

NOTICE OF MEETING

HOUSING, PLANNING AND DEVELOPMENT SCRUTINY PANEL

Tuesday, 30th July, 2024, 6.30 pm - George Meehan House, 294 High Road, Wood Green, N22 8JZ (watch the live meeting [here](#), watch the recording [here](#))

Councillors: Alexandra Worrell (Chair), Tammy Hymas, Dawn Barnes, Khaled Moyeed, Harrison-Mullane, John Bevan and Isodoris Diakides

Quorum: 3

1. **FILMING AT MEETINGS**

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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 - 12)

To approve the minutes of the previous meeting.

7. HOUSING ASSET MANAGEMENT PLAN (PAGES 13 - 30)

To receive an update on the Housing Asset Management Plan, including an update on the progress made to date with retrofitting.

8. HOMEOWNERSHIP SERVICES UPDATE (PAGES 31 - 38)

To receive an update on the improvements being made for leaseholders in the Council's Homeownership Services.

9. FIRE SAFETY ACTION PLAN (PAGES 39 - 48)

To receive an update on the progress to date in implementing Haringey's Fire Safety action plan.

10. WORK PROGRAMME UPDATE (PAGES 49 - 58)

To discuss the Panel's work programme for the current municipal year.

11. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 3 above.

12. DATES OF FUTURE MEETINGS

- 26th September 2024
- 5th November 2024
- 16th December 2024
- 6th March 2025

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Fiona Alderman
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George Meehan House, 294 High Road, Wood Green, N22 8JZ

Friday, 12 July 2024

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MINUTES OF MEETING Housing, Planning and Development Scrutiny Panel HELD ON Wednesday, 13th March, 2024

PRESENT:

Councillors: Dawn Barnes, Harrison-Mullane, Tammy Hymas, Khaled Moyeed, John Bevan, Alexandra Worrell (Chair) and Isidoros Diakides

ALSO ATTENDING:

157. 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'.

158. APOLOGIES FOR ABSENCE

Apologies for lateness were received from Cllr Moyeed.

159. URGENT BUSINESS

There were no items of urgent business.

160. DECLARATIONS OF INTEREST

None.

161. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

There were no deputations, petitions, presentations or questions received.

162. MINUTES

The Panel requested that a further update be provide to a future meeting around the costs to the Council arising from legal disrepair claims. **(Action: Philip).**

RESOLVED

That the minutes of the meeting on 18th December 2023 were agreed as a correct record.

163. VOLUNTARY UNDERTAKING TO THE REGULATOR OF SOCIAL HOUSING

The Panel received a report which provided an update on the work being done following the Council's self-referral to the social housing regulator, and the subsequent notice issued by the regulator in relation to breaches of two parts of the Home Standard; for non-compliance with the Decent Homes Standard, and the Council's identification of over one hundred Category 1 hazards within its own housing stock. The report was presented by Jahedur Rahman, Operational Director of Housing Services and Building Safety as set out in the report pack at pages 9-16. The Director Placemaking and Housing, as well as the Cabinet Member for Housing Services, Private Renters and Planning were also present for this item. The Panel noted that nine of the ten actions agreed with the regulator as part of the short-term plan had been completed. The following arose from the discussion of this report:

- a. The Panel queried the statement in the report that 323 properties had returned back to Haringey and questioned whether this related to 323 illegal tenancies. In response, officers advised that this related to cases of properties without a valid electrical/gas safety certificate, and that due to problems with no access to these properties, the tenancy management team could do no more and so they were 'handed back' to the Council's legal department to take legal action.
- b. The Panel sought clarification around the term the 'big 6' indicators of compliance, and queried whether there were other compliance indicators that were relevant. In response, officers advised that these were the six statutory areas of compliance that the authority was assessed against by the regulator. It was commented that from a legal perspective these were the six areas that the Council had to focus its efforts upon.
- c. In relation to a question, officers confirmed that the report's allusions to new systems was the move to a new dedicated compliance system, so that the Council was no longer recording cases on spreadsheets.
Clerk's note at 18:47 – Cllr Moyeed joined the meeting at this point
- d. The Panel commended officers on the amount of work that had been done to undertake outstanding actions. The Panel noted that the regulator found that there were around 5k homes that did not meet the decent homes standard and that there were around 100 properties with category one defects. The Panel enquired whether any targets had been set for improving these outcomes. In response, officers advised that the Council had undertaken a stock condition survey and so had an up-to-date stock condition programme, which allowed it to have an accurate picture of the number of properties with category one defects. Officers advised that whilst surveyors had undertaken a robust survey regime and were prioritising category one hazards, it was the case that one of the category one hazards identified in HRS legislation was overcrowding. In these cases, there was no repair that the Council could carry out to rectify the problem. Where the problem was repair based, the Council would rectify this. The Panel requested some further data on the number of category one hazards minus cases of overcrowding (**Action Jahed**).
- e. The Panel queried why some of the different compliance indicators had variable frequencies as identified in the report. In response, officers advised that the inspection frequency was determined by the regulatory requirements and that this was out of the Council's control. Different assessments had different regulatory regimes.

- f. The Chair queried whether the statement made under the Carbon & Climate Change section of the report related specifically to the voluntary undertaking. In response, officers clarified that these comments related to work being undertaken as part of the Strategic Asset Management plan that went to Cabinet.
- g. In relation to a query about the role of external validation, officers advised that once all of the actions had been completed, external auditors would be used to validate the work that the Council had done internally. Only once these assurances had been received would the Council apply to the regulator to have the notice removed. In response to a follow-up question, officers confirmed that the regulator had advised that the authority did not need to resolve the ongoing cases involving access issues in order to have the notice removed.
- h. The Panel sought assurances about the wider engagement work referred to in the report. In response, officers advised that that the wider engagement work was taking place but that it was not part of the response to the referral to the regulator.
- i. The Panel contended that a lessons learnt exercise should be undertaken, given the position the Council found itself in when Homes for Haringey came back in-house. In response, the Director advised that Pennington Choices had undertaken a piece of follow-up work and that there was raft of actions and follow-ups that sat outside of the voluntary undertaking. Part of the follow-up work would be around validating these actions and ensuring that they had been resolved. In this context, the Director advised that he was satisfied that a suitable level of lessons learnt work had been done across the service.
Clerk's note at 19:00 – Cllr Diakides left the meeting at this point.

RESOLVED

That the panel noted the report and the information contained therein.

164. PREPAREDNESS FOR NEW SOCIAL HOUSING CONSUMER STANDARDS

The Panel received a report which provided an update on the Council's preparedness for the Regulator of Social Housing's new Consumer Standards. The report was presented by Jahedur Rahman, Operational Director of Housing Services and Building Safety and Nimisha Patel, AD for Housing Management, as set out in the report pack at pages 17-26. The Director Placemaking and Housing, as well as the Cabinet Member for Housing Services, Private Renters and Planning were also present for this item. The following arose as part of the discussion of this report:

- a. The Panel queried what kind of weighting was given to the new consumer standards and what the repercussions would be for non-compliance. In response, officers set out that the governance arrangements would vary from authority to authority. In response to a follow-up question, officers advised that they were confident that, if the authority was inspected today, it would meet the standards on safety and quality due to the work done in the past 12 months. Compliance with some of the other standards still required some more work.
- b. The Panel sought clarification on whether the new approach would give the Council more teeth in terms of enforcing against cases of poor quality housing. A Panel member gave examples from their casework of CPNs not being

- actioned and cases taking a very long time to progress. In response, officers acknowledged that the Housing Enforcement Team had been very reliant on issuing CPNs, and that one of the things the AD for Housing Management would like to see is use of other powers, such as injunctions which carried more weight. It was noted that discussions were taking place to ensure that the Council was using all of the remedies available to it through housing legislation.
- c. The Panel sought assurances about whether the Council received sufficient support from police colleagues to deal with significant breaches. In response, officers acknowledged that there was a case for needing stronger liaison with police. The Panel were advised that there was an internal partnership problem solving group where high level cases were discussed and where officers tried to get a commitment from police colleagues at a senior level.
 - d. The Panel set out that it was very difficult to tackle ASB cases that involved drugs without police support, but that the police didn't always have the resources to help. They queried what enforcement measures could the Council put in place to tackle identified cases of ASB. In response, officers advised that they recognised that the way the authority exercised its landlord function could improve, and that there was a number of powers available to the authority to enforce against tenants who were causing ASB. It was commented that the Housing Service was working with colleagues to ensure that the authority maximised the use of the enforcement tools that were available to it.
 - e. The Panel sought assurances, that following the roll-out of the safer estates programme in 2018, that all of the estates had adequate CCTV in place. In response, officers advised that there was a capital budget allocation every year to support the roll-out of improving CCTV on estates. The Cabinet Member advised that CCTV was improved in areas where there was a known issue and that this was a targeted approach. The Cabinet Member suggested that she did not believe it was desirable to have CCTV covering every corner of the estates.
 - f. The Panel raised concerns about the fact that most tenants did not know the name of their housing manager and it was queried how this would impact the new consumer standards. In response, officers advised that as part of the Housing Improvement Plan, all residents were written to and advised of the name of their housing manager. Officers advised that they wanted to move away from having a single named point of contact towards a single mailbox that was monitored by multiple members of staff. In response to a follow-up, officers advised that residents should still know who their housing manager was so that they could join them on estate walkabouts, for instance. However the service wanted to move away from a single contact for emails as this could be a single point of failure.
 - g. The Panel sought assurances about placing residents with support needs in general housing and the extent to which support was offered. In response, the Panel was advised that there were a lot of different pathways into housing and that ensuring that the right support mechanisms were there was key. The Cabinet Member provided assurances that this was something that was considered. Officers advised that there was a growing trend nationally of increasingly vulnerable people being placed into general needs housing, due to the acute shortage of housing.
 - h. In response to a question around ASB and how we prioritised door entry systems for particular residents, officers advised that as part of the safer estates schemes, it was based on intelligence and knowledge of ASB taking

place. Officers clarified that door entry systems weren't always the answer as they were often vandalised. Instead, CCTV could be a far more effective tool for dealing with ASB. In cases involving severe issues with drugs, the Council had also installed 24 hour dog patrols in some locations.

