

Publication Scheme

Introduction

About Homes for Islington

Homes for Islington manages Islington Council's 21,500 homes and 8,000 leasehold properties. Working with Islington Council and local Tenant Management Organisations we deliver housing management and maintenance services to tenants and leaseholders. We employ over 900 staff and are responsible for the day-to-day running and maintenance of Islington's council housing. This includes caretaking services, management of estates, repairs, major works, rent collection and the delivering the decent homes standard.

We were established in April 2004 as an Arms Length Management Organisation (ALMO), a local authority controlled company solely owned by Islington Council.

We were awarded a two stars (with excellent prospects) rating by the Audit Commission in 2005.

About the Freedom of Information Act and Publication scheme

The Freedom of Information Act 2000 (FOIA) gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. HFI is considered to be a 'public authority.' The general right of access to the information held by a public authority is provided for under section 1 of the Act. Any person wishing to exercise this right will have to make a written request to us. Any person who makes such a request must be informed whether the public authority holds that information and, subject to exemptions supplied with that information within the statutory time limit of 20 working days.

This is the publication scheme for the purposes of Sections 19 and 20 of the Freedom of Information Act 2000 (FOI). The Freedom of Information Act gives a general right of access to all types of recorded information held by public bodies such as government departments and local authorities. This should promote greater openness in these public bodies. The Act does allow for certain exemptions to be made.

A publication scheme means that Homes for Islington is committing to:

- Proactively publish information that is covered by the classes below and held by us
- Proactively publish information in line with the statements contained within this scheme
- Maintain and review the information covered by the scheme on a regular basis
- Produce a guide to the information contained within each class

Homes for Islington is required to adopt and maintain a publication scheme. The scheme has been organised to provide a directory of information. This is done by setting out:

- The classes of information it publishes or intends to publish
- The way in which it intends to publish the information
- Whether it might charge for the information
- A description of any exclusions that might apply
- Any statutory provisions governing the publication of information in that class

This publication scheme has been prepared by Homes for Islington and adopts the Information Commissioner Model Publication Scheme.

Classes of information

The documents have been put into similar groups with descriptions of the areas that they cover.

Who we are and what we do:

This includes organisational information, locations, contacts, constitutional and governance information.

What we spend and how we spend it:

This includes financial information relating to projected and actual income and expenditure, tendering, procurement and contracts

What our priorities are and how we are doing:

This includes strategy and performance information, plans, assessments, inspections and reviews

How we make decisions:

This includes decision-making processes, internal criteria and procedures, consultations

Our policies and procedures

This includes current written protocols for delivering our functions and responsibilities.

The services we offer:

This includes general information about the service

Lists and registers

This includes information held in registers required by statute and other lists and registers relating to the functions of the authority.

Forms

This includes forms that can be used to access our services.

Leaflets

This includes publications for our residents about the services offered.

What is excluded?

We have tried to keep the number of exclusions to a minimum

Examples of exclusions may include:

- Information which would be exempt under the FOIA or any other statutory legislation
- Information in draft form
- Information considered to be archived
- Information which is not easily accessible by us
- Personal information about individuals. Usually such information is subject to the Data Protection Act 1998
- Commercially sensitive information. This covers a range of situations where publishing information could harm the interests of Homes for Islington or another party's interests. Some information is provided to Homes for Islington on a confidential basis.
- Information which if published might prejudice the health and safety of employees or the security of Homes for Islington, its employees, systems, services or property.

We will only maintain an exclusion for as long as it is necessary.

How can information be accessed?

The guide in Appendix 1 shows the information contained within each class, the manner in which it is available and any cost associated with providing the information. Wherever possible we will provide information through our website www.homesforislington.org.uk

Where information is only available in a non-electronic form or when an individual does not wish to access the information electronically, then they are able to contact HFI and ask for the information to be provided to them in an alternative, available format.

