

NOTICE OF MEETING

HOUSING, PLANNING AND DEVELOPMENT SCRUTINY PANEL

Tuesday, 1st November, 2022, 6.30 pm - Woodside Room - George Meehan House, 294 High Road, N22 8JZ (watch the live meeting [here](#), watch the recording [here](#))

Councillors: Dawn Barnes, Mark Blake, Jolly Harrison-Mullane, Tammy Hymas, Khaled Moyeed, Matt White (Chair) and Charles Adje

Co-optees/Non-Voting Members:

Quorum: 3

1. FILMING AT MEETINGS

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on.

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The chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual or may lead to the breach of a legal obligation by the Council.

2. APOLOGIES FOR ABSENCE

3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business (late items will be considered under the agenda item where they appear. New items will be dealt with as noted below).

4. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

To consider any requests received in accordance with Part 4, Section B, Paragraph 29 of the Council's Constitution.

6. MINUTES (PAGES 1 - 8)

To approve the minutes of the previous meeting.

7. UPDATE ON THE INSOURCING OF ALMO (PAGES 9 - 12)

8. TEMPORARY ACCOMMODATION STANDARDS AND COMPLIANCE (PAGES 13 - 94)

9. HARINGEY COMMUNITY BENEFIT SOCIETY (PAGES 95 - 98)

10. AIDS AND ADAPTATION (PAGES 99 - 104)

11. WORK PROGRAMME UPDATE (PAGES 105 - 114)

12. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 3 above.

13. DATES OF FUTURE MEETINGS

12th December 2022
27 February 2023

Philip Slawther
Principal Scrutiny Officer
Tel – 020 8489 2957
Fax – 020 8881 5218
Email: philip.slawther2@haringey.gov.uk

Fiona Alderman
Head of Legal & Governance (Monitoring Officer)
George Meehan House, 294 High Road, Wood Green, N22 8JZ

Monday, 24 October 2022

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MINUTES OF MEETING Housing, Planning and Development Scrutiny Panel HELD ON Thursday, 29th September, 2022, 18:30

PRESENT:

Councillors: Dawn Barnes, Mark Blake, Tammy Hymas, Khaled Moyeed, Matt White (Chair) and Charles Adje

ALSO ATTENDING:

61. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

62. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Harrison-Mullane.

Apologies for lateness were received from Cllr Moyeed.

63. URGENT BUSINESS

There were no items of Urgent Business.

64. DECLARATIONS OF INTEREST

There were no declarations of interest.

65. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

66. MINUTES

RESOLVED

That the minutes of the meeting on 28 June were agreed as a correct record.

67. UPDATE ON THE COUNCIL'S HOUSING DELIVERY PROGRAMME

The Panel received a report which provided an update on the Council's Housing Delivery Programme. The report was introduced by Robbie Erbmman, AD for Housing,

as set out in the agenda pack at pages 11-26. Cllr Ruth Gordon, the Cabinet Member for Council House-building, Placemaking and Development was also present for this agenda item. The following arose during the discussion of this item:

- a. The Panel noted that to date, 1503 homes had received planning permission, with 1444 homes started on site. In response to a clarification, the Panel was advised that these two figures did not necessarily directly correlate. Some of the homes that had started on site, had not received planning permission yet and vice-versa. It was not the case that 2947 homes had either received planning permission or started on site.
- b. The Cabinet Member set out that Haringey was doing well in comparison to other boroughs, lots of councils were building homes but not at the scale that Haringey was and not with the focus on homes at social rent that Haringey was. The Cabinet Member suggested that she was also proud of the quality of the housing that was being built, with the use of Passive Haus design techniques were possible and accompanying public realm improvements to compliment new developments. This would improve areas for existing residents as well as those in the new developments.
- c. The Cabinet Member highlighted the impact of the current financial situation on borrowing costs and that this would inevitably increase the financial risk associated to the programme. The Cabinet Member advised that she would update the Panel with further information once the situation and possible impact was made clearer.
- d. The Panel sought clarification about whether the Ashley Road development was included in both of the figures referenced above in paragraph a. In response, officers advised that the site had recently received planning permission as so would be included in both. Officers agreed to come back with further information about the relationship between the figures of homes started on site and those with planning permission and the degree of overlap in these figures. **(Action: Robbie Erbmann).**
- e. In relation to a clarification, officers confirmed that 35% of new homes would be 3 beds and 10% would be four bed or more and that these figures were independent of each other, so that 45% would be 3 bed or more.
- f. In response to a question, the officers advised that the BCIS index was a measure of indices used to determine inflation within the building industry.
- g. The Panel raised concerns about financial risk associated with the homes for private sale and the fact that mortgage rates were going up.
- h. The Panel sought assurances about what was being done about re-provisioning businesses in Wood Green, where the site was being developed for new homes. In response the Cabinet Member advised that the Council was exploring how best to support these businesses stay within their local areas and that Cumberland Road was being developed as a site that could be used by small businesses. Officers acknowledged the need to balance housing needs with demand for businesses in the area. Officers agreed to provide a written response on what was being done to support businesses on the site of the chocolate factory. **(Action: Robbie Erbmann).**
- i. The Panel commented that the target for building homes with 3 beds or more was 50% and sought clarification on whether there was consideration of a target for four and five bedroom homes. In response, the Cabinet Member advised that it was the case for most Council's that the biggest demand was for three or four bedroom homes. The key point was around viability on bigger

homes and the fact that the Council was not able to charge higher rents, commensurate with the higher building costs incurred for three or four bedroom homes. Therefore, these generated a loss. The HRA needed to have a balanced budget, so there was a limit to the number of loss generating homes that could be subsidised by rental income and other means such as private sales. In general, it was advised that 1 bedroom homes made a profit, two bed homes broke even and the anything at 3 bedrooms or above generated a loss. The number of three or four bedroom homes that were feasible needed to be considered at a programme level.

- j. The Panel were advised that part of the solution was to release existing stock with three or four bedrooms that may no longer be needed and that the Council was making downsizing possible for residents through the Neighbourhood Moves scheme. Cllr Carlin advised the Panel, that the Council was also looking at converting street properties as well as adding additional bedrooms to empty (void) properties.
- k. In light of two developers in the borough having gone into administration, the Panel sought reassurances about the economic risk of further developers going into administration and the impact this would have on the Housing Delivery Plan. In response, officers advised that the only development agreements in the borough were held with Lendlease and Argent, both of which were historical. Other developments were done through contracts and an open tender process, part of which involved conducting thorough due diligence on those organisations. Officers advised that the two firms that had gone into administration were sub-contractors and that no major contractors had gone into administration yet. Officers would continue to monitor this situation closely.
- l. Officers acknowledged that it was a very challenging market but that the Housing team were monitoring this closely and were doing all they could to mitigate the financial risk involved, such as using fixed price contracts where possible. Officers advised that the costs of steel had risen by 80% and that this had had a significant effect on construction costs.
- m. The Panel sought clarification about street properties, in response, the panel was advised that they would be leasehold, and the Council would retain the freehold.
- n. In relation to developing properties for sale as part of cross-subsidy, the Panel sought clarification about what calculations were being done that this was better than building council homes that were not at social rent. In response, the Cabinet Member advised that she was pushing for as many houses at social rent as possible and that the number of properties for sale would be kept down to a minimum. It was suggested that this had been the policy of the Council for a number of years. The Cabinet Member elaborated that the current policy was for cross-subsidy through sales rather than other options, but that she was not opposed to looking at this again. The Cabinet Member highlighted concerns about the possible impact of future funding cuts from central government. Officers advised that private sales still offered the best cross-subsidy return at the present time.
- o. In response to an alleged comment from the Cabinet Member for Finance around seeking new business models for schemes, The Panel was advised that Cllr Williams was referring specifically to capital projects in the General Fund rather than HRA. In terms of the HRA, rental incomes had to cover the

entirety of the cost of repairs to housing stock and could not be subsidised by the General Fund.

- p. In response to a question, the Cabinet Member advised that there was no political appetite for joint ventures with private companies in future and that she did not envisage that this would happen.
- q. In relation to concerns about a private company being used to sell homes for private sale, the Cabinet Member confirmed that the sale pipeline tended to come in blocks and that it was financially better for the Council to use an agency rather than employ its own staff at present. It was clarified that the budgetary provision for this service was a budget envelope and that the Council only paid out based on a commissioned rate for every property sold. In relation to a follow-up question, the Cabinet Member did not rule out insourcing this service in future but had no timescales for when this might be.
- r. In relation to the Community Benefits Society, officers advised that Temporary Accommodation properties were being purchased through this organisation and that they would revert back to the Council's HRA after seven years. Officers advised that the HCBS was on track to purchase 60 homes this year, which would be around 300 homes in total, which was considered a good return given that it was from a standing start.

RESOLVED

That the report on the Housing Delivery Programme was noted.

68. USE OF THE PRIVATE RENTED SECTOR TO MEET HOUSING NEED

The Panel received a report which informed members about the changes to housing legislation which support the Council's use of the private rented sector as a housing option for households who were facing homelessness or living in temporary accommodation. The paper set out the legislative context and provided details on the Council's approach to sourcing private sector lets to meet housing need. The report was introduced by Denise Gandy, Assistant Director of Housing Demand as set out in the agenda pack at pages 27 to 35. Cllr Carlin, the Cabinet Member for Housing Services, Private Renters and Planning was also present. The following arose during the discussion of this item:

- a. The Chair raised concerns that what was called temporary accommodation was often much longer term than a placement in the private rented sector and that if that person/s were then made homeless then the fact that they were placed in the private sector may prevent them from getting help from the Council in the future. General concern was also raised about putting vulnerable people into a poorly regulated marketplace. The Panel queried whether length of tenancy was considered when making an offer to place someone in the private sector, particularly given that the average stay in temporary accommodation was nine years and no private sector tenancy lasted that long. In response, the Cabinet Member advised that in an ideal world, the Council would not place anyone in the private rented sector, but the problem was a shortage of housing stock and there was 2600 families living in temporary accommodation. Because Haringey

- had less housing stock than some other boroughs, it just did not have the social housing stock to offer to those in Temporary Accommodation. The Right to Buy scheme exacerbated this problem further.
- b. The Cabinet Member also cautioned that the Council's housing grant was not secure and the government could theoretically take this away. The Council could not afford to keep everyone in temporary accommodation indefinitely. Without using the private rented sector, the Council would have to make very difficult decisions at the front end of the process, which would likely be to turn away every TA application from people without children, regardless of their circumstances. The Panel noted that the average cost to the Council when a family accessed or remained in temporary accommodation was £4425 per year, whereas the incentive payment through sourcing schemes was £3853.
 - c. The Panel questioned what incentives there were to prevent landlords evicting those placed by the Council and whether there was a minimum term for such a tenancy. In response, the Cabinet Member advised that the minimum in legislation was two years. The Cabinet Member set out that the person or family in question would have a needs assessment carried out which would last for two years, if the tenancy broke down within two years the Council had a responsibility to pick up and use the existing needs assessment. After two years, a new needs assessment would be carried out, and this could conceivably be adversely affected by their being housed in the private rented sector.
 - d. The Panel raised concerns about the cost of private sector rented accommodation, market conditions effecting the supply of properties in the private sector, and the fact that a private sector tenancy was unaffordable to most people in temporary accommodation. In response, the Cabinet Member, reiterated that there were 2600 families in temporary accommodation, and advised that around 500 of those had been on the list before the Localism Act, which meant that they were entitled to social housing. Those who applied for temporary accommodation after the Localism Act came into force, would likely be placed in the private rented sector. The Cabinet Member advised that an assessment was carried out on a family by family basis, which included an assessment around affordability. The Cabinet Member acknowledged that families who were affected by the benefit cap would not be able to afford the private rented sector.
 - e. The Panel queried whether any discussions had taken place with the relevant Shadow Cabinet Minister to set out the issues in this area and to develop a national policy position for a future Labour government. The Cabinet Member advised that she had spoken to other lead members across London and the position that Haringey was in was not unique, however it was also the case that Haringey had always been a borough with more difficult circumstances vis-a-vis housing and homelessness, due to a relative shortage of social housing stock. The Cabinet Member also set out that, going forwards, getting rid of no fault evictions and the introduction of some form of rent controls would improve the situation significantly.
 - f. In relation to a question about Local Housing Allowance (LHA), the Panel was advised that this was a way of working out Housing Benefit for those in private sector accommodation the rate was based on the cost of private rents in that

local area and that it was not necessarily the case that residents in inner London boroughs received more. The Cabinet Member acknowledged concerns that HLA effectively subsidised private landlords, but also emphasised the fact that Haringey need private sector landlords to help it meet its duties to house people. The Cabinet Member noted that the Council needed good private sector landlords for the local housing market to work. Especially as 40% of Haringey residents rented in the private sector.

- g. In response to a question, the Cabinet Member advised that LBH had traditionally had a strong relationship with housing associations and it was clarified that the Council had 100% nomination rights for new build housing association stock and 75% nomination rights for reallocated stock.

RESOLVED

That the report was noted.

69. WARDS CORNER UPDATE

The Panel received a report which provided an update on Wards Corner, in response to a request from the Panel for assurances on the Council's approach to ensuring the right scheme and assurances about the viability position. The report was introduced by Cllr Ruth Gordon, Cabinet Member for Council Housebuilding, Placemaking and Development as set out in the agenda pack at pages 35 to 38. Peter O'Brien, the AD Regeneration and Economic Development was also present for this item. The following arose during the discussion of this item:

- a. The Panel noted that the Wards Corner acquisitions was agreed by Cabinet in July 2022, which involved the acquisition of 43 third party properties and land interests within the Wards Corner site. This included 36 owned by Grainger and six held by private third party owners, as well as one parcel of land owned by TfL.
- b. The Cabinet Member set out that TfL had advised that health and safety works were progressing and that she was looking forward to TfL announcing the Chair of the new joint partnership board. As far as the Council was concerned, the next steps were carrying through with the acquisitions that had been announced and then developing the site on the back of this. The Cabinet Member advised that the key task was to get the temporary market up and running and to get traders back on site. The Council was seeking to work closely with the local community in order to achieve this.
- c. The Panel sought clarification about how the Council would be able to deliver on the aspirations of the Community Plan if the Community Plan bid to operate the market was not successful. In response, the Cabinet Member advised that the Council had made it clear that it supported the aspirations of the Community Plan and that it was hopeful that they would submit a strong bid. The Cabinet Member set out that the ideal solution was that that all parties came together and submitted a joint bid. The Cabinet Member welcomed the commitment from TfL that the site would be leased on the basis of it being a community asset, rather than a commercial lease.
- d. In response to a question about a council representative on the partnership board, the Cabinet Member advised that she had asked for this but that no final

decisions had been made. It was cautioned that the Council would have to recuse itself from the award of the lease. In response to whether it would be an officer or a Member on the partnership board, the Cabinet Member advised that she had not had this discussion with TfL yet and that she would need to see the terms of reference for the board.

- e. The Panel welcomed the report setting out that the Health and Safety works were the responsibility of TfL, as it was their site and promulgated the need for continued emphasis of this to the wider community. The Cabinet Member set out that the Council would be seeking to engage with local business owners in Seven Sisters and would work to ensure that they were involved in the process going forwards.
- f. The Panel sought clarification around whether the Council portion of the site would be Council owned or whether it was envisaged that there would be a partnership with developers, for example. In response, the Cabinet Member advised that she had no plans to work with developers and that she expected the site to be developed as had been done with other similar sites in the borough. The Panel noted that each site had its own viability to meet. The Council was currently at the stage of purchasing leases and the Cabinet Member had not got to the stage of working out the granular detail yet. It was envisaged that the site would be a mixed site of residential and commercial units, possibly with some workspaces included as well.

RESOLVED

Noted

70. WORK PROGRAMME UPDATE

The Panel noted that the feedback from the Scrutiny Café Event would be presented to Overview and Scrutiny Committee on 13th October, along with an outline work plan and that the work plan would be circulated to them for approval before the next meeting of the Panel.

71. NEW ITEMS OF URGENT BUSINESS

None

72. DATES OF FUTURE MEETINGS

1st November 2022
12th December 2022
27th February 2023

CHAIR: Councillor Matt White

Signed by Chair

Date

Report for: **Housing & Regeneration Scrutiny Panel -1 November 2022**

Title: **Update on the Insourcing of ALMO**

Report

Authorised by: **David Joyce, Director of Housing, Regeneration and Planning**

Lead Officer: **Tasleem Hamid, PH Programme Manager**

Ward(s) affected: **All**

Report for Key/

Non Key Decision: **Non-key**

1. Describe the issue under consideration

- 1.1. This report gives an update on the progress of the insourcing of the council ALMO service – previously known as Homes for Haringey.

2. Recommendations

- 2.1. Housing & Regeneration Scrutiny is recommended to note this report.

