

NOTICE OF MEETING

HOUSING, PLANNING AND DEVELOPMENT SCRUTINY PANEL

Monday, 9th March, 2026, 6.30 pm - George Meehan House, 294 High Road, Wood Green, N22 8JZ (watch the live meeting [here](#), watch the recording [here](#))

Councillors: Adam Small (Chair), Dawn Barnes, Khaled Moyeed, Harrison-Mullane, John Bevan, Lester Buxton and Isidoros Diakides

Co-optees/Non-Voting Members:

Quorum: 3

1. FILMING AT MEETINGS

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

By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

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 - 14)

To approve the minutes of the previous meeting.

7. KPI UPDATE (PAGES 15 - 42)

Additional slides – to follow.

8. MANAGEMENT AND MAINTENANCE OF COUNCIL HOUSING ESTATES

To follow

9. LEGAL DISREPAIR

To follow

10. NEIGHBOURHOOD MOVES SCHEME (PAGES 43 - 52)

11. WORK PROGRAMME UPDATE (PAGES 53 - 56)

12. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 3 above.

13. DATES OF FUTURE MEETINGS

N/A

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

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

Friday, 27 February 2026

This page is intentionally left blank

MINUTES OF THE Housing, Planning and Development Scrutiny Panel HELD ON Monday, 15th December, 2025, 6.30 pm

PRESENT:

**Councillors: Adam Small (Chair), Dawn Barnes, John Bevan,
Lester Buxton and Isidoros Diakides**

ALSO ATTENDING:

274. 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'.

275. APOLOGIES FOR ABSENCE

There were no apologies for absence.

276. URGENT BUSINESS

There were no items of Urgent Business.

277. DECLARATIONS OF INTEREST

None.

278. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

The Panel received two deputations, one from Nazarella Scianguetta, which covered a broad range of issues relating to disability access to housing and the issues faced by impaired residents when navigating the housing system. The other deputation was received from Paul Burnham on behalf of Defend Council Housing. This deputation related to the HRA Business Plan agenda item and raised a number of questions around the use of London Affordable Rent models and why rent increases were not part of the public consultation on the next year's budget proposals.

Ms Scianguetta introduced the first deputation. The following is a summary of the key points of the deputation:

- Ms Scianguetta asked Scrutiny to use the social model of disability when reviewing these policies. This meant looking at how the Council's systems created barriers for disabled people, and the removal of those barriers would

- enable everyone to access services equally. Ms Scianguetta advised that she had nine points that would improve disability access in housing.
- Accessibility of accommodation – It was suggested that too many council homes remained inaccessible and that minor adaptations were not enough. What was required was purpose built homes, built around a particular person's needs.
 - Reforming the process of how somebody accesses services. It was posited that the current process was a mess, with confusing forms, inaccessible online portals, and very long waiting times. It was suggested that the process needed to be simplified, so that people were not left behind simply because of bureaucratic inaccessibility.
 - Support services and communication – The need for advice and support services to be accessible to all. Information should be written in plain english and available in a format that everyone could access. It was put forward that staff should be trained to understand disability and that those with complex needs should have a single point of contact.
 - Anti-discrimination and stigma reduction. The Panel heard that discrimination and negative attitudes persisted in Haringey. There was a need for public education and an easy to engage with complaints process, in order to stamp out bias. Every resident deserved to be afforded respect and dignity.
 - Co-production and design – Policies for those with disabilities that were made without their direct input were doomed to failure. It was suggested that disabled residents must be involved in the co-design, delivery and reviewing of housing services. Their lived experience was a valuable resource.
 - Investment in accessible housing supply – Without proper funding, accessible homes were not possible. This was true both in terms of building new homes and adapting existing ones in order to meet current accessibility standards.
 - Improving standards of temporary accommodation. When housing people in temporary accommodation, it was crucial that the housing was suitable and that people were not being put in homes that didn't meet their needs.
 - The need for transparency and accountability- It was commented that residents needed to know how long they would have to wait and be informed of how decisions were made. The Council should publish waiting times and explain allocation criteria, as well as the need to regularly consult with disabled people to ensure that policy reflected real needs.
 - Mandatory staff training. It was stated that everyone who was involved with housing should receive disability and equality training, trauma-informed approaches and deaf awareness training. This was crucial to ensure respectful treatment for all. Disability was about overcoming barriers.

The following arose in discussion of the deputation:

- a. The Panel commented that a lot of people probably felt frustrated by the process of applying for housing, given the delays and the checks that a person had to go through. It was also commented that every single planning scheme that was submitted to the Council had to include a certain percentage of properties for disabled people and adequate parking provision for people with blue badges. The Panel also noted that there was a Haringey disability forum with a front door in Wood Green shopping centre, that was independent of the Council.

- b. The Chair sought clarification around whether the deputation believed that making the online portal easier to access or having a dedicated single point of access would make the biggest impact. In response, Ms Scianguetta commented that there was no one simple approach, given that the range of need across impaired residents was extensive and varied widely. Instead, the Council needed to improve a range of different areas, such as accessible ways of contacting the Council, providing updates on where a person was in the waiting list and being allocated a dedicated officer.
- c. The Panel sought clarification about the extent to which the depute had links with Disability Action Haringey. In response, Ms Scianguetta advised that she did not consider Disability Action to be entirely independent, on account of the fact that they were commissioned by Haringey Council and were reliant on the Council for funding. It was also commented that they did not fully represent the whole of the disabled community.
- d. The Panel queried how long the depute had to wait for a response when contacting housing. In response, the Panel was advised that Ms Scianguetta had been in temporary accommodation for eight years and that in that time she had always been the one to instigate contact with the Council. It was commented that at no point had she been given an update on her position on the list and that council staff regularly failed to check the medical assessment on her file leading to her having her disability questioned. It was commented that impaired residents found it very difficult to access the system online, and that being neurodiverse meant that she found it difficult to deal with a lot of different people about her case.
- e. The Chair thanked Ms Scianguetta for her deputation.

Mr Burnham introduced the second deputation. The following is a summary of the key points of the deputation:

- Mr Burnham set out that neither the proposed nor existing council rents were being reported honestly in the HRA Business Plan. It was suggested that the table at page 109 of the agenda pack conflated two completely different rent regimes i.e. social rents and London Affordable Rent (LAR). Mr Burnham advised that a report from Shelter branded affordable rents as being unaffordable for lower income working households in London.
- It was suggested that the confusion between the two rent regimes was something that the Council had done repeatedly. Following an FOI request Defend Council Housing had ascertained that LAR was £83 or 62% a week higher for an average two bedroom property compared to social rent. Increases in service charges were on top of this.
- Mr Burnham recommended that the Council should stop using LAR in favour of social rents in all cases.
- In relation to service charges, it was commented that Haringey's policy was that leaseholders and tenants should pay an equal share per household of the serviceable costs. Mr Burnham disputed that this was what was happening. It was contended that in April this year there was a 21% increase for tenants for the cleaning of communal areas of blocks and 29% increase for cleaning street properties. In contrast, leaseholders were being charged 3%. It was evident, therefore, that tenants were being overcharged. Mr Burnham recommended that the Panel ask Cabinet to set the current service charges for cleaning to 3% above the current year.

- The Panel were advised that rent convergence would result in further rent increases above the annual uplift of CPI +1% of up to £4 extra per week, attacking the living standards of some of the poorest residents. It was commented that that the valuations used to set these rates would not stand up to independent scrutiny. Mr Burnham recommended that the Council should oppose rent convergence and instead seek additional funding through debt write-off, higher grant rates for new builds, match funding for acquisitions, and adequate building safety grants.
- Mr Burnham recommended that the Panel strongly object to the exclusion of the Housing Revenue Account and rent increases from the public consultation on next year's budget.

The following arose in discussion of the deputation:

- a. The Chair sought clarification about whether, in relation to London Affordable Rent, the depute was recommending that the Council should not engage in any grant funding that required the Council to use LAR. In response, Mr Burnham disputed that the Council had no choice. Instead, it was suggested that the Council had the option to either use LAR or social rents, and that even when the government prohibited use of social rents, providers were still building properties at social rents.
- b. In relation to rent convergence, the panel suggested that the increase was more like one or two pounds per week. The Panel commented that a 1% reduction in rents over a four year period, had resulted in a situation where people were paying different rents for living in the same type of accommodation. The Panel asked the extent to which Mr Burnham agreed that this seemed fair to all tenants. Mr Burnham responded that the single biggest factor which determined differing rent costs was the use of affordable rents versus social rents. The cost of rents could be brought down by use of social rents. Mr Burnham suggested that it was claimed that rent convergence was all about fairness, but disputed this when it involved increasing rents for some of the poorest residents.
- c. The Panel sought clarification about whether the depute would like to see a rebalancing of a discrepancy in the relative charges between leaseholders and tenants, or whether he would like to see the Council find other means of funding to subsidise the cost of service charges for tenants. In response, the Panel was advised that there was a false incentive built into service charges and that often they were used to generate additional income. In general, he believed that service charges were a negative thing for consumers. Mr Burnham commented that the rationale for his recommendation on service charges was to address an unfairness in the respective service charge rates in the current budget. He commented to the Panel that he intended to take the issue to a lower tier tribunal if needed.
- d. The Chair thanked Mr Burnham for his deputation

279. MINUTES

The Panel sought clarification about the previous minutes and the assertion that historically, Haringey had around 200 new lets in a year, but this number had

increased significantly to around 750. The Cabinet Member clarified that there were 739 new lets last year and that there were 240 in the year before that (2023/24).