Some information may only be available to view in person at an authority's premises. In these circumstances an appointment to view the information will be arranged within a reasonable timescale. Where it is not reasonably possible for an individual to view the information in person, every effort will be made to reach an agreed solution.

Information will generally be provided in English only. Where we are required under other statute to provide certain information in other languages, this information will be translated.

We will provide information in other formats as set out in the Disability Discrimination Act.

When making a request under the Freedom of Information Act please include the following details:

- Your name and address
- The information or documents you would like to access
- The format you would like the information to be sent – for example, by post or via email,

We must supply you with the information you have asked for within twenty working days of receiving your written request.

Charges for information

Information which is published and accessed electronically will be provided free of charge by Homes for Islington.

Charges may be made for:

- Much of information published is freely available but sometimes we make a charge. Where this is the case we have indicated this.
- Some charges are based on prescribed statutory fees while others are those set by Homes for Islington. Those set by Homes for Islington generally reflect the cost of copying or publishing the information.
- Any specific charge mentioned in the Publication Scheme may be subject to change. Homes for Islington may also decide to make a charge for information where none is currently made.
- Information subject to a charge approved by parliament
- Expenditure incurred such as the photocopying of non-electronic multiple copies
- Postage and packaging
- The viewing of information at an authority premises.

If a charge is to be made, the individual will be informed of the charge and why it has been made before the information is provided. Payment will be requested prior to the release of the information.

Retention of documents and information

We do not retain documents and information indefinitely. From time to time we destroy information that are no longer required by statute or regulatory bodies or that have ceased to have any relevance or purpose. Accordingly we may no longer have the information that you request.

We will provide our complaints policy to any individual who is dissatisfied with the service or the quality of routinely published information.

Appendix 1

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
Who we are and what we do						
	Constitution	Homes for Islington's current Constitution including memorandum and articles of association, standing orders, scheme of delegations, procedure rules and service agreements.		Hard copy		team.governance@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Organisational Structure	Items here include details of Director and Service Head structures.		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/organisationalchartmarch2006.pdf)		team.governance@homesforislington.org.uk
	Board members	Information about the identities of current serving Board members and contact details		Hard copy Website (http://www.homesforislington.org.uk/About%20us/The%20Board/index.asp)		team.governance@homesforislington.org.uk
	Disclosing Customer Information policy	Current policy about customers accessing their own personal information		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Policy%20Documents/DisclosingCustomerInformationPolicy.pdf)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Information about Framework agreements	Details about the arrangement between HFI and companies to carry out improvement works to meet Decent Homes Standard.		Website (http://www.homesforislington.org.uk/partnership/framework%20agreement/index.asp)		Programme Management, Highbury House
	Contact details of Framework Partners	Details of all the companies who are Framework Partners.		Website (http://www.homesforislington.org.uk/Partnership/Framework%20Partners/index.asp)		Programme Management, Highbury House
	Publicity information	Current newsletters, information bulletins, news releases and other guides and publications aimed at telling the public about		In various formats Hardcopy - Area Offices Electronic - Website	May be subject to a photocopying charge	HFI.communications@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		Homes for Islington and the services it provides				
	Personnel	Current job vacancies open to the public and associated recruitment information issued to potential job applicants		Website (http://www.homesforislington.org.uk/jobs/index.asp)		Homesforislington.HumanResources@homesforislington.org.uk
	TMO offices	Contact details for all the Tenant Management Organisation offices		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Management%20Organisations/TMO%20Offices/index.asp)		tenant.management@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
What we spend and how we spend it						
	Financial Statement	Annual report and financial statements including external auditor's report on accounts		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/Item1_AGM_-_Directorsreportandfinancialstatement.2005-6updated.pdf)		team.governance@homesforislington.org.uk
	Financial Statement 2006-07	Most recent approved Annual report and financial statements including external auditor's report on accounts		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/Item1_AGM_-_Directorsreportandfinancialstatement.06-07.pdf)		team.governance@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
What are our priorities and how we are doing						
	Audit Commission HFI Report 2005	Final report carried out by the Audit Commission into HFI service provision.		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/AuditInspectionReportFinal.pdf)		service.development@homesforislington.org.uk
	Business Plan	This reviews our current performance against key targets and indicators		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Strategy%20Documents/HFI_BusinessPlanFinal.pdf)		team.governance@homesforislington.org.uk
	Performance Indicators	How HFI are doing in comparison to our targets		Website (http://www.homesforislington.org.uk/About%20us/Performance/Homes%20for%20Islington%20Performance%20Reports/index.asp)		performance.monitoring@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Best Value	Current approved Best Value Performance Plan, Best Value Review Programme, Best Value Performance Indicators, Audit Commission Best Value Inspection Reports and internal Best Value reports.	<p>*Personal data within the Data Protection Act 1998</p> <p>*Commercially sensitive information</p> <p>*Information that might prejudice the security of the Council, its employees, systems, services or property.</p>	Processed upon receipt of request	May be subject to a photocopying charge	performance.monitoring@homesforislington.org.uk
	Best Value Review of Housing Management 2003	Report setting out improvement plan for services		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/ServiceReportbestvaluereviewhousingmanagementfinalreport.pdf)		performance.monitoring@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Leaseholder Satisfaction Survey 2006	Independent survey carried out to find out satisfaction among leaseholders		Website (http://www.homesforislington.org.uk/leaseholders%20and%20right%20to%20buy/satisfaction%20survey/2006%20leaseholder%20satisfaction%20main%20report%20draft%201.pdf)		HomeOwnership@homesforislington.org.uk
	Rent arrears	Statistical and performance management information relating directly to rent arrears		Processed upon receipt of request	May be subject to a photocopying charge	performance.monitoring@homesforislington.org.uk
	Decent Homes Standard	Information on the decent homes strategy and business planning		Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Decent%20Homes/index.asp)		Property Services team, Highbury House
	Major works on estates	Details about Decent Homes works being carried out on estates		Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Getting%20it%20Right/index.asp)		Property Services team, Highbury House