3. Update on the Insourcing Programme

- 3.1 In July 2021, the Cabinet approved commencement of an 8-week consultation period on the proposal to insource Homes for Haringey services and staff. In December 2021, the Cabinet noted the results of the resident consultation and approved the go ahead of insourcing during 2022.
- 3.2 Detailed work was undertaken to implement the insourcing of HfH staff and services, with a target date of 1st June 2022 for the transfer to take place. Outlined below are the main strands of activity prior to the transfer date:
- Formal consultation with senior managers on structure proposals.
 - Briefings for all staff in both HfH and the Council
 - Formal notice to terminate the HfH Management Agreement Termination Agreement drafted to ensure transfer of assets and liabilities
 - Co-design of future resident engagement arrangements Service integration plans in place for key service areas
 - Internal and external communications planning including branding IT transition projects including internet, intranet and email accounts Formal TUPE consultation with HfH staff Resident communication about imminent new service arrangements
-
- Formal consultation with senior managers on structure proposals Briefings for all staff in both HfH and the Council Formal notice to terminate the HfH Management Agreement Termination
 - Agreement drafted to ensure transfer of assets and liabilities

- Co-design of future resident engagement arrangements Service integration plans in place for key service areas
- Internal and external communications planning including branding IT transition projects including internet, intranet and email accounts Formal TUPE consultation with HfH staff Resident communication about imminent new service arrangements
- Reviews to integrate service delivery across housing services Consult residents and co-produce future engagement arrangements
- An EqlA was undertaken.

3.3 The transfer of staff was completed successfully on the 1st of June 2022 with 740 employees transferred to the council. Attached (at Appendix 1) are the structure charts for Placemaking and Housing, and Adults and Communities which show the new senior structures agreed.

3.4 Since the transfer, further work has been undertaken including:

- A series of Lets Talk staff session were arranged hosted by the Director of Placemaking & Housing, Director of Adults and Communities and the Director of Customer, Transformation and Resources with support from HR.
- As part of the staff inductions, staff equalities networks were promoted to ensure a positive transition for staff with protected characteristics.
- “meet and greet” sessions – directors and the Cabinet member conducted a walkabouts of the staff offices to meet staff;
- Director “Roadshows” have taken place – both in person and virtual. An informal discussion session where staff are invited to ask questions.
- A further paper was taken to Cabinet on 19 July 2022 outlining proposals for resident engagement.

3.5 In general, the staff both already in the council and the staff being transferred have welcomed the changes. The general feeling is that the this will allow closer working and more synergy in delivering services. There are obviously some issues with the consolidation and streamlining of policies and working practices, but staff are working well together to resolve any concerns.

3.6 Since the transfer, we have now successfully recruited to the Post of Operational Director of Housing Services and Building Safety. The postholder will now actively take forward the further review of services and focus on the next stage of integration.

4. Next Steps

4.1 Now the services have transferred into the council, the next stage of the process will involve reviewing staff structures and revising policies and procedures to help reshape service delivery to achieve the improvements as outlined previously to cabinet. These are being led by the Assistant Directors of the services and will follow the Council’s relevant process in terms of staff and member engagement.

4.2 The Director of P&H and the ADS have been working closely alongside a specialist advisor to create an improvement plan, identifying specific issues within the service and how to work towards resolving this. A high level outline was recently shared with

Cabinet members, and will be further developed to create an action plan, once finalised will be shared further.

5. Contribution to strategic outcomes

- 5.1 The confirmed continued improvements and reviews contributes to Priority 1 of the Borough Plan, in particular outcome 3 'We will work together to drive up the quality of housing for everyone.

6.0 Statutory Comments

6.1 Finance

As this is an update report, there are no financial implications arising.

6.2 Legal

As this is an update report, there are no financial implications arising.

6.3 Procurement

Strategic Procurement notes the contents of this report and confirms there are no procurement implications

6.4 Equalities

Equalities notes contents of this report, and the inclusive approach taken

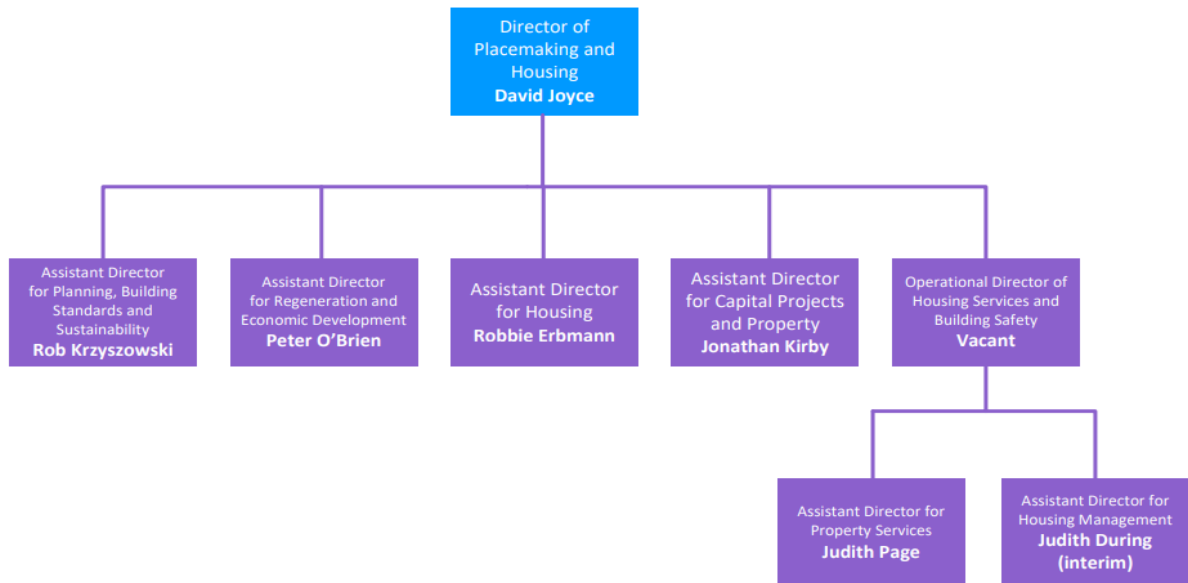
7.0 Use of appendices: Appendix 1

[Cabinet report 19 July 2022](#)

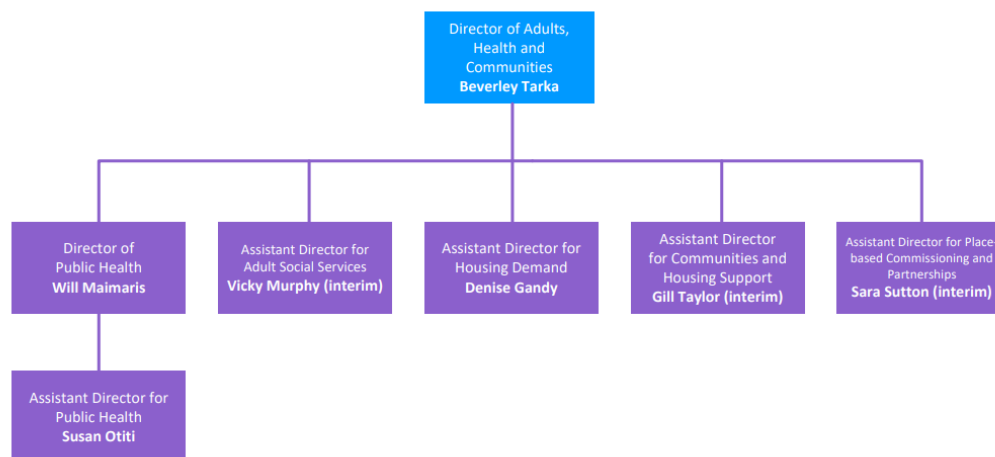
8.0 Local Government (Access to Information) Act 1985: Not applicable

APPENDIX1

Placemaking and Housing



Adults, Health and Communities



Report for: Housing and Regeneration Scrutiny Panel – 1st November 2022

Title: Temporary Accommodation (TA) Standards and Compliance

Report authorised by: Beverley Tarka – Director Adults Health and Communities.

Lead Officer: Denise Gandy – Assistant Director of Housing Demand

Ward(s) affected: All

**Report for Key/
Non Key Decision:** For information

1. Describe the issue under consideration

- 1.1 The Housing and Regeneration Scrutiny Panel has requested a briefing paper on the standards and quality of temporary accommodation, and how the Council works with and seeks compliance from external temporary accommodation providers.

2. Cabinet Member Introduction

- 2.1 N/A

3. Recommendations

- 3.1 The Scrutiny Panel is asked to note the contents of this paper.

4. Reasons for Decision

- 4.1 N/A

5 Background

5.1 Temporary accommodation portfolio

- 5.1.1 The Temporary Accommodation portfolio includes a variety of schemes. Each scheme has its own set of terms and conditions that specifies who is responsible for compliance, repairs, management and maintenance.

- 5.1.2 At the end of September 2022, the number of occupied temporary accommodation units was:

Type	No
Nightly Purchased Annexes	1,344
Private Sector Leased (LBH)	568
Private Sector Leased (HFH)	145
Council stock S193	235
Council stock Hostels	95
Council stock Lodges	81
Registered Social Landlord Leased	77
Commercial Hotels	17
Total	2,562

5.2 Nightly Purchased Annexes (NPAs)

- 5.2.1 These are self-contained emergency accommodation. They are used for overnight accommodation or for a longer period. The managing agent is responsible for all aspects relating to the management and maintenance of the property.
- 5.2.2 All NPAs are procured via the Council's bespoke *adam* Housing dynamic purchasing system. This system provides a partnering platform between accommodation providers and the Council to procure and manage compliant temporary accommodation.
- 5.2.3 Adam Housing generates statutory compliance reports on demand, which are monitored locally on a weekly basis. An overview is also discussed in monthly contract monitoring meetings with the platform contractor to resolve any outstanding issues.
- 5.2.4 100% of all newly acquired NPAs in borough are inspected and now that Covid restrictions have been lifted, we are working towards an inspection rate of 100% of out of borough properties being inspected within one month to confirm properties are as represented on the procurement portal and to the required standard.
- 5.2.5 Officers meet with each supplier quarterly to discuss performance and any issues relating to the supply and management of their temporary accommodation.

Reporting a Repair

- 5.2.6 Licensees (tenants) report any repair issues in the first instance to the supplier. If there is no resolution, the matter is then escalated to the Housing Supply team who then work with the Council's Private Sector Community Safety and Enforcement Team if the supplier remains non compliant. If the problems are not resolved in a timely manner then a request is made to the Rehousing and Lettings team for alternative housing.
- 5.2.7 The standards, which apply to these properties, are set out in Appendix 1.

- 5.2.8 Since April 2022, property compliance has been consistently at 99%. A detailed breakdown is below:

Document Type	Running Compliance					
	Mar-22	Apr-22	May-22	June-22	July-22	August-22
Electrical Safety Certificate	99.4%	99.5%	99.2%	99.7%	99.70%	99.9%
Energy Performance Certificate	99.8%	99.4%	99.8%	99.9%	99.90%	99.9%
Fire Risk Assessment	96.2%	98.9%	98.1%	97.6%	97.30%	98.16%
Gas Safety Certificate	98.0%	98.9%	98.8%	100%	98.60%	99.52%
Overall	98%	99.5%	99%	99.3%	98.88%	99.37%

Setting the Standard

- 5.2.9 Setting the Standard (STS) is a Pan London programme to ensure that Bed and Breakfasts and studio flats used by Local Authorities for nightly paid accommodation meet a decent level of quality and management standards.
- 5.2.10 The overall aims of Setting the Standard (STS) initiative are to:
- Ensure the suitability of properties for vulnerable people placed in higher-risk TA.
 - Enable boroughs to place households in nightly paid TA with confidence, particularly when placing them across borough boundaries within London.
 - Ensure efficiencies in inspections and enforcement action by avoiding multiple inspections by representatives from different boroughs; and
 - Deliver a common minimum inspection standard.

5.3 Private sector leased accommodation

- 5.3.1 These are self contained temporary accommodation properties leased from private landlords for two, three years or five years. The Council or Homes for Haringey are responsible for the internal repairs during the lease while the landlord or managing agent would be responsible for the external and structural repairs. All properties are subject to meeting our minimum property standards (see Appendix 2).
- 5.3.2 Landlords can choose between arranging their own gas servicing contract, which includes the annual Landlord Gas Safety Record (LGSR), or enter into an arrangement for the Council to manage this provision by the Housing Service Building Safety Department.
- 5.3.3 Throughout the term of the lease, Gas Safety is monitored for annual compliance and certification is renewed through either the Council's or the landlord's contractors. If the Council's Gas contractor service is used for repairs

or maintenance, Landlords are recharged. Electrical Safety certificates are also monitored. These are valid for up to 5 years and are updated at contract renewal or earlier if additional works are required during the term of the lease.

- 5.3.4 According to the most recent compliance data (September 2022), all occupied properties are 100% gas safety compliant. Additionally, 11 outstanding certificates for void properties are required, and they they be compliant before the property has been identified as being ready for letting.

Reporting a Repair

- 5.3.5 Tenants report a repair issue to Haringey Customer Services who, in accordance with the terms of the Private Sector Leasing Agreement and Standards, identify whether the owner or the Council is responsible. Any repairs (for example, structural) outside the scope of the Council's contractual obligations are referred to the Housing Supply team to resolve with the landlord.
- 5.3.6 Housing Supply Officers conduct annual occupancy checks and property inspections to address any tenancy issues, offer support to vulnerable households and families, and help to address an unreported or unresolved repairs.

5.4 Council stock – S.193s, Hostels and Lodges

- 5.4.1 There are 3 additional types of temporary accommodation. These units are owned by the Council. The properties are inspected and re-let in line with the Council's lettable standards, following any voids works (see appendix 3). Repairs are managed by Haringey Repairs Service, and reported by customers using the Customer Contact Centre.
- 5.4.2 Section 193s are existing residential estate or dispersed properties used as temporary accommodation. These are managed by the Council's Tenancy Management Service.
- 5.4.3 Hostels are schemes based Council stock and managed by the Temporary Accommodation Housing Management service. As with Private Sector Leased properties, Officers visit periodically to check welfare and any other issues. Gas compliance for hostels in September was at 100%.
- 5.4.4 Lodges have a dedicated team directly reporting any repairs and overseeing both management and Health and Safety on site,. The Council's Fire Safety Co-ordinator oversees the annual inspections and meets monthly at the Fire Safety Action meeting to monitor and progress any outstanding actions.

6 APPENDICES

Appendix 1 – London Borough of Haringey/Homes for Haringey -
SPECIFICATION FOR THE PROVISION OF NIGHTLY PAID
ACCOMMODATION

Appendix 2 – Private Sector Leased Minimum Property standards

Appendix 3 – Lettable Standards

7 LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
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London Borough of Haringey/Homes for Haringey

SPECIFICATION FOR THE PROVISION OF NIGHTLY PAID ACCOMMODATION

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1.0 Introduction and Definitions

- 1.1 This schedule sets out the Specification for the provision of Overnight Accommodation to the Council.
- 1.2 This Specification forms Schedule 6 of the Agreement between the Council and the Supplier.
- 1.3 The terms Supplier and Service User shall have the same meaning as that defined in the Supplier Agreement, can be found supplier agreement on the demand site <https://demand.sproc.net/>
- 1.4 The Authorised Officer (AO) and the Supplier's Representative (SR) shall have the same meaning as that defined in the Supplier Agreement.
- 1.5 The Temporary accommodation Service is the Council's team that is responsible for providing alternative housing solutions to homeless Service Users including those Service Users whose homeless applications are being assessed.
- 1.6 **Property** shall mean a unit of Overnight Accommodation, whether or not self contained, offered by the Supplier to the Council.

2.0 Property Standards

- 2.1 Set out at Appendix 1 are the minimum property standards for all Overnight Accommodation (the **Minimum Property Standards**).
- 2.2. All Properties shall meet these standards before they shall be accepted by the AO for use as Overnight Accommodation. If Suppliers are unsure about whether a particular property is suitable for use as Overnight Accommodation, they shall consult the AO before offering the property for use by the Council.
- 2.3 In addition to the above all Overnight Accommodation shall comply fully with planning regulations, building control regulations, furniture safety regulations, asbestos regulations and any other statutory regulations and legislation that are appropriate.

3.0 Property and Other Documentation

3.1 Property file

The Supplier shall keep a Property File (preferably electronic) for each property used by the Council which shall contain all relevant information about that property (the **Property File**). The Property File should include a Document Progress Sheet (Appendix 2) and Checklist as set out at Appendix 3 which shall be a reminder of the documents that shall be required for each Property (the **Document Checklist**). The Supplier shall keep the Document Checklist up to date. Set out on the Property File shall be the details of the beneficial owner or owners of the Property, property/building insurance, and details of the renewal dates for inspections and certificates.

3.2 Gas and Electrical Certificates

Every Property offered shall have a current gas safety certificate and a current electrical safety certificate. The certificates shall be without recommendations for any further work being required.

Both certificates must be signed by an appropriate professional affiliated to the relevant organisation which shall be either Gas Safe or for electrical a government approved company.

Copies of these certificates shall be uploaded to the *adam*Housing.

3.3 Building Regulations Certificate

An appropriate building regulations certificate shall be obtained from the Council for any works that that has been done to the Property. This certificate shall be placed in the Property File and shall be made available on request to the AO.

3.4 Offer of Accommodation Letter

There shall be an Offer of Accommodation Letter for every Service User (the **Offer of Accommodation Letter**).

Copies of all such Letters shall be provided upon request by the AO.

