

Publication Scheme

Introduction

About Homes for Islington

Homes For Islington HFI 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 3 Stars (Excellent Service) with Excellent prospects for further improvement by the Audit Commission in 2008.

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's 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 i 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 (to be replaced by the Equalities 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.

Charging details:

- Much of the 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 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 that didn't previously have one attached to it;
- Some information may be subject to a charge approved by parliament;
- Expenditure incurred, such as the photocopying of non-electronic multiple copies, may be charged for;
- Postage and packaging may be charged for;
- The viewing of information at an authority premises may incur a charge.

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 is no longer required by statute, regulatory bodies, or that has 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 i

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class:	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.		Hardcopy		governance.team@homesforislington.org.uk
Organisational Structure	Items here include details of senior and service management structures.		Hardcopy; Website (http://www.homesforislington.org.uk/About%20us/Management%20Team/Organisation%20Charts/index.asp)		governance.team@homesforislington.org.uk
Board Members	Information about the identities of current serving Board members and contact details.		Hardcopy; Website (http://www.homesforislington.org.uk/About%20us/The%20Board/index.asp)		governance.team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Disclosing Customer Information policy	Current policy regarding customers accessing their own personal information.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Policy%20Documents/DisclosingCustomerInformationPolicy.pdf)		service.development@homesforislington.org.uk
Information about Framework Agreements	Details about the arrangement between HFI and contractors to carry out improvement works to meet the 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 HFI's Framework Partners.		Website (http://www.homesforislington.org.uk/Partnership/Framework%20Partners/index.asp)		Programme Management, Highbury House
Publicity information	Current newsletters, information bulletins, press releases and other guides and publications aimed at telling the public about Homes for Islington and the services it provides.		In various formats: Hardcopy - Area Offices Electronic - Website	May be subject to a printing / photocopying charge.	HFI.communications@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
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)		TMO.team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class:	What we spend and how we spend it				
Financial Statement	Annual report and financial statements including external auditor's report on accounts.		Hardcopy		governance.team@homesforislington.org.uk
Expenditure over £500	Spreadsheet showing payments of over £500 made by HFI		Website (http://www.homesforislington.org.uk/About%20us/Performance/Expenditure/index.asp); Hardcopy on request		service.development@homesforislington.org.uk
Board allowances	Details of allowances paid to HFI Board members		Website (http://www.homesforislington.org.uk/About%20us/The%20Board/AllowancePublicationScheme.pdf) Hardcopy on request		Governance.team@homesforislington.org.uk
Board allowances 2009	Breakdown of allowances paid to Board members in 2009		Website (http://www.homesforislington.org.uk/About%20us/The%20Board/Allowances2009.pdf) Hardcopy on request		Governance.team@homesforislington.org.uk
Board allowances 2010	Breakdown of allowances paid to Board members in 2010		Website (http://www.homesforislington.org.uk/About%20us/The%20Board/Allowances2010.pdf) Hardcopy on request		Governance.team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: What our priorities are and how we are doing					
Audit Commission Report 2008	Final report from the inspection carried out by the Audit Commission into HFI service provision.		Website (http://www.homesforislington.org.uk/About%20us/Audit%20Commission/HFI%20Inspection%20Report%20(Final).pdf)		service.development@homesforislington.org.uk
Business Plan	This reviews our current performance against key targets and indicators and sets out our priorities and objectives for the future.		Hardcopy; Website (http://www.homesforislington.org.uk/About%20us/Business%20Plan/IS349-HFI-BusinessPlan-10-v11-web.pdf)		service.development@homesforislington.org.uk
Annual Report 2009/10	Review of service delivery in 2009/10 and future service standards		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/IS388%20HFI-AnnualReport-A4-16p-v3.pdf)		Service.development@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

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Best Value Review of Housing Management 2003	Report setting out an improvement plan for services.		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/HFI%20Publication%20Scheme/ServiceReportbestvaluereviewhousingmanagementfinalreport.pdf)		performance.monitoring@homesforislington.org.uk
Leaseholder Satisfaction Survey 2008	Independent survey conducted to find out satisfaction amongst leaseholders.		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Satisfaction%20Survey/Leaseholdersatisfactionsurvey2008.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 printing / 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, Highbury House

