change.

I had many issues with repairs which needed doing before I bought my property. I had appointments with Haringey's repairmen for the repairs to be completed but they did not show up so I had to buy the property with lots of repairs that needing doing. The customer-facing staff at Haringey Council also have very bad attitudes. They are rude and disrespectful and do not listen to me. I asked for a copy of the invoice for my service charge and sinking fund to see a breakdown of what the money was being spent on and it took them forever to send one to me. It didn't even make sense when they did finally send it to me.

I had to do a lot of work on my Haringey property when I moved in. There was mould and rats and when I reported this to Haringey, they never did anything to address the issues. I had to tackle it all myself. There was also an issue with the fence (which was blown down) where Haringey did not fix it for 2 and a half years. When I first reported the problem, I was told someone would be in touch with me to fix the fence but no one ever called me back. I had to keep chasing Haringey in order to get the work done and it took way too long.

I also pay a very high service charge for the property but I have never seen anyone cleaning the communal areas. I have to do it myself.

I had to wait too long for each of my repairs and when the leak was repaired the works weren't decorated and fully finished which is not good for my needs as an older woman. The complaints procedures are woefully inadequate as they cannot be accessed online and I am literate with technology. No contractors are sent to provide checks or come round for any problem. When there are issues there should be more response as getting repairs completed is almost impossible due to lack of response when I call. There was an issue with people accessing the flat above mine which made me feel very unsafe in my home. There was disregard to my home when improvement works were carried out as the contractors had to access the roof through a bedroom but did not repair the area afterwards. This led to mould and has still not been addressed after 1.5 years. The mould led to my worsening health conditions and the situation could have been prevented if Haringey were competent in their repairs or responded in a timely manner.

I had to write to the local MP and senior councillor as the housing department did not act upon the reports of broken asbestos materials across the estate. This was a really serious matter which was not addressed as quickly as it should have been.

I have a lot of outstanding repairs as the communication from the repairs team is very poor. Appointments are booked for the repairs without any consultation with the tenants. Therefore, the workers show up for appointments that I cannot be at home for. When I call up to speak to someone to let them know that no one will be in for the repair, there is never anyone available over the phone. The workers then turn up for the appointments and the repair goes down as a missed appointment. This is very frustrating because if the communication improved, a lot of time and money would be saved as only one appointment would be necessary.

I have a case open with Haringey Council which has been going on for four years now. There was a leak into my property from the flat above and I had to keep my property empty for two years as Haringey would not fix the leak. Haringey eventually told me they repaired the leak and repaired the damages to my property as well. A few months later, the leak started again so they have had to repair my property twice now which is a waste of money. I just feel like the council is not doing their job properly.

The communal areas of the building are also not cleaned regularly enough, as the lift always smells of urine, and there are drug users who come into the building.

I have a water leak coming into my bedroom in my home. The leak first occurred years ago and it has started again recently. This leak has caused mould to start forming down the bedroom walls. I have reported this problem to Haringey council before but I haven't heard anything back from them. I am concerned about my health with the presence of mould in my flat.

I have an issue with parking on the estate, people outside of the estate were parking in car park sometimes for 3 week at a time and the warden was not checking permits. I have a permit for this car park but because the spaces were full I had to park further away and I got a ticket, I complained to Haringey but no one got back to me.

I have an on going issue with a repair, we simply need Haringey to turn off the water supply so we can get a repair to the tap but Haringey will not do this for us and I have not heard anything back for a month.

I have been receiving lots of letters from Haringey Council about qualifying long-term agreements. In these letters, they say this is "not a request for payment" so it seems strange to even bring up payment in the first place. No one has explained to me as a new leaseholder what my estate includes either. I have been notified about new building works in N22, which is so far away from me, and now I am worried that I will have to pay for someone else's home just because it's in the same borough as mine.

I filled out a form on Haringey's website to ask for more information about what leaseholder's responsibilities are but no one replied and, as this was a form rather than an email address, I do not know who to contact to follow-up. I think Haringey need to provide more clarity to their leaseholders about what they are responsible for, as it is quite alarming to keep receiving lots of letters from the council all the time while not knowing if I should be taking them seriously or not.

I have been waiting for the wetroom to be installed and was told this would be addressed two months ago. I need insulation put into my wall to help with the condensation in the living room and the bedroom above. This was reported this a couple weeks ago but I have had no follow up since the surveyor came round. I need this badly as I have arthritis in my knee. I have had problems with damp but nothing was done about this since the surveyor came round.

I have complained that the drain in one of the leasehold properties is blocked. I don't know if Haringey sent the wrong person or if they just didn't send anyone but the drain has not been unblocked. When it rains, the front door gets flooded and there are children in the property so they can't get in and out easily when it rains. The people in the flat above also keep throwing dirty water off the balcony and it is splashing onto the property. Haringey Council has been getting worse recently and they need to employ some proper staff who will listen to their leaseholders. At the moment, all my concerns are falling onto deaf ears.

I have complained to the council about my windows that need to be fixed in my home as there is mould all around them, I have contacted the council by email and phone several times and no one has gotten back to me for five years, I am fed up with contacting the Council as they do not do anything. My windows need to be changed, when workers have come to fix it they say there is no way this can be fixed a new one needs to be fitted.

I have found that when we call to report our issues such as antisocial behaviour, they tell us to make a report using the online service. Unfortunately, this service is not good enough as the online portal is not helpful and is only good for reporting certain problems.

We are having problems caused by the fact that the communal doors are broken and not maintained which means people enter the building and engage in antisocial behaviour making the space dirty and disgusting with their waste.

Overall the online service needs to be first more accessible for the reporting of issues outside of what it currently allows but also it seems to be worse than the app that the council used to have and thus service has got worse.

I have had a few very frustrating experiences with Haringey council recently regarding council tax payments. There was some kind of misunderstanding and Haringey council issued me a bill for council tax that I had already paid. I don't think Haringey has handled my situation particularly well and they have not been very understanding. I am completely sure that I have no outstanding payments but no one I speak to at Haringey is listening to me. I don't feel like I am being treated fairly by Haringey council regarding this issue.

I have had a leak in my property since September 2023. This leak is affecting multiple floors and properties in my building, and is coming through the ceiling. It leaks through to my bathroom and my boiler room, and is damaging my home. I had a surveyor visit recently who said that he would file a report stating that the leak needs to be fixed, but the problem is that it needs to be authorised by the council first. I feel like this isn't a priority for the council because it shouldn't be taking this long, particularly when it is affecting multiple properties.

I have had an ongoing rat problem for over a year now. I first reported this issue a year ago to the caretaker but nothing came of this. I then informed Haringey about this over the phone but I was passed between departments and I was told to pay for this so I did not go ahead with this because it was all too difficult and I am not very well.

I have made complaints before to Haringey Council about how difficult it is to report repairs. It seems that the online system keeps changing and it is not easy to report repairs anymore. I also had to pay around £10, 000 for the estate windows to be replaced, despite having my own windows redone previously, which I thought was quite a high price for me to have to pay.

There are also issues with ASB in the area which I think are partly a problem with a lack of community policing as well. There are people who do not live in the area who park here and throw parties and smoke weed. I have reported this to the council previously but it is still happening. The towpath also does not seem safe for female cyclists at the moment.

There are a number of narrowboats which are parked on the river near the property. They are always burning lots of fuel, causing the area to become very smoky and polluted. Islington Council have prohibited boats from using certain materials but Haringey are yet to take action. This is one of the main reasons why I no longer live in the property myself.

I let my flat to the council and they handed it back to me in very poor condition with absolutely no recompense. The toilet was hanging off the wall, the kitchen floor was damaged, and the cooker was so filthy it had to be completely abandoned.

I live in a small building where I own the top half and a council tenant rents the other half. Haringey Council started charging me a few years ago for cleaning the tiny hallway but there is no cleaner and we clean it ourselves. They also do not keep me informed about any works that are due to happen in the building. They just use their own keys to complete the checks and then leave, and I am lumbered with bills for something that I did not know was happening.

I recently had an appointment for a repair which no longer needed to be completed so I rang Haringey's repairs team and asked them to cancel the appointment. I was told they would cancel it but I then received a text saying they had booked me another appointment. It just seems like nobody's running Haringey Council properly.

I lived here for 22 years before I became a leaseholder. When it comes to service charges, I have had no choice but to accept them.

The building is simply left. There is no cleaning or maintenance to the interiors or exteriors of the building. There used to be a caretaker, yet Haringey no longer employs one for the building.

From what my tenant says, the interior communal areas smell of urine, and the elevators do not work. I have called Haringey up about the elevator, yet nothing has been done to repair this elevator.