RESOLVED

That the minutes of the previous meeting on 17 November were agreed as a correct record.

280. CABINET MEMBER QUESTIONS - CABINET MEMBER FOR PLACEMAKING AND LOCAL ECONOMY

The Panel received a verbal update from the Cabinet Member for Placemaking and Local Economy, Cllr Ruth Gordon, followed by a question and answer session on matters pertaining to her portfolio. By way of an introduction, Cllr Gordon commented that the last time she gave an update on her portfolio to the Panel she outlined how the strategy for developing Tottenham and Wood Green had been developed as the over-arching strategic framework for a range of placemaking projects, and following extensive consultation with the community and local stakeholders. The Cabinet Member advised that since then, the team had been implementing the projects that sat underneath this framework, such as:

Tottenham

- The opening of the Bruce Grove toilet block and the removal of that building from the heritage's at-risk register.
- The restoration of the Art-Deco frontage at St Mark's Church.
- The Chapel Stones project in North Tottenham, which involved a group of artists working with young people to design a mural.
- A partnership project with Youth Employability in Northumberland Park, providing employment support for 16-24 year olds.
- The launch of a new market at Seven Sisters, including the re-introduction of the Latin American Market.

Wood Green

- Completion of the Eat Wood Green project which involved a new community-led food growing and education space at Wood Green library.
- Penstock Tunnel had reopened following refurbishment and improved drainage and lighting.
- The launch of the Business Forum
- Improvements made to Turnpike Lane
- The completion of projects at Wood Green Common, including tree planting with local school children.

It was noted that progress had also been made with bigger schemes, such as High Road West, Selby Urban Village and Broadwater Farm.

The following arose in relation to this agenda item:

- a. A member of the Panel raised concerns in relation to the Local Plan consultation seemingly proposing that the library provision at Tottenham Green would be replaced with housing and the fact that this seemed to undermine the

Council's manifesto commitment to maintaining all nine libraries. In response, the Cabinet Member commented that the Local Plan sat under Cllr Williams' portfolio. Cllr Gordon provided assurances that there had been no change of strategy, and that the site allocation for this location had been in place for a long time. The Panel was advised that there were no current plans to develop this site, and that the Council had a vested interest in maintaining the existing leisure and library facilities on this site.

- b. The Panel welcomed the reopening of Seven Sisters Market and queried the fact that only 25% of the whole building was being used. Members questioned what the plans were for the remaining 75% of the site. In response, the Cabinet Member advised that the Council did not own or manage the market. Places for London owned the site. Cllr Gordon advised that she had held positive discussions on how the site would be taken forward with Places for London and the traders, and that these discussions were ongoing.
- c. The Chair commented that the market traders attending a recent Full Council meeting emphasised the importance of culture based regeneration schemes to him, and it was questioned how the Council were implementing placemaking schemes which maximised culture within different communities. In response, the Cabinet Member acknowledged that there were financial challenges facing the Council, but commented that they were looking at ways of leveraging funding and that the Borough of Culture would encourage funding being available for a number of schemes. The Cabinet Member highlighted the Seven Sisters Market as being one of the biggest cultural placemaking schemes and suggested that she anticipated it becoming a major hub within the borough for these celebrations. It was noted that a cultural hub was in place within the market and that the Latin American network had recently been re-established.
- d. The Panel sought clarification about the cost of the Bruce Grove toilet block. In response, the Cabinet Member advised that she did not have the figures to hand, but emphasised that as an at-risk heritage asset, the Council had a responsibility to preserve it. It was commented that the sites proximity to a railway had caused delays to the scheme. The Panel requested a written response on the final costs of the scheme. **(Action: Abigail Stratford)**.
- e. In relation to Broadwater Farm, the Panel acknowledged the written response provided by officers. The Panel expressed a level of surprise with the cost of the scheme and commented that it was not clear whether the £143m figure included the costs incurred to date. The Chair noted that this was a long running programme of works that had already received a significant degree of scrutiny.
- f. The Panel sought clarification around the Town Centre Strategy and queried what was being done to reinvigorate empty shops in Crouch End and Muswell Hill. In response, the Cabinet emphasised the importance of the opening of Hornsey Town Hall and the expectation that this would give a boost to the local economy. The Cabinet Member acknowledged that there had been some reductions in the Economic Development team, which were focused on town centre management. The Cabinet Member set out that the Council was developing a growth plan for Haringey in the coming months, that would align with the London Growth Plan. The plan would focus on particular sectors, such as the nighttime economy and it was hoped that this combined with the Borough of Culture bid and the Euros, would build a lasting legacy in terms of improving our town centres.

- g. The Panel queried what was being done in relation to the business forum and what could be done to re-engage with the Muswell Hill traders. The Panel queried whether there were incentives that the Council could provide in relation to empty shops. In response, the Cabinet Member set out that the service had been working to re-integrate with the Traders Association in Muswell Hill, including the work done around Christmas events. The Cabinet Member emphasised the importance of having a BID in terms of developing a lively high street that people wanted to visit. Officers also advised that there were two loan funds available for businesses and that there was a need to understand some of the wider issues that led to there being more empty shops and a decline in high streets. Officers also stressed the importance of the conjunction between leisure, culture facilities, and high streets.
- h. The Chair commented on the Mayor's ambition to turn London into a 24 hour economy and questioned what strategy the Council was pursuing to find a balance between supporting a nighttime economy and also protecting local residents from nuisance. In response, the Cabinet Member stressed the importance of working with both local businesses and local residents. The Cabinet Member also referred to the need for people to feel safe when out late at night, citing Green Lanes as an example of thriving late night economy where people felt safe. The Cabinet Member acknowledged that there were some locations that were suited to a nighttime economy and others, in more residential areas, that were not.
- i. The Panel sought assurances around what the administration was doing in relation to supporting local jobs. In response, the Cabinet Member set out that a new Connect to Work scheme had just been launched with Haringey Works and an outside provider. The scheme was aimed at those with complex barriers to work, who needed a degree of wrap around support, to help them sustain employment. The scheme matched up employers with candidates, and it had received some government funding. Officers advised that the scheme had only started part way through the year, but that some figures could be circulated to the Panel at a later point when there was enough data to make it worthwhile. Overall, officers stated, the employment rate in Haringey was improving based on the data for the last quarter.

RESOLVED

That the update from the Cabinet Member, and the responses to the Panel's questions were noted.

281. KPI UPDATE

The Panel received a set of slides which provided an update on arrange of Key Performance Indicators relating to the Housing Service, as set out in the agenda pack at pages 23-48. The Interim Director of Housing, Rachel Sharpe, was present for this item, along with the Corporate Director of Adults, Housing and Health and Paul McCabe, Head or Repairs and Maintenance. The Cabinet Member for Housing and Planning was also present for this item. The following arose as part of the discussion of this item:

- a. The Panel raised concerns about asbestos checks and feedback from residents that these checks were not being carried out. In response, officers

- advised that they were updating and migrating the database used for recording the register of communal asbestos checks. It was acknowledged that this had had an impact on the performance figures, as an asbestos check had to be carried out before repairs could be done, as part of the relevant health and safety requirements.
- b. The Panel queried whether the void figures in the presentation included HCBS properties. In response, officers advise that the figures related to general needs housing voids and sheltered housing voids. HCBS properties were not included. The Panel requested that future KPI updates include the number of void properties in the HCBS as well as general needs and sheltered housing. **(Action: Robbie Erbmenn)**.
 - c. The Panel requested that the March Panel meeting include a short, focused agenda item on Legal Disrepair claims. **(Action: Clerk)**.

RESOLVED

Noted

282. FINANCE UPDATE - Q2 2025/26

The Panel received a report which set out the Council's financial position at Q2 of the 2025/2026 financial year. The report was originally published as part of the agenda papers to Cabinet on 9th December 2025. The report was included in the published agenda pack at pages 49-104. The following arose in discussion of this item:

- a. The Panel sought clarification about the report seemingly indicating that significant improvements had been made in relation to Housing Benefit overpayments. In response, the Chair commented that this sat under Cllr Chandwani's portfolio and under OSC's remit. It was commented that OSC recently received an update on this, and that the challenge related to not receiving full benefit reimbursement from DWP for supported accommodation. There were also long running issues arising from the migration of housing benefit to Universal Credit. OSC made a recommendation to support the Council in seeking full reimbursement from the DWP.
- b. The Chair queried why the in-year savings target was RAG rated as green, given that £101k of a £3.4m overall savings target had been delivered. In response, the Corporate Director of Adults, Housing & Health advised that the delivery of savings were always anticipated to be backloaded within the financial year. There were a number of things that came into play in the later parts of the year, including rent convergency which went live in September. The majority of the delivery within the acquisitions programme was also due to be delivered in the latter half of the financial year. The Corporate Director reiterated that the in-year savings were expected to be delivered by year end.
- c. In relation to the HRA capital forecasts for 2025/26, the Panel queried why most of these were RAG rated amber/red for time. In response, Cllr Williams advised that this was due to delays with the implementation of the partnering contract. Officers advised that the Section 20 consultation had been completed and that they would be engaging with contractors in January, with work expected to begin in April.
- d. The Panel noted that the underspend in the HRA capital delivery programme was historically much bigger than in the General Fund and queried whether a failure to spend capital funding in a given year meant that funding was lost. In

- response, Cllr Williams advised that nothing was lost and that the works would be reprofiled to the following year. The Cabinet Member advised that a lot of the delays stemmed from the Building Safety Regulator and the backlog of approvals from that body. Officers provided assurances that spend had been reprofiled in order to meet the 100% decency target by 2028.
- e. In response to a question about reductions in HRA spending and how this would be monitored, the Cabinet Member commented that the re-profiling of budgets was a continuous journey, in order to ensure that projects could be delivered.
 - f. The Chair welcomed the progress made to date in reductions in the prevention and outflow of temporary accommodation numbers.