- i. The Panel queried about the repairs service and communicating the work that was done, it was questioned when major works and repairs would be prioritised over compliance. In response, the Cabinet Member acknowledged that the initial focus had been on compliance and that there was a limit to how much the Council could focus its efforts on. The Cabinet Member set out that a lot of additional resources had been put into the repairs team and that as the Major works programme came online, the demand for reactive repairs should decrease. The Cabinet Member advised that it was anticipated that the partnering contract for major works would be in place soon. Officers acknowledged that the repairs service was not where it needed to be, but by way of context it was noted that the service carried out around 55k repairs a year and around 1% of these resulted in complaints.
- j. The Panel sought clarification about the number of ASB cases in social housing dealt with by the Council's housing enforcement service. In response, officers advised that about 50% of the cases dealt with by the enforcement team were housing related. Officers advised that they were in the process of revisiting the SLA that they held with the housing enforcement team to agree a revised model and to look at whether the recharging mechanism was fair and accurate.
- k. In response to a follow-up question, officers advised that examples of the types of things that constituted high-level ASB were drug dealing, threats of violence, criminality and persistent offending.
- l. In response to a question about housing association tenants, officers advised that the report in front of members was specific to Council tenants. Housing associations had their own ASB reporting mechanisms and that residents should complain to their Housing Association in the first instance and then the Housing Ombudsman.
- m. In the context of the existing SLA, Members commented that housing contributed 90% of the funding for the housing enforcement team and that it seemed as though they spent 50% of their time on cases involving social housing.
- n. The Panel requested a future update around the revised re-charging model/SLA between housing and housing enforcement, and what additional services residents would be available to residents. **(Action: Jahedur/Barry Francis)**

RESOLVED

That the report was noted.

165. COMMUNITY INFRASTRUCTURE LEVY

The Panel received a report which provide an update on the Haringey Community Infrastructure Levy (CIL), including both the Strategic CIL and Neighbourhood CIL. The report was introduced by Bryce Tudball, Interim Head of Planning Policy,

Transport and Infrastructure, as set out in the agenda pack at pages 27 to 34. The following arose as part of the discussion of this item:

- a. The Panel queried why there were differing CIL rates across different areas of the borough and questioned whether these were due to be updated to reflect appreciating land values. In response, officers advised that the CIL rates were set based on viability evidence and that evidence showed that viability was higher in the west and central parts of the borough. The CIL rates were relooked at in 2017 and an increase in CIL rates in the east of the borough was subsequently introduced. Officers advised that the CIL rates across the borough were at around the maximum level without putting future development at risk.
- b. In response to a question, officers advised that legislation permitted an area that had adopted a neighbourhood plan to retain 25% of the CIL receipts generated in that area. This was in contrast to around 15% of Neighbourhood CIL being redistributed to areas that did not have an adopted plan.
- c. The Panel sought clarification about the amount of money generated in the east versus the west of the borough, given differing CIL rates and a general lack of development in the west of the borough. In response, officers acknowledged that the levels of development differed across the borough and that the majority of CIL generated came from the east and centre of the borough. Officers contended that it was fair that the majority of CIL revenue should be spent in those areas. Officers advised that NCIL had a redistributive element to ensure that areas that had the most development received a higher proportion of CIL funding.
- d. In response to a follow-up question, officers set out that the evidence base showed that CIL rates were about right in the west of the borough and that it shouldn't be the CIL rates that detracted from development. Instead, the relative lack of development was ascribed to the fact that there were very few development opportunities in the west of the borough. The Neighbourhood Plan would be looking at how to increase these development opportunities.
- e. The Panel sought clarification around Schools Streets and whether these could be implemented anywhere across the borough. In response, officers advised that Strategic CIL could be spent anywhere in the borough and that this included School Streets, along with a number of other walking and cycling projects and road danger reduction projects that were being developed across different parts of the borough.
- f. In relation to the proposed Crouch End Neighbourhood Plan, officers advised that some funding to support this was allocated in 2022, however the neighbourhood forum were not quite ready at that point. Officers advised that the Council recognised that the money for this area needed to be spent and it was hoped that this would be allocated towards the end of the year at the next round of Neighbourhood CIL allocation.
- g. In response to a question about who got to choose how the funding was spent in an area without a neighbourhood forum, officers advised that funding was ringfenced in areas with neighbourhood forums. The neighbourhood forums were consulted on how the money was spent but they did not take the decision. Instead, there should be a wider engagement exercise with residents. The

allocation of NCIL funding in areas without a neighbourhood plan (just as for those with a neighbourhood plan), would still be subject to a process of engagement but would ultimately be a decision taken by Cabinet.

- h. The Panel sought clarification about whether the amount of unallocated CIL money remained at £1.74m. In response, officers advised that the amount of unallocated CIL money as of 2022 was £1.74m but that further money would have been accrued since then. Some work was needed on the CIL approach following changes to ward boundaries.
- i. In response to a question about participatory budgeting and the role of VCISOs, the Panel was advised that there was no agreed approach to participatory budgeting at present and that as the money related to infrastructure projects, it would be Council-led as per the relevant statutory framework.
- j. In response to a comment, officers challenged the assertion that the majority of CIL spending was in one area. Officers set out that there was an allocation of parks funding in 2020 and that the projects were spread across different areas of the Council. It was emphasised that the allocation of CIL was part of an engagement process with residents.
- k. In relation to a question about changes to ward boundaries, officers set out that the starting point would be to respect the boundaries of existing neighbourhood forums, both in Highgate and those in development.
- l. The Panel commented that Camden and other neighbouring boroughs had higher CIL rates than Haringey. In response officers advised that Camden had higher levels of viability and so had higher CIL rates. Overall, it was suggested, Haringey was broadly in-line with its statistical neighbours. Officers also emphasised that CIL was just one of several ways in which developers provided contributions to local authorities. The other main example was Section 106 money, which included provision of affordable housing.
- m. The Panel questioned whether any consideration had been given to having variable CIL rates depending on the size of developments. Officers responded that this had been given consideration in the past but that the government had been clear that local authorities should not seek to jeopardise smaller sites by seeking to extract additional developer contributions.
- n. In response to a question, officers advised that government guidance sets out that strategic CIL should be spend on projects in the capital programme, and that these were quite broad in scope and also aligned with the Council's political priorities

RESOLVED

That the Panel noted the report.

166. UNDER-OCCUPATION IN COUNCIL HOUSING

The Panel considered a report which presented findings from council held census data on under-occupation in council and other social housing, set out the Council's policies to support under-occupying council tenants to move to smaller homes and set out the Council's ambition to develop a new rightsizing strategy. The report was

presented by Robbie Erbmann, AD for Housing, as set out in the published agenda papers at pages 35-37. Denise Gandy, AD of Housing Demand was also present for this item, along with the Cabinet Member for Housing Services, Private Renters and Planning. The following arose as part of the discussion of this report:

- a. The Panel noted 46% of four-bed council properties were under-occupied and 61% of five-bed council properties were under-occupied. Officers set out that the data showed that Haringey was slightly more under-occupied, that it was overcrowded. Better use of the Council's housing stock could, therefore, improve the demand pressures that the Council faced in relation to housing needs.
- b. The Panel commented that they recalled a previous update on this issue and the fact that the incentives offered weren't enough to tempt people to leave their family homes. The Panel queries the extent to which the Council was able proactively engage with tenants on this issue, without pressuring them. In response, the Cabinet Member acknowledged that in many ways this was the key question, and that having a robust offer of incentives was crucial to rightsizing the council's housing stock. The Cabinet Member suggested that the authority was at the beginning of this process and that she did not have all of the answers at present. However, it was envisaged that directing additional staffing resources at this would help move it along. It was suggested that a key incentive for some people could be an offer to move into a new home that had much lower running costs.
- c. The Panel sought clarification about whether there were any examples of good practice from other local authorities that had implemented a successful incentive scheme, that could be considered. In response, officers advised that, broadly speaking, it was about having a range of options in place. One example given was a transferable discount scheme, whereby those who were under occupying could be given a discount to buy a shared ownership property, in the same way that people got discounts under Right to Buy. There were also seaside and country home schemes that facilitated tenants swapping tenancies for a home in the country or by the sea.
- d. The Panel commented that one solution could be around having different tiers of incentives, as some people would be incentivised by money but others may have different motivations. The Panel also commented that engaging with residents was key in order to find out where the under-occupations were and to gauge interest. In response, the Cabinet Member noted that offering different rates to different residents would probably result in the Council being taken to court.
- e. The Panel sought clarification about whether adult children who still lived at home would be classed as a property being under-occupied. In response, adults advised that only properties with empty rooms would contribute to the figures for under-occupied properties, not those with adult children living in them.
- f. In response to a suggestion about having split tenancies for those with adult children that wanted to get their own place or families that wanted to separate, officers advised that this was an avenue that they would be keen to explore.

- g. In response to a question, officers advised that the existing home swap scheme was an alternative option available to people and that it was run as a national programme that allowed tenants to agree to swap homes on a national rather than intra-Haringey basis.
- h. The Panel sought clarification about whether it was legal to for the Council to reserve a particular chunk of housing for those who were currently under-occupying. In response, officers advised that it was possible to do a targeted scheme on a one-off basis through a targeted lettings plan. Officers advised that the Neighbourhood Moves scheme had already been quite successful in facilitating people to move into new homes. Officers also highlighted the fact that the Ashley Road site was due to be 50% social housing and 50% homes for private sale, but that the Council had managed to secure all 272 properties for social housing. This meant that there would be a lot of one and two bedroom properties on the site, and the plan was to offer a bespoke product for older residents who may want to downsize into a more accessible property.
- i. The Panel requested that a further update be brought to the Panel in due course around the Neighbourhood Moves scheme and its implementation to date. **(Action: Philip).**

RESOLVED

Noted.