5 years ago, before Covid, when I was still living in the property, we received a letter from Haringey promising works to the external doors. This work was never done.

I made a complaint regarding the tiles missing on the roof. I reported this before my roof started leaking, this then caused water damage to my property. I then reported that the wind caused a large noise within my property. This has not been dealt with in two years and it was not dealt with. The complaints procedure is not dealt with fairly and there is never any follow up. Every formal complaint I have made hasn't been upheld even though they agreed that my issues need to be reported. I think the procedure to deal with the complaints needs to be overhauled and taken on by an external body. This is the only way I think it will be improved.

I made many complaints to Haringey about peoples behaviour in communal areas of the building and about anti-social behaviour in general. I never received any sufficient response to my concerns. I only ever received one email reply that informed me that Haringey were looking into the issues. I never received any update since and I see absolutely no evidence that this was the case. It is far too easy for people to enter communal areas of our building. People are regularly taking drugs, smoking, and urinating in communal areas of the building. Haringey said they would provide a better security door to the building but this was years ago and they have still not done so.

I no longer live in this property, I now rent it out.

I am unhappy with the cleaning and caretaking services provided by Haringey Council. When I was living in the building, I rarely ever saw the caretaker. The communal areas were filthy all the time.

The main communal doors have been broken for a number of years now. Because of this, there have been ongoing issues with non-tenants wandering into the building to use. When I lived in the building, there was often paraphernalia left in the communal hallways/stairwells.

I really do feel that Haringey has no empathy for us leaseholders, as they will send us endless bills for a thousand pounds each without a thought on what we have just been charged recently.

I am financially on my own as a woman on my own who is faced with a slew of charges for £15, 000 for windows and doors £3, 000 for lifts £2, 000 in service charges.

There is a constant stress as Haringey don't understand the costs they are causing us. What is worse than the stress is that nobody is watching over how many charges are coming through to us.

It makes no sense that they can charge this much, this often for stuff that doesn't even work, for example the intercom that is too loud. I truly feel there is a desperate need for an overseer to make sure that we are seen and our situation is understood and not ignored.

Additionally Haringey doesn't maintain the building, in the sense of engaging in maintenance checks. Due to this I had flooding that had me out of my home for a full year.

I reported issues with the neighbour as she was very rude to me when I spoke to her about her being very noisy. When I reported this, I was asked if I can take photos or a video but this is not helpful. It seems as though she is making noise on

purpose. I would like to Haringey to sort this out in a nice way. The Concierges aren't very helpful and seem to not know what is going on and couldn't help me.

I reported issues with violence and selling drugs, and I haven't seen any action taken from Haringey. The CCTV doesn't work and this makes the antisocial behaviour a lot worse. The maintenance of the communal areas is very poor. We get misquoted for communal repairs, I have not seen much work be done as a result of this. We get charged such a high price for the repairs. I need more transparency with the service charge and the bills from Haringey.

I think Haringey could improve the system that they use to deal with payments and charged. I have had a standing order with Haringey for the service charges for nearly four decades. The financial year before last, this standing order was never activated by Haringey, and I didn't notice this on my bank statements as I am a landlord of many properties. At the end of the last financial year I was suddenly given a bill for the whole year's service charges. I was really surprised that this never flagged up on Haringey's system at any point during the course of the twelve months where the service charge was not being paid.

Haringey attempted to bring in a licensing scheme which my son and I challenged. The data which Haringey put forward for anti-social behaviour in each ward was incorrect, which we only discovered when we cross referenced the data with the police via a freedom of information request. We got two wards exempt from the scheme, but I think this proposal should never have gone forward in the first place given the inaccuracies in the data. It took a great deal of effort and energy to get to the bottom of this, but it transpired that the maths which Haringey had got wrong was fairly basic, which was particularly disappointing.

I think Haringey should be attentive to both sides of a story when residents have disputes. I had some problems in the past with a neighbour who was being very disruptive and generally causing problems around my home. In particular, they had many pet cats who would make a mess around our home. I reported these problems to Haringey but I felt they were pretty dismissive of my side of the story. I didn't feel like they really took my account of things into consideration and seemed to only listen to my neighbour. In general I didn't feel like they respected my opinion, or my account of the events.

I think that Haringey council needs to drastically improve its repair service. Responsibility for a given repair is often passed between different departments and nobody at the council seems to want to take any responsibility. As a result, these repairs issues are not completely in a timely manner or are often not even completed at all. I have had an ongoing issue with the roof in my property leaking for almost 3 years. The leaks have caused a huge amount of internal damage. I have reported this problem to the council but they are very unresponsive. I would like to speak to someone at Haringey to finally sort this issue.

I think that Haringey need to be more attentive and listen to the view of their tenants. I don't even know who my housing officer is at the moment. The service used to be a lot more accessible locally and we used to be able to speak to people a lot easier. Nowadays I find it very hard to get through to anyone at Haringey.

I think that Haringey's maintenance of our building is very poor. We are charged a very large service charge and I don't think that the fee we pay is in any way reflective of the services that we receive here. The cleaning and caretaking service is very bad and the communal areas are very dirty often. The communal areas in general are in a state of disrepair. The communal lighting is very dim and needs to be replaced. The fire doors in the communal areas are in a state of disrepair and this means that lots of water is getting inside the building when it rains heavily. This also makes me concerned for the safety and security of the building.

I think that our service charge and sink fund amounts should be reviewed as they are currently far too high in my opinion. I don't think they are reflective of the services that we are receiving. I would like more transparency as to where the money is going towards. I do not receive any kind of statement or paperwork breaking down our service charge which I think would be useful.

I think that the service charge is too expensive. The council explained what the service charge pays for, and there are some things that are listed on my service charge that I cannot use. For example, the service charge lists maintenance of lifts, communal doors and hallways, and communal lighting. I do not have access to any of these because I do not live in a building with communal areas, so I do not understand why they are listed on my service charge.

I think the council's services towards leaseholders have been extremely poor because they tried to charge me for a leak to the building, which was clearly not my fault and not something I should be paying for. The call centre staff don't have a clue about anything, because if I am speaking to them about repairs and they don't know the difference between leaseholders and freeholders, then they are clearly very poorly informed. I also asked them if I could stop being a leaseholder and stop paying rent, and they said a surveyor would come over and make me an offer to take the property off me, and it never happened and he never turned up. So, overall I am very dissatisfied with these poor services from Haringey.

I think the service charge is the main issue. It's not good value for money especially for the maintenance that we get in the building. I wish there was a direct line for leaseholder services as having to contact the general housing department makes requests quite difficult. The last time I had to do so I was passed around quite a few departments before I was able to get in touch with the right person. It was a difficult process.

I think the service charge that we are paying is far too high. There are certain services that we are paying for in our service charge that aren't being properly fulfilled in my opinion. I think the communal cleaning and caretaking service could be to a much higher standard for example. The communal stairwells are not kept particularly clean.

I think the service charge that we pay is far too high. We have one of the most expensive service charges in all of London I believe. I don't think our service charge reflects value for money. The standard of cleaning around our building was very poor until recently when it has improved slightly. We had to complain a lot to get the standard of cleaning improved in the area. I don't think anyone from Haringey council ever comes and visits the area when any problems are being reported. I think they would have a better understanding of the issues that we raise if they came to see the area for themselves every once in a while.

I think the service charges don't equate to the service we get. I don't think we get value for money and the council don't examine these services nearly enough when it comes to estate cleanliness. I don't really understand where the money goes. I understand that the service would be better and worse in some cases as the charges are split equally with everyone, however I don't think we even get a lot of our 'communal areas' cleaned anyway. The reason why I cast doubt on the fact these are even communal areas is because they are trivial paths that don't get cleaned anyway, and they're only classed as communal areas so that we can be included in the service charge split.

I understand that Haringey have no money but this is affecting their tenants and leaseholders as the services are terrible as a result of this. There is a backlog on everything and it is difficult to get anything done or answered with Haringey. There are limited resources and so queries and reports get lost in the system. Haringey do not have the scope to deal with the amount of complaints and repairs requests they get. The general upkeep and maintenance of the building is where Haringey fails most.

I was sent a letter regarding a charge I needed to pay, when I called Haringey Council I could not get through to anyone, so I sent an email but I never received a reply so I got fed up with trying. Haringey's Councils response time/ service needs to be improved and they should get back to us sooner.

I would personally say that the community cleaning is good but there are many places to improve. For one the quality of the building is in desperate need of an improvement especially given the problems of damp that we are facing which needs to be addressed.