RESOLVED

That the Panel noted the contents of the report.

283. HOUSING REVENUE ACCOUNT BUSINESS PLAN AND BUDGET 2026/27

The Panel received the Housing Revenue Account Business Plan and Budget 2026/27 report. Every year, the Council sets a business plan for its Housing Revenue Account (HRA). This business plan considers projected income and expenditure over a 10 and 30-year period. The report provided an update on the aims and ambitions across the medium and long term and proposals for the 2026/27 budget which were due to be presented at Council in March 2026 for approval. The report was introduced by Kaycee Ikegwu, Head of Finance, as set out in the agenda pack at pages 105 – 128. The cover report was included in the additional papers agenda pack. Sara Sutton, Corporate Director of Adults, Health & Housing was present for this item, along with Rachel Sharpe, Director of Housing, and Robbie Erbmann, Delivery Director. Cllr Sarah Williams, Cabinet Member for Housing and Planning was also present. The following arose as part of the discussion of this agenda item:

- a. The Panel sought clarification around revenue contributions to capital and the plan to deliver an £8m surplus. The Chair noted that the surplus was forecast at £0.65m next year and £3.8m over the MTFs period. In response, officers clarified that the surplus target was an internal ambition that service set itself in relation to revenue to capital. This was done a few years ago, in relation to the level of risk that was being carried with the significant investment into existing stock and new homes, and determination that it was prudent to build in that level of revenue contribution to capital. Since then, a number of factors had made this increasingly difficult to achieve, in particular rising interest costs.
- b. In response to a follow up question, officers advised that the current business plan was a worst case scenario and that it was hoped an improved position would be reported in the final plan reported to Council in May. There were a number of things that had not been factored into this version, such as rent convergence as the service was waiting for government guidance to be released in January. Discussions were also being progressed with the GLA about covering interest costs in the construction period. It was envisaged that this would also improve the current position. Officers were also looking at implementing efficiencies within the service to improve the revenue costs to capital.
- c. The Chair sought clarification that by the end of the MTFs, £76m a year from the HRA would be spent on capital financing costs, which roughly equated to

30% of the overall budget being spent on servicing debt arising from the investment into existing stock and building new homes. In response, officers acknowledged that this was the case and that any major investment, on the scale that was being done in Haringey, would see increasing debt repayment costs. Officers advised that rental income would also increase as a result, and that years 7 onwards of the plan showed a significant surplus being generated from the HRA. It was commented that rising rental income tended to generate income growth over time due to inflation, particularly as interest costs remained static.

- d. The Chair commented that this was hard to understand the level of debts that were being carried by the HRA, as the report only showed the capital financing costs. The Chair commented that he would like to understand the level of debt being carried by the HRA in future reports and the trigger points. In respect of a repayment plan, officers advised that they were looking at this, but there was no requirement for one. Instead, the industry standard was to monitor the loan to equity value of properties. The industry standard was a ratio of 60/40. Haringey was currently below 50%. The Chair requested that this indicator be included in future reports.
- e. The Panel queried whether the report showed that the New Homes Building programme effectively ended in latter years of the plan. In response, officers advised that the forecast represented schemes that were currently in the delivery programme i.e. they had been approved by Cabinet and they had active viability undertaken on them. Further schemes would be added as and when they were approved by Cabinet and underwent a viability assessment.
- f. The Panel sought clarification about whether any problems were anticipated going forwards with being able to balance the HRA. In response, officers confirmed that the plan as presented showed a balanced position, and that this was based on a set of assumptions that were worst-case scenario.
- g. The Panel queried the discrepancy between formula rents and the rent cap and why the difference was proportionally much less for larger homes. In relation to HCBS properties, the Panel queried which rental scheme they were charged under. In response, officers advised that the rent cap was set centrally by government. In relation to HCBS properties, these were charged at Local Housing Allowance rates, which were significantly higher than either formula rents or London Affordable Rent.
- h. The Panel followed up on a point raised in the deputation by Defend Council Housing and asked for clarification about the differing levels of increases in service charges for leaseholders versus council tenants. In response, officers advised that the general point was that the Council had to recover costs from whichever tenure the service charges were being applied to. Officers suggested that the examples given by Mr Burnham didn't appear to be directly comparable. If the concerns raised in the deputation were referred to first tier tribunal, they would look in detail at the service charges and the methodology to see whether they were comparable.
- i. As a follow-up question, the Panel sought clarification about how the Council differentiated between different block and different tenures in terms of service charges. In response, officers advised that within each service charge there was a difference in usage, location, block etc. and there was a methodology that looked at what was actually provided to that site in terms of tenure mix. A number of these services were pooled and the individual rate would be

affected by the number of properties in that pool. The apportionment between leaseholders and tenants may look different, but the methodology ensured that leaseholders only paid for what they received and likewise for tenants. The Cabinet Member stressed that having this reviewed at a tier one tribunal was normal practice, and that this was what the tribunal was there for. Officers set out that the general principle was that receipts were pooled against the numbers contributing towards that particular charge in that location.

- j. In response to a further follow-up, officers advised that pooled receipts could be pooled by block and location, and that the total cost was divided by the number of leaseholders/tenants in order to ensure it was proportional. Officers clarified that the figures in the report for individual service charges were effectively an average that was used internally. Those receiving bills for service charges would receive an indicative bill and a final bill. Once the HRA Business Plan was agreed by Cabinet individual bills would be calculated and sent out to tenants and leaseholders.
- k. In response to a question, officers provided assurances that leaseholders and tenants paid the same amount of service charge if they received the same service. This would be checked by adding up the service charges received from both sides and making sure this was the total cost of providing that service. Assurances were given that one group didn't proportionally pay more than the other.
- l. The Panel queried a scenario raised earlier in the meeting around service charges for having a door entry system and queried whether tenants/leaseholders were being charged for this if it was defective. In response, officers advised that for tenants, in the eventuality of a failure of service, there was a policy that would set out what refund or credit is applied, within a designated period of time. For leaseholders, communal repairs were picked up in addition to ongoing service costs and so it wasn't comparable with the service charge to tenants, as they paid for communal repairs through their rent costs.
- m. The Panel queried the extent to which service level agreements were in place for things like grounds maintenance. In response, officers advised that there was some form of agreement in place for all the different services that were provided, whether that was a contract, service level agreement, or other delivery mechanism. These were reviewed and a review of the SLA for grounds maintenance was underway involving the resident's voice board.
- n. The Panel queried why the figures at Table 6 of the business plan showed reduced levels of investment in repairs after Year 1 (2026/27). In response, officers advised that there were a lot of one-off items that artificially inflated the budget line in Year 1, such as higher disrepair costs. These were expected to tail off in Year 2 onwards.
- o. The Panel queried whether the cost and number of repairs could also increase as a result of the Council building more homes. In response, the Cabinet Member suggested that these were new builds and shouldn't require a lot of repairs. It was suggested that a lot of the repair work was driven by the need for major works to be carried out, particularly in places like the Noel Park Estate. Once those major works were completed the repair issues should drop dramatically. It was also envisaged that the increase in the number of Decent Homes should also result in fewer repair claims. The mobilisation of the partnering contract would enable significant progress to be made on repairs.

The Head of Finance advised that that Table 6.1 captured increased investment in repairs from Year 6 to Year 10.