A template copy of the Offer of Accommodation Letter is set out at Appendix 7

4. Provision of Properties by the Supplier

4.1 Property Preparation

Before any Property is offered for use by the Council, the Supplier shall ensure that the Property is fully ready for use. This shall include:

- The Property complying with all the Minimum Property Standards as set out in Appendix 1, together with any additional requirements for that Property as specified by the AO in his absolute discretion;
 - The Property being in good repair with no outstanding repairs being required;
 - The Property being in a clean state throughout;
 - All utilities being in good working order with meters having been charged with sufficient credit;
 - Where required there being a sufficient number of beds to meet the Service User's needs;
 - All appliances being in good working order;
 - Refuse disposal arrangements being in place together with arrangements being made to explain them to the Service User; and
 - A photographic record and or video log (minimum HD) being made and kept of the Property at check in. This record shall be placed on the Property File.
- * The Service User being offered the property shall complete a Service User Satisfaction Form (Appendix 5) following the viewing of the property. This is then to be forwarded to the Lettings Team, who will notify the Temporary Accommodation Allocations Team. This will allow the Supplier to respond to any

immediate concerns raised through the technology and allow the AO to consider whether the property is suitable.

5.0 Procedural Matters

5.1 Property Availability The process of making a property available to the Council will be as set out in the Supplier Entry Guide or as otherwise advised by the Council.

The Council will give Suppliers indicative non contractually binding estimates of the number of Properties required annually in advance. Subject to these indicative estimates, the AO will specify at such time periods as the AO shall from time to time decide the number and other attributes of the Properties that the Council requires either in an Accommodation Supply Request or by telephone. In practice this is likely to mean Suppliers and the AO discussing availability daily by telephone or through www.SProc.Net

5.2 Belongings Left in the Property when vacated

The Supplier shall inform the Service User of the following procedure in the Welcome Pack (see section 5.9 below) and/or prior to a booking being cancelled.

The Supplier shall make a full inventory of and store any belongings of the Service User left in the Property for up to one month. All perishable food shall be disposed of within two days of any vacancy.

If any belongings have still not been collected after the permitted period set out above then the Supplier shall dispose of the belongings with appropriate notice prior to disposal as follows:

- Electrical appliances shall be disposed of as refuse and not reused.
- All other items shall be given to charity or disposed of, to offset the cost of storage.

5.3 Gaining Vacant Possession

Once a booking has been cancelled the Council's involvement with the case shall cease, unless it is reinstated using the procedure set out above. If the Service User concerned fails to vacate the Property, then the Supplier or the Council shall follow the proper legal process to gain possession. Under no circumstances shall the Supplier use any illegal means to evict the Service User. All responsibility for evicting the Service User shall lie entirely with the Supplier unless otherwise agreed with the Council.

5.4 Invoicing

Invoices will only apply if confirmed by the Council. Invoices will not be paid unless they contain all relevant information. This information shall match the details on the purchase order.

Invoices shall be submitted following the end of the month, unless otherwise agreed, to which they relate with the appropriate purchase order number which shall be issued within one week of the following month of the booking.

Invoices shall be sent by email as a PDF document to Housing.Servicesfinanceteam@homesforharingey.org

Payment shall be made 30 days after receipt of the invoice.

All invoices shall contain full details of:

- Who the invoice is to;
- Who the invoice is from (including address and telephone number);
- Invoice number and invoice date;
- Supplier's vendor number;
- Supplier's purchase order number;
- Property address and details (including Property UPRN)
- The Service User's name and housing application/case number;
- The booking period the invoice relates to;
- Start date;
- End date
- Number of days
- Nightly/daily rate;
- VAT amount;
- VAT registration number;
- Company registration number; and
- Total amount of charge for that Property.

A Sample Invoice is set out at Appendix 4.

The Council may move to a different form of invoicing including electronic invoicing or goods receipting through www.SProc.Net during the Agreement and Suppliers shall comply with any such change.

5.5 The Viewing By and Checking Of a Service User into a Property

The following arrangements shall apply:

- Upon receiving a Booking Form from the AO, the Supplier shall make arrangements to either convey the Service User to the Property or to meet the Service User at the Property;
- The Supplier shall at the viewing make the Service User familiar with all necessary aspects of the Property including clear instructions on the fire strategy of the building, the means of escape, alarms and place of safety, appliances, utilities information, the location and operation of cut off switches and the stopcock;

5.6 Service User Information

The Supplier shall provide the Service User with information which will help to make the Service User's stay in the Property a problem free experience for both the Service User and the Supplier.

- Name and address of the Supplier;
- A named contact person, who is a representative of the Supplier, including 24 hour emergency telephone contact numbers;
- Office opening hours;
- Repairs reporting procedure (see section 5.9);
- Repairs priority details (see section 5.9);
- Complaints Procedure details (see section 5.11);
- Fire emergency details;
- Useful local telephone numbers;
- Council telephone number;
- Refuse storage and collection day;
- Details about leaving the Property;
- Details of utility meter charging;
- Instructions on how to operate the heating and hot water system;
- And any additional information the Supplier feels would be useful to the Service User.

5.7 Repairs

Repairs shall be carried out in a timely manner in accordance with the repair procedure and without undue inconvenience to the Service User.

The Service User shall be informed fully of the repairs reporting procedure and repairs priorities in the information provided to them on induction.

Suppliers shall draw up a repairs procedure in accordance with and to comply with this section (the **Repairs Procedure**).

Suppliers are responsible for ensuring that repairs and maintenance to Homes are carried out within the requisite time scales. They shall operate an effective, 24 hours a day, repairs reporting service for Service Users, 365 days a year. Repairs shall be carried out quickly and to a high standard which minimises inconvenience to Service Users. Service Users shall be informed fully about the Repairs Procedure and the timescale for any work scheduled, including an expected completion date.

A Repairs Procedure shall contain the following elements:

It should deal with logging, prioritising and the carrying out of repairs,

The Service User should be aware of the Supplier's repairs reporting procedure and the Supplier's repairs policy, all repairs shall be allocated a reference number which shall be given to the Service User,

Repairs shall be prioritised in accordance with the repairs priority list set out at Appendix 6 (the **Repairs Priority List**),

Service Users shall be told when the repairs will be carried out and if more than one call is required,

Service Users shall be given as full a timetable and explanation as possible,

Service Users shall be informed of any delays and given new appointment times,

Appointments shall be made for all repair calls,

The Supplier shall contact the Service User after the completion of each and every repair to confirm that the work has been completed to the satisfaction of the Service User (Appendix 5). A note of every contact shall be placed on the Service User's file. If the repair has not been completed to the Service User's satisfaction the Supplier shall make appropriate arrangements to do this and/or note on the file where the Supplier does not agree with the Service User's view.

Supplier employees shall carry identification and authorisation from the Supplier. Supplier employees/Suppliers shall never enter the property when a child is home alone without an adult being present (see section 25 Child Protection below).

Repairs shall be classed into 3 categories as follows:

Priority A (Emergency) Repairs:

Priority A Repairs (as defined in the Repairs Priority List) shall be made safe **within 2 hours and completed within 24 hours**.

Procedures shall be put in place by the Supplier to carry out Priority A Repairs that may occur outside normal working hours, on weekends or on public holidays.

If an emergency arises outside normal working hours the Supplier shall ensure that appropriate repairs are carried out in line with health and safety standards.

Priority B Repairs:

Priority B Repairs (as defined in the Repairs Priority List) shall be completed within 5 working days.

Priority C Repairs:

Priority C Repairs (as defined in the **Repairs Priority List**) shall be completed within 28 working days.

The Repairs Priority List is not intended to be exhaustive and should be used as a guide for repairs not listed. In all cases Suppliers shall ensure that a qualified and accredited trades person carries out the work.

Suppliers shall ensure that their Repairs Procedure meets the required time scales set out above. Suppliers shall have appropriate default repair arrangements where landlords fail to meet their repairing obligations. Suppliers shall ensure that works are done within the required timescales set out above, regardless of whether a landlord is co-operating with the repairs process or not.

Repairs caused by Service User damage (i.e. not by normal wear and tear) shall still undertake repairs. If damage by vandals has been reported to the police and there is no evidence to suggest that the damage was caused by the Service User, their family or a visitor to their home, the Supplier shall accept responsibility for the repairs, once they have been given the crime reference number issued by the police.

5.8 Occupant Misbehaviour

Where a complaint is made about a Service User's behaviour or the behaviour of a member of the Service User's household or a visitor to the Service User's property, the Supplier shall follow the process set out below.

Once a complaint has been received, the Supplier shall investigate the circumstances and establish the facts. The investigation shall include an interview with the Service User and, if possible, the complainant. This shall allow both parties an opportunity to discuss the complaint and to offer any explanations for the subject of the complaint. A written record shall be kept of the interview and kept on the Service User's file along with any supporting evidence relating to the complaint.

If the complaint is upheld, the Supplier shall inform the AO in writing who shall decide on the appropriate action to be taken against the Service User.

5.9 Complaints

Suppliers shall have Complaints Procedure that must be made available to Service Users.

A Model Complaints Procedure is set out at Appendix 8.

Complaints Procedures shall provide for:

- The logging of every complaint;
- The acknowledgement of receipt of a complaint in writing together with a copy of the Supplier's Complaints Procedure;
- The intended action by the Supplier;
- The name of the designated person to deal with the complaint on behalf of the Supplier;
- The date for completion, response, or explanation;

- The Council being informed of complaints if they show any persistent pattern of behaviour; and
- Complaints being monitored, analysed and reported periodically to the Council.

The first point of contact for Service Users shall normally be the Supplier, who shall be given a reasonable opportunity to resolve the complaint before the Council becomes involved.

The complaint shall be dealt with in accordance with the approved Complaints Procedure of the Supplier.

If a Service User considers that their complaint has not been dealt with satisfactorily by the Supplier, the Service User may approach the AO. Suppliers shall fully cooperate with any consequent complaints investigation carried out by the Council. If a Service User is awarded compensation as a result of a complaint about a matter that is the responsibility of the Supplier, the Supplier shall reimburse the Council the full cost of the compensation. Suppliers shall be aware that if a Service User is unhappy with the Council's investigation of a complaint they have a subsequent right to appeal to the Local Government Ombudsman. The Supplier shall cooperate fully with any investigation by the Ombudsman.

5.10 Occupancy Check

The Supplier shall ensure that the Property remains occupied by the Service User for the entire duration of the booking.

The Supplier shall carry out at least monthly or as requested by the AO an occupancy check of all self contained property and keep a written record thereof, in a form prescribed by the AO. A Model Inspection and Occupancy Check Form is set out at Appendix 9.

5.11 No Occupation/Unauthorised Occupation

Only individuals whose details are included on the Booking Form or otherwise advised by the AO shall be entitled to be in occupation of the Property.

Any absences from the Property by any member of the Service User for whom the Property is made available, other than in pursuance of daily routine or living shall be recorded and reported to the AO immediately.

Any unauthorised individual found to be residing in the Property shall be asked to leave immediately and the AO informed of any such unauthorised occupation.

The AO will contact the Service User concerned to discuss non-occupation or unauthorised occupation with the Service User.

The AO will give the Service User an appropriate written warning. Persistent breaches may lead to the Council discharging its duty and cancelling the booking.

5.12 Entering A Property Without An Appointment

The following guidelines shall be followed when visiting a Property for any reason such as fire and flooding carrying out emergency repairs, inspecting a Property, or carrying out an occupation check. The Supplier or Service Employee shall:

- Announce arrival by ringing the bell, knocking on the door and giving the Service User reasonable time and opportunity to answer;
- If there is no reply, let themselves in by using the key, opening the door ajar and shouting out their name, the Supplier's name and purpose of the visit before and after entering the Property;
- Check visually that there is no person present and if there is ask permission to continue;
- Fix the inspection notice as set out at Appendix 10 (the **Inspection Notice**) to the front door;
- Leave the front door ajar for the duration of the visit, if safe to do so;
- Leave the Property clean and tidy when finished;
- Leave the Supplier's card stating that a call has been made at the Property in the Service User's absence; and
- Ensure that all doors and windows are closed and locked on departure.

The above procedure is the minimum expected from a Supplier or Service Employee. Respect for the Service User's privacy and belongings shall be paramount during this procedure and in all dealings with the Service User.

It is strongly preferable that for all tasks requiring access to a property a mutually agreed and convenient appointment to both the Supplier and the Service User shall be made.

5.13 Incident Recording/Reporting to the Council

All incidents relating to a Property shall be recorded.

All incidents involving a Service User shall be recorded.

All minor incidents shall be recorded and dealt with by the Supplier.

All serious incidents (or breaches of the Offer of Accommodation Letter) shall be reported to the AO.

Hate Crime Domestic Abuse

Each Supplier shall deal with reports of Hate Crime harassment or domestic abuse (Appendix 11) proactively and as a high priority. All Service Users reporting harassment or domestic abuse shall be interviewed sympathetically, as soon as possible, in order to establish what has happened and to evaluate any danger to the victim. Service Users reporting domestic abuse shall be offered the option of being interviewed by a Service Employee of the same gender. If a Service User has fled abuse, Suppliers shall take great care not to give any information relating to the Service User's current whereabouts to the

alleged perpetrator. If a crime has been committed, victims shall be encouraged to report it to the police and to record the crime reference number. Victims shall also be encouraged to gather as much evidence of the Hate Crime as possible, for example by keeping incident diaries recording the time and date of any occurrences.

If a Supplier considers that a Service User is in danger should they remain at their current address, a transfer shall be considered by the AO as a matter of urgency.

A history of harassment problems may render a Home unfit for the Scheme. In such cases, the Council will advise the Supplier that the Home is no longer suitable and it shall be handed back to the landlord.

5.14 Customer Care

The Supplier shall have a service standards policy, and the Supplier makes available on request. For an example of a policy please refer to the Council's website. <https://www.haringey.gov.uk/housing/housing-strategies-policies-and-plans/housing-service-standards>

6. Safe Guarding

6.1 Child Protection

6.2. Many Service Users have young children in their Service User so it is important that Suppliers carefully consider child protection issues. The purpose of the Child Protection Act 1999 is to enhance the protection of children. Every organisation that comes into contact with children and their families needs to be aware of its role in the protection of children.

6.3.

6.4. Duty to Report Concerns

If a Supplier has concerns for a child's welfare, they shall report them immediately to the Children and Young People's First Response Team and inform the AO that this has been carried out.

However, If you feel a child is in **immediate danger call 999**

Contact The Children and Young People's First Response Service on:

Tel: 020 8489 5492/ 5652 / 5762 / 4582

Emergency out of hours duty team on:

Tel: 020 8489 0000

6.4 Child abuse

Child abuse includes physical abuse, sexual abuse, emotional abuse and neglect. Examples of causes for concern include children under 14 being left at home on their own, children not going to school, children suffering repeated, untreated episodic illnesses or injuries and children who appear dirty, unkempt, under-nourished or unusually timid and

withdrawn. Cause for concern could also be indicated by anti-social or inappropriate behaviour.

6,5 Home Alone

If Service Employees come across a young child left at home on their own, in the course of inspections or repairs works, they shall not attempt to enter the Property. The only exception to this rule would be if the child were in serious danger of harm such as a fire in the Property. The Supplier shall immediately contact the statutory authorities and the police to report the child being at home alone.

Set out at Appendix 12 are the Child Protection Risk Indicators that set out signs that a child may be at risk. Suppliers may also be asked for information to help the statutory authorities in evaluating and investigating a case. Set out at Appendix 12 is a Child Protection Checklist which indicates the type of information that Suppliers may be asked to provide.

Appendices 12 and 13 shall be used by Suppliers to carry out their responsibilities under this section.

6.5 Adult Protection

Refer to Appendix 14

7.0 Dealing with Asbestos

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- Arrange a survey by a licensed asbestos surveyor immediately

THIS IS A BRIEF SUMMARY OF A COMPLEX AREA: SPECIALIST ADVICE IS ESSENTIAL.

Each Council may be able to help with asbestos related queries in the first instance and should be contacted via the AO.

8.0 Working with Challenging Service Users

8.1 Challenging Service Users

Service Users can sometimes be challenging and time consuming to work with. This is understandable given their experience of homelessness and their attempts to be accepted for re-housing by the local authority.

This may leave the Service Users concerned feeling uncertain, frustrated, angry, confused and vulnerable. It is important that the Supplier understands the situation and provides appropriate training for Service Employees to deal with such Service Users. This should help the Supplier to deal appropriately with such Service Users and their problems and reduce the risk of any health and safety issues arising.

8.2 Steps in Dealing with Difficult Situations and Challenging Service Users

The Supplier shall always seek to resolve the situation quickly and satisfactorily with a

minimum of fuss or delay.

8.3.1 Minor Incidents

The following steps should be taken:

- Log all incidents;

- Attempt to resolve the situation at the time of the incident;
- Remind the Service User of the rules of occupation and the Service User's responsibilities (This will have been outlined and presented to the Service User in the Welcome Pack);
- Give a verbal warning where appropriate;
- Repeat incidents should be followed by a written warning to the Service User;

8.3.2 Major Incidents

Major incidents involve cases where the Supplier or Service Employees or other residents are exposed to violence or the threat of violence in carrying out their duties.

The following steps shall be taken by the Supplier:

- Record the incident as quickly and as fully as possible while it is still fresh;
- Inform the AO immediately or as soon as contactable and forward a report of the incident within 24 hours or on the next working day;
- Report serious incidents to the Police;
- Provide appropriate training to Service Employees to enable them to deal with such situations; and
- Do not unilaterally cancel a booking or evict a Service User, contact the AO to agree a suitable course of action.

9.0 Staffing Issues

9.1 Staff criminal record checks

Following recent high profile cases, public and government concern has been raised about the need to vet staffs that have contact with children. Suppliers shall carry out Disclosing and Barring Service (DBS) checks on all Service Employees who may be required to visit Homes. This shall be extended to include any contractors doing repairs to Homes. The results of the check shall be made available to the AO upon request.