I would also say I am not sure why we are paying for section 20 when the services are not being provided it is clear the building is not maintained and the services are not value for money.

I'm not going to lie to you I am very dissatisfied with Haringey because the Haringey call handlers are really really rude and often talk over you. There are often light outages within the property and my mother is elderly, and when it's that dark, she cannot see where she is going. I often get very frustrated with them that the system loses what you initially report and I think they need to be more concise and record things better.

In 2024, I reported that there was a leak coming from the roof. It took over 10 months for someone to assess the issue. Scaffolding was put up but no work has been completed to this day. There are plants growing out of the roof and the water that comes into my flat has damaged my belongings. The internal issues cannot be addressed until the roof has been fixed, otherwise the problems will reoccur. I am very dissatisfied that no work has begun. The longer the scaffolding is up, the higher my service charge will be.

In my honest opinion I feel that Haringey really doesn't care about residents and all that they care about is money. This is very clear in that every single 'service' that they are providing us is nowhere near worth the money that they are charging for them. I have in fact given up on reporting and making complaints to them as it would get us nowhere.

In my opinion Haringey Council are not dealing with the general safety concerns of it's residents and they need to improve how they deal with these issues. It is very noisy, dirty and people will enter that aren't residents however, no action is taken about this. The council will tell me to call the police and the police will in turn send me to call the council.

This is very frustrating as our children can't play happily as anyone can enter and that is a danger. In addition these people do drugs in communal area and generally cause many issues with their anti social behaviour.

In my opinion every single aspect of the Council needs a serious overhaul from top to bottom, that includes repairs maintenance, cleaning, dealing with antisocial behaviour etc. We are often left for weeks to wait for things to get done and there is almost never a good ending.

I honestly believe it is harder to find a genuinely good employee with integrity than the opposite.

I personally had a leak in my ceiling which even when reported was never responded to and when I went to the higher ups about this they completely ignored me and I got no adequate response.

The whole Council are quite simply not doing their job and I think that they need a large scale audit to renew and replace many employees as well as improve the system of how the repairs and all other issues get dealt with.

In my opinion everything the Council does is terrible, there is a severe lack of communication as well as they will make many mistakes on service charge bills.

I feel that in particular it is the customers service and repairs departments that are lacking as for example they were responsible for repairing the roof of my building which they did not maintain as such I took them to court after 2 years of them failing to do their jobs.

This led to me having to let tenants go and losing money, all of which they were found guilty of but there has been no change and I didn't recover anywhere near what I had lost.

In my opinion the Council is disastrous and they need to answer peoples phone calls and emails much more promptly as currently we receive an automated response which is useless. This reply is then left to stew for 5 weeks during which there is no new information or reply.

In my opinion the service charge is far too high and for what reason? It is obvious to me that the money is not being spent well as there is no clear show or outcome for us being charged this much.

In my opinion the shared spaces are confusing as there is a problem with some stairwells in the block which can be entered without fobs and I feel that this is a safety issue.

People enter from outside and are drinking and engaging in antisocial behaviour there which is just not pleasant. I am unsure as to why there are no safety doors here as there are in other spaces.

The final thing is that there is a lot of fly tipping in the area and this is increasing my service charges, so maybe there is something that can be done to combat this such as increasing the number of bins and bin spaces.

In my opinion there is lots of anti social behaviour in complex as these people are sitting around outside in the main entrance causing disturbance and making lots of noise.

I feel that Haringey council need to be sending people to remove these nuisances as they are often here from late in the night until early morning disturbing with loud noises and doing their drugs outside my children's windows. I would suggest that the Council could maybe engage with having patrols to combat this and have increased CCTV in the area.

Internal communal areas in our building are never cleaned. In the past we used to have cleaning staff come twice a week, however in the whole of the last year we have never had a cleaner come once. The grounds keeping outside the building is also poor. The grass is incredibly overgrown and hasn't been tended to in well over a year. The bins are also not emptied regularly enough in my opinion. I have noticed that we keep paying for services and maintenance to the building but I am seeing no evidence of these improvements actually being carried out. I don't think the service charge we pay is reasonable.

It is impossible to get hold of the managers at Haringey as the communication is very poor. Beyond the newsletters, the communication is non existent. It is good that the housing service keeps the leaseholders informed about what is going on in the area, however if we want to raise any issues or concerns it is hard to do so as there is not response provided.

It is quite difficult to get hold of the correct person. For example, I have had a problem with rats getting into my walls and they have been chewing through the electrics. The problem regarding the electrics has been resolved, however the rats are climbing up the ivy on the external walls of the building. When I have called up to try and report that the ivy needs to be cut down, no one seems to know who is responsible for this job. This makes it very difficult to get problems solved as I get passed between the staff.

It is very difficult to get through to anyone at Haringey Council, I was passed between several people and departments and I then had to make a complaint as this repair was not getting dealt with and once I made a complaint they provided a solution. The solution was for a repair carried out to the lock on the door, this should of taken five minutes but the worker did not have a particular part and now it has been an additional month waiting for this repair to be completed. I only moved into the property in October but so far I have not had a good experience with Haringey Council.

It takes 2 hours to get through to a call centre agent and I think it's far too long to be in a queue, so the council needs to get more call centre agents on board.

It takes Haringey so long to complete repairs. The paint on one of my walls is peeling and I submitted a report to the repairs team with photos but was told it was classed as 'major works' so I will have to wait years to have it fixed, even though it is just

a maintenance issue. I am depressed in this property but I cannot move, as there are too many issues for me to be able to sell the place. It feels like no one at Haringey Council takes my issues seriously and they are all useless.

It took Haringey 6 years to replace my rotten windows. It was quite difficult to get it done as I feel they are just a vast bureaucracy and I am one individual. They only made a start on completing the work once I threatened legal action against them.

It took Haringey Council 6 years to address an issue I was having with a leak coming into my property from the one above. I had to take the issue to my local MP David Lammy but he was not very helpful anyway. I feel that Haringey are not very caring or compassionate towards their tenants. They are too laid-back and don't treat anything with any urgency - it takes forever to get any kind of response from an email.

It would be so much more convenient if Haringey council provided us with a more accurate and honest timescale for repair work. It is rather frustrating when jobs are cancelled and we have to always re-book the appointment. I think it would be much better if an appointment was missed for whatever reason, that the job was automatically re added to the queue once more. I think Haringey also need to better communicate as to why appointments are missed and jobs haven't been done.

Last month, there was a flood in the bathroom caused by a damaged bathroom cupboard. The issue was reported while I was on holiday and when I came back two weeks later nothing had been done. I then reported the issue myself and Haringey responded to my report before they responded to the initial report because Haringey lost the initial note. I found it very difficult to report this problem, it took a very long time to get through to the right person.

I complained about my upstairs neighbour because they left their dog at home all day for 8 hours whilst they worked and the dog would bark all day. I recorded evidence of this to Haringey but they never took any action and the problem went on for years so I think the way it was handled by Haringey was disgusting.

Most of the housing service provided by Haringey Council is okay but the bins need to be taken more frequently as they are often overflowing. When I complain about something to Haringey, it takes quite a long time before they address the issue.

My building had a fire a few years ago and this was caused by homeless people building fires underneath the block. Myself and others reported this to the council on multiple occasions, and no action was taken by the council to stop this from happening, until the building was set on fire. I find this very disturbing, particularly after the incident with Grenfell Tower, that the Council seemed so unbothered about fire safety.

I have also been complaining about a leak on my neighbour's balcony for 12 years, and this still hasn't been rectified. This leak has caused large amounts of damp to come into my apartment, which is very frustrating.

I also find that communicating with the council is very difficult. I tend to find that I don't get responses when I raise issues. It is very frustrating because I feel like the issues I have will never get resolved because it is impossible to communicate anything with the council. I'm not sure what happens internally at the council, but I have had multiple instances where I have been told that someone would contact me regarding an issue, and this hasn't happened.

My flat apparently has access to an outside shed and I have tried to get access to it, but I keep being passed from pillar to post by five people emailing back and forth with no resolution. We have also reported anti-social behaviour a few times within the building and the council haven't acted on it. When reporting repairs, it's not an easy process because most of the call agents do not know what to do or suggested. I then have to waste a lot of my time trying to call the contractors directly and explain the situation to them. There is also a problem with fly-tipping in and around the building as well.

My main issue is with the service charge we pay to Haringey Council. There is a lack of transparency around what the service charge is being spent on. We are given a rough breakdown but I can never fully understand where the money is being spent. The value for money also seems quite poor. It seems that every time Haringey employ a new contractor, they always cost substantially more than they should do.