- p. The Chair commented that the proposed HRA Capital Programme at Table 7 of the report showed approximately £1billion investment in things like the major works and the New Homes Build Programme in 2026/27-2030/31, and that this then reduced significantly to around £145m in Years 6-10. The Chair queried whether this reduction in capital spend was overly optimistic, given the continued need for investment and sites for the New Homes Building Programme coming online. The Chair questioned what level of challenge and difficulty this presented, given that the borrowing costs were around £290m. In response, officers advised that the exposure to risk identified in the report arose from the fact that assumptions had been made on what borrowing rates would be over the next five years. Officers had taken a position and used a model that was felt to be prudent. The key risk was in the eventuality that a major global event happened that impacted borrowing rates, like the war the Ukraine. If this happened and borrowing rates increased above what had been assumed, then this would be a big challenge. Officers advised that currently, the market rates were slightly below the rate that had been assumed for the current year. If this trend continued, the level of risk would be relatively low.
- q. In relation to the above point, officers advised that the figures seen here had been modelled over 30 years and that the HRA Business Plan ensured there was enough interest cover for the borrowing that was planned. Officers also commented that the HRA Business Plan was updated every year and that this involved looking again at the borrowing assumptions. In addition, the Housing service looked at the business plan on a quarterly basis and that the risk profile of new projects was assessed in that quarter, as well over a longer term. The Corporate Director advised the Panel that the Council received external validation and assurance around the model it used and that the Council wasn't marking its own homework.
- r. The Panel questioned how the organisation could ensure parity for tenants who were seeing year-on-year rent increases, but were not benefitting from have a new Council home. In response, officers set out that the New Homes Building Programme paid for itself, and that it actually grew the income of the HRA over time. Officers commented that they would not characterise the New Homes Building Programme as only benefitting the people that lived in those new build homes. The overall HRA position over the medium to long term benefitted, and this afforded more money to spend on services and other capital works.
- s. In response to a request for clarification, officers set out that from Years 2 & 3 after practical completion, the general trend was that the amount of rental income coming into the HRA from new build properties exceeded the interest costs. Over time, as rents increased, that gap would grow. The new homes made a net-positive contribution to the HRA as they brought in more income that they cost the HRA. Officers set out that properties acquired under the TA Acquisitions Programme returned a much higher rate of return to the HRA than new build homes. It was also commented that the New Homes Building Programme was supported by significant grant funding from the GLA that helped in terms of viability.
- t. The Chair sought clarification on whether, in effect, the Major Works programme was dependant on the additional revenue coming into the HRA from the New Homes Build Programme. In response, officers commented that

what would be affordable may look different if there was New Homes Build Programme. Officers did not characterise one scheme as being dependant on the other. The Cabinet Member commented that doing Major Works at scale would have a big impact on a number of works streams across housing, particularly repairs and the need for decants due to repairs.

u. The Panel put forward the following recommendations in relation to the HRA Business Plan:

- Sustainability of Long Term Borrowing Costs- Further information requested for 19th January OSC meeting in relation to the sustainability of long term borrowing costs and the burden this places on the HRA. The Panel would like to understand how a sustainable level of debt is calculated. Including some further information around the ratio of debt, and interest markers, and how these are factored into an assessment that a particular level of debt is affordable. What red lines does the Council use in assessing that a certain level of debt would be unsustainable?
- Sustainability of Long Term Borrowing Costs- Recommendation to Cabinet: That Cabinet gives consideration to the publication of an HRA Debt Management Plan alongside the HRA budget-setting process. The Panel recognises the necessity of significant long-term investment in the HRA to address the condition of council housing and meet acute housing need. However, it is concerned about the cumulative impact of high borrowing levels on residents. The Panel recommends that the Debt Management Plan should clearly set out the Council's long-term approach to reducing, as well as managing debt in order to provide transparency and assurance around the sustainability of the HRA.
- Tenant Affordability Assessment – Recommendation to Cabinet: That Cabinet give consideration to undertaking an assessment of tenant affordability, as it undertakes assumed year-on-year rent increases to its tenants as part of the planned investment programme. The Panel is concerned that that year-on-year rent increases would cross an affordability threshold at some stage and that the Council should be reviewing and modelling this.
- Neighbourhood Moves Scheme – Recommendation to Cabinet: That a review is undertaken of the Neighbourhood Moves Scheme to assess its financial and strategic impact on the Housing Register. The Panel is concerned that offering properties to households where there is no net improvement in housing need - such as cases where there is no overcrowding or priority change - should be reconsidered alongside the known additional costs to the HRA, including void costs and reletting expenses. The Panel recommends that the review considers whether amendments are required to ensure that limited housing resources more effectively to reduce the impact of the housing crisis.

RESOLVED

That the Housing, Planning and Development Scrutiny Panel:

- a) Noted the draft report being presented to Cabinet on 9 December 2025 setting out the proposed 2026/27 budget and 2026/27 to 2030/31 and which includes proposed increases to rents and service charges.

- b) Noted that the revenue financial position will be updated in January 2026 prior to Cabinet on 10 February – once government announcement on rent convergence is made.
- c) Noted that the capital programme might also be updated in January 2026 following any changes in the programme or confirmation of anticipated funding for new build programme.
- d) Noted that Cabinet on 10 February will be asked to recommend the final HRA 2026/27 Budget and 2026/27-30/31 MTFS, for approval to the Full Council taking place on 2 March 2026.
- e) Agreed the budget scrutiny recommendations set out in (Item 283) Paragraph U above, and agreed to send them the Overview & Scrutiny Committee for ratification and submission to Cabinet.

284. WORK PROGRAMME UPDATE

RESOLVED

That the Panel noted the work programme and agreed any amendments.

285. NEW ITEMS OF URGENT BUSINESS

N/A

286. DATES OF FUTURE MEETINGS

9th March 2026.

CHAIR: Councillor Adam Small

Signed by Chair

Date

Housing Services

Key Performance Indicators

January 2026

Summary of January 2026 performance:

Highlights:

- All asbestos sites were fully compliant at the end of the period (100%)
- LOLER lifts increased to 100% and was fully complaint at the end of the period.
- Water Risk Assessments remains static from the last month at 99.6%.
- Rent collection for General Needs and Sheltered Housing is above target YTD January at 98.5%
- Estate grading was also above target at 96.1%
- Communal fire points Health & Safety checks for Supported Housing has maintained 100% compliance.
- Support Plans compliance increased and is at 100% compliance.

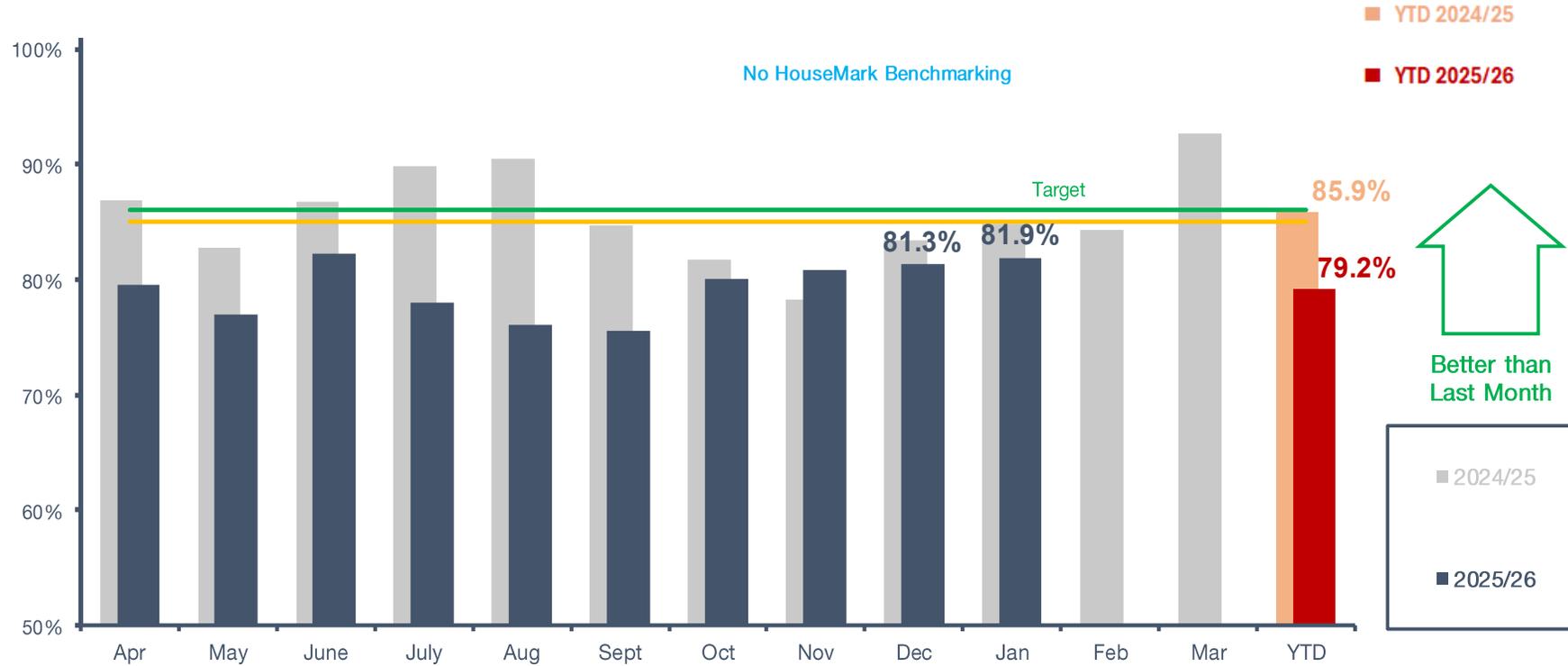
Areas of concern:

- Satisfaction with last repair, first time fixed, emergency repairs and voids are all below target.
- FRA decreased slightly to 99.8% and is within tolerance.
- Gas compliance remains static and within tolerance levels at 99.8%
- The % of YTD rent collected for temporary accommodation remains below target but increased to 95.1%
- Leaseholder service charge collection decreased to 81.3%

What is your overall satisfaction with your last repair? (excludes Out Of Hours repairs)

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
86.0%	81.9%	79.2%	85.9%

Monthly Metrics:	
Satisfied:	163
Surveyed:	199

Page 17

- This KPI is assessed as **Red** ragged for January 2026. An exception commentary has been provided by the Head of Service on the next slide.

What is your overall satisfaction with your last repair?