167. WORK PROGRAMME UPDATE

The Panel requested a further update on under-occupation and work to increase staff resources beyond the one officer currently assigned to it.

The Panel also commented that they should meet informally to learn lessons on recommendation setting that arose from the recent scrutiny review on PRS housing.

RESOLVED

That the work programme was noted.

168. NEW ITEMS OF URGENT BUSINESS

N/A

169. DATES OF FUTURE MEETINGS

TBA

CHAIR: Councillor Alexandra Worrell

Signed by Chair

Date

Housing, Planning and Development Scrutiny Panel – Action Tracker 2024-25

2023-24 - 13 March 2024

No.	ITEM	STATUS	ACTION	RESPONSE
1	Minutes	ONGOING	The Panel requested that a further update be provide to a future meeting around the costs to the Council arising from legal disrepair claims	Noted. This will be added to the Work Programme. Members may wish to consider when they would like an update as part of a wider discussion on the work programme for year.
2	Voluntary Undertaking to the Social Housing Regulator	COMPLETED	The Panel requested some further data on the number of category one hazards minus cases of overcrowding	The service had a total 183 category one hazards reported through the stock condition surveys of which 143 has been closed or declassified. Of the 183, 14 were allocated to Tenancy Management. For overcrowding, as we cannot re-house families to larger homes due to the acute shortage of larger properties in Haringey and average wait times, we would provide information on applying for transfer/other move options.
3	Preparedness for the Regulator of Social Housing's new Consumer Standards	COMPLETED	The Panel requested a future update around the revised re-charging model/SLA between housing and housing enforcement, and what additional services residents would be available to residents.	The new recharging model and SLA are being finalised by the relevant services. An update on this to come back to the March 2025 panel meeting.
4	Under-Occupation in Council Housing	COMPLETED	The Panel requested that a further update be brought to the Panel in due course around the Neighbourhood Moves scheme and its implementation to date.	These will be incorporated in the 2024/25 work programme.

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Report for: Housing, Planning and Development Scrutiny

Title: Update on Housing Asset Management Plan.

Report authorised by: Jahedur Rahman, Operational Director of Housing Services and Building Safety

Lead Officer: Christian Carlisle, Assistant Director of Asset Management

Ward(s) affected: All

**Report for Key/
Non Key Decision:** Non Key - for information.

1. Recommendations

It is recommended that the Panel note the report.

2. Describe the issue under consideration.

Housing, Planning and Development Scrutiny Panel requested an update on the Housing Asset Management Plan.

3. Background

3.1 The Council's previous Housing Asset Management Strategy (HAMS) covered the period 2020/21 to 2024/25. In Quarter 3 of 2023/24 the HAMS was reviewed against the priorities and actions set out for the service in the Housing Improvement Plan adopted by the Council in April 2023 and the following drivers:

- **Delivering Decent Homes** – the breach of the Homes Standard and our subsequent self-referral to the Social Housing Regulator and its spotlight on our decency position, requires a refocus on bringing all our stock up to the Decent Homes Standard, and therefore meeting the target to achieve this by 2028, is one of the key objectives for the new strategy.
- **Building Safety and Compliance** – the new regulatory framework with the additional duties placed on councils, means that the Asset Management Strategy and associated investment plans need to capture all our landlord obligations in respect of keeping our residents safe in their homes.

- **Energy Efficiency and Carbon Reduction** – in support of Haringey’s ambition to be a net zero borough by 2041, the Council adopted a detailed Housing Energy Action Plan (2023) which commits us to bringing all our stock to an average Energy Performance Certificate (EPC) rating from Band C to Band B by 2035. Over the next five years, therefore, we will progress with delivering those energy efficiency and carbon reduction measures that will enable us to achieve that target.

3.2 The output of this review was the development of a new Housing Asset Management Strategy (2023-2028) which was approved by Cabinet in December 2023. The new strategy provides the framework for the Council to deliver investment programmes with the target of bringing all Council homes to the Government’s Decent Homes Standard by 2028; tackling issues of damp and mould; improving the energy efficiency of the stock and; ensuring full compliance with current legislative and regulatory requirements. The key changes incorporated into the new strategy are summarised as follows:

- Re-ordering and expanding the criteria for prioritisation of works to reflect statutory and regulatory requirements together with council priorities and our overall aim of keeping residents safe in their homes.
- Amendments to the scope of the Haringey Decent Homes Standard with a refocus on meeting the criteria for achieving the standard, as set out in government guidance (2006).
 - A separate section on Damp and Mould.
 - Improved commitment to resident communication and engagement

Decent Homes Standard

3.3 The Decent Homes Standard is a minimum standard regulatory requirement for all social housing landlords and was established to '*bring health benefits to tenants and reduce health inequalities*' (Decent Home Guidance 2006). Decent Homes is a minimum standard for the Council’s housing stock and the Council will consider additional investment over and above the Decent Homes Standard where this aligns with the investment priorities. When the Council applies the Decent Homes Standard it will ensure that the investment is sustainable in the long-term. The table below shows the plan for achieving 100% decency by 2028 by March 2028, while recognising that it is important to prioritise homes in the worst condition.

	2023/24	2024/25	2025/26	2026/27	2027/28
Made decent in year	1,620	700	987	1,772	1,929
Percentage of stock non-decent at end of year	21.6%	19.9%	17.6%	10.2%	0.0%

Resident Engagement

- 3.4 A resident Task and Finish Group was set up to support the review of the existing HAMS strategy and input to determining the investment priorities and key objectives for the new strategy. The resident Task and Finish Group will be involved in an annual review of the strategy to make sure it remains aligned to the HRA Business Plan and related Council strategies.

Risks

- 3.5 The key risks to the HAMS being delivered are: (i) affordability due to the significant pressures on the Housing Revenue Account; and (ii) our capacity and ability to deliver in a timely manner given the competing priorities for the available resources. In addition, statutory obligations or building safety regulations and similar external issues are subject to change and could have a significant impact on the strategy and costs.

4. Housing Asset Management Plan

- 4.1. Haringey Council manage a total of 20,395 dwellings, comprising 15,523 tenanted and 4,872 leasehold homes. Of the 15,523 tenanted properties: 14,197 are general needs and 1,326 are supported housing (sheltered and community good neighbour). There are 79 blocks which are 11 metres or five storeys plus. Within the general needs stock there are 154 hostel accommodation units.
- 4.2. An output of the revised Housing Asset Management Strategy is a 10-year investment programme which incorporates energy efficiency, compliance and building safety measures into the planned programme, as far as is practicable, to ensure value for money and minimise disruption for residents.
- 4.3. Investment decisions and prioritisation of works will be considered within the parameters of the resources set out in the HRA Business Plan, the Council's Medium Term Financial Strategy, and the sustainability of that investment in the long term. We will use a Stock Viability Model to assess viability and re-investment priorities, to ensure there is no high - risk investment without due consideration.
- 4.4. The Stock Viability Model will be populated with the results of a borough wide Stock Condition Survey which is due to be completed in

May 2024. The results of the new stock condition survey will provide us with comprehensive and accurate stock condition data that will enable the Council to effectively manage its housing stock by : Projecting future investment requirements through the production of a 30-year Investment Plan; assessing whether homes meet the government’s Decent Homes standard and their overall viability (Active Asset Management); identifying Housing Health and Safety Rating System (HHSRS) hazards including damp and mould and; ensuring buildings and building components are compliant with all relevant legislation and best practice. Moving forward to ensure asset data is accurate a rolling programme of Stock Condition Surveys will be established from 2025/2026 onwards. This rolling programme will survey a minimum of 10% of the housing stock each year and elements of the stock to be surveyed reviewed at the beginning of each financial year.

Asset Management Plan Investment Priorities

- 4.5 The overall investment programme for works across the borough will be devised using the following criteria for prioritisation of resources:
- i. Statutory Compliance.
 - ii. Works Identified through Health & Safety Assessments (including Fire Risk Assessments).
 - iii. Structural Works.
 - iv. Regulatory Compliance (e.g., Decent Homes).
 - v. Supporting Council Priorities (including Carbon Reduction).
 - vi. Works that impact on high responsive repairs costs.
 - vii. Enhancing Neighbourhoods.
 - viii. Spend to Save Initiatives and Works that Support Community Initiatives.

10 Year Investment Plan

- 4.6 Following the approval by Cabinet of the new Housing Asset Management Strategy, an updated 10-year investment plan was developed utilising the new investment priorities and forms the basis of the Partnering Procurement:

Housing Investment Plan - 2025/26-2034/35					
LOCALITY	CARBON WORKS	MAJOR WORKS	FRA WORKS	Broadwater Farm	TOTAL
	£	£	£	£	£
WEST	19,283,759	75,322,856	19,031,290	-	113,637,905
CENTRAL	21,053,118	89,937,895	28,825,414	97,214,819	237,031,247

EAST (NTH)	25,142,019	93,963,340	15,695,857	-	134,801,217
EAST (STH)	24,940,469	95,269,106	21,756,721	-	141,966,296
Totals	90,419,365	354,493,197	85,309,283	97,214,819	627,436,664

2024/25 Planned Programme

4.7 The investment plan for 2024/25 is as follows:

2024/25 Capital Programme	2024/2025 budget £
H207 Estate Improvement	700,000
H211 Structural Works	3,500,000
H212 Extensive Works Voids	125,000
H215 Boiler Replacement	2,754,000
H216 HRS Capitalised Voids	777,000
H218 Lift Improvements	648,000
H228 Urgent/Unplanned Capital Works	700,000
H235 Asbestos Removal	500,000
H243 Mechanical & Electrical Works	2,000,000
H244 Professional Fees (capitalised salaries)	6,424,000
H265 Preparatory Works	200,000
H268 Noel Park Pods	10,000,000
H272 Internal Works Programme	2,000,000
H273 External/Communal Works	4,965,000
Virement to Aids and Adaptations	1,144,000
Total Major Works - Haringey Standard	36,437,000
2024/25 Capital Programme Carbon Reduction	
Coldfall PAS2035 Retrofit	2,087,392
Capitalised Salaries	198,460
Total Carbon Reduction Works	2,285,852