My main issue with Haringey council is how unresponsive the repairs team seems to be. We have had ongoing problems with the sewage system in our building. There has been a pipe that has been blocked since early November and as a result, part of my kitchen has been flooded. Nobody at Haringey was dealing with my issue until I raised a complaint.

My mother had an issue with the front door to her home in the last few years. The front door was deemed to be in poor condition and not fit for purpose. We were informed that it needed to be replaced. It took me nearly a year of on and off chasing people at Haringey council in order to actually get the work carried out. There were so many missed appointments during this time. This was not acceptable. Considering that an elderly person is living there I think that security should be of paramount importance. There were also issues with damp in the home which took many attempts to get anyone from Haringey to come and assess the problem.

I also think that the service charges that we pay are highly disproportionate. I recently did some approximations and worked out that my mother was paying nearly 5% of a fee for work that was being undertaken and affected nearly 150 households on the estate. I don't see how these charges are justified in any way.

In general I think Haringey council needs to take more accountability for issues that we raise with them. So often it is the case that I raise an issue with the council and the member of staff I speak to seems to want to pass along the responsibility to another department. Even the complaints department of Haringey doesn't seem interested in taking any accountability on behalf of their residents.

My roof has had a leak for 20 years now and Haringey Council have not done anything about it until very recently when a new team has taken over. There is also a problem with drug dealers on the estate which is not entirely Haringey's fault but it is hard to see what they are doing to counter ASB. We used to have estate inspections every 3-6 months but now they are only once a year. It feels like Haringey never get back to us about anything when it should be so easy to contact us nowadays via email.

My service charge keeps going up every year but the service that Haringey Council provides is very poor. They charge their tenants a lot of money but the service they provide is not enough. They could be spending more on the roads and the buildings and the community in general but instead they are wasting our money. It feels like they don't care about us.

Myself and my neighbours made a complaint about the ASB in the estate as there were intruders coming onto the estate and causing issues. Haringey provided the solution of a manual gate to stop these intruders, we as a community do not think this will completely stop these issues and we have asked for a controlled gate but we have been put on the list for the controlled gate. This is a positive first step from Haringey in solving this issue.

On my roof there is proper vegetation growing, we reported this as we felt it was potentially blocking the guttering and causing internal problems. I reported this two times but this was only responded to when our local councillor intervened but this still took 2 months, I felt as that this response was very slow. I feel like Haringey Council should check in more with tenants as they take the money but I do not see the benefits of the service charge, I feel Haringey do not care or look after us.

One reason I am dissatisfied with Haringey Council is due to their lack of regard for repairs that need doing in their buildings. I have been sending emails to them for years about some loose brickwork in the communal sheds which are making them very unsafe. I was told someone would come to fix this issue and then I received an email saying that it had been fixed, only to find

out that nothing had been done and they had completely lied about it getting done. They don't care and they are not even aware of how unsafe their buildings are. Also, Haringey Council recently sent someone out to do a repair at my home which they did a terrible job for. They scratched my front door so I asked Haringey if someone could come round to fix this but they said they didn't know who had done the repair previously so there was nothing they could do. I ended up having to repaint my front door myself.

Our building is split into two flats. There has been an ongoing leak coming from the roof, into our kitchen. It has been repaired a few times, however the leak continues. When I reported this leak the following time, it took several months for the council to act upon this issue. Also, quite often the wrong type of tradespeople are sent to complete the repairs which delay the start date of the work. It seems as though the call agents struggle to differentiate between the work completed by different types of tradesmen.

Our garden gate has been broken for years and we have been trying to get someone at Haringey to come and fix it. Every time Haringey has sent someone out to us they have sent the wrong type of tradesperson and the gate has still not been repaired. I am worried about the security of my home as currently it is far too easy to open and bypass the gate.

Outside of certain categories, Haringey Council don't seem to be able to tackle some issues. We have a neighbour with mental health issues who is causing a nuisance with her rubbish, and it seems that Haringey are just unable to provide any sort of assistance or do anything about it.

Overall, I am dissatisfied with the housing service I receive from Haringey Council. This is due to multiple aspects of the service I've experienced since moving in. As an example, since August 2024, I've had an ongoing issue where I believe the communal staircase is negatively affecting the bedroom in my flat. I've contacted Haringey about this issue several times, but it can take 3 months just to get a surveyor to inspect the problem. I'm still going back and forth on this problem whereby they've told me they're now going to send the housing officer and then another surveyor. I feel this is just taking too much time, and the bureaucracy is slowing it down. This isn't the exception for Haringey, as I've had issues some years ago where I had to get the local MP to pressure the Council in order to resolve the issue.

Overall, I am quite dissatisfied with the housing service I receive from Haringey Council. This is due to multiple aspects of the service. Firstly, I feel the communication with Haringey Council is very poor. I find it extremely difficult to get hold of the right person. For instance, last year I had a repair that needed completing, but it felt close to impossible to get hold of the right person. Even right now, I'm still waiting for replies/responses to my queries on service charges. Furthermore, I've had issues with anti-social behaviour in the past but I felt Haringey was not at all helpful. I had to report the problem to the police, but I felt Haringey was practically useless throughout the process.

Overall, I am quite dissatisfied with the housing service I receive from Haringey Council. This is due to multiple aspects of the service. Firstly, last year there was a leak coming from the flat upstairs. I tried to get through to Haringey Council many times on the phone, but it proved extremely difficult to get through. Eventually, the issue was fixed, and it took around 12 weeks. I feel this was too long a waiting time. Furthermore, I feel the communication from Haringey is quite poor. I receive no communication on general updates of what's going on around my home.

Residents do not have access to the meter cupboard. My energy supplier has been asking me to provide meter readings but I have been unable to do this because I don't have a key and Haringey have not provided access. This has meant that my supplier is charging me estimates and I am definitely being overcharged which I am not happy about at all. I have very high service charges but no one ever comes to clean the corridors and I do this work myself so I do not know where most of that money is going. I always have to chase issues up with Haringey and this has put me in a bad place mentally. A worker turned off my electricity whilst I was in an important work call during the day and he told me that he did not have to knock on my front door because of the high crime rates in the area. So this worker had entered my home without knocking which he claimed was authorised by Haringey which I am not happy about at all.

Since Homes for Haringey has merged to Haringey, the services have dropped. The grounds maintenance needs to be improved, the grass is overgrown and the gutters are blocked. This then overflows and causes mess.

So, I ordered a gutter clean that was affecting the internal walls of my flat, making them soft and it started to crumble. I ordered a part for the guttering in April 2024, and the earliest I could get was September 2024. However, nobody turned up, and then I complained, and then eventually, I got a response from the council apologising, and saying that the earliest they can do the repair would be February 2025. In the meantime, I have had a lot of mould growth, and even the curtain rails have come out of the walls. I have a nice flat, but because the council maintains it very badly. I think that the gutter clean should be included in the service charges, and should happen regularly every year. I've called the council so many times, and they only repair the guttering if you have a flower bed in your curtains. Also, when they do repairs, they choose the wrong fabric or colour etc, and makes the repair/ refurbishment look worse. Therefore, I am very dissatisfied with the services that the council provide.

The Communal areas are very poorly maintained, a leak came through and has caused mould. The paintwork needs a lot of work, and there is still a lot of water coming through. Hackney's approach for leaseholders is a lot better than Haringey. The guttering at the back is leaking and this is very noisy and causes disruption. The scaffolding goes up for ages and the issues still remain. I have given up complaining to Haringey, as they are unresponsive and don't deal with any issue that I have raised.

The play area is disruptive and causes a lot of noise. The service charge is not worth the service, mattresses and other objects are left from people who don't live here. This needs to be addressed. The cleaner can't do any better and his job is so hard because of this.

The balcony in the home is very unsafe for children and this has not been addressed by Haringey. There have been many issues I have contacted about which have been left unaddressed and have still not had any response. The balcony needs to be made safe by Haringey so that we can allow children in the home instead of it being a home specifically for adults only.

The block of flats always has problems with the fob and the door entry system. I have tried to get appointments to address this but they never seem to arrive within the time slot given. Anytime I try to call them but it has taken days to get a response to communal repairs. I have also emailed Haringey but I never seem to get a answer back from them.

The communal area is very dirty. I've mentioned it to the caretaker a few times however I've not been able to formally address the council about this yet, but the cleaning aspect of the building is just atrocious, something that has gotten worse since they've been constructing new builds opposite the building. It's that bad that I feel like I don't want to walk around the building sometimes, that there is filth caked into the floor and that I want to get a bucket of boiling water and scrub it myself sometimes. None of this should be my job.