The DBS will carry out criminal record checks for individuals, on application, in exchange for a fee. The service will draw on four primary sources of information. They are the Police National Computer (PNC), local police force records and records held by the Department of Health and the Department for Children, Schools and Families.

Further information can be accessed on the DBS website or by telephoning the DBS Information Line on 03000 200 190.
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

9.2 Staff Training

Suppliers shall ensure that their Service Employees are adequately trained to enable them to carry out their duties efficiently. Training shall be delivered by both internal and external organisations as appropriate. Training shall be an integral and ongoing part of the

personal and professional development of the Service Employees, in areas such as housing management.

Suppliers shall keep a record of their training plans and training undertaken by the Service Employees which shall be made available to the AO on request.

The AO shall from time to time identify issues in which the Service Employees who have contact with Service Users placed by the Council shall be properly trained. When this happens the AO shall make relevant information available to Suppliers to enable them to organise training for the Service Employees. The AO reserves the right to organise and provide training for Suppliers and the Service Employees. Attendance at such training shall be mandatory, in the absolute discretion of the AO.

10.0 Performance Reporting and Monitoring

10.1 Quarterly Performance Report

Each Supplier shall submit a Quarterly Performance Report to the Council, in a form prescribed by the AO (the Quarterly Performance Report). Completed reports shall be submitted to the AO at the end of each of the quarters of the financial year (i.e. Quarter 1 April to June, Quarter 2 July to September, Quarter 3 October to December, Quarter 4 January to March). Appendix 15 contains the Model Template For Quarterly Performance Reporting setting out how this information shall be presented. The model template may be changed from time to time by the AO following consultation with the Supplier. In any case of dispute the decision of the AO shall be final.

10.2 Property Profile Audit

Every quarter (or at such other interval as the AO shall decide) the AO shall visit the Supplier's offices to audit a random sample of Homes (the Property Profile Audit). The Supplier shall make available to the AO for the purpose of such an audit all relevant Home files and other documentation in relation to those Homes audited, which shall be chosen at random by the AO and an audit may involve visits to the Homes concerned with or without prior notice to the Supplier.

10.3 Performance Review Meetings

Every quarter (or at such other interval as the AO shall decide) performance review meetings shall be held between the AO and the Supplier (the Performance Review Meetings). The standing agenda items each meeting shall be the Quarterly Performance Report, the Property Profile Audit, Anti-Social behaviour incidents and any performance failure the AO deems to have arisen during the period or which need to be brought forward from previous reviews. Further items shall be added to the agenda at the request of either party.

A Model Performance Review Meeting Agenda is attached at Appendix 16. This may be altered following consultation with the Supplier in the absolute discretion of the AO.

10.4 Performance Failure

The Council will deal with performance failure at the Performance Review Meeting where any matter relevant to the Agreement shall be raised by either party, and/or under the provisions of clauses 14 and 15 of the Agreement.

If the provisions of clause 17 and 18 of the Agreement are invoked at anytime, the parties shall first meet within 10 working days of any dispute notified by one party to the other party (or such shorter period as may be appropriate in the circumstances of the dispute) under the provisions of clause 14 of the Agreement.

If the matter is not resolved to the satisfaction of the AO, it shall then be dealt with under the provisions of clause 18 of the Agreement.

11.0. **Pets**

11.1 **Self Contained Properties**

In general Pets are not allowed unless there is a specific agreement , any decision to give agreement to allow a pet shall be at the AO's absolute discretion.

Service Users are responsible for their pets and are liable for any damage caused by them. If a pet is damaging a Home or creating a nuisance then the Supplier shall interview the Service User and warn them to control their pet. Subsequent incidents may result in possession proceedings on the basis of nuisance (5.10)

12.0 **Utility Costs**

The Service User shall be liable for the payment of water, council tax, and gas and electricity fuel bills. In no circumstance shall the Council be liable for such bills.

Appendix 1 - Minimum Property Standards

1. Introduction

Set out below are the minimum property standards that all Homes shall meet.

The Home is likely to be the main residence for the Service User family placed in it for a considerable period of time and probably for the full duration of the booking so the following standards must be met.

Homes accepted for the Scheme shall not contain any Category 1 hazards under the Housing Health and Safety Rating System as set out in the Housing Act 2004 and associated guidance. Where the Home is a flat, all flats in the building of which it is part shall also conform to the appropriate fire protection standard.

Conversions of houses or other buildings into flats require both planning permission and building control approval. Loft and other conversions require building control approval. Proof of any required permissions and/or approvals including HMO licence shall be provided before a Home can be accepted for the Scheme.

Accommodation above restaurants, fast food outlets or commercial premises where hazardous substances are kept shall not be acceptable for the Scheme. Neither are flats above noisy, late night opening premises such as minicab offices, clubs or pubs acceptable for the Scheme.

Where a standard of repair etc. is specified the Home shall be expected, in normal use, to maintain this standard throughout the period of the Lease.

2. External Property Standards

2.1. Access

All Homes shall have:

- Safe, and easy access with no obstructions,
- Paths and yards (if present) which are reasonably surfaced so as not to present a tripping hazard and which shall be adequately drained so as not to retain standing water,
- Access stairways (if present) which are secure and not unreasonably steep, any stairway or step shall not vary from current building regulation requirements in such a way as to present an unreasonable level of hazard to users,
- Access stairways (if present) which have an adequate and secure handrail

2.2. Communal Areas (where applicable)

All communal areas shall be:

- Clean, tidy, and well maintained,
- Maintained by a responsible landlord or managing agent who shall be identified.

2.3. Roof (where applicable)

All Homes shall have:

- A roof or roofs which are well insulated (a minimum of 200 mm of Rockwool insulation or equivalent where possible), watertight, free from all defects, loose or missing tiles/slates, etc.

2.4. Guttering (where applicable)

All Homes shall have:

- Adequate drainage from roofs,
- Downpipes secured to walls, gutters and downpipes which are free from blockages and in good repair.

2.5. Garden (where applicable)

All gardens shall:

- Be cleared of rubbish and have all vegetation, shrubs and trees cut back,
- Have their walls and fences in good order,
- Have gates (if present) that operate well with gate posts/pillars that are secure,
- Have sheds or ancillary buildings (if present) which are empty, in good repair and safe.

2.6. Rubbish Disposal

All Homes shall have:

- Sufficient bins provided for a normal household's use, depending on the size of the Home, in a clearly defined and easily cleaned bin storage area or adequate refuse storage and disposal facilities.

3. Internal Property Standards

3.1. Doors

Doors shall meet the following standards:

- All external front (main entrance) doors and frames shall be of exterior grade quality and should be reasonably secure from access by burglars. They shall have a 5 lever mortise dead lock with an additional "Yale type" latch, or where purpose made UPVC door has integral door locking mechanism and an internal chain,
- where front entrance doors open to a share space (not an outside space) that constitutes a means of escape there is a requirement for a fire door, burns tested (double side) timber history certificate and an accredited installer certificate.
-
- All other external doors shall have a five lever mortise dead lock with internal bolts,

- All external front doors shall open freely, have a bell or adequate knocker fitted and be clearly numbered,
- All internal doors shall open, close and fasten properly and have their keys removed, bathrooms and toilets should be provided with a courtesy latch that could be forced open by an adult if a child accidentally locks themselves in.
- All doors with large glass panels shall be fitted with safety glass or safety film.

3.2. Staircases (where applicable)

All staircases shall have:

- Gaps between their spindles and gaps between their balustrades which are no more than 100mm,
- All gaps between treads and risers filled in,
- A two way light switch provided in all stairwells/hallways with more than one floor so that the light can be switched off/on from either floor or floors,
- Be free from obstruction and not unreasonably steep,
- A suitable handrail.

All staircases should where possible conform to current building regulations. Any stairway or step should not vary from current building regulation requirements in such a way as to present an unreasonable level of hazard to users.

3.3. Walls and Ceilings

Walls and ceilings shall meet the following standards:

3.3.1. Dampness

- All Homes shall be free from damp, mould, condensation, peeling paper, etc.
- Condensation occurs sometimes in all homes. Condensation problems due to structural features shall not be so pervasive as to constitute a health hazard or be a statutory nuisance,
- If a Home has been accepted for the Scheme, and subsequently found to suffer from significant condensation problems, then the AO in his absolute discretion shall have the right to require the landlord to provide and fit suitable heat recovery/ventilation systems, investigate the cause and appropriate remedy.

3.3.2. Plaster

- All plaster shall be sound and show no movement when examined.

3.3.3. Decoration

- All surfaces shall be painted/papered/or tiled,

- All paint shall be cleaned and free from obvious marking, dirt, etc,
- All wallpapers shall be in good condition and free from defects,
- All woodwork shall be free from rot of any description and painted to a reasonable standard with gloss paint suitable stain or varnish.

3.4. Windows/Glazing

The following requirements shall apply to windows and glazing:

- Louvre windows and centre hung "swing" windows shall be accepted in the absolute discretion of the AO. All "swing" windows shall have a restraining bar,
- Any windows above ground floor level which open shall be fitted with a restrictor mechanism. This mechanism shall limit the windows opening to no more than 150 mm,
- Overlook windows in bathrooms and toilets shall be glazed with obscure glass or treated with plastic film to provide privacy,
- New or replacement glazing installed after April 2002 shall consist of energy saving sealed double-glazing and comply with Building Regulations. To prove compliance it shall have:
 - a) A certificate showing that the work has been carried out by an installer registered with the FENSA scheme, and
 - b) A certificate from the local authority confirming that the installation has been approved under the current Building Regulations.
- All glazing which is under 800mm/2.8 feet from the floor (and greater than 25cm in any direction) shall be re-glazed with toughened glass or have safety film properly applied to prevent shattering if it is broken.
- All main habitable rooms (living rooms and bedrooms) shall have a reasonable glazed window area allowing reasonable levels of natural light. Bedrooms and living rooms should not have borrowed light or ventilation, e.g. from a glazed panel above a door.
- All windows shall be reasonably secure from entry by intruders

3.5. Ventilation

The following standards shall apply:

- All main habitable rooms (i.e. living rooms and bedrooms) shall have at least one twentieth of the floor area available as windows that open,
- This requirement also applies to kitchens, bathrooms and WC cubicles if they rely on natural ventilation (openable parts of windows should easy to operate),
- If a kitchen, bathroom or a WC is an internal room it shall have mechanical extract ventilation,

- If mechanical ventilation is required in a kitchen it shall be capable of three air changes per hour,
- If mechanical ventilation is required in a bathroom and/or WC it shall be capable of three air changes per hour,
- A light switch shall activate any mechanical ventilation and the fan shall have a twenty minute overrun when the light is switched off.

3.6. Insulation

The following standards shall be met:

- All accessible loft spaces shall have a minimum of 200mm Rockwool insulation (or equivalent) properly laid,
- All hot water tanks should be foam lagged or have a good quality insulating cylinder jacket, which has been properly fitted,
- All water tanks and pipes which may be liable to damage by frost shall be adequately protected with lagging.

3.7. Heating and Hot Water Systems

Heating and hot water shall be provided and shall meet the following standards:

- There shall be either a full gas central heating and hot water system, which is preferred, or electric Economy Seven night storage heating. The property must have fixed, controllable, programmable, affordable heating, some types of panel heaters may be acceptable at the discretion of the AO.
- If water heating is by electricity it shall be of reasonable capacity and have an on and off peak tariff.
- The heating shall be sufficient to maintain an internal room temperature of 21 degrees Celsius in the living room and 18 degrees Celsius in the bedrooms when the outside temperature is minus 1 degree Celsius,
- Boilers shall be less than 10 years old, older units to be agreed at the absolute discretion of the AO.
- All pipe work to the boiler should be boxed in appropriate to its location.
- All gas heating systems shall have a 3 star British Gas Service Agreement or equivalent,
- All heating systems shall have a timer and thermostat,
- All hot water systems shall be able to operate independently from the heating system,
- Details for the location of the on/off switch shall be noted and provided to Service Users,

- Landlords shall provide a gas safety certificate and copy of the annual Gas Safe service agreement every year. A copy of the safety certificate shall be given to the Service User; the report should not have any items requiring attention.
- Homes with boilers fitted in bedrooms shall not normally be accepted. The AO may consent in his absolute discretion to a boiler being located in a bedroom, such consent shall be sought in advance of the Home being offered to the Council for letting,
- Operating instructions for heating/hot water system shall be provided to Service Users.

3.8. Electrical Items

All Homes shall meet the following standards:

All Homes shall have a current NICEIC, NAPIT or equivalent government approved electrical safety report. This report must have no items marked as requiring urgent attention or Electrical Installation Report certificate (EICR).

-
- All electrical wiring shall be covered,
- All surface mounted wiring shall be enclosed in suitable plastic conduit,
- All RCD consumer unit shall be housed in a cupboard, with a childproof latch on the door to prevent access and ensure that cables under the meter are covered,
- Boiler and cooker. Fused spurs shall be provided,
- Portable Appliance Testing (PAT) is required annually for all electrical appliance supplied (e.g. electric cookers).

An adequate number of sockets shall be required and the following shall be appropriately spaced:

- Living room. 2 double sockets as a minimum
- Double bedrooms. 2 double sockets as a minimum
- Single bedrooms. 1 double socket as a minimum
- Kitchen. 2 double sockets at worktop height as a minimum, 1 socket for a fridge and one socket for a washing machine,
- Landing. 1 socket as a minimum.

3.9. Furniture

The following items shall be provided:

Carpets or other suitable flooring, curtains, net curtains, light shades, cooker and fridge/freezer or a separate fridge and freezer. Supplier retains ownership and responsibility for these goods.

- In the case of the latter items, size shall be dependent on the size of the Home concerned, i.e. a larger cubic volume is required for a four bedroom house than a one bedroom flat,

- At the discretion of the AO the property maybe left unfurnished to allow for the occupant to place their own furniture.
- Any other furniture left in the Home shall be left at the landlord's own risk, for which no further payment will be made and no repairing responsibility accepted,
- Any furniture shall comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended).

3.10. Fire Safety

The following standards shall apply

- All Homes shall have adequate fire separation between separate units of accommodation

All front doors to flats which lead off a communal hallway shall be half hour fire resistant doors, designed to meet FD30s with all relevant certifications.

-
- If the kitchen adjoins a fire escape route, a half hour fire door complying with FD30s with all relevant certifications shall be provided. If for any reason the AO agrees, in his absolute discretion, that this requirement is impracticable, then a mains powered electricity heat rise detector shall be installed in the kitchen and wired to a suitable alarm,
- All glazed kitchen doors shall have clear Georgian wire cast glass, or other suitable safety glass
- A fire blanket shall be provided,
- The preferred standard for smoke alarms shall be electrically operated interlinked smoke alarms installed to each floor complying with BS5839, Part 6 and conforming to Grade D, Type LD2,
- As a minimum standard, plug-in smoke alarms (such as that recommended by the Fire Brigade with a built in 10 year battery) shall be installed on each floor,
- Smoke alarms with removable batteries shall not be acceptable under any circumstances.
- All properties that use solid fuel-fired heaters or appliances or fireplaces or attached garage to be equipped with a CO detector.

4. Room Standards

4.1. Kitchens

Kitchens shall meet the following minimum standards:

4.1.1. Cooker

- All rings shall operate,
- If free standing, the cooker shall be chained to the wall,

- The oven shall be clean and provided with shelves,

4.1.2. Sink

- Splash backs shall be tiled to a minimum of 300mm (two tiles high),
- Sinks and worktops shall be sealed around edges with silicone sealant,
- All waste pipes and traps shall be free of defects with no leaks or drips.
- Any holes around waste pipes and traps shall be sealed so as to prevent the ingress of vermin,
- Taps shall be in good condition (i.e. no dripping) and easy to operate by children or people with finger mobility problems,
- Kitchen units - All units shall be less than 10 years old and free from defects,
- There must be adequate work surface space for the size of the Home.

4.1.3. An adequate number of units shall be provided, below is the suggested guidance.

- There shall be a minimum of two fitted floor unit (excluding the sink unit),
- There shall be a minimum of two drawers,
- There shall be a minimum of two fitted wall units,

4.1.4. Fridge/freezer or fridge and freezer

- The fridge/freezer or fridge and freezer shall be clean and in good working order,
- They shall have a capacity of at least 131 litres (fridge) and 61 litres (freezer).

4.1.5. Washing machine

Washing machines are not required but there shall be:

- Sufficient space for a washing machine to be installed under a work surface in the kitchen or equivalent position,
- Appropriate fittings to allow such installation to take place, and
- A non-return valve fitted to the waste pipe.

4.1.6. Floor covering

- Floor covering shall be of the vinyl type or tiled and shall be free from all defects.

4.1.7. Stopcock

- Location of stopcock should be identified.

4.2. Bathrooms

The following standards shall be provided:

4.2.1. Floor covering

- Floor covering shall be vinyl type or tile and shall be free from defects.
- Floors shall be sealed around their edges with silicone sealant.

4.2.2. Bath

- The bath shall be fitted securely and there shall be no leaks,
- Bathrooms shall be tiled to a height of 300mm around bath and well sealed at the joints,
- All bath panels shall be free of defects,
- Generally the standard to be reached in a bathroom is one where normal usage will not lead to any water ingress into the structure of the Home over the period of the lease.

4.2.3. Showers

- Showers are not essential but where provided the landlord shall ensure that their normal use will not damage the Home, through water ingress or otherwise,
- Separate shower cubicles shall be tiled to a height of 1.8 metres,
- All shower bases shall be adequately sealed and a curtain/door provided.
- Generally the standard to be reached in a shower room is one where normal usage will not lead to any water ingress into the structure of the Home over the period of the lease.