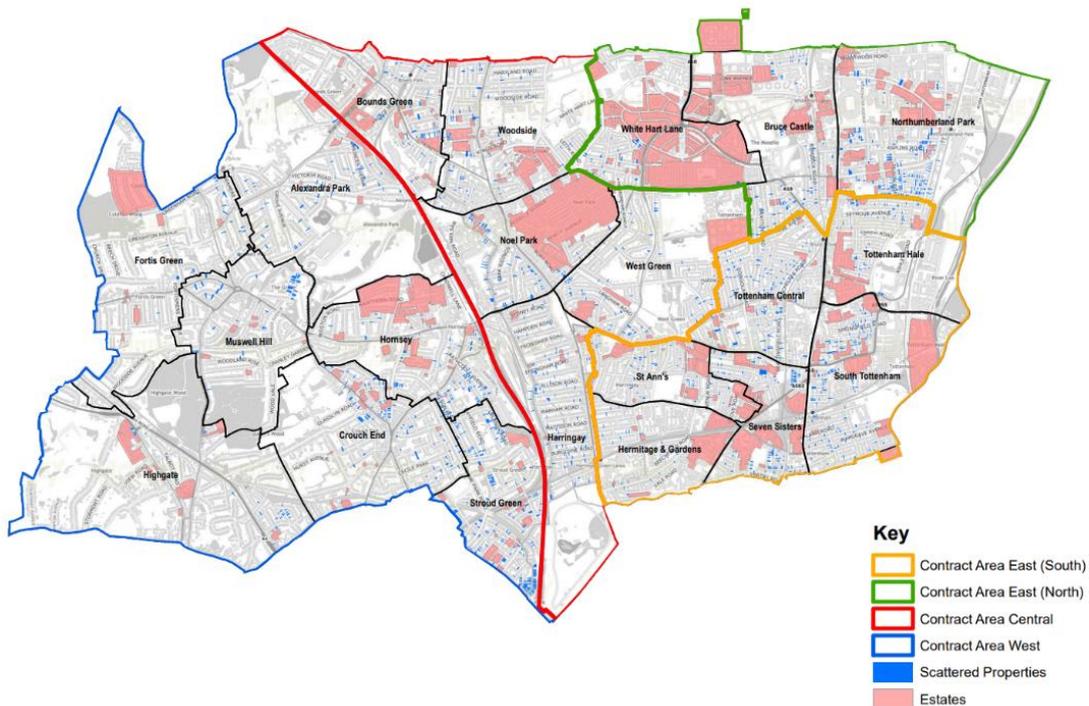
5. Partnering Procurement

5.1 Up until 2018 the planned works programme was delivered, through partnering framework contracts. Since then, the works programme has been delivered through single contract arrangements which has impacted significantly on the amount of work which has been subsequently delivered. In addition, it has sometimes impacted on the standard of the works and resident experience. The single contract delivery is also resource and time intensive and is recognised within the sector as an expensive way to procure this type of work.

- 5.2 The proposal to move to long-term partnering contracts for the delivery of the major works capital programme, was approved by Cabinet in January 2022. Partnering arrangements have previously worked successfully for Haringey in delivery of the Decent Homes programme. As well as reducing the time taken to award contracts, this approach allows for more flexible programming of work packages and incentivises contractors to invest in social value projects, given their presence over a longer term.
- 5.3 To deliver the approved strategy, four, 10-year regional partnering contracts will be let. The scope of works will include, but not be limited to: decent homes, building safety, energy improvements, structural and other estate renewal works. The four, 10-year contract lots will be let geographically:

Partnering Contract Areas	No of Properties in Each Area
West	c4,100
Central*	c5,100
East (North)	c5,400
East (South)	c5,900

CONTRACT AREAS, WARDS, ESTATES & SCATTERED PROPERTIES



- 5.4 To oversee the procurement, process a steering group has been established, chaired by the Director of Housing and is comprised of key internal stakeholders together with our procurement consultants and

legal advisers. In addition, a number of stakeholder workshops took place to consider the potential scope of the contracts and the allocation of lots. In November 2022 a market engagement event took place which was well attended by potential contractors.

Social Value

5.5 The Council’s social value team is involved throughout the procurement process to maximise the employment, training, social and environmental benefits to communities in Haringey from the substantial investment in the Council’s owned housing stock is embedded into the contracts. The guarantee of 10 years' worth of work gives the contractors the continuity of work to provide real employment, training and community investment which can evolve and respond to the Borough priorities.

5.6 Procurement Timescales

The key milestones for the partnering procurement are outlined below, however the timescales may be subject to change pending legal advice on the proposed Section 20 approach to recovering leaseholder charges.

Partnering Procurement Milestone Plan	
LCP Framework Procurement Completed	August 2024
Issue Tender Documents	September 2024
Bidders Return Tender Documents	November 2024
Evaluation of Returned Tender Documents	November 2024
Member Sign Off	December 2024
Contract Award	January 2025
Mobilisation Completed & Start on Site	April 2025

6. Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes’?

The Asset Management Strategy supports high level strategic priority outcomes 5 ‘Homes for the Future – Everyone has a home that is safe, sustainable, stable and affordable’.

7. Carbon and Climate Change

8.1 The recommendation to adopt the proposed new Asset Management Strategy supports the Council’s commitments in its 2021 Climate Action Plan to the delivery of homes that are healthy, comfortable, and affordable places to heat and power.

8.2 The Climate Action Plan set out how the borough will become net zero carbon by 2041. The proposed new Asset Management Strategy supports that objective with commitments to retrofitting Council homes, making homes more energy efficient, while also addressing fuel poverty. This includes working towards meeting the Housing Energy Action Plan (2023) target for improving the energy efficiency of council homes from an average Energy Performance Certificate Rating (EPC) of Band C to Band B by 2035.

8. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

N/A

8.1. Procurement

Strategic procurement (SP) will support on all sourcing activities that arises from the strategy (purchases over £160,000).

8.2. Head of Legal & Governance [Name and title of Officer completing these comments]

N/A.

8.3. Equality

The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share those protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

This decision relates to the Council's Asset Management Strategy for its housing stock and how we will implement the strategy across the Council's housing portfolio.

The Asset Management Strategy aims to improve the quality of housing for Council tenants and leaseholder in Haringey. Residents from Black, Asian and minority ethnic backgrounds, older people, disabled people, women, and low-income households are over-represented among current Council tenants. These groups are therefore likely to benefit from the delivery of the Asset Management Strategy. The current cost of living crisis is causing increased levels of fuel poverty and disproportionately impacts those from a low socio-economic background. The measures set out in the Asset Management Strategy to improve energy efficiency and effectively tackle damp and mould should have a particularly positive effect on those from a low socio-economic background and represent a means of preventing and mitigating future inequalities.

9. Use of Appendices

N/A

10. Background papers

Haringey Housing Asset Management Strategy 2023 – 2028:
[Haringey Housing Asset Management Strategy 2023-2028](#)

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Scrutiny Panel – July 2024

Retrofit report



Background

- The Climate Change Action Plan adopted by Cabinet in 2021 sets a target to retrofit the Council Housing stock to an average EPC B by 2035.
- Cabinet adopted the Council Housing Energy Action Plan in January 2023. This plan sets out the strategy to retrofit our council housing stock – based on Publicly Available Standard (PAS) 2035 and PAS2030 principles.
- The MTFS approved in March 2024 includes a £42m carbon budget within the HRA over the next 5 years
- £3.8bn of government funding is currently available through the Social Housing Decarbonisation Fund (SHDF) up until 2029 to improve the energy performance of social rented homes

Haringey SHDF Wave 2.2 project - Retrofit for Haringey 01



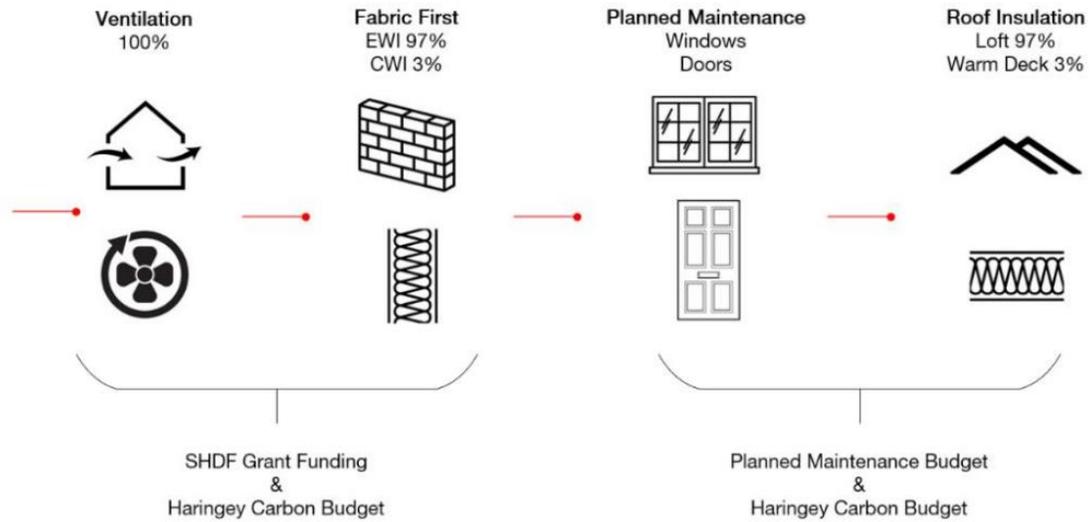
- 289 properties within the project
- 212 on Coldfall estate N10 and 77 reserve properties in N17
- £1.76m grant funding awarded
- Majority solid brick, 2- 3 bedroom terraced properties
- Pepper-potted with freeholders

SHDF Wave 2.2

- Improve the energy performance of homes to Energy Performance Certificate (EPC) Band C, to take homes out of fuel poverty, and deliver progress towards the UK's commitment to Net Zero by 2050.
- Applicants must improve their social homes through a fabric first approach.
- In addition to the above EPC improvements, consideration should be given to improving properties to a space heating demand level of 90 kwh/m²/year.
- Grant funding must be spent by 31 March 2025. Projects may opt to deliver until 31 March 2026, where only co-funding is used in the final 12 months of delivery.