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
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, Highbury House
Meetings	Details of forthcoming formal meetings of the Board, Committees, Consultative Panels and the Council.		Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		governance.team@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)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: How we make decisions					
Meetings and decisions	In relation to formal meetings of the Board, Committees and Area Housing Panels; the agenda and minutes of those meetings together with reports to those meetings and associated background papers.	Commercially sensitive information.	Hardcopy; Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		governance.team@homesforislington.org.uk
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.	Hardcopy; Website (http://www.homesforislington.org.uk/Public%20meetings/index.asp)		governance.team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Area Housing Panels	Information about Area Housing Panels 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; governance.team@homesforislington.org.uk
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
Tenant Management Organisations	Information about Tenant Management Organisations, Co-ops and Estate Management Boards.		Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Tenant%20Management%20Organisations/index.asp)		TMO.team@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/Tenantcompact0910.doc)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: Our policies and procedures					
Assignment of Tenancy	General information about the criteria and process for assigning a tenancy to another person.		Hardcopy; 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
Anti-social Behaviour	Details of policy relating to Anti-Social Behaviour.		Website (http://www.homesforislington.org.uk/Antisocial%20Behaviour/About%20ASB/Our%20policy%20and%20commitments/ASBPolicyStatementIssue3.pdf)		service.development@homesforislington.org.uk
Complaints	Homes for Islington's current complaints policy and associated guidance for complainants.		Hardcopy; Website (http://www.homesforislington.org.uk/How%20to%20complain/index.asp)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
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 Co-ordinator, 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
Equalities	Current approved strategy, policies and guidance on equalities within Homes for Islington.	*Personal data under the Data Protection Act 1998	Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Strategy%20Documents/HFIEqualityandDiversitystrategy2009-2012.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

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Estate Parking Appeals	Information on how to appeal against penalties.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet-EstateParkingAppeals-March09.pdf)		Estate.parking.section@homesforislington.org.uk
Safety and security	General information about how to be safe and secure in HFI property.		Website (http://www.homesforislington.org.uk/Safety%20And%20Security/index.asp)		service.development@homesforislington.org.uk
Succession	Information about HFI's succession policy, including eligibility and process.		Hardcopy; Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Succession%20of%20Tenancy/SuccessionofTenancyFactsheet.pdf)		service.development@homesforislington.org.uk
Transfers	Information about the housing transfers process.		Hardcopy; Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Transfers/index.asp)		Transfer.Team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Right To Buy	Information about how to apply for the Right To Buy.		Hardcopy; Website (http://www.homesforislington.org.uk/Your%20Tenancy/Buying%20your%20home/index.asp)		HomeOwnership@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: 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 Area Housing Offices; service.development@homesforislington.org.uk
Housing Repairs Pledge	A guide to the service tenants can expect in relation to repairs.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/214IS-RepairsInsert-A5-4pp-v2-print.pdf)		service.development@homesforislington.org.uk
How and where to pay your rent	Information about rent payment methods.		Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/index.asp)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Service Promise	A guide to our commitments on service delivery.		Hardcopy; 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

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: 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)		Relevant area housing office (see website)
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
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