Why performance is below target

- Customer satisfaction is being driven down by issues earlier in the customer journey, particularly difficulties accessing the service by phone and limited digital self-service options.
- Longer end-to-end repair times, partly due to follow-on visits linked to compliance checks and surveys, are affecting customer perceptions even where the repair itself is completed well.

What we are doing

- Improving call handling and overall access to the service.
- Strengthening the digital offer to reduce dependence on phone contact.
- Setting clearer expectations with customers at first contact, especially where multiple visits may be needed.
- Maintaining stable operational delivery to ensure the repair experience remains strong.

When improvement is expected

- Short-term pressure will continue while access and digital changes are delivered.
- Recovery is expected over the medium term as these improvements embed and the end-to-end journey becomes more consistent.

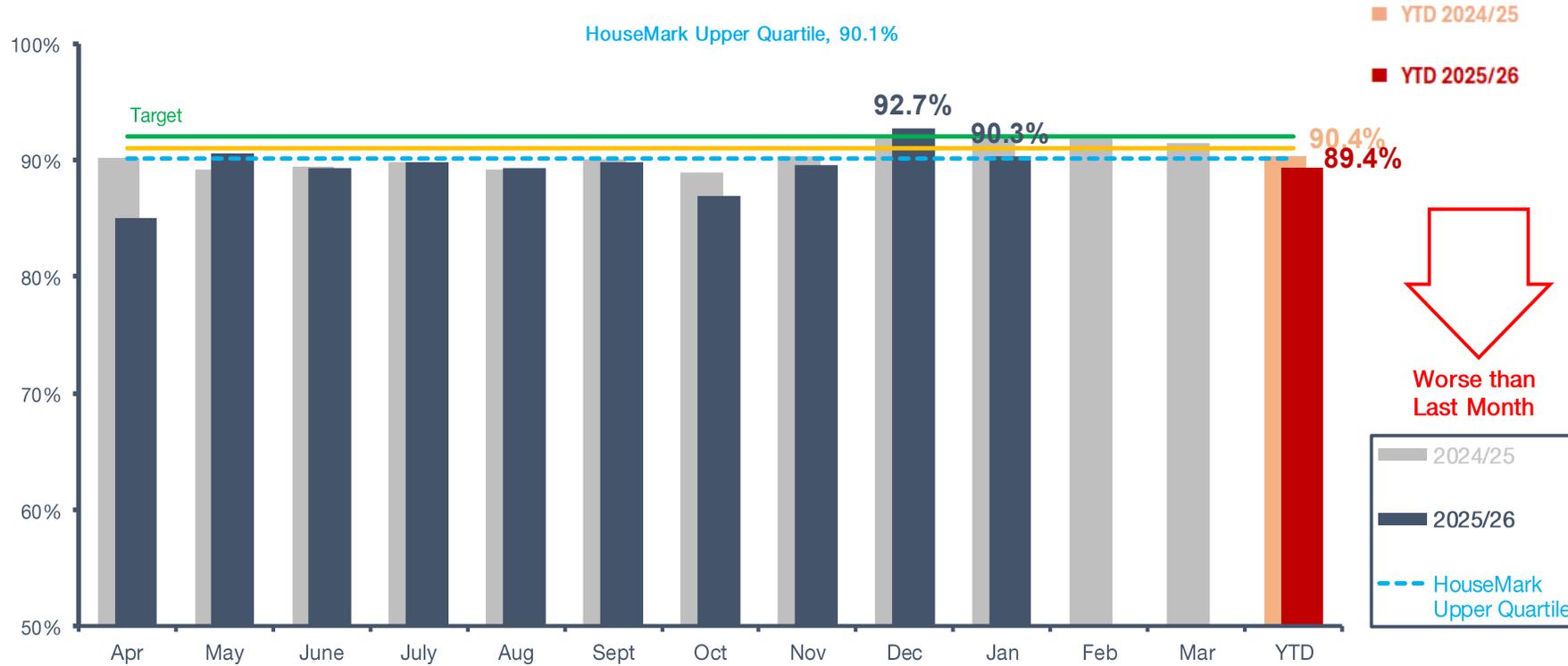
HMPI 100

% of all repairs first time fixed (not including programmed works)

Higher is Better Performance



Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
92.0%	90.3%	89.4%	90.4%

Monthly Metrics:	
First Time Fix:	3,116
No. of Repairs:	3,450

Page 19

haringey.gov.uk

- This KPI is assessed as **Red** ragged for January 2026.

% of repairs first time fixed

Why performance is below target

- Increased need for asbestos surveys before works can proceed, meaning operatives often cannot complete repairs on the first visit.
- This reflects stronger compliance requirements, not a drop in operative performance, but it directly suppresses First Time Fix.
- Survey-related delays have become routine, so the impact is sustained rather than short term.

What we are doing

- Improving pre-diagnosis so asbestos status is identified earlier.
- Scheduling surveys more efficiently and aligning them with first visits where possible.
- Strengthening customer communication to manage expectations and reduce repeat visits.
- Monitoring daily performance to reduce avoidable deferrals.

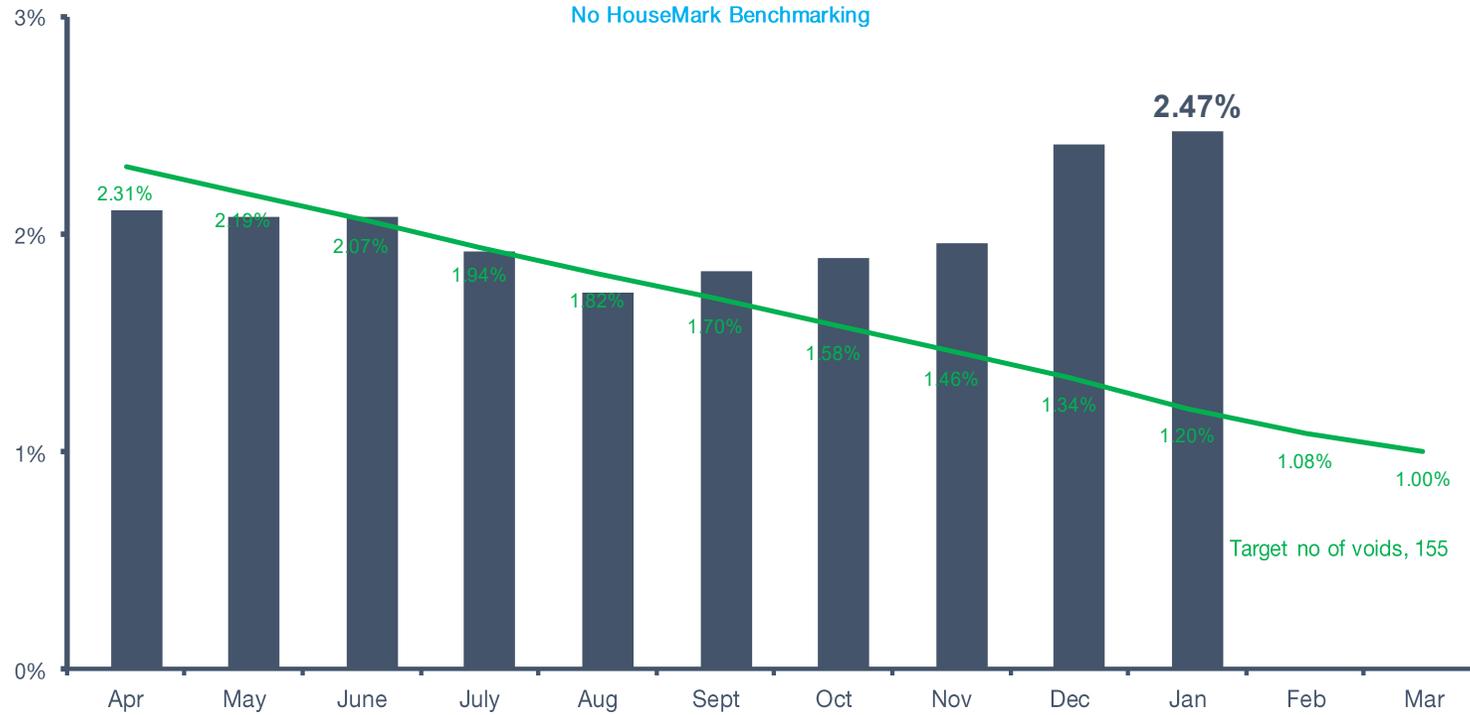
When improvement is expected

- Short-term pressure will continue while survey volumes remain high.
- More material improvement is expected in the medium term, once survey demand stabilises and asset information becomes more complete.

GN& SH voids as % of stock (GN & SH stock only)

Lower is Better Performance

Housing Improvement Team
Adults, Housing & Health



Worse than Last Month

■ 2024/25
■ 2025/26

Target	Jan	YTD	2024/25
1.00%	2.47%	2.47%	NEW

Monthly Metrics:	
Total Voids:	389
Stock:	15,732

Page 21

- 1% target (155) based on 2024/25 stock number average 15,491. Voids baseline figure 377.

GN & SH Voids as % Stock

HRS received approximately 45 new void properties in January, consistent with expected monthly volumes for both General Needs and Sheltered Living stock. Void completions increased from December, reflecting the return to full staffing levels after the Christmas period and the resumption of contractor activity following seasonal shutdowns.