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Meetings	Details of forthcoming formal meetings of the Board, Committees and Local Housing Boards		Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		team.governance@homesforislington.org.uk
	Tenant surveys	Details of all the satisfaction surveys carried out by HFI.		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Satisfaction%20Survey/index.asp)		team.governance@homesforislington.org.uk
How we make decisions						
	Meetings and decisions	In relation to formal meetings of the Board, Committees and Area Housing Panels the agenda and	*Commercially sensitive information	Hard copy Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		team.governance@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		minutes of those meetings together with reports to those meetings and associated background papers				
	Annual general meetings and extraordinary general meetings	Yearly meetings and others as required	Minutes, reports and background papers which are exempt under the access to information provisions for as long as the exemption applies.	Hard copy Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		team.governance@homesforislington.org.uk
	Area Housing Panels	Information about what Area Housing Panels are and links to minutes.		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Area%20housing%20panels/index.asp)		Community and Service Development Officers in Area Housing Offices

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Consultation and involvement	Details about how residents can get involved in improving HFI services		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/index.asp)		service.development@homesforislington.org.uk
	FITA	Information about the borough wide tenant umbrella organisation		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/FITA%20Federation%20of%20Islington%20Tenant%20Associations/index.asp)		service.development@homesforislington.org.uk
	Tenant Management Organisations	Details about what Tenant Management Organisations are		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Management%20Organisations/index.asp)		tenant.management@homesforislington.org.uk
	Tenant Participation Compact Summary	Information on the principles the council will adopt to involve its residents		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Participation%20Compact/tenantparticipationcompactsummary.pdf)		Community and Service Development Officers in Area Housing Offices