4.2.4. Showers fitted above baths

- Tiling shall be of a sufficient height to protect the decoration of the wall (1.8 metres+),
- A shower door or curtain shall be provided and shall be of a sufficient standard to prevent water damage to the floor,
- A wall bracket shall be provided for shower attachments,
- The provision of a bath rather than a shower shall be preferred. Homes with showers only shall be considered and shall be accepted at the discretion of the AO.

4.2.5. Washbasin

- The splash back shall be tiled to a minimum of 300mm (two tiles high),
- Washbasins shall be sealed around the edges with bathroom grade silicone sealant,

- Waste pipes and taps shall be free of defects with no leaks or drips,
- Taps to be easy to operate,
- Taps shall be in good condition (i.e. no dripping) and easy to operate by children or people with finger mobility problems.

4.2.6. A mirror and towel rail shall be provided.

- Light fittings shall be of a sealed type appropriate for bathrooms.

4.2.7. Toilet

- The toilet shall be clean, secure, free of defects, with a secure seat and the cistern shall fill at a reasonable rate,
- The floor covering in separate WC closets shall be free of all defects. Vinyl flooring or tiles shall be preferred with sealing at the edges with silicone. Carpet shall not be acceptable.
- A toilet roll holder shall be provided,
- In large Homes of 4 bedrooms or more, a second toilet is preferable.

4.3. Living Room and Bedrooms

4.3.1. Size/layout

- Living rooms shall be at least 80 square feet in area and large enough to comfortably contain a sofa 2 armchairs and a television,
- Double bedrooms shall be at least 80 square feet in area,
- Single bedrooms shall be at least 50 square feet in area,
- Bedrooms accessed off another bedroom shall not count as a separate room,
- Rooms of less than 50 square feet cannot be used as living rooms or bedrooms,
- Homes with unusual room layouts or shapes shall be accepted at the discretion of the AO.

4.3.2. Carpets

- Carpets (or other suitable flooring) shall be provided. It shall have a good quality underlay, be clean, of reasonable quality and free from all defects such as excessive wear, loose seams, excessive staining, bare patches and so on,
- Laminate or other wooden flooring shall not be acceptable in flats above ground floor level unless the floor is of a solid concrete construction because of potential noise disturbance.

4.3.3. Curtains

- Curtain rails shall be securely fitted above all windows.
- Curtains shall be clean, free from defects and when drawn at night prevent external viewers seeing into the room concerned. Net curtains shall be fitted to all windows.
- Blinds shall be accepted in the absolute discretion of the AO.

4.4 Health and Safety

Safety Area	Safety Requirement	Action to meet standard
GAS	Annual gas safety certificate for all appliances, within any common parts and for the units themselves	Current valid LGSR Certificate for each unit.
FIRE	Current valid Fire Risk Assessment for the building	Annual assessment plan and remediation plan. Alarm testing and maintenance as appropriate (Building) Personal Emergency Evacuation Plan (PEEP) for any resident vulnerable or with disabilities
ELECTRICS	Electrical Installation Certification Report (EICR)	Communal and Domestic certification. Requirement for EICR in domestic properties since June 2020
ASBESTOS	Asbestos register & management plan for all buildings where asbestos is present or can reasonably be expected to be present (in reality all workplaces built before 2000)	Advisory – please the link below to the HSE website for information on and guidance
		http://www.hse.gov.uk/asbestos/regulations.htm
		For properties where there is a shared/communal water tank (normally blocks) provision of a legionella risk assessment and scheme of controls.
WATER	Current valid, legionella risk assessment in compliance with ACOPL8 and HSG274 to include a schematic and written scheme of controls for the building	Assessment programme, regime of temperature and flushing as appropriate for shared spaces, guidance to residents
		Please see the link below to the HSE website for information and guidance.
		http://www.hse.gov.uk/legionnaires/index.htm
LIFT	Current valid L.O.L.E.R certificate for passenger (building lift) and for any domestic lifting equipment, TFL, stairlift, hoist etc.	Maintenance and repair plan
		http://www.hse.gov.uk/work-equipment-machinery/passenger-lifts.htm

4.5 Energy Performance Certificate

- An Energy Performance Certificate (or EPC) is required. It is the responsibility of the Landlord to have a valid EPC to show to prospective tenants. The EPC must be given to the eventual tenant. The property should have an energy efficiency rating no lower than D. If the rating is lower than D, then the Landlord must put into place the recommendations needed to get it at least a D rating.

4.6 Decent Homes Standard

- Properties assessed as meeting Decent Homes standard will:
- Be safe with no major areas of disrepair
- Have modern fitted Kitchens and Bathrooms
- Be warm and energy efficient including central heating, double glazing and thermal insulation.
- Be secure
- Provide a safe and pleasant environment

Appendix 2

PROPERTY PROGRESS SHEET

Address of property _____ Sheet No _____

[illegible]

Appendix 3

DOCUMENT CHECKLIST

PROPERTY ADDRESS _____

☒ TICK IF PRESENT

CONTRACT	<input type="checkbox"/>	Exp Date.....
GAS CERTIFICATE	<input type="checkbox"/>	Exp Date.....
ELECTRIC CERTIFICATE	<input type="checkbox"/>	Exp Date.....
INSURANCE CERTIFICATE	<input type="checkbox"/>	Exp Date.....
PROOF OF OWNERSHIP	<input type="checkbox"/>	
PLANNING	<input type="checkbox"/>	ESTABLISHED USE <input type="checkbox"/>
BUILDING REGS cert	<input type="checkbox"/>	

Landlord Name: _____

Address: _____

Home: _____ Work: _____

Mobile: _____ email: _____

Council Using Property: _____

Scheme Type: _____

Tenant's Name: _____

Home: _____ Work: _____

Mobile: _____ email: _____

Appendix 4

Example Invoice

Example Invoice

The Property on the Hill

London

Post Code

Telephone Number

[Email Address:](#)

Invoice Date:

*Invoice
Number:*

Company Registration No: XXXXXXXX

London Borough of

Haringey

Housing Service

Station Road

Schedule of Payments:

If
Applicable

<u>Reference:</u>	<u>Order No:</u>	<u>PROPERTY ADDRESS</u>	<u>TENANTS NAME</u>	<u>PERIO D FROM:</u> (date person moved in)	<u>PERIO D TO:</u> (last night)	<u>No of day s</u> <u>Rate Per Night</u>	<u>Net Invoice Amount</u>	<u>VAT @ 20%</u>	<u>Total Invoice £</u>
-------------------	------------------	-----------------------------	-------------------------	---	---	--	-----------------------------------	----------------------	--------------------------------

								£	£	£
--	--	--	--	--	--	--	--	---	---	---

PLEASE MAKE ALL PAYMENTS TO: XXX

ACCOUNT DETAILS:
ACCOUNT NO:
SORT CODE:
VAT Number:

Appendix 5

SERVICE USER SATISFACTION FORM

Date: _____ Agent: _____

Property Address: _____

I have been shown the above property and the following has been shown/explained to me:

- Heating and hot water system ☐
- Gas supply turn off switch ☐
- Stopcock for the water supply ☐
- Electric mains switch ☐
- Smoke alarms ☐
- Window restrictors ☐
- Refuse disposal arrangements ☐
- Evacuation procedure and exits ☐
- Occupation register ☐

I am satisfied that the property :

- Is clean ☐
- Is in good decorative order ☐
- Is fully furnished ☐
- Has a washing machine or laundry service ☐
- Has appliances in working order ☐

I have been told that any belongings left in the property when I leave will be stored for a limited period and then disposed of

I am happy with the property as it is ☐

I am accepting the property but am not happy ☐

Name of Occupant: _____

Signature: _____

Date: _____

Important

- 1 Please note that the property management agent or its representatives may enter the property in your absence in order to carry out its duties.
- 7 Home contents insurance is solely your responsibility as the occupier of the property; it is advisable that you take out appropriate insurance for your protection.

Appendix 6

REPAIRS PRIORITY LIST

The following 3 tables outline the Priority A, B and C Repair functions. Repair obligations, which are not mentioned in these 3 tables but are considered the responsibility of the landlord, will also need to be completed within a period of time deemed reasonable by the Council.

Priority A: Make safe within 2 hours; maximum time for completion of 24 hours.

- No drinking water
- No heating - if heating cannot be fixed within 2 hours, temporary heating must be provided
- Flooding (initial works required to make accommodation habitable)
- Blocked drains and sanitation
- No lights or power
- No lighting to communal areas (complete failure)
- Dangerous electrical faults (exposed wires, overheating of switches or sockets, flickering lights)
- Burst pipes, defective tanks or serious leaks causing flooding
- Blocked toilets
- Gas leaks
- Dangerous structures – floors, ceilings, walls etc.
- Removal of racist or sexist graffiti, or graffiti of an offensive nature to gay men and lesbians
- Replacement of missing or badly damaged manhole covers

Priority B: Maximum time for completion 5 working days

- Replacement of a damaged toilet pan
- Blocked waste pipes (other than toilets: see above)
- No cold water supply to bath and basin
- Restoring heating and/or hot water (if not possible within 24 hours and after temporary heaters have been supplied)
- Temporary repairs to cover defective flat or pitched roofs where there is serious water penetration
- Mending minor leaks on water pipes
- Repairing leaking cone/soil joints to toilets

- Repairing leaks to soil pipes/soil vent pipes generally
- Repairing or renewing ball valves (overflows, water hammer)
- Repairing defective extractor fan (internal bathroom/kitchen only)
- Replacing broken wash hand basin
- Repairing defective entry-phone system
- Restoring flush to toilets
- Broken fridge/freezer
- Broken oven and/or hob
- Broken glazing
- Blocked down pipes/guttering

Priority C: Maximum time for completion 28 working days

- Re-securing wash basin
- Repairing blocked and/or damaged rain-water gutters and pipes
- Replacing glazing to communal areas
- Replacing chimney pot or cowl
- Replacing fittings to windows and/or external doors
- Mending faulty taps
- Replacing zinc or lead flashings
- Replacing ridge/eaves tiles and cement fillets
- Replacing or repairing internal fire doors
- Replacing defective fire bricks or parts for open fires
- Repairing and/or replacing fittings for metal casement windows and doors
- Replacing window sash fastener/sash cord
- Replacing rotten, loose or defective flooring
- Replacing toilet cistern
- Replacing waste trap or fitting
- Repairing faulty stop valve or drain down cock

- Replacing bath
- Replacing kitchen units (including sink units/taps)
- Replacing external doors
- Replacing window/frames
- Dry lining condensation treatment
- Repairing or replacing wall tiling/splash backs
- Fixing or replacing air bricks
- Repairing or renewing tile surrounds
- General brickwork repairs (rebuilding piers, boundary walls)
- Repairing or replacing stone, concrete, tile or wooden window sills
- Repairing timber staircases (not dangerous)
- Replacing or repairing external fascia/soffit/barge boards
- Repairing or replacing fencing/gates
- Redecoration following repair works
- Replacing or repairing gully grids
- Plaster repairs to ceilings or walls
- External rendering
- Repairing internal floor screeds
- Repairing external floor screeds
- Repairing external paving/concrete aprons

Appendix 7

OFFER OF ACCOMMODATION LETTER

[Applicant Names]

TA Lettings and Move on team Team
4th Floor 48 Station
London N22 7TY
WWW.homesforharingey.org for
Director of Housing
Demand: Denise Gandy

e: @homesforharingey.org
t: 020 8489

Client ref:
Ref: [Case
Reference]

On behalf of Haringey Council

Dear

Property Offered -

I am pleased to advise you that you have been offered temporary accommodation at the above address.

We are currently piloting a new way of dealing with Housing Benefit New Claims and Council Tax Reduction New Applications and aim to assess your Housing Benefit/Council Tax Reduction within 48 hours if you provide us with all the information needed.

Therefore I have booked an appointment for you on XX/XX/XX at X:00a/pm at Station Road to sign a New Tenancy with [Click here to enter text.](#), and thereafter complete a Housing Benefit form, with the assistance of _____, for the above accommodation. On arrival, please ask for [Click here to enter text.](#).

You are required to bring the following documentation with you to the appointment. Failure to bring all of the required documentation may impact on your tenancy and assessment.

Proof of your / your partner's National Insurance Number and identity.

Current Passport, Birth Certificate, Full Driving Licence, Marriage Certificate, National Identity Card issued by a EU/EEA State, Home Office documents, Valid UK residence permit.

(continued on page 2)

Proof of Income and Savings

You/ your partner's last 5 weekly/ 2 monthly consecutive payslips/ 3 fortnightly consecutive payslips

Prepared accounts showing income and expenditure for last 3 month if your business has only been trading less than a year.

Prepared accounts showing income and expenditure for the last financial year if your business has been trading for a year or more.

Student Loans / Grants/ Student status (If applicable).

Occupational Pension Advice note.

Non-dependant's income/ proof of student status.

You/ your partner's last two months bank statements for ALL accounts held, regardless of balance.

Proof of Childcare costs (If applicable)

If you have declared no income, please explain in full how you meet your daily living expenses. If you receive money from relatives or friends please send confirmation of the amounts received and the frequency paid.

The keys for the offered property can be collected today from . Tel. No. , ask for [Click here to enter text.](#)

Please tick the relevant box

Do you wish to claim housing benefit/ council tax rebate?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Name (Print).....		Signature.....		Date:	

Yours sincerely,

Letting Officer
Lettings and Move on Team

Appendix 8

MODEL COMPLAINTS PROCEDURE

Introduction

At (Name of Supplier) we want to give you high quality services. However, there will be times when things go wrong or you don't think that we have got it right. When this happens, we want to hear from you so we can try and sort out the problem. You have the right to complain and we can learn valuable lessons from what you tell us. Making a complaint won't affect your right to receive a high quality service.

Stage 1 – Informal Complaint

If you are unhappy with the service you have received, you should raise it first with the officer dealing with the matter concerned. They will do their best to try and resolve the problem as soon as possible. They will also make a record of your complaint.

Stage 2 – Formal Complaint

If you are not happy with the response you get, you can make a formal complaint. To do this, you should contact the manager responsible for complaints (state who this is) and explain why you are unhappy with the service that you have received. The manager will investigate your complaint and send you a written response within 10 working days. A record will be kept of both your complaint and the response.

Please note that this procedure cannot deal with issues that are subject to legal proceedings.

Appendix 9

MODEL SUPPLIER'S INSPECTION AND OCCUPANCY CHECK FORM

Address: _____ Date: _____

Inspector: _____

House OR Flat: _____ Floor: _____

Service User name _____

Service User contact number _____

External/Communal areas

Internal areas

Lounge		Kitchen		Bathroom		Toilet		Hall	Landing	
Carpet		Lino		Lino						
Curtain		Curtain		Curtain		Curtain				
Table		Table		Tiling						
Chair		Chairs		B. Panel						
Sofas		Cooker		Basin						
		Fridge		Bath						
		Worktop		Shower						
		Units		Curtain						
		Floor seal		Floor seal		Floor seal				
		Fire Door								
Window		Window		Window		Window				
Decor		Décor		Decor		Decor				

Bedroom	Carpet	Curtain	Wardrobe	Chest	D-Bed	S-Bed	Window	Decor
D S								
D S								
D S								
D S								

Any outstanding repair/maintenance issues

All appliances working?

Heating and hot water working?

Safety issues?

Smoke alarms	
CO Detector	
Fire Blanket	
Fire Extinguisher	
Window Restrictors	
Floor Seals	

List other Service User members and verify identity.

Are all still resident? If any have left please give details.

Any new residents? If so please give details.

Any Service User complaints/problems?

Any other health and safety concerns?

Other rooms inspected?

Other.

Service User's Comments

Satisfied ☐ Dissatisfied ☐

Reason for dissatisfaction:

Service User's Signature

Date

Supplier's Signature

Date

Appendix 10

INSPECTION NOTICE

A representative of

[Company Name]

is now carrying out an inspection of your accommodation.

[Company Name]

is the Supplier of this accommodation.

Appendix 11 Hate Crime

AND DOMESTIC Abuse

1. Hate Crime

Hate crime is defined as ‘any criminal offence which is **perceived**, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.’ There are five centrally monitored strands of hate crime based on:

- race or ethnicity
- religion
- sexual orientation
- disability
- transgender identity

This common definition was agreed by the Crown Prosecution Service and the Association of Chief Police Officers.

Hate crime can include, for example:

- verbal abuse
- physical attack
- offensive literature
- graffiti
- damage to property
- arson

1.1. People may also be targeted for harassment on other grounds. For example, they may be harassed because of their religion or because they are lone parents.

1.2. People may also be harassed on more than one of the above grounds and face multiple abuses, for instance because they are disabled and from an ethnic minority.

1.3. Harassment may be direct or indirect and includes:

- Verbal abuse,
- Insults,
- Intimidation,
- Attacks on or damage to property and possessions,
- Threatening or abusive behaviour,
- Racist, homophobic or other abusive graffiti,
- Unprovoked assaults including common assault,

- Actual bodily harm and/or grievous bodily harm,
- Arson or attempted arson,
- Use of dogs,
- The sending of threatening letters,
- The making of abusive telephone calls,
- leaving rubbish outside a person's door or putting it through their letter box,
- The taunting of children,
- Organizing and/or participating in any activity calculated to deter a person from either occupying a dwelling or living peacefully within it,
- Unjustified complaints of noise,
- Knocking on doors and windows at unsociable hours,
- Any act or omission calculated to interfere with the peace or comfort of any person,
- Any act or omission calculated to inconvenience any person.