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: Forms					
Direct Debit to pay your rent	Application form to pay rent by Direct Debit.		Hardcopy; Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/DirectDebtLeafletFORONLY-Sept2008.pdf)		service.development@homesforislington.org.uk
Direct Debit to pay your service charges	Application form to pay service charges by Direct Debit.		Hardcopy; Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/DDHOv414.05.10.pdf)		service.development@homesforislington.org.uk
Standing order to pay your rent	Application form to pay rent		Hardcopy; Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/PayingyourRentbyStandingOrderNov09.pdf)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Standing order to pay your service charges	Application form to pay service charges.		Hardcopy; Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20Rent/How%20and%20where%20to%20pay%20your%20Rent/StandOrderBroHO6iworldrefsforinternet-14.05.10.pdf)		service.development@homesforislington.org.uk
Complaints, comments and compliments	HFI service feedback form.		Hardcopy; Website (http://www.homesforislington.org.uk/Do%20it%20online/Complaints%20Comments%20and%20Compliments/index.aspx)		service.development@homesforislington.org.uk
Involvement Register	Residents' options for resident involvement		Hardcopy; Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/involvementregisterform_August07.pdf)		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Online Antisocial behaviour reporting form	Online form to report antisocial behaviour.		Website (http://www.homesforislington.org.uk/Do%20it%20online/Antisocial%20Behaviour/index.aspx)		service.development@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.		Hardcopy; 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 Co-ordinator, Highbury House

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
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-line%20referral/index.aspx)		Housing1.investigationsreportingline@homesforislington.org.uk
Online Request for Rent Statement and/or Payment Card	Request a rent statement or payment card.		Website (http://www.homesforislington.org.uk/Do%20it%20online/Rent%20Statement/index.aspx)		service.development@homesforislington.org.uk
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@homesforislington.org.uk
Report a repair online	Report a repair online.		Website (http://www.homesforislington.org.uk/cgi-bin/hfidif_cont.pl)		Property Services, Highbury House
Transfer team Change of Circumstance form	Form to allow existing transfers applicants to notify HFI of any change in their circumstances.		Website (http://www.homesforislington.org.uk/Do%20it%20online/Transfer%20Team/index.aspx)		Transfer.Team@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Class: Leaflets					
Anti-social Behaviour	General information for residents on HFI's commitment to tackle anti-social behaviour.		Hardcopy; 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
Out of hours ASB Response Team	Details of how to contact the out of hours ASB team.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/OutofHoursASBLeafletApril2009.pdf)		ASB Co-ordinator, Highbury House

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
A guide to your lease	Information to help residents understand their lease.		Hardcopy; Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Major%20works/Leaseholder%20information%20about%20major%20works/LeaseGuide.pdf)		HomeOwnership@homesforislington.org.uk
Assignment of tenancy factsheet	Factsheet outlining the rules around assigning a tenancy		Website (http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Assignment%20of%20Tenancy/AssignmentofTenancyFactsheet.pdf)		service.development@homesforislington.org.uk
Avoiding blockages to pipes and drains	Advice for tenants on avoiding blockages		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/PipesAndDrains-July2008.pdf)		Property Services, Highbury House
Bulk Refuse	Advice on what to do with bulk refuse		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/bulkrefusejuly2008.pdf)		Bulk Refuse Team, Lyon Street

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Caretaking Quality Assurance Manual	Detailed information for residents about the caretaking standards they can expect on their estates.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HFI_CaretakerManual_A4.pdf)		Housing Environmental Co-ordinator, Highbury House
Caretaking	General information about caretaking services.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWCaretaking.pdf)		Housing Environmental Co-ordinator, Highbury House
Customer Feedback	Information about how to feedback on HFI services.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/IS392-HFI-CustomerFeedbackleaflet-Oct2010.pdf)		service.development@homesforislington.org.uk
Concierge Service Factsheet	Details of the concierge services on HFI estates.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/ConciergeFactsheet8.4.10.pdf)		service.development@homesforislington.org.uk

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Credit Crunch	Help sheet for tenants on dealing with the credit crunch.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/CreditCrunchPoster-Sept09.pdf)		service.development@homesforislington.org.uk
Customer care	Information about HFI's customer care standards.		Hardcopy; Website (http://www.homesforislington.org.uk/Consultation%20And%20Involvement/Customer%20Feedback/Surveys/NEWCustomerCareMay2010.pdf)		service.development@homesforislington.org.uk
Damp and Condensation	Information on how to prevent damp and condensation in the home.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWDamp.pdf)		Legal Repair Team, Highbury House
Debt Advice Guide	Advice on how to tackle debt and money problems.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/IslingtonDebtCoalition-DirectoryofAdviceServicesforIslingtonResidents.pdf)		service.development@homesforislington.org.uk