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
Our policies and procedures						
	Assignment of Tenancy	General information about criteria and process for assigning a tenancy to another person		Hard Copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Assignment%20of%20Tenancy/AssignmentofTenancyFactsheet.pdf)		service.development@homesforislington.org.uk
	Efficiency strategy	Details about how HFI intends to make service provision more efficient.		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Strategy%20Documents/EfficiencyStrategy2006-10.pdf)		service.development@homesforislington.org.uk
	Antisocial behaviour	Details of policy relating to Anti Social Behaviour.				service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Complaints	Homes for Islington's current complaints policy and associated guidance for complainants		Hard copy Website		service.development@homesforislington.org.uk
	Concierge schemes	General information about the concierge scheme run by external contractors.		Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Concierge%20Schemes/index.asp)		Housing Environmental Coordinator, Highbury House
	Death of a tenant	Details about what should be done on the death of a tenant.		Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Death%20of%20a%20Tenant/index.asp)		service.development@homesforislington.org.uk
	Respect for all			Website		Homesforislington.HumanResources@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Equalities	Current approved strategy, policies and guidance on equalities within Homes for Islington	*Personal data under the Data Protection Act 1998	Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Strategy%20Documents/EqualityandDiversityStrategy2005-08.pdf)		service.development@homesforislington.org.uk
	Estate Parking	Information about the parking services available on estates		Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Estate%20Parking/index.asp)		Estate.parking.section@homesforislington.org.uk
	Estate Parking appeals	Information about how to appeal against clamping.		Hard Copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet-EstateParkingAppealsFINALMarch08.pdf)		Estate.parking.section@homesforislington.org.uk
	Safety and security	General information about how to be safe and		Website (http://www.homesforislington.org.uk/Safety%20And%20Security/index.asp)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		secure in HFI property				
	Succession	Information about HFI's succession policy including eligibility and process.		Hard copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Succession%20of%20Tenancy/SuccessionofTenancyFactsheet.pdf)		service.development@homesforislington.org.uk
	Transfers	Information about the transfers process		Hard copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Transfers/index.asp)		Transfers team, Highbury House
	Right to buy	Information about how to apply for the Right to Buy		Hard copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/Buying%20your%20home/index.asp)		HomeOwnership@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
The services we offer						
	Community centres	Information about the management and use of community centres.		Website (http://www.homesforislington.org.uk/Your%20Housing%20Area/Community%20Centres%20on%20Housing%20Estates/index.asp)		Community and Service Development Officers in the Area Housing Offices
	Estate based sports coaching	Information about coaching programmes based on estates		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Sports_Spring08.pdf) Hard copy		
	Help for Non English Speakers	Information about the ways in which HFI can help people who do not speak English to access our services		Website (http://www.homesforislington.org.uk/Accessibility/English/RevisedTransEnglish.pdf) Hard copy		
	How and where to pay your rent	Information about methods of rent		Website (http://www.homesforislington.org.uk/Rent%20And%20S)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		payments		ervice%20Charges/Your%20rent/How%20and%20where%20to%20pay%20your%20rent/index.asp		
	Service Promise	A guide to our commitments on service delivery		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWSservicePromise.pdf)		service.development@homesforislington.org.uk
	Press releases	Published press releases made by HFI		Processed upon receipt of request	May be subject to a photocopying charge	HFI.communications@homesforislington.org.uk
Lists and registers						
	HFI housing index	Details of properties managed by each area housing office		Website (http://www.homesforislington.org.uk/Your%20Housing%20Area/Housing%20Index/default.aspx)		
	PFI 1 housing index	Details of properties managed by PFI 1		Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Private%20Finance%20Initiative/PFI1/PFI1%20Index/default.aspx)		enquiries@partnersislington.net