1.4. For further information

2. Domestic abuse

Domestic Violence and Abuse is:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.” This can include, but is not limited to, the following types of abuse:

- Psychological: such as preventing contact with family/friends, threats
- Physical: such as kicking, punching, biting, slapping, restraining, throwing things, burning
- Sexual: such as rape, being forced to participate in sexual acts, being forced to watch pornography
- Financial: such as depriving of money, selling possessions, controlling expenditure, loaning money
- Emotional: such as giving you the silent treatment, name calling/insults, mood swings, criticism, playing on your fears

3. Domestic Violence - Procedure

- 3.1. Domestic abuse is a pattern of coercive control, which includes combinations of physical, sexual, psychological and financial abuse by a current or former partner. In extreme cases this includes murder.
- 3.2. The Council requires its Suppliers to attend awareness training on domestic abuse and have information available for themselves and their tenants regarding agencies that support those experiencing domestic abuse .

- 3.3. The Council requires its Suppliers to deal with reports of domestic abuse sensitively and in a timely manner. If a crime has been committed, victims shall be encouraged to report it to the police and to record the crime reference number.
- 3.4. The Council expects its Suppliers to take note of signs of domestic abuse when speaking with the client and where circumstances allow ask if the client requires support or advice in this regard.
- 3.5. Where the perpetrator is not within the home and the client is looking for additional security the Supplier should deal with this, liaising with the AO where necessary.
- 3.6. Where the client is not looking to leave the relationship and/or property at this stage a referral for advice and support should be offered and the referral carried out where accepted as informed by the AO.
- 3.7. Where the client is fearful of remaining in the property the client should be referred to the Housing Needs Team for further assistance. A referral for advice and support should be offered and the referral as informed by the AO.
- 3.8. Suppliers shall take great care not to give any information relating to the Service User's current whereabouts to the alleged perpetrator.

<https://www.haringey.gov.uk/social-care-and-health/health/public-health/domestic-violence-and-abuse-and-violence-against-women-and-girls/advice-and-support/what-domestic-violence-and-abuse>

Appendix 12

CHILDHOOD PROTECTION RISK INDICATORS

The parent or carer may:

- Persistently avoid child health promotion services and treatment of the child's episodic illnesses or unexplained delay in seeking treatment,
- Have unrealistic expectations of the child,
- Frequently complain about/ to the child and may fail to provide attention or praise (high criticism/low warmth environment),
- Be absent or misusing substances,
- Persistently refuse to allow access on home visits,
- Be involved in domestic violence,
- An explanation which is inconsistent or several different explanations provided for an injury,
- Repeated presentation of minor injuries (which may represent a 'cry for help' and if ignored could lead to a more serious injury),
- Family use of different doctors and A&E departments.

Practitioners should be aware of the potential risk to children when individuals, previously known or suspected to have abused children, move in to the household.

In an abusive relationship, the child may:

- Appear frightened of the parent/s,
- Act in a way that is inappropriate to her/his age and development.

(Though full account needs to be taken of different patterns of development and different ethnic groups)

Appendix 18

CHILD PROTECTION CHECKLIST

Checklist for reporting suspected child abuse/neglect

If you have concerns about a child/young person then the following information will help the social services department or police. However you should not be worried about making a referral where you don't possess all this information. It is very important to make a referral even if you have only partial information in circumstances where you are very concerned about the safety and well being of a child/children.

- Name of child and age.
- Gender.
- Ethnic background/religion.
- Any special factors/needs, e.g. learning difficulties, ability of child, means of communication, relevant medical information.
- Name(s) of parent/carer.
- Name(s) and ages of other siblings in the family.
- Home address (and phone number if available).
- School address.
- Are you reporting just your own concerns or passing on those of somebody else? Give details.
- Brief description of what has prompted your concerns: include dates, times etc. of any specific incidents.
- Any physical signs? Behavioural signs? Indirect signs?
- Have you spoken to the parents/carers? If so, what was said?
- Has anybody alleged to be the abuser? If so, give details.
- Have you consulted anybody else? Give details?
- Any other professionals involved with the family, e.g. health visitors, school nurse, psychologists.

Child Protection Referrals – What to do and who to contactResponsibility

All those who come into contact with children in their everyday work have a duty to safeguard children.

What to look for

In the course of your everyday work you could see or hear something that might indicate a child is at risk. There are many possible signs of abuse e.g. conditions of a home environment, physical injury, how the child is acting, a young or vulnerable child left alone.

Action

How to make contact through the MASH

Everyone who comes into contact with children and young people has a role to play in identifying welfare and safeguarding concerns, and taking prompt action to share these concerns and relevant information with the local council.

This includes all professionals working with children and young people and their families, including teachers and nursery staff, children's centres, doctors and health workers, housing support officers, police and probation officers, family support services, social workers and voluntary and community run organisations.

It also includes children and young people who have concerns over their own welfare or issues within their household, or parents/carers and wider family members and neighbours who identify that a child may need some help or additional support.

Please use the numbers below to contact staff for advice:

- Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm
Tel: **020 8489 4470**
- Out of office hours, including weekends the Emergency Duty Team
Tel: **020 8489 0000**

Please only use the out of hours number if you are calling outside normal working hours. When ringing out of hours your call will be logged by our call centre who will take brief details. An Emergency Duty social worker will ring you back. Do not use this number if a child needs immediate assistance from the Police or Ambulance Services. In these cases call 999.

For further information please visit <https://www.haringey.gov.uk/children-and-families/childrens-social-care/child-protection>

Appendix 14 - Adult Protection

Who is an adult at risk?

An adult at risk is a person aged 18 or over who is in need of care and support, and because of those needs is unable to protect themselves against abuse or neglect.

Types of adult abuse

Abuse is about the misuse of the power and control that one person has over another. In determining whether or not abuse has taken place, it is important to remember that intent is not the issue. The definition of abuse is not based on whether the perpetrator intended harm to be caused, but rather on whether harm was caused, and on the impact of the harm (or risk of harm) on the individual. The Care Act guidance defines the types of abuse as:

- Physical
- Financial/Material
- Sexual
- Psychological / Emotional
- Neglect or acts of omission
- Discriminatory
- Organisational
- Modern Slavery
- Self Neglect

Abuse can be inflicted by any other person including relatives, carers, visitors and professionals.

Reporting adult abuse

If you or the person you are concerned about is not being mistreated (but you or they still have needs to address) you can make a referral to Adult Social Care via the Integrated Access Team.

How to report suspected adult abuse (members of the public)

If you think someone else is being abused, you must tell someone:

Call the Police

- If the danger is not immediate telephone 101
- **If the danger is immediate, always call the police on 999**

Contact the First Response Team (adult social services):

- Telephone: 020 8489 1400
- Email: firstresponseteam@haringey.gov.uk

Information that would be helpful:

- Why you are concerned
- The name, age and address of the adult at risk
- If anyone lives with them
- If they're getting help from any organisation

- Who may be doing the abuse

Don't delay in reporting abuse if you're not sure about some of these details.

Follow the link for more information

<https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults>

Appendix 15

MODEL TEMPLATE FOR QUARTERLY PERFORMANCE REPORTING

Supplier Name:

Period Covered:

Properties

	Estimate for Quarter	Actual	Estimate for Next Quarter
Number of Properties Acquired			
Number of Relets			
Number of Property Handbacks			

Complaints

Summary:

Complaints Received	
Complaints Upheld	
Complaints Resolved	
Complaints Ongoing	

Details:

Address	Occupant Name	Date of Complaint	Nature of Complaint	Action Taken	Outcome & Date Completed

Last Nights

Address	Occupant Name	Date	Reason

Repairs

	Number completed on time	Number not completed on time
Priority A (completion target within 24 hours)		
Priority B (completion target 5 working days)		
Priority C (completion target 28 working days)		

Racial Incidents

Date	Incident Details	Action Taken

NB – These are examples of the performance returns expected, these can change and be updated at anytime

NPA's Suppliers Monthly Performance Returns - Month/Year

No	Ref	Address	Tenant	Date moved in	Date moved out	Type of property - House/flat in a block/conversion	Inspection date	Evidence of Occupation - Y/N	Issues with tenants

Issues with property	CP12 Expiry	Type of heating - Gas or Electric	Approximate age of boiler	Does the unit have handrails, smoke alarm, window restrictors, fire check door, fire check blanket, CO detector - Y/N	Other health and safety concerns	Is this unit BBA - Y/N

End date for existing Electrical Cert.	Fire Risk Assessment to common parts	Asbestos Assessment to common parts	Legionella Assessment	Comment

Appendix 16

MODEL PERFORMANCE REVIEW MEETING AGENDA

- Minutes and Matters Arising
- Housing Management Issues
 - Transfers
 - Complaints
 - Repairs
 - Residency Inspections
 - Voids
 - Gas Checks
 - Performance Statistics
- Hand Backs
- Quarterly Property Profile Audit - Audit to be carried out prior to the meeting
- Racial Incidents
- Payments & Invoicing
- Legal Proceedings
- Procurement
 - Performance
 - Property standards
 - Documentation
- Any Other Business
- Date of Next Meeting

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Haringey Minimum Property Standards

Introduction

Set out below are the minimum property standards that all Properties shall meet.

Properties accepted for the Scheme shall not contain any Category 1 hazards under the Housing Health and Safety Rating System as set out in the Housing Act 2004 and associated guidance. Where the Property is a flat, all flats in the building of which it is part shall also conform to the appropriate fire protection standard.

Conversions of houses or other buildings into flats require both Planning permission and building control approval. Loft and other conversions require building control approval. Proof of any required permissions and/or approvals shall be provided before a Property can be accepted for the Scheme.

Accommodation with rear access, above restaurants, fast food outlets, dry cleaners, betting shops or funeral parlours with late night licenses is not acceptable for the Scheme. If the accommodation is above commercial premises which don't stay open late (should operate normal office business hours, 9-7), has good access and is well lit, it will be considered, but the landlord should contact the Council first before procuring to see if a property is suitable.

We will consider properties in all areas, provided that the Council has a need for such property.

1. Structure

- a. Buildings, envelope and structure shall be watertight, in good repair and structurally sound
- b. Roof shall provide a waterproof cover over the entire building and be free of defective and loose material.
- c. Gutter and drainpipes shall be in good condition, restrained, water-tight and free-flowing.
- d. Damp-proof courses, flashings and waterproof membranes are to be in good condition to the standard repaired. Guarantees to be supplied where appropriate.
- e. Stairs to be in good condition and structurally sound. Surface should not be loose or slippery especially when wet. Handrail to be provided on one side where stairs are less than 900 mm wide and over four risers high, where stairs width exceeds 900 mm wide a handrail is to be located on each side.
- f. Wall and ceiling plaster should be in good condition with flush surfaces.

- g. Joints around windows and doors to be sealed and flashed to form a watertight junction, window and door sills, thresholds, joints and heads to be in good condition and allow easy operation of window sash. Glazing to be secured and not cracked or broken.
- h. External and internal cold water storage cisterns, tanks etc. To be properly housed, insulated and protected
- i. Flue terminals to be secure
- j. Room sizes: At least one bedroom must be a double bedroom, at least 10.4M².

2. Natural Light and Ventilation

- a. All windows above the ground floor shall be fitted with restrictors. Ground floor should be fitted with restrictors to allow for ventilation of unattended rooms
- b. Every habitable room shall have natural ventilation.
- c. Doors and windows must be in good working order with easy operation.
- d. Windows shall be restricted to 100mm opening restriction, as a child safety precaution. An override device could also be installed in case of emergency.
- e. Theft proof safety locks to be fitted to ground floor windows and below, where necessary.
- f. Safety glass, safety adhesive film or similar approved safety precaution is to be fitted in full height windows and doors or in panels below 1000mm above finished floor level. Safety rails may be used as an alternative to safety glass. Size and spacing of batons to comply with Building Regulations as must safety adhesive film.
- g. Balcony and store doors used other than a means of escape route are to be fitted with a keyed level deadlock, and to be locked shut.
- h. Wall or floor stops shall be provided for all doors to protect wall decorations.
- i. Exit doors to be fitted with simple fastening locks. Front entrance door to be fitted with a rim latch, which locks automatically when the door is closed (these can be opened from the inside without a key), and a five-lever mortice deadlock fitted about a third of the way up the door. The locks should be kitemarked to British Standard BS3621.

For fire safety purposes all locks fitted to solid door(s) should be thumb turn from the inside i.e. where the door cannot be locked from the inside with a key.

- j. Two sets of keys provided per flat including three keys to shared main entrance door in blocks of flats
- k. Security protection measures such as grills, hinge bolts, spy holes, and entry phone system to be fitted where appropriate.
- l. Bathroom and toilet doors to be fitted with a vanity lock or barrel bolt.
- m. Letter boxes and doorbells shall be fitted for each unit with appropriate identification, where appropriate, to be located at the main entrance.
- n. Non-mechanical ventilation system e.g. air bricks, gutters or permavents, to be provided for the removal of foul air and condensation build-up in auxiliary or habitable rooms (living or bedrooms with external walls).
- o. Ventilate all permanently closed fireplaces with a fibrous plaster louvre or a fixed grill over the chimney breast.

3. Kitchen and Cooking Areas

- a. Plumbing must comply with the current relevant water authority bye laws. Stop valves must be clearly labelled especially where situated in common areas.
- b. Drinking water for human consumption with continuous supply shall be located within the kitchen over a suitable sink and directly from the mains.
- c. Storage, preparation and cooking facilities, minimum requirements are a four ring cooking appliance with grill and oven and food storage cupboard and refrigerator.
- d. Water heating facility must be capable of providing an adequate and continuous supply of hot water.
- e. Immersion heaters, where applicable, shall be installed on "Economy 7" off peak supply.
- f. Kitchen shall include the following items:
 - o Hot and cold water supplies
 - o Sink and drainer
 - o Cooker (where free standing to be level and restrained from tipping)
 - o Fridge/Freezer appropriately sized for occupancy levels
 - o Working surfaces, arranged wherever possible between cooker and sink, at least 1.5m²
 - o Storage space combining a minimum 1 double base unit with worktop, sink unit and double wall unit
 - o Work surface to be clean with mastic sealed edges and impervious to liquid
 - o 2 double sockets on worktop height (non-dedicated)
 - o At least one other double socket should be at low level for fridges etc.

- g. Kitchen sink units, water and gas service pipes should be cross-bonded and earthed to current electrical Regulations
- h. All oven doors should be “cool doors” so they should not be hot to the touch.

4. Tiling to Kitchens and Bathrooms

- a. Tile splash backs located behind sinks, baths, worktops and basins to be sealed with mastic against water penetration.
- b. Existing wall tiled areas to be thoroughly cleaned and free of grease, cooking fat, dirt and other by-products.
- c. Caulking sealant located around worktop, sink tops and sanitary ware is to be in good condition. Where sealant faulty this is to be raked out and re-sealed to prevent water penetration.

5. Bathrooms

- a. Bathroom or toilet windows should have obscure glass or have nets/blinds supplied.
- b. Bathrooms to have bath and only a shower where correctly screened and watertight.
- c. Toilet location is preferred, although not essential, in a room separate from the bathroom.
- d. Bath mixer tap with shower valve to be capped off where not correctly screened/watertight.
- e. Hot and cold water to be supplied to bath and shower (where applicable).
- f. Sanitary fittings to be good, clean and in a condition to operate as designed.
- g. Bathroom to be decorated appropriately with non-slip tiles or linoleum.
- h. Accessory fittings to be provided: toilet roll holder, towel rail and mirror to be located in an easily accessible position and in good working order.
- i. Sanitary ware to be chemically cleaned prior to each new letting, removing all existing stains.
- j. Bathrooms must to be adequately ventilated

- k. Mechanised ventilation to be provided with humidity switch or overrun linked to light switch. Capacity to give at least three air changes per hour.

6. Floorings and Soft Furnishings.

- a. Floors to be level and even with boarding securely fixed to joists.
- b. Aluminium binding strip (or similar) to be fixed on changes in floor finish.
- c. Carpet or laminate flooring is essential floor covering to living and bedrooms, lobbies, common halls and staircases.
- d. Vinyl floor covering or non-slip tiles to kitchens, bathrooms and separate w/c compartments.
- e. All upholstered furniture and furnishings, including beds and mattresses, must comply with The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993). Bunk beds are not acceptable and mattresses should be of a high standard.

7. Decorative standard

- a. Room decorations to be clean, complete and of a high standard.
- b. Damaged or stained/soiled decorations are to be redecorated, preferably when the residents are still resident to avoid disruption. Alternatively decorations should be sorted out at the time of the void.
- c. Woodwork items e.g. skirting boards, frames, architraves, doors and windows etc. are to be washed down prior to new lettings, but redecorated where poorly decorated.
- d. Polystyrene tiles to be removed from all ceilings and walls and the walls and ceiling adequately repaired or replaced with durable material.
- e. All habitable rooms to have curtains or blinds that are in good condition.

8. Power Heating and Lighting

- a. Heating minimum requirement is night storage heaters to all habitable rooms (including bathrooms and kitchen diners) connected to an off peak electric "Economy 7" meter but preferably a full gas fired central heating system. "Economy 7" units to be fitted with power booster or separate wall panel. Bathrooms should ideally have a fixed 2Kw blow fan heater not a night storage unit
- b. Heating system to be fully serviced, in good condition, inspected and certified by British Gas or registered Gas Safe contractor. Landlord or provider shall have in

place a 3 Star Gas heating contract with British Gas (or equivalent with a registered Gas Safe contractor) for the full term of the lease, costs to be met by landlord or provider.