The parking in the building is very bad, especially in tandem with the new builds being constructed opposite. They haven't taken into account all of the new tenants and building vans about so haven't prepared any extra parking for the area. What we've ended up with is a parking bay that is almost always full. Any comment I've made about this has fell on deaf ears, so we feel a bit ignored about a lot of this.

The communal areas are consistently covered with rubbish and the shared areas look unkempt and unclean. Another problem I've faced is that the balconies have drainage problems within the building and I have been waiting for that to be addressed for multiple years as Haringey have neglected to solve this issue for us.

The communal areas are not cleaned often enough by Haringey Council. They also spent lots of money putting in a garden and flowerbeds but they were not kept well maintained and started to grow weedy.

The communal areas are poorly maintained. I pay for the communal bins but they are so badly looked after, people from other blocks just put all their rubbish by them. This causes issues with rats and foxes. This is very unfair as they are supposed to be used by only the leaseholders. It is constantly filled with mattresses or fridges and it disrupts the communal areas massively. The communal staircases are filthy and I never see the caretakers cleaning the block.

The communal areas are usually very unclean, and the lift is always out of service. Also, the entry system is always broken, and when I told the council about this, they just said that it is too expensive for them to fix this, so they can't do anything about this, and that was years ago. Additionally, the council also left the grass uncut for many months, although this has been sorted out now. Therefore, given all of this, I am very dissatisfied with the services that the council provides.

The communal areas around our building are very messy. The rubbish does not get taken often enough and we do not see the cleaner very often either. The front door to the building is not secure, there is a drug dealer who lives below us, and there are drug users who leave their syringes outside. Since the drug dealer moved here it has gone downhill a lot. Haringey Council have also increased the service charge recently and I would not mind paying if we were receiving a good service but they do not do enough for us. There is a communal garden that non-residents let their dogs use as a toilet and that needs to be stopped too.

The communal areas in the property are very poorly maintained. The grass and the brambles around the edge are not cut often enough. We also recently paid for the council to install some flower beds in the garden to try and improve the way that it looks, but no work has started on this yet despite the fact that the payment has been added to my service charge.

Also, the bin area has been moved to outside of the property, and this means that people who don't live there use it to dispose of their own rubbish. I have asked for the bin area to be moved back to where it used to be, but the council don't seem interested in doing anything regarding this. It is very frustrating that the property I own now looks the way it does from the outside due to poor cleaning and maintenance from the council.

The communal cleaning needs to improve. The internal communal areas are just swept and not brushed. I asked the cleaners why this was the case and they were told by Haringey that it would be a health and safety risk for the floors to be mopped. The cleaners never clear away the cobwebs either. Last week, the bins were not collected which led to our bins overflowing. I spoke to Haringey staff about this and the manager had no idea why this had happened. I had to wait another week for the bin to be collected and when the bin was brought back, the lid side was facing the wall and this is a huge bin which I struggle to move as an 80-year-old.

The communal door has been broken for over six months. I have not had any response from Haringey. The communal areas are not kept clean and are poorly maintained by Haringey.

The communal door to my property doesn't lock properly. This means that it is possible for people who do not live here to gain access to the building. This has been a problem for quite a long time and it has been reported to the council before. However, this doesn't seem to have changed anything. It makes me feel very uncomfortable knowing that anyone can access the communal areas of they wanted to.

The communal repairs service is poor. The staff provide appointments for the repairs that are months away which means the repairs get worse over time. They are never addressed as soon as possible. There is also a lack of communication with the repairs staff as they do not keep the residents up to date about the work. I could follow up or chase for the repair to be completed but an appointment that is another 3 months away will be provided.

Also, the grounds maintenance is very inconsistent. The grass is only cut during the summer so the gardens look quite messy all year round. I think there is a lack of training for the gardeners because they always chop down the nice flowers that we have planted which is really frustrating.

The communication with Haringey is really, really bad and I often find that I am chasing things up so many times. The different departments don't seem to communicate with each other and I have to keep explaining the same issue over and over again. I also think the wording and communication they give in letters also isn't very good, and neither is the workmanship from contactors whenever they have done work, for example, the unsafe wiring in the kitchen.

The competence of them managing the affairs of tenants is not good enough. I had issues with the direct debit. Haringey didn't handle the issue well, I was asked to pay a sum of 3000 pounds. Rather than a direct debit for six months. This was unprofessional. The flat was built by Haringey, but they can't understand the floor areas. I had to pay for fire alarms, this was not addressed by Haringey.

The complaint was made but nothing was done by Haringey, I still need someone to come round to inspect the roof. As I have had an issue with a leak in the roof for a while. This has damaged the hallway and made the property damp in places. I have issues with my windows letting in the cold and they need to be double glazed to improve this.

The condition of the building is not very good. In particular, the terrace is in a complete state of disrepair as there is some wobbly masonry. I reported this urgently a year ago because the brickwork could collapse and injure someone, however Haringey have done nothing about it. I also think there is damp coming into the property.

The communal staircases and front door are in terrible condition. Haringey have just put up signs to say people can't leave things in communal spaces instead of actually addressing the issue. The cleaner hoovers and does a good job but the communal spaces are just very run down and look awful.

The condition of the outside of the building is very poor. I have lived here for many years now and Haringey have never bothered to fix the paint on the outside of the building which is peeling off. It looks disgusting. The cleaners also only come every three months or so to clean the communal areas. When I try to get Haringey on the phone to speak to someone about these issues, I can never get through to anyone. We are having to pay for a service which we are not even receiving at the moment which I do not appreciate at all.

The contractors have not painted over cracks and holes that have been rendered in the communal hallway. It looks really shabby and untidy, and these contractors took 3-4 months to sand it down. It looks 'insane' it's just a half job. The grass has been cut by the groundsman but then they don't clear the grass up that they've mowed so there's a lot of pieces of grass that just blow around and look really untidy.

The council do not provide a service at all, especially in regards to repairs. I also pay a lot in service charges only for nothing to get sorted out for me. For example, I have had a leak in the roof of the balcony, which has led to the kitchen, and it turn, worsened the condition of this. Hence, as a result, my property is damaged due to this leak. However, in the end, I had to pay for the repair to be carried out by myself by getting this done privately. This was a few years ago, but the council still does not

listen to my queries. Therefore, I would say that overall, I am very dissatisfied with the services that the council provides.

The council does not act upon any repair requests that I have made since I have been a leaseholder. The communal extractor fan is not effective. It is not functioning properly as a repair or replacement is needed for a few pipes that are running through the building. I obviously do not have the ability to replace this as it is a council building. However, my walls are rotting due to all of the dampness in my home. The council cannot even install a singular extractor fan in my flat as there is nowhere for it to go. The council needs to take repairs more seriously as they creates bigger issues if they are not resolved.

The council is really poor at completing major repairs. There has been a leak coming through my ceiling for 10 years. I have been chasing Haringey to fix the issues, however they have not done anything about this. I was promised that once the leak has stopped, the council would send out plasterers and decorators to repair the ceiling. When I last chased the issue, I was told that I will have to wait until March for any work to begin.

The drainage get blocked often and it doesn't get resolved permanently. It is disgusting and sometimes it fills up so much that it caused a really bad smell and it was very unhygienic. I was trying to get a wall removed in my property, I filled in an application and paid seven hundred pounds towards this. I was very disappointed that my wall clearly wouldn't be able to get knocked down but I still had to pay to get an architect to look at this option. I would like to get an extension but I don't think this is possible.

The electric cable route we could run them from the houses. I wanted to charge my electric vehicle outside of my property but there were issues with the cable route,

Haringey Council only suggestion was to apply for a permit to drop the curb and knock the wall down to create a car space outside of the house, this would of cost thousands of pounds and it was a completely unrealistic suggestion and I was provided with no other solution. In addition, on one occasion I had a visit from a building inspector, but I did not know he was attending. I had just come back from the GP with a newborn baby and was in a delirious state, he asked if he could come into my property, I felt like this was very poor conduct as it was not booked in properly.

The flat is the bottom floor in a Haringey building and there is a communal grass area and the lock is constantly open allowing for anyone to access this and this leads to antisocial behaviour.

I have had severe damp in the bedrooms because of the piping outlet being mismatched so the water flows down the wall. The drain pipe is not aligned with the drain or gutter so there has been growth and cracks causing a swampy area and there have been plants growing through this area leading to further damage.

As I am in the ground floor this affects me directly and this issue will continue to cause damp if further left unaddressed by Haringey.