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	PFI 2 housing index	Details of properties managed by PFI 2		Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Private%20Finance%20Initiative/PFI2/PFI2%20Index/default.aspx)		enquiries@partnersislington.net
Forms						
	Direct Debit to pay your rent	Application form to pay rent by Direct Debit.		Hard copy Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/NEWDebtForm.pdf)		service.development@homesforislington.org.uk
	Direct Debit to pay your service charges	Application form to pay service charges by Direct Debit.		Hard copy Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/NewservicechargesPayingByDirectDebit_v2.pdf)		service.development@homesforislington.org.uk
	Standing order to pay your rent	Application form to pay rent		Hard copy Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/NewservicechargesPayingByDirectDebit_v2.pdf)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
				n.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20rent/StandingOrderrent.pdf)		
	Standing order to pay your service charges	Application form to pay service charges		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Forms/SOservicecharges.pdf)		service.development@homesforislington.org.uk
	Complaints, comments and compliments	Feedback form about HFI services.		Hard copy Website (http://www.homesforislington.org.uk/Do%20it%20online/Complaints%20Comments%20and%20Compliments/index.aspx)		service.development@homesforislington.org.uk
	Involvement Register	Options for resident involvement		Hard copy Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/involvementregisterform_August07.pdf)		service.development@homesforislington.org.uk
	Online	Online form to		Website		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Antisocial behaviour reporting form	report antisocial behaviour		(http://www.homesforislington.org.uk/Do%20it%20online/Antisocial%20Behaviour/index.aspx)		homesforislington.org.uk
	Online Communal Repairs reporting form	Online form to report communal repairs		Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Repairs/Communal%20repairs%20online%20form/main.aspx)		Property Services, Highbury House
	Valuing Diversity	Data collection form		Hard copy Website (http://www.homesforislington.org.uk/Do%20it%20online/Valuing%20Diversity/index.aspx)		service.development@homesforislington.org.uk
	Estate Services Team Quality Control Online form	Form requesting information about services or to give feedback		Website (http://www.homesforislington.org.uk/Do%20it%20online/estate%20services%20team%20quality%20control/index.aspx)		Housing Environmental Coordinator, Highbury House
	Housing Investigations Online Referral	Form to report any suspicions to the Housing Investigations team		Website (http://www.homesforislington.org.uk/Do%20it%20online/housing%20investigations%20on-		Housing.investigationsreportingline@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
				line%20referral/index.aspx)		
	Online Request for Rent Statement and/or Payment Card			Website (http://www.homesforislington.org.uk/Do%20it%20online/Rent%20Statement/index.aspx)		
	Housing Support Referral form	Form to make a referral to the Housing Support team		Website (http://www.homesforislington.org.uk/Self-referral%20Form/index.aspx)		Housing Support team, 305 Hornsey Road
	Report a repair online			Website (http://www.homesforislington.org.uk/cgi-bin/hfidif_cont.pl)		HFI Direct
	Transfer team Change of Circumstances form	Form to allow existing transfers applicants to notify HFI of any change in their circumstances which may affect their application		Website (http://www.homesforislington.org.uk/Do%20it%20online/Transfer%20Team/index.aspx)		Transfers team, Highbury House