173 homes Coldfall estate	Cost Estimate	SHDF Funding	Match Funding
Value of Works	£5,811,429	£1,494,266	£4,317,163
Admin and Ancillary	£582,105	£263,695	£318,410
Total Cost	£6,393,534	£1,757,961	£4,635,573

Proposed Retrofit Measures

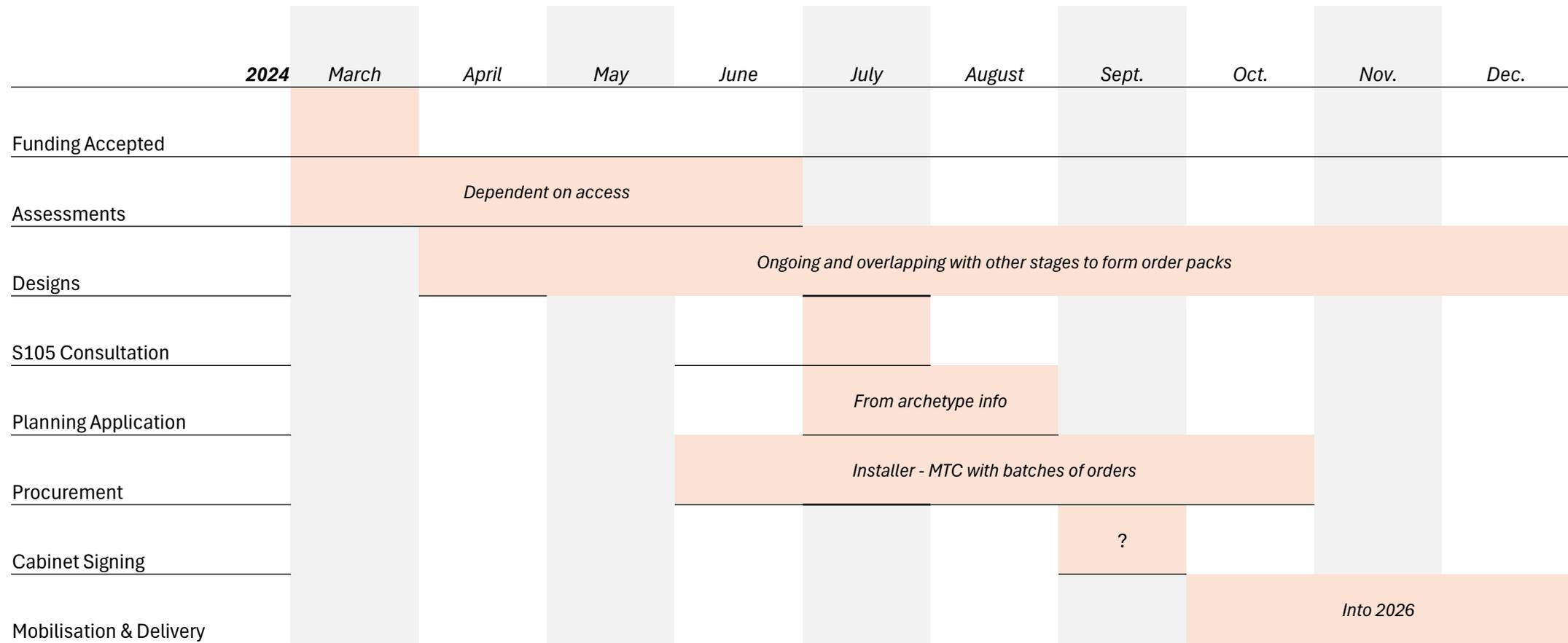


Eligible Properties in SHDF Wave 2.2 (Phase 1)	173
Properties held in reserve / Additional (Phase 2)	77
100% self-funded properties (P1)	39
Total	289

Project Progress

Milestone	Date
Cabinet Approval of Multi-Disciplinary Consultancy (& Retrofit Designer) services	November 2023
SHDF Wave 2.2 application submitted	January 2024
Award of Contract for Retrofit Co-Ordinator Services	February 2024
SHDF WAVE 2.2 funding award accepted by Council – in line with the delegation approved within the Cabinet Paper “Council Housing Energy Action Plan” in January 2023.	March 2024
Resident engagement, surveys and retrofit assessments commence	April 2024

Timeline to Delivery



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Report for: Housing, Planning and Development Scrutiny

Title: Homeownership Services Update

Report authorised by: Jahedur Rahman, Operational Director of Housing Services and Building Safety

Lead Officer: Suzanne Prothero – Head of Homeownership Services

Ward(s) affected: All

Report for Key/ Non Key Decision: For information.

1. Recommendations

It is recommended that the Panel note the report.

2. Describe the issue under consideration

Housing, Planning and Development Scrutiny Panel requested an update on the improvements being made for leaseholders in our Homeownership Services.

3. Background

3.1 In April 2023, Cabinet agreed a 180 action-point housing improvement plan to improve the housing service, and within the plan, there was a section dedicated to Homeownership services.

3.2 The purpose of this report is to provide a progress update on how we are improving the service to our leaseholders as part of the Housing Improvement Plan and provide an update on the new Leasehold and Freehold Reform Act 2024.

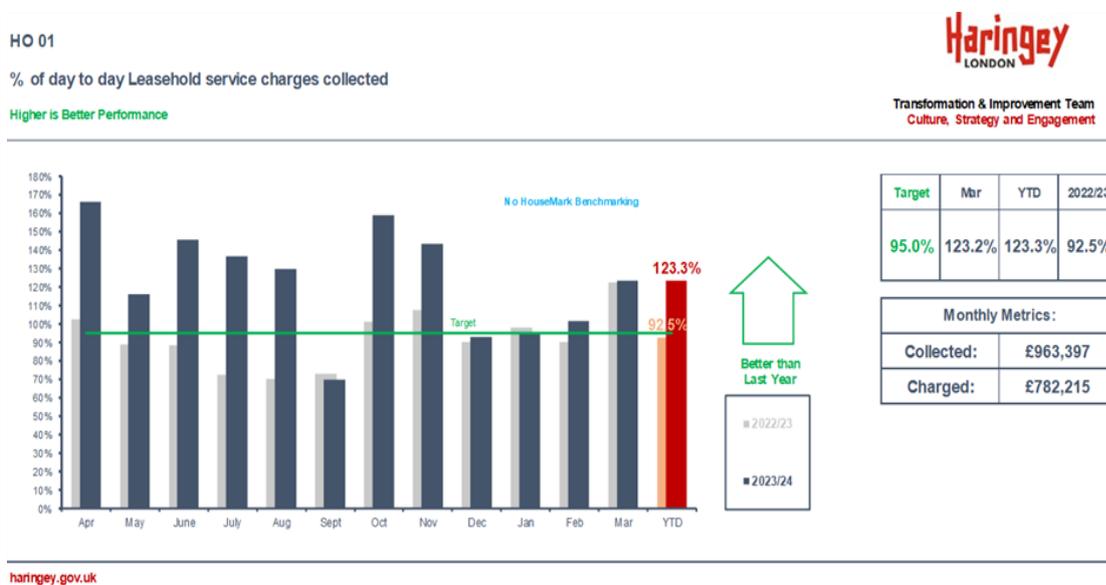
4. Improvements

4.1. There are four key actions for the service as set out in the Housing Improvement Plan, and these are summarised below:

- Reduce the level of debt
- Service charges – improve the accuracy and billing process
- Ensuring regulatory compliance
- Improve satisfaction by:
 - Reviving methods of engagement and satisfaction surveys
 - Professionalising the role
 - Having clear and widely available policies and procedures which reflect good practice.
 - Addressing staffing levels in the team.

Reduce the level of debt

4.2. The overall performance for service collection for 23/24 was 123.3% compared to 92.5% for the previous year. The month-on-month performance was consistently better than previous years, as set out in the table below:



Service Charges – ensuring charges are accurate and provide value for money

- 4.3. The service currently produces service charges manually via an access database, and outside the Council’s Housing Management system (NECH).
- 4.4. A key priority has been to improve the IT system and implement the leaseholder modules in NECH, the key aim of which is to improve the billing accuracy of service charges and effective processing of sale and Right to Buy applications.
- 4.5. As the service moves over to the new system, it has undertaken a significant data cleansing exercise as data is transferred between systems, which will have a positive impact on billing accuracy going forward.
- 4.6. The service anticipates a going live with the new system for 2025/26 service charges.
- 4.7. The service has also now documented processes for billing, which will prevent knowledge loss if employees leave, enable smooth knowledge transfer and help maintain consistency in process.

- 4.8. Furthermore, the service appointed a new experienced Service Charge Manager in May 2024. Previously this post was covered by temporary staff for a number of years.

Ensuring regulatory compliance

- 4.9. Regulatory and statutory compliance is required for most of the Homeownership Teams functions. Compliance is built into all of our statutory processes and double checked by other teams.
- 4.10. Section 20 Notices are prepared and served by the Homeownership Team in advance of all capital works and procurement under a Long-Term Qualifying Agreement. Full compliance with the rules of Section 20 is required to enable full collection from leaseholders for their proportion of the cost of Capital Works. Every Section 20 Notice is signed off by a Senior Lawyer in the Compliance and Governance Team prior to serving.
- 4.11. The Right to Buy is a statutory right for qualifying tenants and the process, and timescales, are set out in legislation. Each applicant’s financial eligibility is assessed by our Compliance Team to protect against money laundering and fraud in the sale of our tenanted stock.
- 4.12. Unfortunately, there was a delay in processing RTB applications at the valuation stage as the role of Valuer was vacant for around 5 months. This has caused a backlog in valuations and prevented us moving applications forward to completion for the last few months. A Valuer has now been appointed and we are working through the backlog (37 applications). Our current performance for sales this year is below:

	April	May
RTB Applications	27	23
No. outside statutory deadline	39	37
No. resales	29	17

Reviving methods of engagement and satisfaction surveys

- 4.13. As part of the new governance framework, a leaseholder Continuous improvement Group (CIG) has been established. The recruitment of the panel was undertaken by the Resident Engagement team in line with the resident engagement strategy and the first meeting of the group took place on 26 October 2023.
- 4.14. The group agreed 3 priority areas of focus: service charges, policies & procedures, and repairs.
- 4.15. The first action of the CIG has been to review the service charge booklet currently posted to all leaseholders with their estimate and actual service

charge statements. The service is now co-producing a new format with leaseholders, with the aim of introducing this for the actuals this year.