Landlords must, by Law, ensure that gas appliances are maintained in good order and checked for safety by a Gas Safe registered engineer at least every 12 months. They must also keep a record of the safety checks and issue a certificate to the resident. When a resident moves into rented accommodation the landlord must provide resident with written proof of safety checks.

- c. Gas central heating is to be the preferred means for heating with the recommended type being a gas fired boiler system with convector radiators. Radiators and pipe work to be secured to the walls.
- d. Bolts to be fitted on storage, meter and airing cupboards. Where practical, boilers should be boxed in.
- e. A combination of both systems will be acceptable.
- f. Solid fuel heating system non Economy 7 electrical systems and warm air systems are unacceptable.
- g. Mains-wired or battery operated carbon monoxide detectors to be fitted where there is a gas appliance in the property.
- h. Off peak "Economy 7" heating is essential for immersion heaters where gas central heating is not provided. Electrical installations shall have a complete test certificate stating compliance with electrical regulations for electrical installations.
- i. Fittings: sockets and switches shall be in good condition without cracks and firmly secured to their appropriate back boxes.
- j. All lighting shall be covered and all strip lights to have shatter proof covers.
- k. Power points as a safety precaution are not to be located over and around sinks or cooker with a minimum of 600mm distance away from the tap.
- l. Electric lighting in each room is to be of sufficient intensity.
- m. Internal airing cupboard with slatted shelving for clothes when fitted must be provided with all electric wiring clipped back to the wall or cupboard lining.
- n. Communal lighting to hall, stairs and external area to be operated by an independent meter not running from a resident's supply. Communal lighting to be of sufficient output.

9. Meters

- a. Meters, gas and electric (and water where applicable), to be provided separately for each flat or unit and be accessible 24 hours a day.

10. External Works, Boundaries and Fencing

- a. Boundaries of the property must be clearly defined and protected by walling or fencing including lockable rear access entrances where provided. Walling or fencing to be well maintained.
- b. Garden to be well maintained with vegetation to be cutback upon submission or re-submission of property. No ponds or greenhouses in gardens.
- c. All external woodwork, including door and window frames to be in good order and weatherproof.
- d. Access covers over manholes, service ducts to be flush with pavement and of no danger to pedestrians.
- e. Any yard and path should have an even surface and not present a trip hazard.
- f. Refuse bin to be allocated to each property where possible. The preferred location for bins is the front of the building where property is situated within a block of flats. If flat within a converted house, an outside bin needs to be provided. The location is to be clean, hygienic and in an unobtrusive position. In houses, bins should be kept at the rear of the property and the applicant provided with details about refuse collection days and advised to put the bin at the front of the property for the purposes of collection on those days.

11. Security

- a. All external doors to be fixed with a latch and dead lock as minimum.

12. Health and Safety

Safety Area	Safety Requirement	Action to meet standard
GAS	Annual gas safety certificate for all appliances, both in the common parts and within the unit	The provision of a valid gas safe certificate with a minimum period of 6 months remaining
	Where there are shared common parts (ie in a	Please complete the attached yes/no checklist .

Safety Area	Safety Requirement	Action to meet standard
FIRE	<p>block of flats or a house converted into flats) a fire risk assessment and action plan for the common parts</p> <p>Both the unit and common parts of the property to be checked against the HHSRS standards 24.22-24.29</p>	<p>Please see the links below for information and guidance.</p> <p>http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10171/3369777/PUBLICATION-TEMPLATE</p> <p>http://www.flat-living.co.uk/information/fire-safety/fire-safety-guidance-from-lacors/</p> <p>For HHSRS standards, please refer to the attached operating guidance especially pages 153-154 which covers 24.22-24.29</p> <p>http://www.communities.gov.uk/publications/housing/hhsrsoperatingguidance</p>
ELECTRICS	All hard wiring and electrical installations to be certified as safe under a 'Domestic Electrical Installation Periodic Inspection Report' (DEIPIR)	The provision of a valid DEIPIR (commonly a NICEIC) is provided with a minimum period of 6 months remaining
ASBESTOS	Asbestos survey & management plan for all buildings where asbestos is present or can reasonably be expected to be present (in reality all workplaces built before 2000)..	<p>Advisory – please the link below to the HSE website for information on and guidance</p> <p>http://www.hse.gov.uk/asbestos/regulations.htm</p>
LEGIONELLA	Legionella risk assessment and scheme of controls in buildings where a risk of Legionella is present. All areas of building.	<p>For properties where there is a shared/communal water tank (normally blocks) provision of a legionella risk assessment and scheme of controls.</p> <p>Please see the link below to the HSE website for information and guidance.</p> <p>http://www.hse.gov.uk/legionnaires/index.htm</p>
LIFTS	Inspection & test of all lifts in the building	If the whole block is leased or the whole block is a Council freehold, a test certificate is required .

Safety Area	Safety Requirement	Action to meet standard
		<p>Otherwise, please see the link below to the HSE website for information and guidance</p> <p>http://www.hse.gov.uk/work-equipment-machinery/passenger-lifts.htm</p>

13. Energy Performance Certificate

An Energy Performance Certificate (or EPC) is required. It is the responsibility of the Landlord to have a valid EPC to show to prospective tenants. The EPC must be given to the eventual tenant. The property should have an energy efficiency rating no lower than D. If the rating is lower than D, then the Landlord must put into place the recommendations needed to get it at least a D rating.

14. Decent Homes Standard

Properties assessed as meeting Decent Homes standard will:

- Be safe with no major areas of disrepair
- Have modern fitted Kitchens and Bathrooms
- Be warm and energy efficient including central heating, double glazing and thermal insulation.
- Be secure
- Provide a safe and pleasant environment.

Fire safety – key questions / points which depending on property type may be relevant

Important note

The checklist below is based on the guidance produced in relation to fire safety within residential properties, however as there is significant variation in type and risk level reference should be made to official governmental and other guidance such as;

- Department for Communities and Local Government – [Fire safety guidance for sleeping accommodation](#)
- Local government guide – [Fire safety in purpose-built blocks of flats](#)
- The Housing Health and Safety Rating System (HHSRS) [guidance](#) on fire (page 148)
- Further guidance is also available from LACORS [here](#).

This document is designed to assist landlords or other duty holders under the Reform (Fire Safety) Order as part of ongoing inspection / maintenance arrangements, it's completion **does not** constitute a fire risk assessment.

Escape routes			Notes / action needed
1	Are escape routes clear?	Yes/No	
2	Is there any combustible waste or storage in corridors, lobbies, stairways and chute rooms?	Yes/No	
3	Are notice boards overflowing with outdated messages and posters?	Yes/No	
4	Are there any signs of damage to fire-resisting walls, doors	Yes/No	

	and glazing between units and the common parts?		
5	Are external routes clear and safe? And if needed well lit?	Yes/No	
6	Have any vents required for smoke control been tampered with, forced open and damaged (e.g. by residents seeking to air stuffy atmospheres or to remove the smell from illicit smoking) or blocked up to prevent draughts?	Yes/No	
7	Are fire exit signs or fire action notices missing or defaced?	Yes/No	
8	Where fitted is emergency lighting and sign lighting working correctly?	Yes/No	

Fire doors			Notes / action needed
1	Can all fire exits be opened immediately and easily?	Yes/No	
2	Are fire doors clear of obstructions?	Yes/No	
3	Do fire doors have smoke seals?	Yes/No	

Fire doors			Notes / action needed
4	Are fire door smoke seals in good condition (not painted over / damaged)?	Yes/No	
5	Do all self-closing fire doors work correctly?	Yes/No	
6	Do fire doors fit closely with a maximum of 5mm gaps?	Yes/No	
7	Do all emergency fastening devices to fire exits (e.g. push bars) work correctly?	Yes/No	
8	Are doors to residents' store rooms, electrical cupboards, plant rooms, bin stores and other ancillary rooms left or held open?	Yes/No	
9	Are front doors and other entrance and exit doors closing properly?	Yes/No	
Fire warning systems (see guidance in relation to when these are needed)			Notes / action needed

Fire warning systems (see guidance in relation to when these are needed)			Notes / action needed
1	Is the indicator panel showing 'normal'?	Yes/No	
2	Where provided, are fire detectors, call points and sounders still in place and/or damaged, covered over or interfered with in anyway?	Yes/No	
3	Where applicable has the fire alarm been tested on a weekly basis?	Yes/No	
4	Is an ongoing periodical maintenance contract in place?	Yes/No	

Fire fighting equipment (see guidance in relation to when these are needed)			Notes / action needed
1	Are all fire extinguishers in place?	Yes/No	
2	Are fire extinguishers discharged or damaged?	Yes/No	
3	Are fire extinguishers clearly visible and accessible?	Yes/No	

Fire fighting equipment (see guidance in relation to when these are needed)			Notes / action needed
4	Have fire extinguishers been tested within the last year?	Yes/No	
5	Are vehicles blocking fire hydrants or access to them?	Yes/No	

Letting Standard



Homes for Haringey

Minimum letting standards

- ✓ We are keen to let empty properties as soon as possible.
- ✓ When one of our properties becomes empty we usually have to do essential repairs before a new tenant moves in. Sometimes we carry out some repairs after the tenant has moved in.

Safe and Secure

- ✓ We will ensure that all properties are safe and secure when they are let.
- ✓ All properties will have had health and safety repairs carried out before a new tenant moves in, and the front door locks will have been changed. If there are non-essential repairs to be carried out once you have moved into the property, we will tell you about these when you view and give you details and timescales for completion.

Clean

- ✓ We clean all our properties and usually remove any items, fixtures and fittings left by the previous tenant, although, where they are in good condition, they may be left in place, and when they need to be replaced, we will use our standard fittings. Properties are let unfurnished, without any carpets or white goods provided.

Decorating

- ✓ If we think your new home needs decorating, we will provide a decorating pack containing paint, paper and tools to enable you to do the work.
- ✓ Decorations in supported housing accommodation will be in a good condition.

The minimum letting standard shows which works we'll carry out before or after the new tenant moves in:	Before:	After:
Electrics		
Full electrical safety check to British Standard (BS7671)	✓	
All unapproved wiring will be disconnected and removed	✓	
Alarms tested	✓	
Any non-essential items identified during the electrical check		✓
Gas		
Gas safety test to meet the Gas Safety (Installations and Use) Regulations 1998	✓	
All tenant installed gas appliances and gas pipes removed and capped at source	✓	
Flue outlets through walls made good	✓	
Heating		
All heating systems to be checked in accordance with gas and electrical regulations	✓	
Where the heating system is inadequate, a new system will be installed	✓	
Minor repairs which don't prevent the system from working		✓
Commissioning/installing the boiler and minor repairs on day the tenancy begins		✓
External doors		
Checked they are in a satisfactory condition providing an acceptable level of security	✓	
Essential repairs to doors	✓	
Replacement doors fitted	✓	
Front door locks changed	✓	
Letter plate fitted		✓
Windows		
All window frames in a satisfactory condition providing an acceptable level of security	✓	
Broken glazing replaced	✓	
Any window restrictors fitted will operate correctly	✓	
Replace double glazed units which have failed		✓
Replace glazing beads which have failed		✓

The minimum letting standard shows which works we'll carry out before or after the new tenant moves in:	Before:	After:
Walls and ceilings		
All surfaces are sound and free from major cracks, flaking, blown or missing plaster	✓	
Remove any polystyrene tiles and making good plaster	✓	
Remove any protruding screws and nails	✓	
Minor cracking of plaster & filling small nail/screw holes is a decorative defect for the tenant to make good		
Flooring		
Concrete floors Check all concrete floors are sound	✓	
Tiled floors Check floor tiles are in a good and secure condition. If more than a quarter of the tiles in a room are in poor condition, all the tiles will be replaced	✓	
All wet rooms have water resistant flooring	✓	
Timber and chip board flooring Check all floorboards are in good condition	✓	
Remove any protruding screws, nails and carpet track	✓	
Kitchens		
All kitchens will have as a minimum:		
A single drainer sink unit, fitted to a suitable base unit, complete with waste plug fixed to the sink by a chain	✓	
One double base unit	✓	
One double wall unit	✓	
A cooker space 60cms by 60 cms	✓	
Worktops fitted correctly and in good condition	✓	
Water resisting flooring	✓	
If a kitchen needs replacing, this will be done as part of our capital works programme in the future		
Hall, stairs and landing		
All hall stairs and landings will have as a minimum:		
A banister rail fitted and balustrades where provided, will be safe and secure.	✓	
Stair treads in sound condition	✓	
Where there is access to a loft, hatch covers installed and correctly fitted	✓	

The minimum letting standard shows which works we'll carry out before or after the new tenant moves in:	Before:	After:
Toilet and bathrooms		
All sanitary ware shall be clean and free from cracks or corrosion	✓	
Bath and wash hand basins will be fitted with a waste plug fixed to the appliance by chain	✓	
Hot and cold taps in working order	✓	
Toilet seats correctly fitted and free from damage		
Waste pipes free from obstructions or blockages	✓	
All splash back glazed wall tiles will be in good condition	✓	
Lock to WC and bathroom doors	✓	
Water resistant flooring	✓	
Replacement of any missing or cracked tiles		✓
Sheds (brick or concrete only)		
Doors and windows in good working order and in a reasonable condition. At least one key should be supplied to the new tenant where a lock is fitted.		✓
Roofs sound and free from leaks		✓
Exterior		
Roofing tiles must be intact, including ridge tiles	✓	
Flat roofs must be in a watertight condition	✓	
Chimneys shall be sound	✓	
All guttering and down pipes shall be in good working order	✓	
Gullies and drains, including waste outlets to be free from obstruction	✓	
Footpaths, boundary fences, walls and gates are to be in a serviceable condition		✓
Gardens shall be cut back to a manageable level and clear of rubbish	✓	

Report for: **Housing & Regeneration Scrutiny Panel**

Date: 1 November 2022

Item number: 9

Title: **The Haringey Community Benefit Society**

Report
Authorised by: **David Joyce, Director of Housing, Regeneration and Planning**

Lead Officer: **Hannah Adler, Interim Head of Housing Strategy and Policy**

Ward(s) affected: **All**

Report for Key/
Non Key Decision: **Non-key**

1. Describe the issue under consideration

- 1.1. This report provides an overview of the process of acquiring homes to lease to the Haringey Community Benefit Society and ensuring that these homes are, or are brought up to, high standards.

2. Recommendations

- 2.1. Housing & Regeneration Scrutiny is recommended to note this report.

3. Background

The Haringey Community Benefit Society

- 3.1 In July 2018, Cabinet agreed to establish the Haringey Community Benefit Society (HCBS). The HCBS is an independent organisation, albeit one with a close relationship to the Council. It is governed by a Board of Directors, with two of the five directors nominated by the Council.
- 3.2 The HCBS allows the Council to acquire homes using retained Right to Buy receipts and lease them to the HCBS who lets them to households nominated by the Council. These leases last for seven years with the properties returning to the Council's HRA at the end of this period, thus increasing the Council's housing stock.
- 3.3 The HCBS has a Nomination Agreement with the Council which requires it to only let its properties to households nominated by the Council. Tenants are offered two-year tenancies which then become periodic tenancies until the end of the lease. This contrast favourably with the tenancies offered in the private sector in both length, quality of accommodation and rent levels.

Properties leased to date

3.4 The Council is currently leasing 262 homes to the HCBS, broken down as follows:

1-beds	32
2-beds	163
3-beds	59
4-beds	8
Total	262

3.5 The table below shows the location of homes in and out of the borough.

Haringey Ward	No. of HCBS properties
Alexandra	1
Bounds Green	15
Bruce Grove	5
Crouch End	0
Fortis Green	0
Harringay	1
Highgate	0
Hornsey	8
Muswell Hill	1
Noel Park	3
Northumberland Park	35
Seven Sisters	15
St Ann's	14
Stroud Green	2
Tottenham Green	15
Tottenham Hale	11
West Green	14
White Hart Lane	11
Woodside	16
Total In-Borough	167
Out of Borough	
Barnet – Out of Borough	93
Islington – Out of Borough	2
Total Out-of-Borough	95
Total Properties	262

3.6 The majority of homes leased to the HCBS are in the borough. A number of homes were bought in Barnet as part of a portfolio acquisition of high-quality homes.

3.7 At the end of October, a further eight 2-bed homes and two 3-bed homes are also due to be leased to the HCBS, bringing the total number of leased homes to 272.

Voids standard

- 3.8 The HCBS and the Council have entered into an agreement whereby the Council undertakes works on void properties to ensure that they are brought to standard. The standard includes the provision of:
- Curtain rails
 - Carpets throughout the property (with the exception of kitchen and bathroom areas which have vinyl floor coverings)
 - Internal doors being replaced
 - Asset components, such as kitchens, bathrooms and boilers being replaced if they are considered to have less than 7 years life

5. Contribution to strategic outcomes

- 5.1 The confirmed continued improvements and reviews contributes to Priority 1 of the Borough Plan, in particular outcome 3 'We will work together to drive up the quality of housing for everyone'.