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
Leaflets						
	Antisocial behaviour	General information for residents on HFI's commitment to tackle antisocial behaviour.		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWAntiSocial.pdf)		service.development@homesforislington.org.uk
	Antisocial behaviour factsheets	Series of factsheets detailing how HFI will tackle different types of antisocial behaviour		Website Hard copy (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/AntiSocialBehaviourFactSheets.asp)		service.development@homesforislington.org.uk
	A guide to your lease	Information to help residents understand their lease.		Hard copy Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Major%20works/Leaseholder%20information%20about%20major%20works/LeaseGuide.pdf)		HomeOwnership@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Caretaking Quality Assurance Manual	Detailed information for residents about the caretaking standards they can expect on their estates.		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HFI_CaretakerManual_A4.pdf)		Housing Environmental Coordinator, Highbury House
	Caretaking	General information about the caretaking services		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWCaretaking.pdf)		Housing Environmental Coordinator, Highbury House
	Complaints, comments and compliments	Information about how to feedback on HFI services		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWComplaintsLeaflet.pdf)		service.development@homesforislington.org.uk
	Customer care	Information about HFI's standards of customer care		Hard copy Website (http://www.homesforislington.org.uk/publications%20and%20policy/leaflets/NEWCustomerCare.pdf)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
	Damp and Condensation	Information on how to prevent damp and condensation in the home		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWDamp.pdf)		Legal Repair Team
	Estate services	Information about the estate service standards		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWEstateServices.pdf)		Housing Environmental Coordinator, Highbury House
	Getting it right	Information given to residents about major works		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/girweb.pdf)		Property Services, Highbury House
	Houseproud	Central government scheme to offer guidance to over 60s and those with disabilities about how to pay for		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HOUSEPROUDLEAFLET.pdf)		HomeOwnership@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		service charges				
	Housing Support Service	Information about service to help residents who may need support to live independently		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWhousingServiceSupport.pdf)		Housing Support team, 305 Hornsey Road
	Housing Support Bulletin	Newsletter about Housing Support services		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HousingSupport.pdf)		Housing Support team, 305 Hornsey Road
	Independent Advice Project	Information about independent advice service		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet-IndependentAdviceProject.pdf) and (http://www.homesforislington.org.uk/Your%20Tenancy/)		service.development@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
				Tenancy%20Services/Independent%20Advice%20Project%20at%20local%20area%20housing%20offices/index.asp		
	Building insurance FAQs for leaseholders	Information about building insurance		Website (http://www.homesforislington.org.uk/leasholders%20and%20right%20to%20buy/insurance/building%20insurance%20faqs%20(pdf)/print%20buildinsfaq.pdf)		HomeOwnership@homesforislington.org.uk
	Insurance for Leaseholders	Summary of the insurance scheme available for leaseholders		Website (http://www.homesforislington.org.uk/leasholders%20and%20right%20to%20buy/insurance/insurance%20for%20leaseholders%20(summary)/index.asp)		HomeOwnership@homesforislington.org.uk
	Just rewards	Details about HFI's reward schemes for tenants		Hard copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/Just%20rewards/index.asp)		service.development@homesforislington.org.uk
	Leaseholders Guide to Major Works	Guidance to Leaseholders advising of how HFI		Hard copy Website (http://www.homesforislington.org.uk/leasholders%20and		HomeOwnership@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		arrange Major Works		%20right%20to%20buy/major%20works/leaseholder%20information%20about%20major%20works/hfi%20major%20works.pdf)		
	Leaseholders Handbook	General information and guidance for leaseholders		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Leaseholder_Handbook.pdf)		HomeOwnership@homesforislington.org.uk
	Leasehold management	Details of service standards		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWLeaseMan.pdf)		HomeOwnership@homesforislington.org.uk
	Lifts	Details about lift maintenance		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWLifts.pdf)		Planned Maintenance, Highbury House
	Parking on estates	Details about the estate parking service		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEW		estate.parking.section@homesforislington.org.uk

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
				stateParking.pdf)		
	Rent increases 2007	Details about the current year's rent increases		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Policy%20Documents/Rentincreases2007.pdf)		Area Housing Offices
	Services Charges Estimate 2007	Information about how services charges are calculated		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HFI_ServiceChg-2007-8.pdf)		HomeOwnership@homesforislington.org.uk
	Service Promise	Details about the service standards that residents can expect from HFI		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/NEWServicePromise.pdf)		service.development@homesforislington.org.uk
	Subletting your property	Information for tenants on letting out a room in their property		Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Subletting.pdf)		HomeOwnership@homesforislington.org.uk
	Temporary accommodation	Leaflet about temporary		Hard copy Website		

Class	Document title	Description	Exclusions	Formats available	Cost (if any)	Contact
		accommodation and the standards you can expect.		(http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEW_HFI_TempAccom.pdf)		
	Tenants' Information Pack	General information for tenants about the services offered by HFI		Hard copy Website (http://www.homesforislington.org.uk/Your%20Tenancy/index.asp)		service.development@homesforislington.org.uk
	Window renewal-a guide for leaseholders	Information for leaseholders about HFI's programme of window renewal		Hard copy Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/window_renewal.pdf)		HomeOwnership@homesforislington.org.uk