- 4.16. In terms of satisfaction surveys, the regulatory requirements are to carry out periodic or annual perception surveys as part of the Tenant Satisfaction Measures. However, this requirement does not cover leaseholders, and the jurisdiction of the Regulator of Social Housing only covers services to tenants.
- 4.17. At Haringey it has been the practice to carry out leaseholder satisfaction surveys as part of a wider Tenant and Leaseholder satisfaction survey every two years. The last such survey was carried out in 2022. Whilst it is not a regulatory requirement to carry out a perception survey for leaseholders, there is an intention to include a separate, but related set of questions for leaseholders in this year's survey.
- 4.18. At the last point of measurement in 2022/23 the overall level of leasehold satisfaction was 18%, which is very low. By comparison tenant satisfaction for the same year was 45%, and when compared to other landlords the lower quartile benchmark for overall satisfaction is 53.4%. According to Housemark, the housing data and insight organisation, satisfaction scores across the housing sector are falling, and leasehold satisfaction tends to be on average 30 points lower than tenant satisfaction.
- 4.19. Progress on the objectives within the improvement plan will contribute to improving satisfaction.

Professionalising the role

- 4.20. All staff are encouraged to obtain the industry recognised qualification by the Institute of Residential Property Management (IRPM), and the service will commence a programme next year.
- 4.21. In addition, the Head of Service will also be required to complete the Chartered Institute of Housing (CIH) Level 4 qualification, as will all Heads of Service in housing as part of the planned Competence and Conduct regulatory standard for social housing.
- 4.22. Managers within the service are also encouraged to complete leadership and management courses with the Institute of Leadership and Management (ILM).
- 4.23. In addition, regular specialist leasehold training is periodically being rolled-out to the whole team via our solicitors.
- 4.24. By professionalising the roles within our service, we hope to raise standards, encourage staff to participate in sector-wide learning, and ultimately, improve service delivery for leaseholders.

Clear and widely available policies and procedures available which reflect good practice

- 4.25. A delay to the recruitment of a new policy officer resource to the Policy and Strategy team impacted on timelines for this area.
- 4.26. New policies that are currently being developed that affect leaseholders include:
- Vulnerable Tenants and Leaseholders Policy
 - Safeguarding Tenants and Leaseholders Policy
 - Responsive Repairs Policy – which includes clarifications on leaseholder and landlord responsibilities.
- 4.27. Policies to be developed include:
- Leasehold service charge collection and payments policy
 - Leasehold Service Charge hardship policy
 - Major works collection policy
 - Sinking fund management policy

These are anticipated to be completed by March 2025.

- 4.28. By developing new policies for Homeownership services, the service will embed regulatory and corporate compliance, improve internal processes, and ensure consistency in application. Furthermore, by developing these in partnership with the leasehold CIG, this will ensure they also have a resident focus.

Address staffing levels in the team

- 4.29. In January 2023, the team were experiencing high levels of staff turnover, and there were 5 agency staff employed within the team, and 4 vacancies. These factors negatively impacted on the quality-of-service delivery given to leaseholders.
- 4.30. Over the last year the service has made efforts to ensure that vacant posts and those covered by temporary staff are recruited to. As of May 2024, the service now has zero agency staff, and only 1 vacancy which is currently being recruiting to.
- 4.31. The reduction of agency staff has reduced the churn experienced within the service and allowed the team to stabilise and resulted in a more engaged and better performing team.
- 4.32. In addition, as a result of funding from the Housing Improvement Plan, 3 additional staff on a 12-month fixed-term basis have been recruited within the team.

- 4.33. 2 of these newly funded posts are Leasehold Officer roles that focus on customer service and general communications with homeowners.
- 4.34. The other newly funded post was for another Income officer post which supported the collection of service charge and major work debts.

Update on Leasehold and Freehold Reform Act 2024

- 4.35. In May 2024, the Leasehold and Freehold Reform Act received Royal Assent. However, the Act requires secondary legislation for certain aspects of the Act to come into effect, and it is currently unclear when that will be.
- 4.36. The Act aims to give leaseholders more rights, powers and protections in relation to their homes including making it easier and cheaper for residential leaseholders to extend their lease or to buy their freehold as well as addressing wider rights regarding service charges.
- 4.37. It introduces the following key reforms affecting lease extension and enfranchisement rights:
 - An increase in the standard lease extension terms (from 50 years for houses and 90 years for flats) to 990 years for both houses and flats;
 - Removal of the requirement for leaseholders to have owned their house or flat for a minimum period of two years before they can extend their lease or buy the freehold;
 - A change to the premium calculation in respect of lease extensions, including the abolition of 'marriage value' for leases below 80 years and future prescription of rates;
 - Removal of the requirement for leaseholders to pay for freeholder costs when exercising their enfranchisement rights, with each party having to now cover their own costs in most cases;
 - Increasing the permitted commercial property element of mixed-use buildings from 25% to 50% so that more buildings will qualify for enfranchisement or the right to manage;
 - Making it easier and cheaper for leaseholders to take over management of their building, allowing them to appoint a managing agent of their choice.
- 4.38. The Act also includes a ban on the sale of leasehold houses other than in exceptional circumstances.
- 4.39. There are also service charge reforms set out in the Act, which are aimed at increasing transparency and empowering residents to hold landlords to account. The key provisions are:
 - Extension of a limited form of regulation of fixed service charges.

- Service charge accounts to be in a standard form to allow for greater scrutiny and challenge.
- New rights to request information relating to service charges from landlords.
- Limiting landlords' rights to claim legal costs of Tribunal proceedings from tenants.
- Introducing a new right for tenants to claim their legal costs of Tribunal proceedings from landlords.

5. Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes'?

5.1. By delivering the Housing Improvement Plan Housing Services and Building Safety are contributing to meeting Theme 5 of the Corporate Delivery Plan – Homes for the Future, particularly the following outcome: An improvement in the quality of housing and resident services in the social rented and leasehold sector.

6. Carbon and Climate Change

6.1. N/A

7. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

Not required.

7.1. Procurement

Not required.

7.2. Head of Legal & Governance [Name and title of Officer completing these comments]

Not required.

7.3. Equality

The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share those protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

The Regulator's new Consumer Standards, particularly the Transparency, Influence and Accountability standard are likely to have a positive impact on Haringey council tenants as there is a requirement for landlords to 'understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs' and 'assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Additionally, the standard requires that landlords must ensure that their services are accessible.

8. Use of Appendices

None.

9. Background papers

[Housing Improvement Plan](#)

Report for: Housing, Planning and Development Scrutiny Panel

Title: Fire Safety Action Plan – Update on progress to date.

Report authorised by: Jahed Rahman – Operational Director of Housing & Building Safety

Lead Officer: Scott Kay - 07815 653663 - scott.kay@haringey.gov.uk

Ward(s) affected: All

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

1. Purpose.

This report provides an update to the Housing, Planning and Development Scrutiny Panel regarding progress on Haringey’s Fire Safety action plan.

2. Cabinet Member Introduction.

Not applicable

3. Recommendations.

The Housing, Planning and Development Scrutiny Panel are asked to note the report.

4. Reasons for decision.

Not applicable

5. Alternative options considered.

Not applicable

6. Background information

6.1 This report considers activities regarding fire safety as follows:

- The Housing Improvement Plan
- Approach to Fire Risk Assessments & actions
- The Fire Safety (England) Regulations 2022
- The Building Safety Act 2022

The Housing Improvement Plan

- 6.2 Following a Compliance review by Pennington Choices Ltd. at the end of 2022, in relation to fire safety there were two key recommendations as follows:
- Ensure the fire risk assessments (FRAs) completed by internal fire risk assessors are 100 per cent quality checked to provide assurance around the quality and consistency of FRAs – **Action complete**
 - Consider allowing all properties on the FRA programme to receive a Type 3 assessment (which includes going into a sample of flats) as a best practice approach – **Action complete**
- 6.3 We currently have two in-house fire risk assessors. Each checks the other's risk assessments once completed. This is recorded on each assessment whereby a 'reviewed by' section records the reviewer's name. The review involves sense checking the content and actions and ensuring all appropriate aspects have been considered in line with the required standards.
- 6.4 There are four types of Fire Risk Assessment that can be undertaken in line with the current Publicly Available Standard (PAS) 79. These are Types 1 to 4. Type 1 is the basic and more commonly used which limits the assessment to a visual inspection of the common parts of a building. Type 3 is as per Type 1 but includes a representative sample of the inside of flats within the block. A Type 2 assessment is the same as type 1 but extends to include intrusive investigations which may include investigating behind panels or opening sealed shafts, panels or brickwork etc. A Type 4 assessment is as per Type 2 but extends further to include intrusive surveys of a representative sample of flats.
- 6.5 Having previously undertaken Type 4 risk assessments for high-rise and timber framed blocks of flats, Haringey has subsequently implemented annual Type 3 risk assessments on buildings over 11m (5-storeys) in height, of which there are 86 (44 >18m and 42 from 11m to 18m). This considers the risk associated with taller buildings and the need to undertake surveys on flat entrance fire doors, under the Fire Safety (England) Regulations 2022. Lower rise buildings will continue to undergo a Type 1 risk assessment due to the lower risk and less complex nature of these buildings unless the Type 1 assessment recommends a further and more detailed assessment such as type 3 or 4.