The internal fire alarms have not been installed into my property that needs to be done. I have contacted Haringey Council about this and they have not got back to me, given me any follow up or contacted me about when this will be done. When I call up I am being passed from person to person, department to department and no one is claiming responsibility. This has been extremely disheartening as I have been trying to get this issue resolved for a year and a half. I would have thought that especially after Grenfell, Haringey would be more proactive with these serious issues.

The issue was regarding the service charge, I sent many emails and made many phone calls but no one answered. This was around May last year and I never heard back regarding this. I find this very rude and disrespectful from Haringey.

The issue with the leak is still ongoing, the service charge is very high and it seems like Haringey doesn't do anything. The condition of the buildings isn't good even though the price is really high. It seems like Haringey doesn't do anything to maintain the buildings.

The kitchen roof has been leaking for the past 18 months. I have contacted the council about this several times, but nothing ever gets done about this. Additionally, the communal areas are always very dirty, and should get cleaned often. Also, there are drug addicts sleeping in the bin area at the moment, and they dump their rubbish here too, as well as random people who go past the building. I think that due to the fly tipping, there should be a gate around the building, or something to block the area off. Therefore, I would say that overall, I am very dissatisfied with the service that the council provides.

The lifts in the building are terrible, I think the lift only worked for three months during the year. During Christmas it made it very hard to go shopping and help me get my things up the stairs. I am elderly and this is not acceptable. I need Haringey to address this immediately. The maintenance of the building is terrible and I feel embarrassed when people come round and see how bad the paintwork is in the building. It does not look nice inside the building at all.

The lights in the car park are not working and it's extremely dark and it makes me worried about my mother and sister. They have recently fixed it but it took 4 years and when we, as leaseholders pay service charges there needs to be some comeback for the money that we are paying. It was dark in all areas of the car park and when random people are there it can be quite scary.

The lights in the communal areas have not been working since the summer time of 2024. It has been dark everyday from 5 pm to 7 pm ever since. I have complained about this to the council, but no one has done anything about this. Therefore, I would say that overall, I am neither satisfied nor dissatisfied with the services that the council provides.

The lock on the front door is practically coming off and sometimes the door gets stuck open or closed and this can be a serious problem for us, this needs to be fixed immediately. The out of hours emergency repairs service is extremely dissatisfying as when you call there is no answer. On one occasion there was a leak from the neighbour above, when I called the line no one answered which I thought was unforgivable for an emergency service. In addition, our bins are only collected once a fortnight whereas all of the rest of the blocks bins are collected every week, because there is no space other bins are contaminated with recyclable and non recyclable and we get sent threatening letters from the council but they should give us more bins or collect the bins more often to avoid this.

The main door for the building is broken so anyone can enter. People in the area know about this so we regularly get non-residents entering the building and they smoke drugs in the corridors. There are families that live here and this is not safe. Haringey know about this problem because I have reported this to them but still nothing has been done.

The main issue I have with Haringey Council is how hard I find it to be able to speak to someone about the problems I have. They have made it now so that the only way to report any issues is online. I am not very tech savvy and as a result I need to get someone else to do all of the online work for me. This is very annoying as I think I should be able to call someone if I have a problem.

The main problem I have with Haringey Council is the communication that we receive from them. For example, I notified them that we had a problem with our roof almost a year ago, and this still has not been resolved. The roof is causing a leak, which can be evidenced by rising damp on our internal walls. Only after I went in person to the office was I able to get an appointment for someone to look at the problem. This contractor agreed that there was a problem that needed sorting, but we haven't heard anything from them since then.

Also, Haringey employed some contractors who suggested that there may be a problem with the structure of our property. Because the communication is so poor, I do not know who I should contact in order to get any answers. I have tried emailing

different departments, but these never seem to receive any responses.

The maintenance of the building and estate is not good, especially given how high the service charges and council tax are. It is unfair that we pay so much money but the communal areas outside are always full of rubbish anyway; as leaseholders we are overcharged in comparison to freeholders.

The maintenance of the building is very poor which makes it very difficult for leaseholders to sell their properties. There are a lot of outstanding repairs and maintenance work which have been neglected. Also, the masses of antisocial behaviour from the council tenants contribute to the poor condition of the block.

The maintenance of the communal areas are poor, the grass is overgrown. The staircase is very dirty and I do not see the cleaners for months. When I moved in it was well kept but now it has declined massively. I don't know what my service charge is paying for. The communal bins are disgusting and are so poorly maintained. This causes maggots and creates a very bad smell. This is not acceptable from Haringey.

The only thing I am concerned about is Haringey sending letters to leaseholders about work that will be carried out such as changes/replacements to the doors due to fire safety regulations but I have not heard any update on these in months and no changes have been made. In addition, the cleaning service that I pay for is not very good, I barely see any cleaners and the communal areas are always very dirty, these areas need to be cleaned more often and more thoroughly.

The outside looks a mess, the maintenance is so poor, the paint is peeling off the walls. The cleaning doesn't get done and I haven't seen the caretaker in years. The floor is really dirty and there is a build up of rubbish in the communal garden. The door is easy to open and so random people can get into the estate. This means that people are taking drugs and they often urinate within the block. This has made it very hard for me to get someone to rent the property as the block looks unsafe and scary.

The process of reporting repairs is quite difficult as the call agents do not make notes on the system once they have been reported to the contractors. This means that when they finish their shift, the repair is no existent on the system and their colleges cannot see this. Therefore, if I call up to chase the repair and I speak to a different call agent, they will have no information about the repair and I have to explain the situation from the start.

The property has a lot of problems with damp and mould. There is mould on all of the exterior walls, and I have to paint the walls every year in order to try and prevent this. I have reported this to the council, but they never seem to do anything about it. The problem is particularly bad when the weather is cold outside.

The repairs service is shocking. When I call I often have to wait for an hour and when I get to the top of the queue, the phone disconnects and I get placed back to the bottom of the queue (this happens 90% of the time). Workers will not attend scheduled appointments and I am not told why this happens. I first reported an issue with my windows in October, this was supposed to be assessed in January but the workers did not attend and this has only just been done recently because I escalated this to a councillor. I have a small baby in the house and I am appalled by this service. I pay high service charges and I do not know where this money is going. The customer service team for repairs are helpful on the phone but I do not know what the team in the back are doing.

The response to get issues dealt with is very long. I have tried to contact Haringey to renew my property's lease. However, I have not been able to do so and Haringey hasn't helped me with this.

The roof has been leaking for four years, I have had tradesmen come round on four different occasions but then I have no follow up. The jobs seem to disappear after being reported. This has caused mould within my property but this can't be resolved because of the leak. I don't understand this process and it is very disappointing, as the communication is so poor. The neighbours were very loud but Haringey did not let me know what happened or if anything was done about it.

The roof has leaked and I was told this had been resolved but it hasn't been fixed. I wrote so many emails and made a lot of phone calls, this was a horrible process. It was ongoing for over a year.

The service charge does not provide value for money. The cleanliness of the communal areas is awful therefore the cleaning and maintenance is not up to standard. I was off work last week and I did not see the cleaner once.

There is a lot of anti-social behaviour in the car park. This has been reported to Haringey and the police multiple times. It is rarely acted upon which makes the area feel quite unsafe at times. There are people doing drugs and selling drugs.

The time frame of getting a response to a query or complaint is too long. It can take up to several months to receive a response and a solution to any problem whether it regards anti-social behaviour, repairs or maintenance. The staff also promise that they will keep us informed of the progress of the solutions to the issues, however they never return calls or emails.

The service charge is not providing value for money as I do not receive any housing services at all from the council. I do all of the cleaning, maintenance and repair myself so I do not understand why I am being charged £300 a month. I can't wait to sell my property as my home is too expensive.

The service charge is too high and is hard to pay as it is £2000 per year and the other flats which are similar pay half and Haringey are charging other fees which are too high, amounting to £3000 per year total for the very little service they provide. The repairs are often not done when reported as I reported a repair 3 months ago and they haven't addressed this and I am still left unsure of when the repair will be completed. The repair is urgent as this was to a broken window from a break-in, so Haringey need to improve their repairs services as this is appalling.

The service charge is too high which was very unreasonable as I was left without a concierge for 6 months but was still required to pay the charges which are already not a good value for money.

The service charge is very high and it keeps getting increased, I pay a lot of money for the concierge but no one is there. The roof is leaking into the communal areas and into my property. This has been going on for years, multiple people have come round to attend the leak in my property but this is only temporary as it always come back. I want Haringey to address this issue properly.