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Debt advice – Deaf or disabled people	Advice on how to tackle debt for deaf and disabled people		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/DAiIDebtadviceposter-Mar10.pdf)		service.development@homesforislington.org.uk
Diversity factsheet	Information on the collection of customer information		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/IS331-HFI-DiversitySheet-A4-2pp-v5-Oct2010.pdf)		service.development@homesforislington.org.uk
Estate services	Information about estate service standards.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWEstateServices.pdf)		Housing Environmental Co-ordinator, Highbury House
Getting it right	Information given to residents about major works.		Hardcopy; Website (http://www.homesforislington.org.uk/Repairs%20And%20Improvements/Getting%20it%20Right/Gettingitrightbooklet2009.pdf)		Property Services, Highbury House

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Home Contents Insurance	A guide for residents on the importance of home contents insurance		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HomeContentsInsuranceFactsheetJuly10.pdf)		service.development@homesforislington.org.uk
Housing Fraud	Information on housing fraud and what to do if a tenant has suspicions.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HousingFraud.pdf)		Housing1.investigationsreportingline@homesforislington.org.uk
Housing repairs pledge	Service promise for repairing homes		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/214IS-RepairsInsert-A5-4pp-v2-print.pdf)		Property Services, Highbury House
Housing Support Service	Information about service to help residents who may need support to live independently.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/IS385-HFI-HousingSup-A5-8pp-v1-PAGES-Sept2010.pdf)		Housing Support team, 305 Hornsey Road

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How to complain about Housing Support Services	Details of how to complain about housing support services delivered by HFI.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HowToComplainAboutHousingSupportServices.pdf)		Housing Support team, 305 Hornsey Road
Housing Support Bulletin	Newsletter about Housing Support services.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HousingSupport.pdf)		Housing Support team, 305 Hornsey Road

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Independent Advice Project	Information about independent advice service.		Hardcopy; Website http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet-IndependentAdviceProjectFinalVersionApr08.pdf and http://www.homesforislington.org.uk/Your%20Tenancy/Tenancy%20Services/Independent%20Advice%20Project%20at%20local%20area%20housing%20offices/index.asp		service.development@homesforislington.org.uk
Islington's Energy Advice Centre	Details of the information that can be provided at the Energy Advice Centre.		Hardcopy; Website http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/EnergyAdviceCentreAugust2010.pdf		service.development@homesforislington.org.uk

Document Title	Description	Exclusions	Formats Available	Cost (if applicable)	Contact
Keeping Warm this Winter	Advice for keeping warm.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/KeepingWarmthiswinterAugust2010.pdf)		service.development@homesforislington.org.uk
Leaseholders' guide to major works	Guidance for leaseholders around major works affecting their property		Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Major%20works/Leaseholder%20information%20about%20major%20works/LeaseholdersguidetomajorworksinterimwebversionJan10.pdf)		HomeOwnership@homesforislington.org.uk
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)/BI%20FAQs.pdf)		HomeOwnership@homesforislington.org.uk

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Leaseholders' Guide to the Framework Contract	Details of the major works contracts for leaseholders.		Hardcopy; Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Major%20works/Leaseholder%20information%20about%20major%20works/HFI_LeaseholdersFramework.pdf)		HomeOwnership@homesforislington.org.uk
Leaseholders' handbook	Guidance for new leaseholders		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HFILeaseholdersHandbook2008.pdf)		HomeOwnership@homesforislington.org.uk
Leasehold management	General information for leaseholders		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWLeaseMan.pdf)		HomeOwnership@homesforislington.org.uk
Just rewards	Details about HFI's reward schemes for tenants.		Hardcopy; Website (http://www.homesforislington.org.uk/Your%20Tenancy/Just%20rewards/index.asp)		service.development@homesforislington.org.uk