Fire Risk Assessments & Actions Management.

- 6.6 In addition to the work undertaken by our in-house risk assessors, whilst we recruit additional staff to the two vacant Risk Assessor roles, Haringey has engaged an external company to support the delivery of Fire Risk Assessments.
- 6.7 Our performance for Fire Risk Assessments for the financial year April 2023 to March 2024 can be seen below. (Note: The outstanding FRA at end of

March 2024, was completed on 16th April 2024, at 17 days overdue following access issues).

Ref	Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	Tolerance	YTD
1.	FRAs Required (12-month rolling)	1,620	1,619	1,619	1,619	1,617	1,617	1,619	1,619	1,618	1,617	1,617	1,618	100%	99.0%	1,618
	FRAs Completed (12-month rolling)	1,620	1,619	1,618	1,619	1,617	1,617	1,619	1,617	1,615	1,617	1,616	1,617			1,617
	% FRAs Compliant	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	99.88%	99.81%	100.00%	99.94%			99.94%
	Programmed (monthly)	127	135	126	129	149	137	136	136	126	137	151	131	1620		
	Completed (monthly)	127	135	125	129	149	137	136	134	124	137	152	130	1615	99.7%	
	Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

Fire

Fire Risk Assessments

All FRAs complete except for one no access, due on 28/03/24 (currently 8 days overdue). Our RLO will contact the resident to arrange an appointment date. The annual programme figures increased by one from February 2024 due to Whitby Court being split into two assessments (1-8 & 9-25).



YTD TREND

6.8 Our management and delivery of fire risk actions are reported through our internal Board structure, where delivery of actions are tracked, as well as regularly reviewing progress on our Voluntary Undertaking directly with the Regulator for Social Housing.

6.9 The following table shows progress against the programme for reducing high risk overdue actions against which we self-reported to the Regulator in January 2023:

Self-Reported Overdue Actions			
Priority	January 2023	28th June 2024	Improvement
High	4120	1497	-2623
Medium	2529	939	-1590
Low	1588	75	-1513
Total	8237	2511	-5726

6.10 The following activities are also being progressed to manage actions effectively:

	Activity	Status
1	Implement the new compliance system that will improve and speed up action allocation and completions and provide	In progress - The Fire Risk Assessment and Electrical Inspection modules are fully configured and awaiting upload of remaining reports estimated by end of July. Asbestos and Gas modules being

	live status reporting on compliance.	configured and estimated completion end of September. Water and Lifts not started but will be shorter timescale using knowledge from previous modules. All due to be in full use for compliance reporting by end of December 2024.
2	Procure specialist contractors to support our in-house repairs team where required.	In progress – 6 out of seven contractors in place and delivering programmes. One contractor awaiting final approval of award report, due to be in place in July 2024.
4	Procure specialist contractors to deliver future major works actions.	In progress – Have initiated the project with Strategic Procurement to agree a project timescale. We have confirmed budget requirements, and are developing the tender pack, including pricing documents and rates, and quantities to ensure accurate pricing by contractors.
6	Increase building safety inspections of high-rise buildings through our in-house Building Safety Managers (BSMs)	In progress – BSMs are undertaking monthly site inspections of all communal areas of all high-rise blocks, representing the Council as the Principal Accountable Person (PAP), ensuring a visible presence and key point of contact for residents regarding all aspects of building safety. They are also coordinating any actions and activities with all other teams and stakeholders as required to ensure that works are completed with minimal disruption to residents. Examples of improvements made so far include increased security regarding roof access, management of empty properties, auditing secure information boxes.
7	Undertake analysis of actions to identify potential prevention measures.	Complete – A report was submitted to the internal governance board in May 2024 that confirmed the average number of actions per FRA and the underlying workstreams that we can now use to further identify root causes over the coming months.

6.11 Several teams across Housing Services & Building Safety are responsible for completing actions including Tenancy Management, in dealing with resident activities, such as keeping communal areas clear or removing security grilles, Housing Repairs Services (HRS) for repairing damaged doors or signage etc., as well as Fire Safety and Asset Management for fire-door replacement programmes and major refurbishment etc.

The Fire Safety (England) Regulations 2022

6.12 These regulations followed the introduction of the Fire Safety Act 2021 which:

- Gives clarification regarding the premises to which the Regulatory Reform (Fire Safety) Order applies and extends the Order regarding what parts of a building are included.
- Details the powers granted to the Secretary of State to alter which premises it applies to.
- Gives risk-based guidance about the discharge of duties under the Fire Safety Order.

6.13 The resulting changes to the Regulatory Reform (Fire Safety) Order 2005 began to come into force on 23rd January 2023, imposing additional requirements to improve existing housing stock, put new reporting processes and arrangements in place and to implement new inspections of fire safety systems as follows:

Area	Requirement	Status
In high-rise residential buildings, responsible persons are required to:		
Building plans	Provide the local Fire and Rescue Service with up-to-date electronic building floor plans and to place a hard copy of these plans, alongside a single page building plan which identifies key firefighting equipment, in a secure information box on site.	Existing plans are in place, and being updated
External wall systems	Provide to their local Fire and Rescue Service information about the design and materials of a high-rise building's external wall system and to inform the Fire and Rescue Service of any material changes to these walls. Also, they will be required to provide information in relation to the level of risk that the design and materials of the external wall structure gives rise to and any mitigating steps taken.	Specialist contractors are being procured, with bids being evaluated. There is no Grenfell type rain-screen cladding on our buildings and all; have been suitably risk assessed.
Lifts and other key firefighting equipment	Undertake monthly checks on the operation of lifts intended for use by firefighters, and evacuation lifts in their building and check the functionality of other key pieces of firefighting equipment. They will also be required to report any defective lifts or equipment to their local Fire and Rescue Service as soon as possible after detection if the fault cannot be fixed within 24 hours, and to record the outcome of checks and make them available to residents.	All teams have access to LFB Portal and update accordingly.
Information boxes	Install and maintain a secure information box in their building. This box must	All required buildings have one in place

	contain the name and contact details of the Responsible Person and hard copies of the building floor plans.	
Wayfinding signage	Install signage visible in low light or smoky conditions that identifies flat and floor numbers in the stairwells of relevant buildings.	An upgrade programme was completed in 2023
In residential buildings with storeys over 11 metres in height, responsible persons are required to:		
Fire doors	Undertake annual checks of flat entrance doors and quarterly checks of all fire doors in the common parts.	This is being completed on a rolling programme by in-house and external risk assessors.
In all multi-occupied residential buildings with 2 or more sets of domestic premises responsible persons are required to:		
Fire safety instructions	Provide relevant fire safety instructions to their residents, which will include instructions on how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building.	All buildings have 'Fire Action' notices in communal areas. We also issue fire safety information through our resident new letters. Additional communication methods are being developed.
Fire door information	Provide residents with information relating to the importance of fire doors in fire safety.	Specific letters are being issued to all residents regarding fire safety and fire doors. Further options are being evaluated through various media as part of our fire safety communications plan.

6.14 Haringey Council meets on a two monthly basis with the London Fire Brigade (LFB) at senior level, chaired by the Director of Placemaking & Housing and attended by Assistant Directors and Heads of Service, and the LFB's Borough Commander and his team. There are also operational communications between Haringey's Building Safety Team and the LFB's Borough Commander and Tottenham Station Manager as well as their Enforcement Team. Through on-going dialogue, we work closely with the LFB to ensure they are aware of any issues and works we are doing and how we can both best inform and raise awareness with our residents, regarding fire safety.

The Building Safety Act 2022

6.15 The Building Safety Act (2022) is focussed on improving fire and structural safety of high-rise, higher risk buildings. It takes forward the government's commitment to the fundamental reform of building safety. The Act puts into effect the policies set out in the 'Building a Safer Future' consultation response, published in April 2020. This detailed how the government intended to deliver the principles and recommendations of Dame Judith

Hackitt's Independent Review of Building Regulations and Fire Safety, published in May 2018.

- 6.16 The Act establishes a new building safety regime in England with the introduction of the Building Safety Regulator and sets out a new legislative framework for the design and construction of new buildings and those undergoing significant refurbishment. It also introduces the role of the Accountable Person (AP)/ Principal Accountable Person (PAP)¹, which in relation to Haringey Council housing stock is Haringey Council.
- 6.17 In 2021 Homes For Haringey commenced a 5-point plan (five workstreams) in anticipation of the requirements of the new legislation based on the White Paper issued ahead of the introduction of the Act itself, as follows:
1. Improving property data.
 2. A new compliance management system.
 3. A Building Safety Strategy.
 4. A Resident Engagement Strategy.
 5. A Pilot Safety Case.
- 6.18 Workstream 1: Improving Property Data also supports the Housing Service's work in response to the latter requirements for the Golden Thread of information. More information on those requirements can be found at: [Keeping information about a higher-risk building: the golden thread - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/keeping-information-about-a-higher-risk-building-the-golden-thread)
- 6.19 These workstreams have ensured that the Housing Service has been able to move forward all five workstreams. Having completed workstreams 4 & 5, Workstream 3 will see a new Building Safety Strategy put to Cabinet for adoption in July 2024. Our new compliance system is nearing completion for initial launch at end of May 2024, and we have appointed and are mobilising a consultant to assess our data infrastructure and identify areas for improvement.
- 6.20 The implementation of the compliance system by the end of December 2024, will provide a live and transparent view of our compliance position. It will remove the need for manual data entry and allow for automatic reconciliation of property data between the compliance programmes and the property data in our Housing Management system (Northgate NEC).
- 6.21 The eradication of manual data entry and use of spreadsheets that it will replace will provide greater assurance around the quality of our data and its integrity. This will address previous internal audit and assurance recommendations to move away from spreadsheets, due to the risks regarding data corruption and human error.