The service charge is very high, and the communal areas aren't particularly clean. The communal repairs come up and are misquoted. I don't understand why Haringey keep billing us for things that aren't true.

The service charge keeps going up by around £400 every year which is a lot of money. We pay a lot for Haringey to clean the communal areas of the property but the cleaners don't do a thorough job. The building is quite messy and I have never seen them clean the whole floor, they just do inside the lift and by the front door.

When I used to have issues with ASB and noisy neighbours, I reported it to Haringey Council but they didn't really do anything about it.

The service charge was very high and I had a direct debit set up for ten years and then last year the funds were not taken for six months. I was then told I had to make a single payment of £1700. Trying to throw to the right person from Haringey was a nightmare to resolve this. I wanted to pay this in installments but I was told that was not an option. In the end I just paid the full sum.

The service charge we have to pay to Haringey Council is too high for the service we are receiving. For example, they do not

cut the grass regularly enough.

The service charge we have to pay to Haringey is really expensive. I pay around £4500 every year and I don't really have that much contact with the council to show where the money is being spent. I think Haringey should lower the service charge for leaseholders if possible.

The service charges are very expensive, and we see nothing for it. For example, everyone in my block has their own door entry system except for myself, and I do not know why. The council will not do anything about this. Additionally, I have had issues with the bricks on the wall, as this needs to be rejoiced due to water leaking through them. I have been waiting for the last 2 years to get this sorted out, yet nothing has been done about this. Moreover, I have had to pay the council £27, 000 towards the major works refurbishment, but I feel as though there is nothing to show for it/ Is not very good. Therefore, I would say that overall, I am extremely dissatisfied with the service that I received.

The service charges have been very high, but nothing has been done for the last 5 years. There is nothing to show for this, and therefore, I would say that overall, I am very dissatisfied with the services that I receive from the council as a leaseholder.

The service charges keep going up by about £300-500 every year for the last 7 years but I don't think anything is being done as an extra for that to be justified. Haringey Council are not making any improvements to the building and I tried to speak to someone about this but it seemed like they just put my concerns aside and moved on. I also don't like to contact the council over the phone as the last time I spoke to someone from the council, she just started talking to her colleagues rather than finding the information I needed. If I can report issues online to Haringey then I will but otherwise I do not like to contact them anymore.

The service charges that I have to pay are extortionate. I also have to contribute a lot of money to the sinking fund which I am not too happy about.

The service charges that we pay are far too high in my opinion. I don't see any value for money reflected in our service charges when compared to the services that we receive.

The service you receive on the phone from Haringey can be very hit or miss depending on the call agent you are speaking to because some care and some don't. It can be difficult to get hold of the right person on the phone. Haringey stopped taking my service charge payments without telling me so I had to pay back a year's worth of fees but it was very hard to setup the payment with Haringey because of how their systems are setup and because of how difficult it is to speak to the right staff members.

The services are inadequate as when paying the service charge the account is incorrect and the online account does not reflect the payments I have made and when I have contacted Haringey will tell me I have paid but this doesn't allow me to view it in my online account. This account is strange so I do not trust this. It takes a long time to get a response and they will not listen to me as a Leaseholder. Over several years there have been letters about major works and when this has been contacted there is nothing done and they don't communicate what is happening or why. There is often no transparency with the works and how they are impacting the service charges. There used to be in person contact but there is now no response.

The services charges we have to pay are far too expensive for the service we receive. Contacting Haringey can be difficult, you can never get through to the correct department and the waiting time on their phone lines is very long. You often have to wait about six months before you get an adequate response or resolution to a query or issue. I am disappointed with the service I get from Haringey.

The services in need of improvement are the repairs and maintenance services. This is because in the building there was a leaking roof which took a long time for repairs to address it and it was a poor quality repair so is now leaking again so their repairs are ineffective to deal with the root of the problem. The work was shoddy and so will now need to be repaired again which is frustrating.

The services provided by Haringey are inconsistent as I feel that they are never very contactable and the communication to us is not enough to remain informed with their service. I feel that Haringey should improve that they are always responsive and listening to the views of their residents.

The staff are extremely slow at responding to queries and complaints. There is a lack of communication as the leaseholders always have to chase the staff for an outcome or solution to any problem reported. For example, I have recently submitted a complaint about anti-social behaviour in the block, but nothing has been done to resolve this issue as the complaint handler has not communicated with me as of yet.

The whole service from Haringey Council is awful. The condition of my house, the cleanliness of the communal areas, and the ASB in the area are all big causes for concern. I have been complaining to Haringey and asking for things to be done for years but they never do anything to help us.

There are a number of issues with our block that have not been addressed by Haringey Council. The building needs cleaning more frequently and the other buildings have had their doors changed, while ours has not been. There is also an ongoing issue with people coming into the car park at night and making lots of noise. We have been reporting this ASB to Haringey for three years now but nothing has been done. We have asked them to put a gate around the building so that the non-residents cannot enter but Haringey have said they cannot put a gate up, so nothing has really been done to address the ASB.

There are so many people in the property that keep dumping and fly-tipping things outside the property, such as beds and mattresses. I have raised the issues with Haringey, and others have as well, yet nobody takes action on it. I am an elderly woman so I can't challenge the people responsible about it, so I am in a catch 22 situation.

There has been a leak in my bathroom ceiling years now and Haringey Council have done nothing to address it. It is frustrating the lack of action that they have taken to help resolve my issue.

There has been an issue with youths smoking drugs on my door step since I moved in in 2018 and I have reported this to Haringey on multiple occasions and they say it is an issue for police but Haringey could do more to help me with this issue.

There has been issues with mould in the property that has come from leaky windows and walls, while Haringey Council did a mould wash last year after a lot of back and fourth, my tenants are still living with draughty and cracked windows which has been on going for 2/3 years and my property is being damaged. The mould wash was only a temporary fix and the core issue of the broken window needs to be remedied and new windows need to be installed. My tenants have told me about their concerns as the neighbouring properties are riddled with mould.

There is a big issue with ASB in the neighbourhood and this is a well known problem, there are children selling things and running around from the police and there are street parties where music is played well into the night. The police are always around but these problems persist and Haringey do not do anything to disperse these groups. There is also an issue with the cleaning of communal areas as the stairs always smell and are never properly cleaned. There is also an issue with the communal lights that do not work in the hallway. In addition, there was a leak on the roof that was fixed six months ago but this has come back and now there is another leak that is causing a lot of damp.

There is a leak coming from the upper floor. It has caused my bathroom and kitchen to flood on multiple occasions. I have reported this to the council on many different occasions, but it is very difficult to communicate with Haringey. It takes an hour to get through to someone on the phone, and when I do they are not helpful. I have had some appointments for the work, but nothing ever seems to be done about the problem. On 2 separate occasions, I have been informed by someone from Haringey that the job has been completed, even though it obviously hasn't. It makes it clear to me that Haringey Council are not interested in getting this repair completed, which is very frustrating because it is causing damage to both my bathroom and my kitchen every time there is a leak.

There is a leak into the bedroom from the walkway above and there is a leak from the balcony into our kitchen. This has been ongoing for a few years, Haringey has addressed this but is still an ongoing issue. I have reported issues with young men smoking at the bottom of the stairwell, they leave a lot of rubbish behind them. I would like Haringey to address this.

There is a light in the communal areas that never switches off and is constantly on. We have asked Haringey to take a look at it as it is very bright at night but they still haven't sorted it out yet.

There is a long waiting time to get anything done or answered by Haringey. I understand that Haringey is struggling with funds but I find it concerning when service charges increase but the services themselves are depleting.

There is a lot of drug abuse in the area. There has been nothing put in place to properly tackle the issue. The council attempts to address it briefly as they have to follow their policy, but this is not effective so it quickly returns.

There is a tenant in the building who is a drug addict and has caused a nuisance in the building to my tenants as I am a landlord for this property. The issues have been with Haringey's inconsistent dealing with this tenant as some aspects have not been addressed at all. For example, she is disruptive and has broken glass within the communal areas and this has taken a long time to be cleared up. The issue with her digging up the communal garden also hasn't been addressed at all yet so there are some issues caused by this anti-social behaviour which have led to my dissatisfaction with this service and how these issues are handled.

There is an ongoing issue in my flat originating from the tenant's flat above me. The issue affects both our properties and we have both contacted Haringey for a solution but they will not deal with the issue as one problem. If I contact the council about it, I am told that they can't talk to me about it due to data protection reasons, even though the issue is affecting my property. I do not need to know specific details but do need to know what the council are doing to resolve the issue. The keep patching over the problem but it is a much bigger problem - it could affect my mortgage and the tenant above's right to buy. Haringey needs to complete a major repair for it soon.