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Lifts	Details about lift maintenance.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWLifts.pdf)		Planned Maintenance, Highbury House
Mobility in Islington	Mobility information for the elderly and physically impaired		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet%20-%20mobilityinIslingtonMay2008.pdf)		service.development@homesforislington.org.uk
Mobility vehicles	Information on accessing and storing mobility vehicles		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Factsheet%20-%20mobilityvehiclesMay2008.pdf)		service.development@homesforislington.org.uk
External storage of mobility vehicles	Information on storage of mobility vehicles		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/FactSheet%20-%20GuidanceonexternalstorageequipmentJuly2008.pdf)		service.development@homesforislington.org.uk

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Just rewards – moving home	Information about reward available when moving home		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/MovingOut-JustRewards-July2008.pdf)		service.development@homesforislington.org.uk
Parking on estates	Details about the estate parking service.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEW_EstateParking.pdf)		estate.parking.section@homesforislington.org.uk
Paying your rent	Information about rent payments and how to pay		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEW_HFI_PayingRent.pdf)		service.development@homesforislington.org.uk
Rent increases 2010	Details about the current year's rent increases.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/RentIncrease-IS338-FINAL2010.pdf)		Area Housing Offices

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Pay your rent by direct debit	How to pay by direct debit		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/DirectDebitRent-Sept2008.pdf)		service.development@homesforislington.org.uk
Repairs	Information about HFI's repairs service		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/HFIRepairsDec08.pdf)		Property Services, Highbury House
Right to Buy – Your guide	Information about the Right To Buy		Hardcopy; Website (http://www.homesforislington.org.uk/Your%20Tenancy/Buying%20your%20home/Your%20right%20to%20buy%20-%20Your%20questions%20and%20how%20to%20get%20answers/RighttoBuy-YourGuideA5BookletAMENDED.pdf)		HomeOwnership@homesforislington.org.uk

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Services Charges Estimate 2010	Information about the current year's service charge calculations.		Hardcopy; Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Charges/Your%202009-2010%20estimated%20invoice%20booklet/Estimated%20booklet%202009%2010.pdf)		HomeOwnership@homesforislington.org.uk
Service Promise	Details about the service standards that residents can expect from HFI.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEWServicePromise.pdf)		service.development@homesforislington.org.uk
Subletting your property	Information for leaseholders on letting out their property.		Website (http://www.homesforislington.org.uk/Leasholders%20And%20Right%20To%20Buy/Subletting%20your%20home/How%20to%20sublet%20your%20home/Sublet%20Factsheet%20Dec%202008.pdf)		HomeOwnership@homesforislington.org.uk

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Succession of tenancy factsheet	Information for tenants on succession		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/SuccessionFactsheetFeb10.pdf)		service.development@homesforislington.org.uk
Temporary accommodation	Leaflet about temporary accommodation and the standards you can expect.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/NEW_HFI_TempAccom.pdf)		Reception Centres And LBI Housing Aid Centre
Tenants' Information Pack	General information for tenants about the services offered by HFI.		Hardcopy; 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.		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/windowrenewal.pdf)		HomeOwnership@homesforislington.org.uk

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Witness Service – Mediation	A guide to mediation for residents' disputes		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/IS277HFIWitnessserviceMediationLeafletOct10.pdf)		service.development@homesforislington.org.uk
Witness Service	Information about the witness service available to HFI residents		Hardcopy; Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/132IS_HFI_WitnessService_A5_8pp_v3.pdf)		service.development@homesforislington.org.uk
Service Charges – 2009/10 estimated invoice	Information about leaseholders' 2009/10 service charges		Hardcopy; Website (http://www.homesforislington.org.uk/Rent%20And%20Service%20Charges/Your%20service%20charges/Your2009-10estimatedInvoicebooklet.pdf)		HomeOwnership@homesforislington.org.uk

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Your new home	Information about the standard that can be expected when moving into an HFI-managed home		Website (http://www.homesforislington.org.uk/Publications%20And%20Policy/Leaflets/Yournewhome-thestandardyoucanexpectSept09.pdf)		service.development@homesforislington.org.uk