¹ AP where there is only one AP. PAP where there is more than one AP - [Safety in high-rise residential buildings: accountable persons - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/safety-in-high-rise-residential-buildings-accountable-persons)

- 6.22 We have put in place an annual assurance statement to cabinet each year which sets out our performance on all compliance responsibilities including FRAs and Actions so there will continue to be transparency on this through independent assessment of the quality of our compliance reporting. The use of a compliance management system will allow remote and direct access to auditors and thereby, faster and better auditing and analysis of data in future years.
- 6.23 Haringey completed the registration of its 44 high-rise higher risk buildings by 1st October 2023 as required. Haringey also provided the required key building information, at the same time.
- 6.24 We are continually updating and developing our Building Safety Cases so that we can respond accordingly to the Regulator, as and when invited to submit applications for a Building Assessment Certificate.

7. Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes’?

- 7.1 This project will help to deliver theme 5 of the Corporate Delivery Plan: A borough where everyone has a safe, sustainable, stable, and affordable home.

8. Carbon and Climate Change

- 8.1 The Climate Change Action Plan sets out how the borough will become net zero carbon by 2041. Our proposed Building Safety Strategy supports that objective, through commitments to improve building and fire safety of our 44 high-rise and higher risk blocks. There are potential synergies between our retrofit projects both being about the climate outcomes but also enhancing resident safety, for example through the move to air-source heat pumps and other electric driven technologies, that will help to remove gas supplies and combustion appliances from buildings.
- 8.2 By doing so we will improve the sustainability, suitability and continued use of those buildings as safe and sustainable homes for residents. This in turn reduces the carbon emissions produced by them, and/or the need for re-development of them, and the carbon emissions that produces.

9. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

Finance

N/A

Procurement

N/A

Head of Legal & Governance [Name and title of Officer completing these comments]

N/A

Equality

N/A

10. Use of Appendices

N/A.

11. Background papers

1. Draft Building Safety Strategy & Cover Report May 2024
2. Placemaking & Housing Report on Fire Risk Action Analysis May 2024
3. Scrutiny Committee Report Building Safety Cases March 2023.

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Report for: Housing, Planning and Development Scrutiny Panel – 30 July 2024

Title: Housing, Planning and Development Scrutiny Panel - Work Programme

Report authorised by: Ayshe Simsek, Democratic Services and Scrutiny Manager

Lead Officer: Philip Slawther, Principal Scrutiny Officer
Tel: 020 8489 2957, E-mail: philip.slawther2@haringey.gov.uk

Ward(s) affected: N/A

**Report for Key/
Non Key Decision:** N/A

1. Describe the issue under consideration

1.1 This report sets out how the foundations will be laid for targeted, inclusive and timely work by the Panel on issues of local importance, where scrutiny can add value.

2. Recommendations

2.1 That the overall approach for developing a work programme for the Overview and Scrutiny Committee and its Panels for 2024-26 as approved by the Committee at its meeting on 13 June and outlined at section 5, be noted; and

2.2 That, pending commencement of the finalised work programme, the Panel agree items for its next meeting, which will take place on 26 September 2024.

3. Reasons for decision

3.1 The Overview and Scrutiny work planning process for 2024-26 is unlikely to be completed by the time of the next meeting of the Panel. The Panel therefore needs to agree provisional items for its next meeting, pending formal agreement of the work plan.

4. Describe the issue under consideration

4.1 As the previous two-year work programming cycle has come to an end, the Overview and Scrutiny Committee has the opportunity to develop a work programme for itself and the scrutiny panels that ensures the Council's scrutiny function is used to its best effect.

4.2 In previous years, the Overview and Scrutiny Committee has held a "Scrutiny Café" that brought together Council officers and community and stakeholder

representatives to discuss the matters that they believe would merit further consideration from Overview and Scrutiny, based on the concerns and views of the community and the expected areas of priority for the Council and its partners. This has also been helpful in developing a good level of engagement with key external representatives and cultivating relationships that allow on-going ad hoc communication.

- 4.3 A “Scrutiny Café” event was set up during September 2018 to consider the responses to an online scrutiny survey in detail and other relevant matters. A large number of community and voluntary sector organisations attended, and the event took place at the Selby Centre in Tottenham. A second Scrutiny Café took place in March 2021, after the completion of the previous workplan. The process was delayed by lockdown and the pandemic. This was a virtual event, held on MS Teams due to the pandemic. It was informed by a second online survey, which took place just before the start of the pandemic in January 2020.
- 4.4 For the 2022-24 work programme, an online scrutiny survey took place over July and August 2022. The results of the survey then augmented a scrutiny café event on 16th September 2022. Invitations for the scrutiny café were sent out to a raft of community groups and VCS organisations in the borough. OSC members were also asked to spread the word of the event through their existing contacts and community networks. The outcomes of this process were used to put together the Overview and Scrutiny work plan for 2022-24.
- 4.5 A consultative Scrutiny Café event has been provisionally planned for Friday 20th of September. It is likely to be held in Alexandra House. Previous Scrutiny Café events took place during the daytime and were in person. Whilst this may exclude people who work full time or have caring responsibilities, representatives from community organisations may be in a position to speak on behalf of people unable to attend.
- 4.6 We also intend to run an online survey this time as well. This will be held over August and early September. These can be a very useful way of getting feedback from a wide group of people. They work best in providing quantitative feedback but are less effective on qualitative matters. The survey will provide the Scrutiny with feedback on the issues that residents feel should be prioritised as well as any specific matters that they think should be looked at in detail.
- 4.7 Given that it is likely that the process for creating a work programme will generate a large number of ideas, OSC have agreed that the work planning process will again develop a two-year work programme for 2024-26. This will provide a broad framework for the Committee and Panels to follow over their first two years, leaving some room for any highly significant matters that may arise. This process can be repeated in 2024, at the mid-point of the current administration.

5. Effective Scrutiny Work Programmes

- 5.1 An effective scrutiny work programme should reflect a balance of activities:
 - Holding the Executive to account;

- Policy review and development – reviews to assess the effectiveness of existing policies or to inform the development of new strategies;
- Performance management – identifying under-performing services, investigating and making recommendations for improvement;
- External scrutiny – scrutinising and holding to account partners and other local agencies providing key services to the public;
- Public and community engagement – engaging and involving local communities in scrutiny activities and scrutinising those issues which are of concern to the local community.

5.2 Depending on the selected topic and planned outcomes, scrutiny work will be carried out in a variety of ways, using various formats. This will include a variety of one-off reports. In accordance with the scrutiny protocol, the OSC and Scrutiny Panels will draw from the following to inform their work:

- Performance reports;
- One off reports on matters of national or local interest or concern;
- Issues arising out of internal and external assessment
- Reports on strategies and policies under development or other issues on which the Cabinet or officers would like scrutiny views or support;
- Progress reports on implementing previous scrutiny recommendations accepted by the Cabinet or appropriate Executive body.

5.3 In addition, in-depth scrutiny work, including task and finish projects, are an important aspect of Overview and Scrutiny and provide opportunities to thoroughly investigate topics and to make improvements. Through the gathering and consideration of evidence from a wider range of sources, this type of work enables more robust and effective challenge as well as an increased likelihood of delivering positive outcomes. In depth reviews should also help engage the public and provide greater transparency and accountability.

5.4 It is nevertheless important that there is a balance between depth and breadth of work undertaken so that resources can be used to their greatest effect.

6. Contribution to strategic outcomes

6.1 The contribution of scrutiny to the corporate priorities will be considered routinely as part of the OSC's work.

7. Statutory Officers comments

Finance and Procurement

7.1 There are no financial implications arising from the recommendations set out in this report. Should any of the work undertaken by Overview and Scrutiny generate recommendations with financial implications these will be highlighted at that time.

Legal

- 7.2 There are no immediate legal implications arising from the report.
- 7.3 In accordance with the Council's Constitution, the approval of the future scrutiny work programme falls within the remit of the OSC.
- 7.4 Under Section 21 (6) of the Local Government Act 2000, an OSC has the power to appoint one or more sub-committees to discharge any of its functions. In accordance with the Constitution, the appointment of Scrutiny Panels (to assist the scrutiny function) falls within the remit of the OSC.
- 7.5 Scrutiny Panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each scrutiny panel produces must be approved by the Overview and Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols.

Equality

- 7.6 The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:
- Tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation;
 - Advance equality of opportunity between people who share those protected characteristics and people who do not;
 - Foster good relations between people who share those characteristics and people who do not.
- 7.7 The Committee should ensure that it addresses these duties by considering them within its work plan and those of its panels, as well as individual pieces of work. This should include considering and clearly stating;
- How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics;
 - Whether the impact on particular groups is fair and proportionate;
 - Whether there is equality of access to services and fair representation of all groups within Haringey;
 - Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised.

7.8 The Committee should ensure that equalities comments are based on evidence. Wherever possible this should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

8. Use of Appendices

Appendix 1 – Outline (draft) Work Programme 2024-26

9. Local Government (Access to Information) Act 1985

N/A

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Housing, Planning & Development Scrutiny Panel

Work Plan 2024 – 2026

<p>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.</p>		
Project	Comments	Priority
Allocations Policy		

<p>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.</p>	
Date	Potential Items
2024/25	
30 July 24	<ul style="list-style-type: none"> Terms of Reference

	<ul style="list-style-type: none"> • Housing Asset Management Plan • Leaseholders • Fire Safety Action Plan
26 September 2024	
05 November 2024	
16 December 2024 (Budget Meeting)	<ul style="list-style-type: none"> • Budget scrutiny
06 March 2025	
2025/26	
Meeting 1	

Meeting 2	
Meeting 3	
Meeting 4 (Budget)	<ul style="list-style-type: none"> • Budget Scrutiny
Meeting 5	<ul style="list-style-type: none"> • New Social Housing Consumer Standards

Indicative future agenda items:

- Housing Associations
- Local Plan update
- A follow up update in relation to Aids and Adoptions.
- Allocations Policy
- An update on zero carbon future building projects and zero carbon demolition projects. It was suggested that this could dovetail with an update on the Local Plan.
- Further update on Neighbourhood Moves Scheme (Update in its implementation and progress to date)
- Update on the costs arising from legal disrepair claims

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