The geographical operating model, implemented in December, is now fully embedded. Early performance indicators suggest improved productivity and stronger value for money, supported by reduced travel time, more efficient scheduling, and consistent workflow across defined patches.

The Neighbourhood Moves Scheme continues to generate additional voids sustaining additional operational pressure.

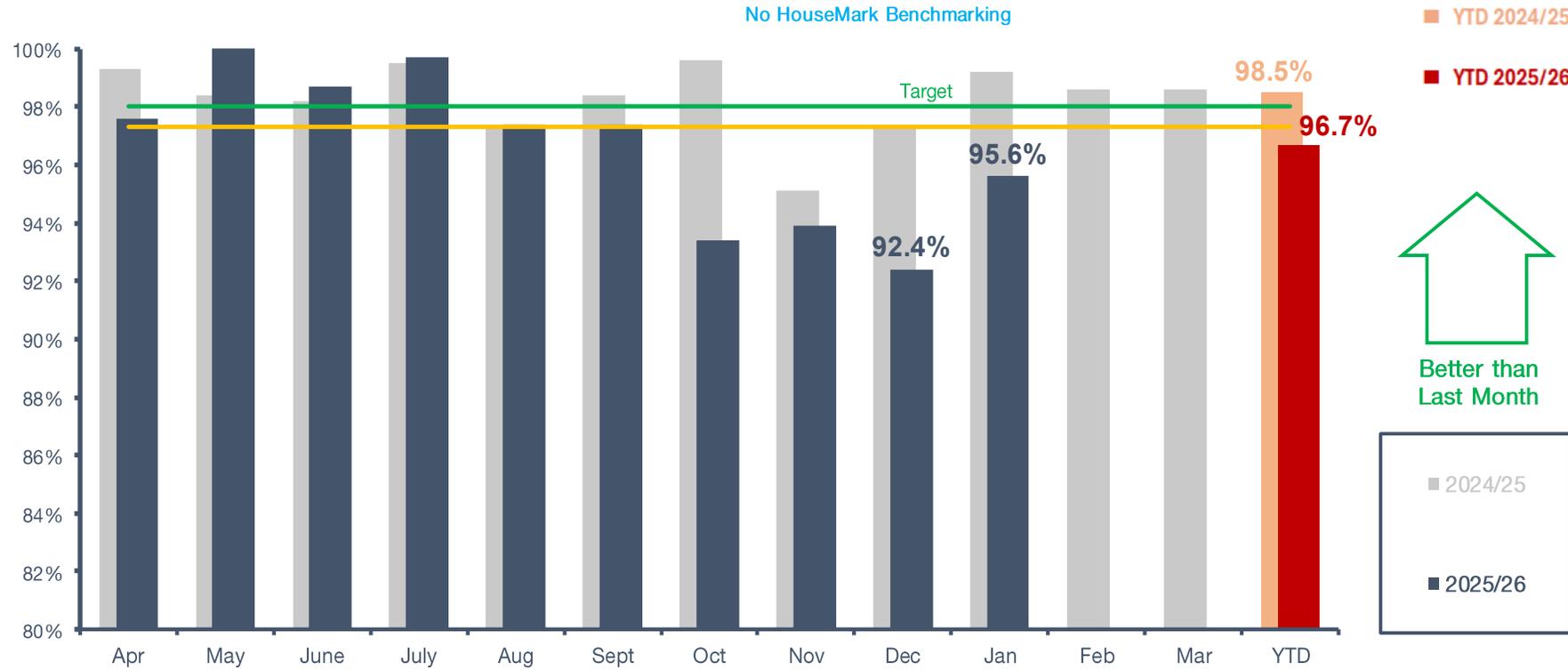
Looking forward, over the next 6–8 weeks, HRS expects to see a progressive increase in completed returns each week, following the successful onboarding of additional contractor capacity. This uplift will support service recovery, increase throughput, and provide greater resilience while the longer-term procurement progresses.

GNPI 18

% of Emergency (& OOH made safe) repairs completed within timescale

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
98.0%	95.6%	96.7%	98.5%

Monthly Metrics:	
In Time:	258
No. of Repairs:	270

Page 23

haringey.gov.uk

- This KPI is assessed as **Red** ragged for the month of January 2026. An exception commentary has been provided by the Head of Service on the next slide.

Emergency & OOH (made safe) repairs completed within timescale

Why performance is below target

- Temporary disruption caused by the management transition.
- Delays in the assurance and sign-off process meant jobs were completed operationally but not closed on the system in time to be counted.
- Variance reflects administrative lag rather than a drop in service delivery.

What we are doing

- Embedding new management responsibilities and expectations across the team.
- Streamlining the quality-assurance and closure process so completed jobs are signed off promptly.
- Strengthening daily performance oversight to identify and close any outstanding cases in real time.

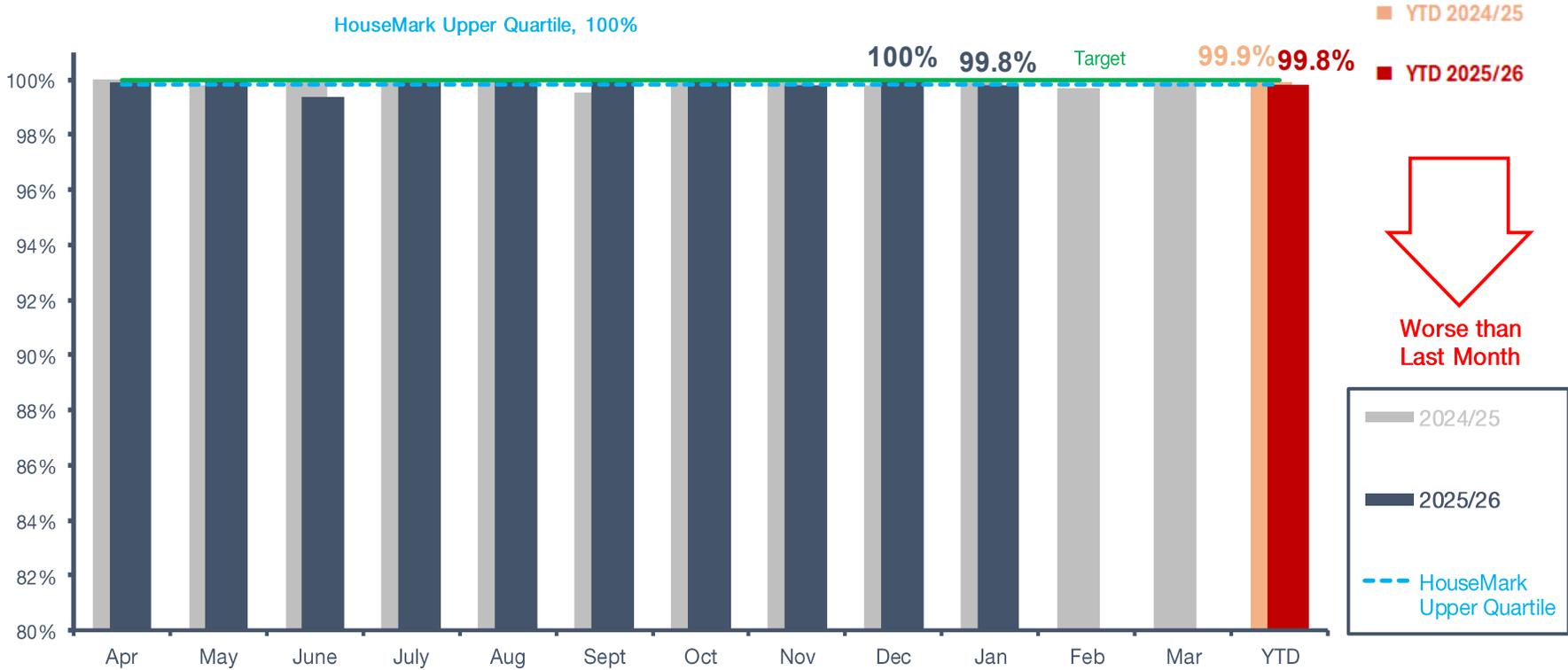
When performance will recover

- Month-on-month improvement is already established.
- With training completed and processes stabilised, performance is expected to return to target during the next quarter.