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Report for: **Housing & Regeneration Scrutiny Panel**

Date: 1 November 2022

Item number: 10

Title: **Aids and adaptation**

Report
Authorised by: **David Joyce, Director of Housing, Regeneration and Planning /
Beverly Tarka, Director of Adults, Health and Communities**

Lead Officer: **Robbie Erbmman, Assistant Director for Housing / Vicky Murphy,
Assistant Director for Adult Social Care**

Ward(s) affected: **All**

Report for Key/
Non Key Decision: **Non-key**

1. Describe the issue under consideration

- 1.1. This report provides an overview of the process for assessing need and providing adaptations to residents' homes, as well as an overview of planning requirements to ensure that new adaptable homes are developed.

2. Recommendations

- 2.1. Housing & Regeneration Scrutiny is recommended to note this report.

3. Adaptations to existing housing

- 3.1 The council is committed to assisting people who are registered, or eligible for registration, as a disabled person, to help them in gaining access to and from, and in and around their dwelling to help them remain in their own home whenever it is practicable to do so.
- 3.2 The council is also committed to improving people's lives by giving people more choice and control in the services they use. Wherever possible, the council will seek to carry out the most cost-effective adaptation to the property which adequately meets an applicant's assessed needs. Usually this means that an adaptation is carried out within the existing structure of a dwelling.
- 3.3 The occupational therapy service helps people who have physical disabilities to live as independently as possible and helps their carers and families to care for them safely. Occupational therapists work with residents to identify how their disability is affecting their ability to carry out daily tasks.

- 3.4 Following an assessment, the council will discuss options with residents, with a view to giving choice and control over the services they receive.
- 3.5 The council will offer information and advice regarding alternative ways of carrying out activities independently. If needs can be met with simple equipment and minor adaptations, these can usually be prescribed. If necessary, the council can recommend major adaptations for the home. It may also recommend that people are re-housed and a report is written describing particular needs of residents.
- 3.6 Examples of minor adaptations include grab rails, stair rails, chair raises and step alterations. Installation of minor adaptations is dependent on ownership of the property. Adult social care undertakes work for both council and owner-occupied properties. If residents live in privately rented accommodation, the council requires the landlord's permission before it is able to install rails or other minor adaptations. Housing Associations usually undertake minor adaptations for their tenants based on the council's recommendations.
- 3.7 Examples of major adaptations include stairlifts, ramps for wheelchairs, level access showers. Occupational therapy staff will recommend major adaptations if it is necessary and appropriate to meet the needs of a person who has a permanent disability. Once an adaptation has been agreed, the process of arranging for the adaptations to be carried out will depend upon who owns the property. If a resident is an owner, a tenant of a privately owned or Housing Association they can apply for a Disabled Facilities Grant (DFG) towards the adaptations.
- 3.8 Disabled Facilities Grants fall under the Housing Grants, Construction and Regeneration Act 1996 and the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The principles of the Act are:
- To ensure that all residents have access to accommodation that enables independent living, privacy and dignity for the individual and their families. This may include offers of alternative accommodation or modifying disabling environments;
 - To provide a service that seeks to best meet the needs experienced and identified by the disabled person;
 - To ensure that constraints on independent living are not imposed on disabled people by virtue of the construction, layout or design of their homes;
 - The process utilises the skills and experience of a wide range of disciplines and includes consultation and choice for the disabled person;
 - The appropriateness and acceptability of the adaptation is measured by the extent to which it meets the needs of the individual; and
 - To examine all the options available to the individual before embarking on plans to adapt the current property where major adaptations are required

- 3.9 If a resident resides in a council owned property they are also eligible for major adaptations and the process is the same regardless of tenure.
- 3.10 The council has developed a new DFG policy that gives more flexibility and improves accessibility to the DFG for residents in need of adaptations to their home. This is in line with the Regulatory Reform Act 2012 which gave local authorities the ability to be more flexible with how the DFG is provided. Haringey is one of a few councils who have taken this approach.
- 3.11 Following the implementation of the policy, the council was able to remove the financial means testing for all applicants so provision of adaptations for residents is based on need; remove the mandatory grant ceiling, which allows to provide adaptations that met the assessed level of need without grant restriction, therefore removing the need for people to pay the difference; use the grant funding to facilitate and meet Better Care Fund outcomes around prevention, hospital discharge and equipment provision and use the grant to make properties safe and appropriate for residents with complex behavioural need.
- 3.12 A Disabled Facilities Grant (DFG) is available to pay for alterations to a disabled person's main residence. It is possible for a disabled person to apply for a DFG if they are a tenant, either private or RSL in which case the landlord can also apply for a DFG on the disabled person's behalf. The disabled person must have lived, or be intending to live, in the property in question for at least five years, or for such a shorter period as their health and other relevant circumstances permit.
- 3.13 Any alterations must be reasonable and practicable, necessary and appropriate. An assessment is required by an Occupational Therapist (OT)/ or Trusted Assessor (TA) before an application for a DFG or council adaptation is granted. Following the OT/ TA assessment where the outcome is major adaptation, a specification is completed outlining what the resident requires. This is then sent to the Surveying Team in ASC to undertake a site visit and complete a schedule of works. This is then allocated to one of our approved contractors on the adaptations DPS Framework to complete.
- 3.14 When major investment works are carried out to council tenants' homes, if adaptations could be required and an OT assessment is completed. At the point the investment works are delivered the adaptations will also be completed. In the majority of cases, this will be installations of wet rooms or showers to assist the resident to continue to live independently.

4. New adaptable and accessible homes

- 4.1. The 2015 Building Regulations establish standards that must be achieved in the construction of buildings. Schedule 1 of the Building Regulations sets out requirements for three different types of new dwellings:

- M4(1) – Visitable dwellings.
- M4(2) – Accessible and adaptable dwellings.
- M4(3) – Wheelchair user dwellings.

4.2. The requirements set out in M4(2) and M4(3) are optional requirements that only apply if imposed on new development as part planning permission.

4.3. The council as a Planning Authority does impose those requirements on new developments. Haringey's existing Local Plan sets out the criteria for planning decisions, and it requires 90% of new housing to meet Building Regulation requirement M4(2) and 10% to meet M4(3). The council is currently consulting on a new Local Plan.

4.4. In specific relation to affordable new homes, 2019 amendments to the 2017 Housing Strategy set out that a minimum of 10% of affordable homes should be wheelchair accessible, with an aspiration of 20%.

4.5. The council is aiming to go beyond this in its own housing delivery programme. By 2031, the Council will have built and let more than 3,000 new council homes for social rent. More than 1,000 have already started on site - the first new council homes in Haringey for 40 years.

4.6. All these new council homes are designed to M4(2) standards, which means they have enhanced accessibility in circulation spaces and bathrooms along with features to make homes easily adaptable. Most of our new council homes are in lifted developments: homes in all schemes that have suitable lift access to all floors can therefore be regarded as fully accessible and adaptable.

4.7. Beyond that, the council is currently consulting on a proposal in our new Housing Strategy to ensure that 20% of new council homes from 2023 are wheelchair accessible and to encourage other housing developers to meet this higher standard.

4.8. The council has introduced a 'Bespoke Homes Programme' to match households with disabilities to adaptable council homes at a stage early enough that those homes can be designed and built around the specific needs of each individual household. 20 out of the 184 new council homes completed so far have been let with adaptations tailored to the specific needs of individual households with disabilities.

4.9. In 2019, the council established the Haringey Community Benefit Society (HCBS), a formally independent organisation dedicated to letting homes to homeless households at low rents on five-year tenancies. These homes are additional to those built by the council: in general they are former council homes sold under Right to Buy that have been bought back by the council and leased to the HCBS for these purposes. In the

last six months, the council has started a pilot project to adapt a number of HCBS homes to the needs of wheelchair users living in Temporary Accommodation.

5. Contribution to strategic outcomes

6.0 Use of appendices: N/A

7.0 Local Government (Access to Information) Act 1985 : Not applicable

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Housing and Regeneration Scrutiny Panel

Work Plan 2022 - 24

1. Scrutiny review projects; These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. Should there not be sufficient capacity to cover all these issues through in-depth pieces of work, they could instead be addressed through a “one-off” item at a scheduled meeting of the Panel. These issues will be subject to further development and scoping. It is proposed that the Committee consider issues that are “cross cutting” in nature for review by itself i.e., ones that cover the terms of reference of more than one of the panels.		
Project	Comments	Priority

2. “One-off” Items; These will be dealt with at scheduled meetings of the Panel. The following are suggestions for when particular items may be scheduled.	
Date	Potential Items
2022-23	

28 June 2022	<ul style="list-style-type: none"> • Terms of Reference • Private Sector Landlord Licensing Scheme • Empty Homes Policy • New Local Plan Update • Community Infrastructure Levy Update
29 September 2022	<ul style="list-style-type: none"> • Update on the Council's Housing Delivery Programme • Use of the Private Rented Sector to meet Housing Need • Wards Corner Update
01 November 2022	<ul style="list-style-type: none"> • Update on the insourcing of Homes for Haringey • Temporary Accommodation <ul style="list-style-type: none"> ○ Standards and quality of TA accommodation and how the Council works with and seeks compliance from external TA providers. ○ The Council's acquisitions programme - How we acquire TA properties and bring them up to standard. • Aids and Adaptions & Housing for people with disabilities and other specific needs. <ul style="list-style-type: none"> ○ How do we ensure that people with specific needs receive suitable accommodation?

12 December 2022 (Budget Meeting)	<ul style="list-style-type: none"> Budget scrutiny
27 February 2023	<ul style="list-style-type: none">
2023/24	
Meeting 1	<ul style="list-style-type: none"> Terms of Reference
Meeting 2	<ul style="list-style-type: none">
Meeting 3	<ul style="list-style-type: none">
Meeting 4 (Budget)	<ul style="list-style-type: none"> Budget Scrutiny
Meeting 5	

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Scrutiny Café – 16 September 2022

Housing and Regeneration Scrutiny Panel

Top Priorities from Survey from within terms of reference:

1. Social Housing
2. Housing Supply and Investment
3. Homelessness and Temporary Accommodation
4. Regeneration
5. Private Rented Sector

Issues Suggested in Scrutiny Survey or at Scrutiny Café

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
Management of repairs	<ul style="list-style-type: none">• Quality and standards of repairs.• Concerns around cyclical and reactive repairs. Either not being done which caused bigger problems later down the line or being done to a poor standard.• If the Council does not deal with repairs, the problem escalates and gets worse.• Presence of mould in accommodation. Poor quality of window and doors in people's homes• Better maintained communal spaces (inc. outside space).• Communication on repairs. A failure to adequately communicate with residents about how long a particular repair would take, when it would be carried out etc.• TA repairs –lack of feedback about how long repairs take.	<ul style="list-style-type: none">• Possible short scrutiny review in the future, once the Council repairs service has time to bed-in following the transition to in-house.• Report to a future meeting• Questions to Cabinet Member

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
	<ul style="list-style-type: none"> • Difficulty of navigating repairs service for those who don't speak English or are unable to follow up through the complaints process for whatever reason. • Subcontractors and a lack of adequate contract management. • "Residents do the right thing and report repairs but then nothing is done and then it ends up being taken down the route of resident complaints and judicial review". 	
Housing for people with specific needs - Aids and Adaptions	<ul style="list-style-type: none"> • Suitable accommodation for those with disabilities or parent/carer responsibilities. People being put into very unsuitable accommodation and the fact that aids and adaptions either took a long time to implement or were done badly. • Time lag between people surveying aids and adaptions and anything happening. "Why does it take 6 months?" Suggestion that Council needed to be better at communicating the process • People with severe learning disabilities and other disabilities should be given priority for housing. • Housing needs for young people should be captured as part of their Education Health Care Plans that begin when they are young children. Their future Housing needs should be captured here from the age of five and a long term view given as to how to support them into housing (so they are don't just fall through the cracks in transition from children to adulthood). 	<ul style="list-style-type: none"> • Report to future Scrutiny Panel • Questions to Cabinet Member • Question to Cabinet Member • Question to Cabinet Member

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
	<ul style="list-style-type: none"> Queues at customer service centres and the difficulty this creates around housing and urgent needs. Communication channels with the Council and the perception that there was a general lack of empathy or understanding from the Council. Does the Council keep a record of the adaptations it carries out? How is the council planning for the housing needs of vulnerable adults, particularly in later life. 	<ul style="list-style-type: none"> Question to Cabinet Member Question to Cabinet Member Question to Cabinet Member
Empty Properties/Voids	<ul style="list-style-type: none"> Length of time taken to around empty properties when people move out. There is a long waiting list for housing and how can the Council look to fill those voided properties quicker. Noted that some of the voids require extensive works to them and this can take some time, given the supply chain issues etc. Key link about the relationship between voids, adaptation needs, adult social care and the housing waiting list. 	<ul style="list-style-type: none"> Empty Homes Policy update received in June 2022 Further report to future Scrutiny Panel
Private Sector Landlords	<ul style="list-style-type: none"> Access to social housing very difficult for young people The cost of private rented sector accommodation - £800/£900 for a single room in a shared house. Concerns about rogue agents withholding the administrative and letting fees paid by tenants when offers fell through. Lack of regulation of estate agents and the extent to which the Council can enforce against them. The route to housing for most young people is blocked, whether that is through the private sector or social housing. Private sector housing is getting harder and harder. 	<ul style="list-style-type: none"> Report to September meeting of the Panel. Short Scrutiny Review planned around the impact of legislative changes on the Council and the impact of increasingly seeking to place people in housing in the private rental sector.

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
	<ul style="list-style-type: none"> Rent stabilisation and support packages. Concerns that landlords just collect rent and often don't seem to have the welfare of sick or disabled residents at heart. The Council needs to be able to encourage good private sector landlords. 	
HMO Licensing	<ul style="list-style-type: none"> Roll-out of licensing scheme and the extent to which it improves compliance rates by rogue landlords. Need for tougher HMO licensing enforcement but also concerns raised about additional costs to landlords being passed on to renters in an already very expensive market. Has anyone looked at the unintended consequences of the MHO licencing process. Many landlords are conscientious the Council needed to be mindful of the language it used when discussing the issue. 	<ul style="list-style-type: none"> Report on licensing received by the panel in June 2022. Follow-up report to come to a future meeting.
Housing Associations	<ul style="list-style-type: none"> Quality of accommodation and repairs provided by Housing Associations Housing Associations are regulated separately so the Council has limited influence. Concerns about specific providers, such as London and Quadrant and a lack of accountability. 	<ul style="list-style-type: none"> Report to a future meeting of the Panel. CEO of leading Housing association to be invited to a future meeting.

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
<p>Temporary Accommodation & Homelessness</p> <p>Homelessness – customer service</p>	<ul style="list-style-type: none"> • Quality of repairs in TA • Need to consider the everyday lived experience of the people in Temporary accommodation and the fact they have to go to local schools and work in the local area. The Council needs to make sure that it places families not too far away as many people don't have access to cars. Placing people across London and Hertfordshire is unfair. • Impact on people's mental health from poor quality TA. • Disproportionate impact on single parents and families with children. • Provision of homelessness services • Homelessness customer service was seen as being poor and difficult to navigate. "emails never get a reply, and some phone numbers never work, plus caseloads take too long to be resolved." 	<ul style="list-style-type: none"> • Report to Scrutiny Panel • Questions to the Cabinet Member.
<p>Role of the planning process in ensuring the protection of green spaces</p>	<ul style="list-style-type: none"> • Youth spaces to be provided as part of the development process and Section 106 funding. Council should be doing more to pressure developers. • Street Trees and green spaces • Council Should ensure that all new housing is done on brownfield sites • Passive Haus design accreditation for all new developments and consideration of environmental impact and energy efficiency. • Build in biodiversity to developments 	<ul style="list-style-type: none"> • Report on the New Borough Plan received by the Panel in June 2022. • Further questions to be put to the Cabinet Member
<p>Leaseholders</p>	<ul style="list-style-type: none"> • Working with and involving leaseholders in decisions made about their properties. 	<ul style="list-style-type: none"> • Questions to Cabinet Member

Suggestion	Comments and Feedback from Survey and Cafe	Response (Item for Panel meeting/potential review/Cabinet Member Question/no further action)
	<ul style="list-style-type: none"> Need for greater scrutiny on Noel Park works 	
Trees on housing estates	<p>“Not building on or removing existing green spaces with mature trees on estates such as the Ramsey Estate, Downhills Estate, Parkland Walk.”</p> <p>“Need to protect mature trees around ALL housing for healthy air, mind, air cooling.”</p>	<ul style="list-style-type: none"> Questions to Cabinet Member
Street properties	<ul style="list-style-type: none"> Links into empty homes policy and wider housing strategy. <p>“I think the council need to scrutinise street property that it owns in my area or do some monitoring. I think you should bring back some of the tenant’s panels so we can input things so the council is up to date with what’s going on so it can deal with things faster.”</p>	<ul style="list-style-type: none"> Empty Homes Policy update received in June 2022
Customer Service	<ul style="list-style-type: none"> Issue about how the Council treats its customers and residents and the people skills of its staff who deal with sometimes vulnerable residents with multiple care needs. 	<ul style="list-style-type: none"> Put up to main committee with a suggestion that this is a cross-cutting issue for OSC to look at.
Regeneration	<ul style="list-style-type: none"> Place making and question of who regeneration is for? Concerns about impact of gentrification 	<ul style="list-style-type: none"> Questions to Cabinet Member
Failure to integrate housing, social care and repairs	<ul style="list-style-type: none"> Is there scope for greater integration. Benefits vs costs. 	<ul style="list-style-type: none"> Questions to Cabinet Member