There is currently lots of building work happening in the area and it is very loud during the night. There is no consideration for tenants. The people who use the local community centre and the primary school also park all over the estate and in the residential parking, which means there are not enough spaces for people who actually live here. There is an ongoing issue with acid dripping on some of the cars in the car park which is dangerous and should have been addressed long ago.

There is dog fouling all around the local area and around my home. I don't see Haringey doing anything to try to discourage or prevent this. I have also had issues with Haringey council recently when they have carried out work near my home and they have destroyed my hedges in the garden.

There is often a lot of litter and waste on the streets around our Haringey home. I don't think the streets are maintained particularly well. There is also a lot of evidence of open drug use and petty crime around the area. I don't think enough is being done to deal with these issues. I also think that Haringey's repairs service is very poor. In general, the repairs service is very inefficient. It takes far too long to get a repair appointment and during this waiting time problems will often become a lot worse. Because Haringey are not carrying out repairs in a timely manner, the whole service is becoming more costly and inefficient.

There was a leak coming from my neighbour's flat upstairs which ruined my property. Haringey Council said they could not do anything about it as the person upstairs did not open their door when the council tried to speak to them. When I tried to claim money from my insurance, they said they needed a letter from Haringey so it has been 3 years and I have still not received the payout. I made so many complaints but everyone from Haringey Council ignored me. It was only when I spoke to the woman at the very top of the organisation that I actually got a response.

There was a problem with a local bar as people were in there till 5/6 am generating a lot of noise and when we would wake up for work there were fights that would break out and they were wrecking cars. I did not report this myself but I could see on the community group chat that others had reported it Haringey did not do much to act upon this issue. The bar has since shut down, but a more proactive approach from Haringey would have been beneficial.

There were major works carried out in my building recently. However, this took much longer than it was supposed to. Overall, this job was not done well at all, and you can't even see what was done. If anything, the building actually looks worse now. This job was very expensive for leaseholders, and there is nothing to show for it. Therefore, I would say that overall, I am very dissatisfied with the services that the council provides.

Trying to get through to the repairs team takes a very long time and there is so much miscommunication, I would never use the repairs team now as it is not worth the hassle. Additionally, I have had to challenge several things in regards to the service charge that I have paid in the past as Haringey Council has over charged me on multiple occasions. On one occasion, Haringey charged me £600 for a communal light repair which was more than all of my electrics for my house combined. On another I was charged £1300 for scaffolding, when I sought advice for this a comparator stated it should have cost around £600 which is a huge difference for this service. As I had a young family at the time these payments left my account unnoticed by me but also by Haringey Council which makes me have no confidence in the invoicing or Haringey themselves.

We are currently having issues with mice and rats around the building and Haringey Council have not done anything to deal with it. They should have their own pest control and be able to deal with these issues when they arise.

We had a situation in our block recently where water damage affected almost the whole block. Dealing with Haringey council during this time was incredibly frustrating. There were so many delays to repair work being carried out. Generally, Haringey seemed very unwilling to help us out at all. I was not impressed with the service that I received from them.

We have a problem with rats in the external communal areas. When I stand in front of my building, it is possible to see rats running around in the communal areas, particularly in the bin area. I can also see dead rats on the road just outside from where they have been run over by cars. I made a complaint about this to the council, but I still haven't had a response back, which is very frustrating.

We have a very small communal area in our building, but despite it being small the cleaners somehow manage to leave the floor dirtier than it was before they visit. I came home the other week and the floor was just filthy, I don't know why the cleaners even bothered. There is also an ongoing issue with the cleaners not properly locking the entrance door to the building when they leave, so instead of putting the key in and actually locking the door they just pull the door shut. This leaves the flats vulnerable as anyone can gain access to the building when this happens. I have emailed Haringey council several times to ask them to instruct the cleaning staff to ensure they properly lock the door, but they still never do.

We have been dealing with ASB for over a year and have not received a resolution from Haringey Council yet. It is so bad that we cannot even get in or out of our building without something happening. We are still dealing with the ASB but have been given a contact at the police so hopefully Haringey is finally making something happen.

The cleaning in the building is also awful. We emailed the cleaner's manager over 2 months ago and have not heard anything back from them yet. I have sort of given up now as it is so hard to get hold of the right person at the council to resolve our issues. It is also hard to know what our rights are as leaseholders.

We have been experiencing difficulties regarding our service charge. My mother has been finding it difficult to pay her service charge. The process needs to be made more efficient. It is currently far too complicated a process to pay your service charge. In order to set up a direct debit we had to email so many different people and we were sent around in circles.

We also had issues with the intercom in our building recently. The intercom was broken and left in a state of disrepair for almost 3 months. I thought this was far too long to wait for someone to fix the problem.

We have faced a few difficulties with anti-social behaviour around our building. There are often people who smoke and drink in communal areas. I have reported this to Haringey council in the past but I don't see any evidence that anything is being done to discourage this kind of behaviour in communal areas.

We have had problems with people taking drugs in the communal areas of the building. There have been incidents that I am aware of where tenants have been threatened by these people. The police and the council are aware of this issue, but nothing seems to change. I find it particularly frustrating as a leaseholder because I am financially invested in the property. I worry that I will struggle to sell the property in the future due to the issues caused by this anti-social behaviour.

We have lots of problems with anti-social behaviour in the area. There is lots of criminal activity that happens in the area, and the council never do anything about this. I think that the council's approach to dealing with these problems is not effective at all. I have complained about this behaviour to the council in the past, but I always felt like they weren't interested. I think that if they took a firmer stance with people committing crimes in the area, the issue wouldn't be as prevalent in the future.

We have problems with drug consumption and dealing in the communal areas. Sometimes I have noticed that people have been loitering in the bin area. I have seen these people dealing drugs. These people tend to cause a lot of mess, and I also find them quite intimidating. I reported this to the council a few weeks ago, but I haven't received a reply from them.

We have some problems with the security of our building. The front entrance door doesn't close properly, and this means that people are able to gain access to the property, even if they don't live here. I have seen evidence of drug use in some of the communal areas, and I believe this is caused by the poor security. This has been reported to the police and to Haringey council. I believe that the best way to resolve this problem is to properly fix the front entrance door so that people who do not live here cannot access the building.

We used to be sent fancy booklets with loads of pictures to explain what our service charge was being spent on but that just felt unnecessary and a waste of money so I am glad that we are now just sent the service charge bill by Haringey. It is very hard to get things done by Haringey - there are very long waiting times for repairs, it is difficult to get a parking permit, and the MyHaringey app is useless. Some of the phone numbers on Haringey's website do not even work.

As leaseholders, we often get sent a lot of documents about the contractors that Haringey is entering a contract with. It would be nice if in these documents, Haringey could just use plain English to explain the impact this will have on leaseholders and how much it will add to our service charge.

When I call Haringey, I often have to wait 45 minutes on hold before I can speak to someone. Haringey have told leaseholders to contact them online but when I try to do this, no one ever gets back to me. Haringey have provided multiple online services to contact but none of them reply to my queries.

When I was broken into, I feel as though Haringey didn't do enough to help me and they didn't take any action. The neighbours have massive dogs, that keep everyone up a lot at night, and a lot of random people come into the block. This makes the block unsafe. There are so many rats within the block and neighbours throw food into the back entrance to feed his dogs which makes the rats always be there. I would like Haringey to address this with pest control and speak to the tenant causing all these issues.

When it comes to maintenance, Haringey's workers need to do the work that has been asked of them. When I report communal repairs, a lack of cleaning or lack of gardening, Haringey will tell me that workers will be sent out. These workers come and they will not do the work unless I come to meet them to ensure that they do the work. When the work is not done, I have to go through the whole process of reporting the issue and arranging for workers to come out. We pay high service charges and we are not receiving value for money at all.

When trying to get a hold of someone for a job to fix a repair is impossible, you have to go through all of the apps and services until you reach someone. It takes 6 to 8 months for Haringey to acknowledge that works are outstanding and anything to do with grounds maintenance, access control to the building are not resolved in a timely manner. In terms of the communal spaces we have asked floors to be replaced, walls to be decorated and the stairs have not been deep cleaned in an extremely long time and Haringey Council's idea of cleaning is a bucket with water and a rag, it has got to the point that tenants clean stairs themselves. In addition, the council fixed the bin chutes a couple of years ago but did not fix communal repairs that we had reported at the time, the Council did this for their own initiatives and do not focus on what needs to be done they just focus on the things that they think needs fixing.

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