Fire Risk Assessments

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	99.8%	99.8%	99.9%

Monthly Metrics:	
No. Compliant:	1,630
Total FRAs:	1,633

Page 25

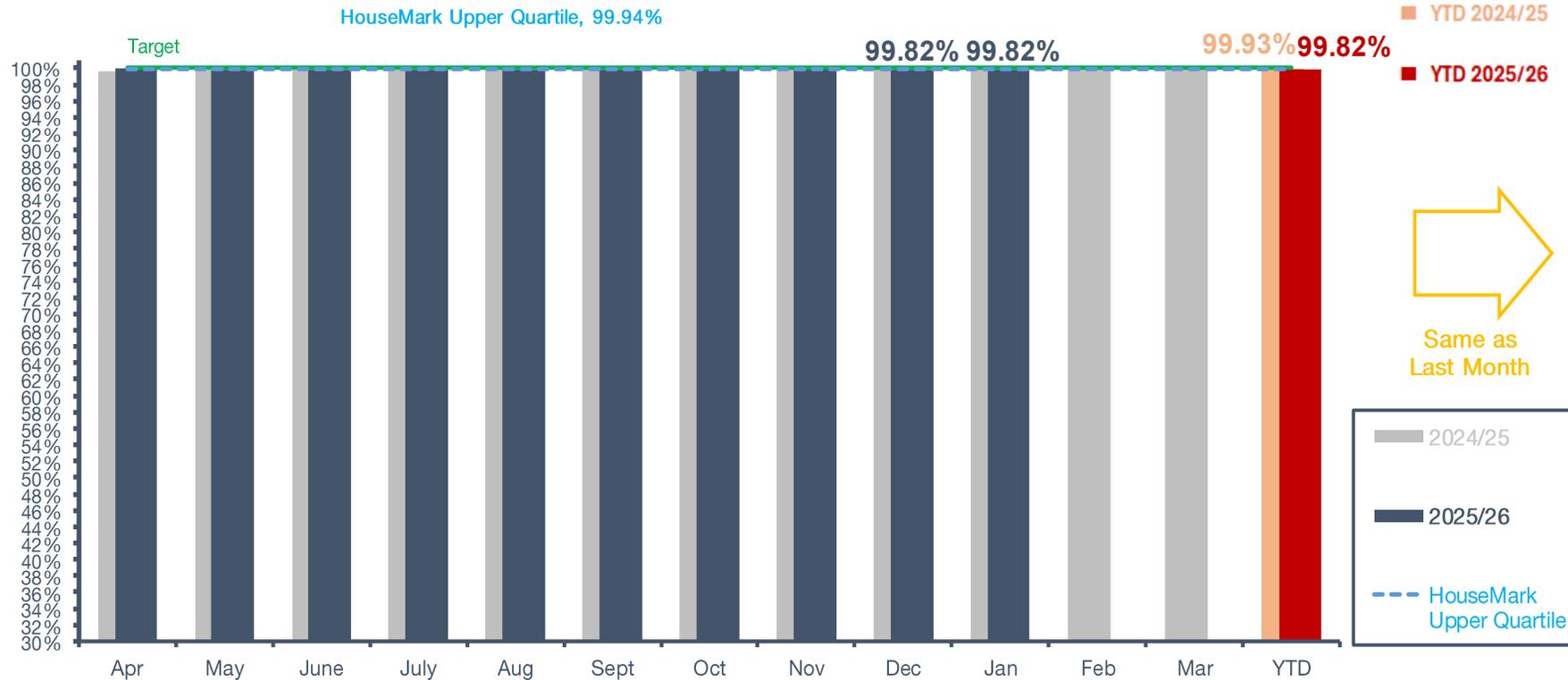
haringey.gov.uk

- This KPI is assessed as **Amber** ragged for the month of January 2026. There are a total of 3 x FRA's that have not been completed. 2 x due to no access; locksmith appointment was booked on 17/02/26. 1 x property is void and not occupied following a recent fire.

% of properties with valid gas certificate - Council properties (GN, SH & HOS only)

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	99.82%	99.82%	99.93%

Monthly Metrics:	
No. Compliant:	13,540
Total:	13,565

Page 26

haringey.gov.uk

- The KPI has been assessed as **Amber** ragged for the month of January 2025. A commentary has been provided by the Head of Service on the next slide.

Gas Compliance

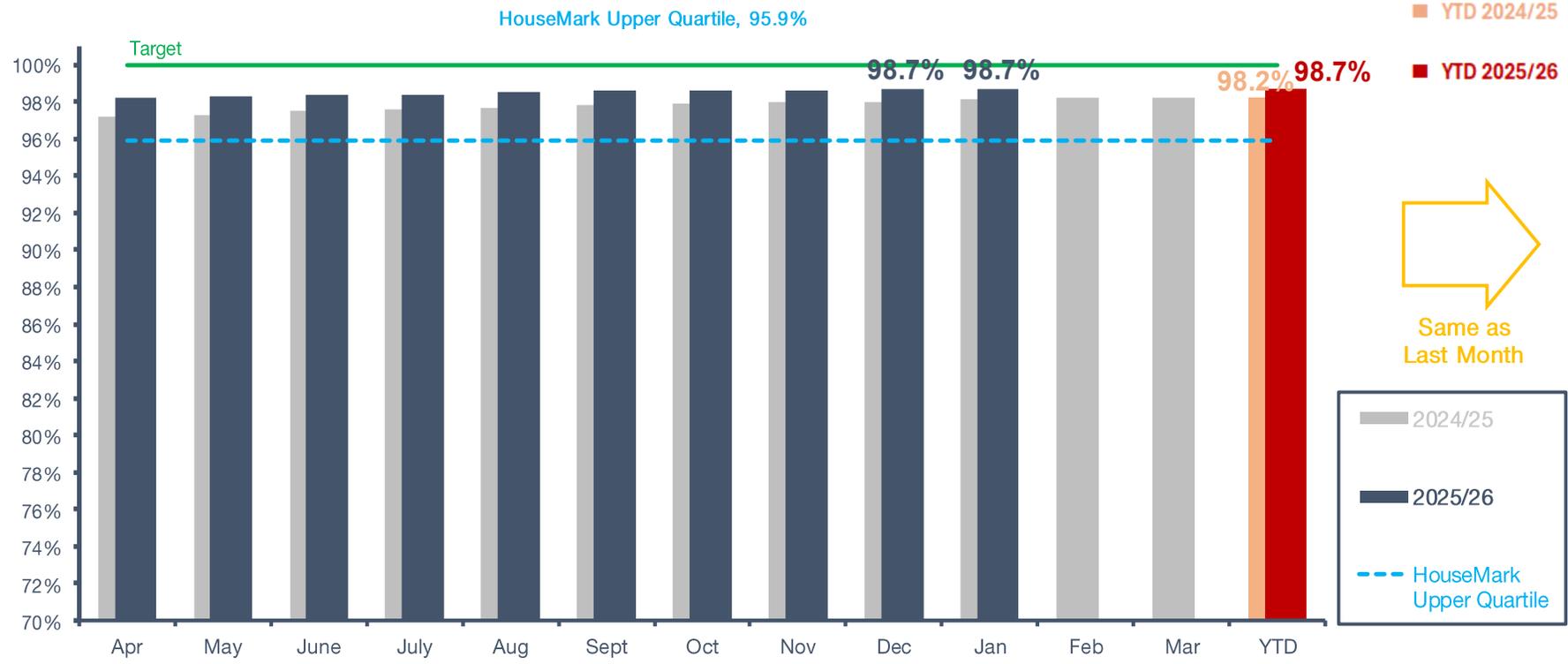
At the end of January 2026, 25 x LGSR's were reported as overdue, primarily related to Health & Safety and issues with arranging a locksmith from HRS.

- 5 x Overdue LGRS's, Since have been serviced. LGSR's have been issued.
 - 5 x Overdue LGSR's, Warrants granted, but not executed due to Health and Safety reasons.
 - 6 x Overdue LGSR's, Warrants granted, but were not executed due to locksmith issue.
 - 9 x Overdue LGSR's, No engagement by resident, in Court 13/02/2026.
-
- 1 x PSL property has been added onto gas contract.
 - 11 x Council properties have been removed from programme (Sold)
 - 11 x PSL properties have been removed from programme (Handbacks)
 - 12 x properties have been let in January 2026.

Domestic Electrical Inspection Programme

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	98.7%	98.7%	98.2%

Monthly Metrics:	
No. Complaint:	15,841
Total Required:	16,050

Page 28

haringey.gov.uk

- This KPI is assessed as **Red** ragged for the month of January 2026. **Exception commentary requested and awaited from service.**

EICR commentary

Asset count changes due to voids / resales.

Communals

3 x remedials required, 4 x access issues with various teams to support, 12 x with contractor, rescheduled due to absence.

Domestic - 207 non-compliant

21 > 10 years

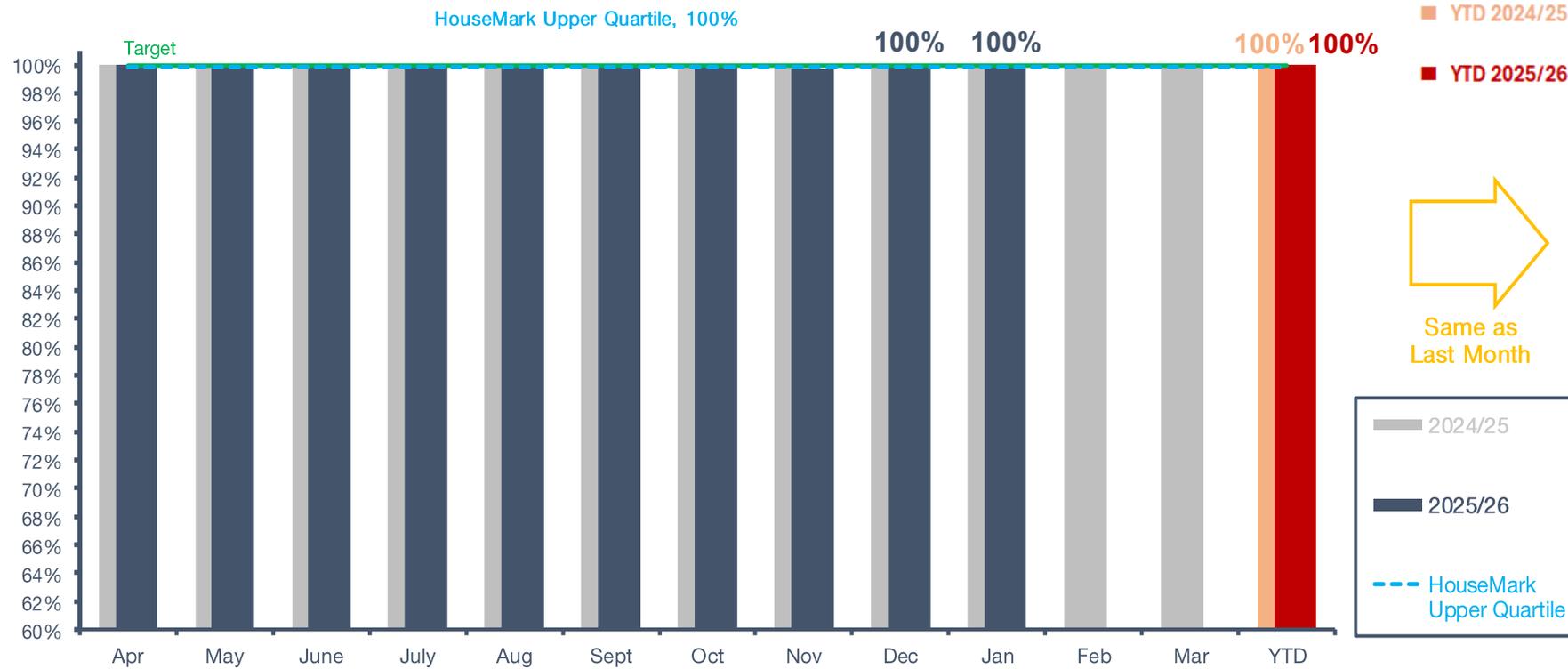
186 > 5 years.

196 with Tenancy Management for intervention and 11 with legal (19 recent warrant approvals received awaiting HRS locksmith forced entries).

Number of blocks with a valid Asbestos Survey Re-Inspection (communal areas only)

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	100%	100%	100%

Monthly Metrics:	
No. Complaint:	1,128
Total Required:	1,128

Page 30

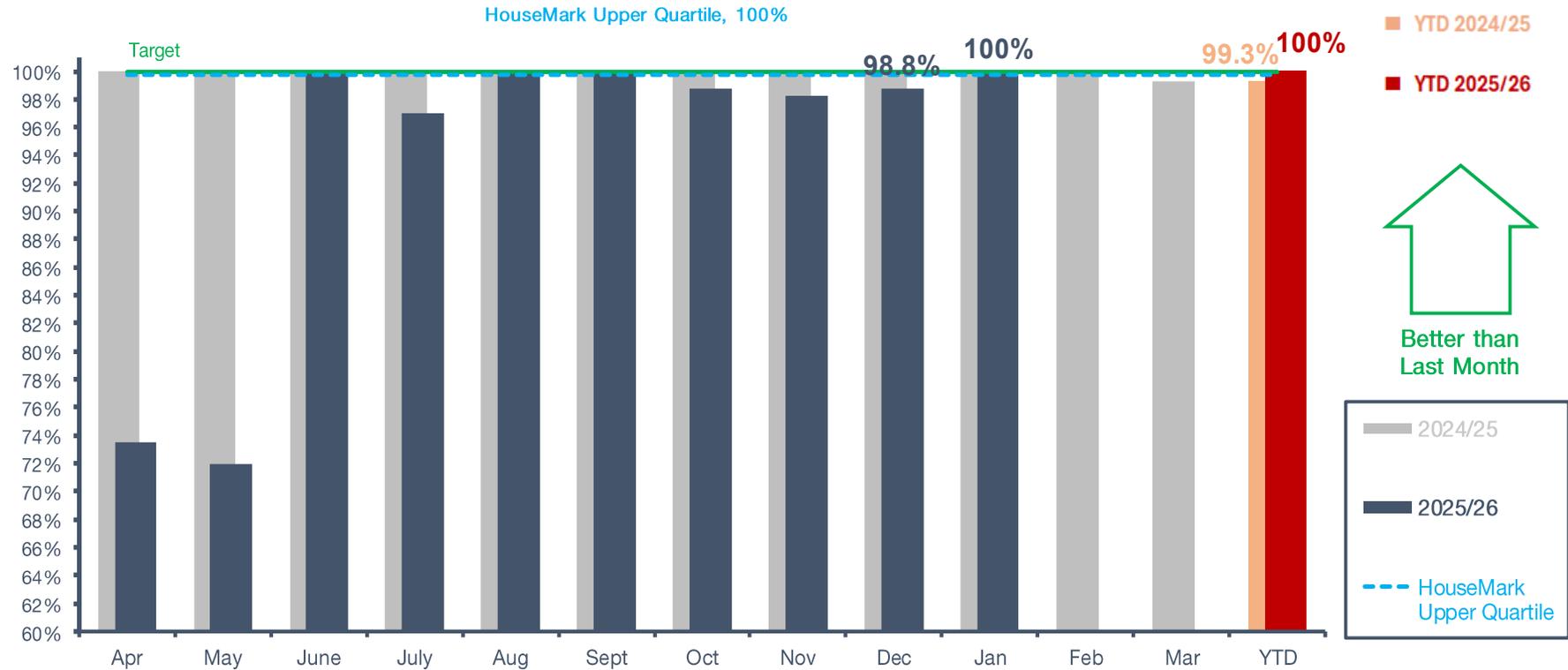
haringey.gov.uk

- This KPI is assessed as **Green** ragged for the month of January 2026.

Passenger lift inspections (LOLER)

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	100%	100%	99.3%

Monthly Metrics:	
No. Compliant:	166
Total Required:	166

Page 31

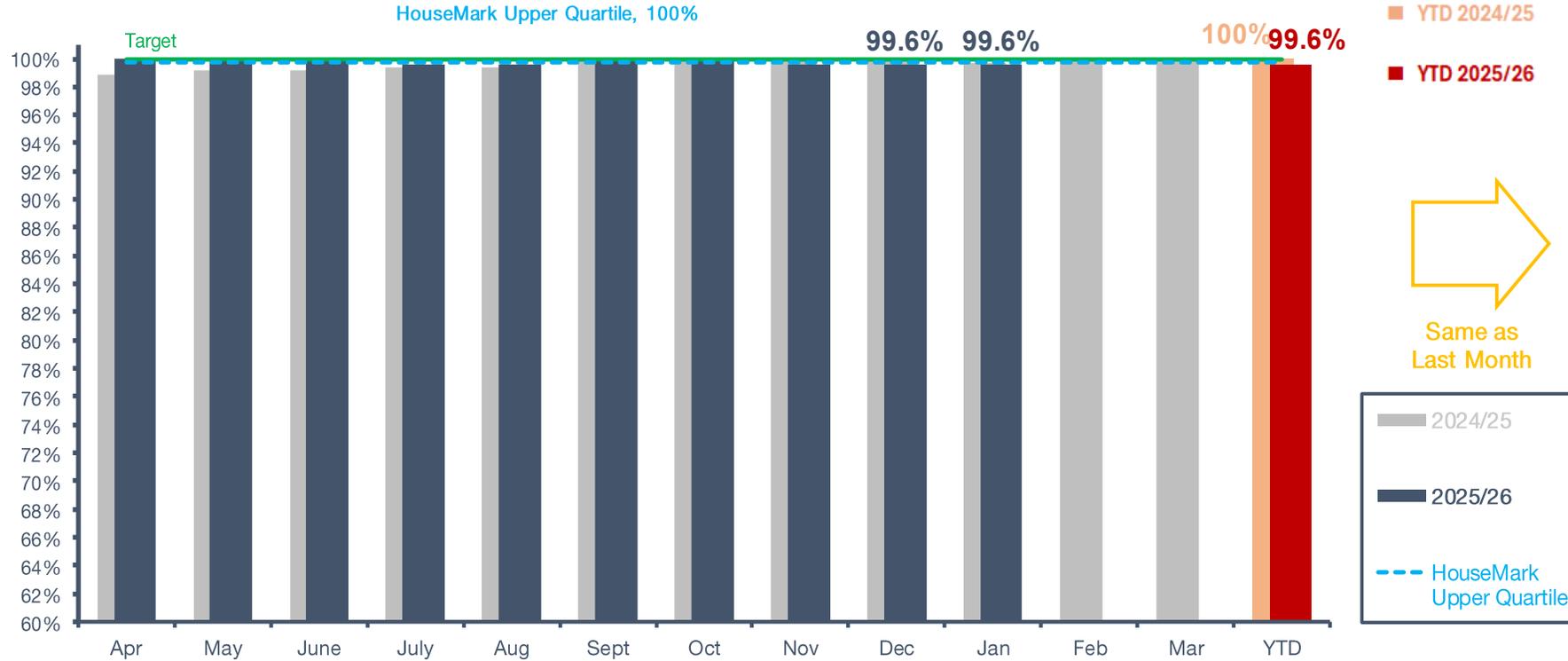
haringey.gov.uk

- This KPI is assessed as **Green** ragged for the month of January 2026.

Class A - Water Hygiene, Large scheme (whole building Risk Assessment)

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
100%	99.6%	99.6%	100%

Monthly Metrics:	
No. Compliant:	272
Total Required:	273

Page 32

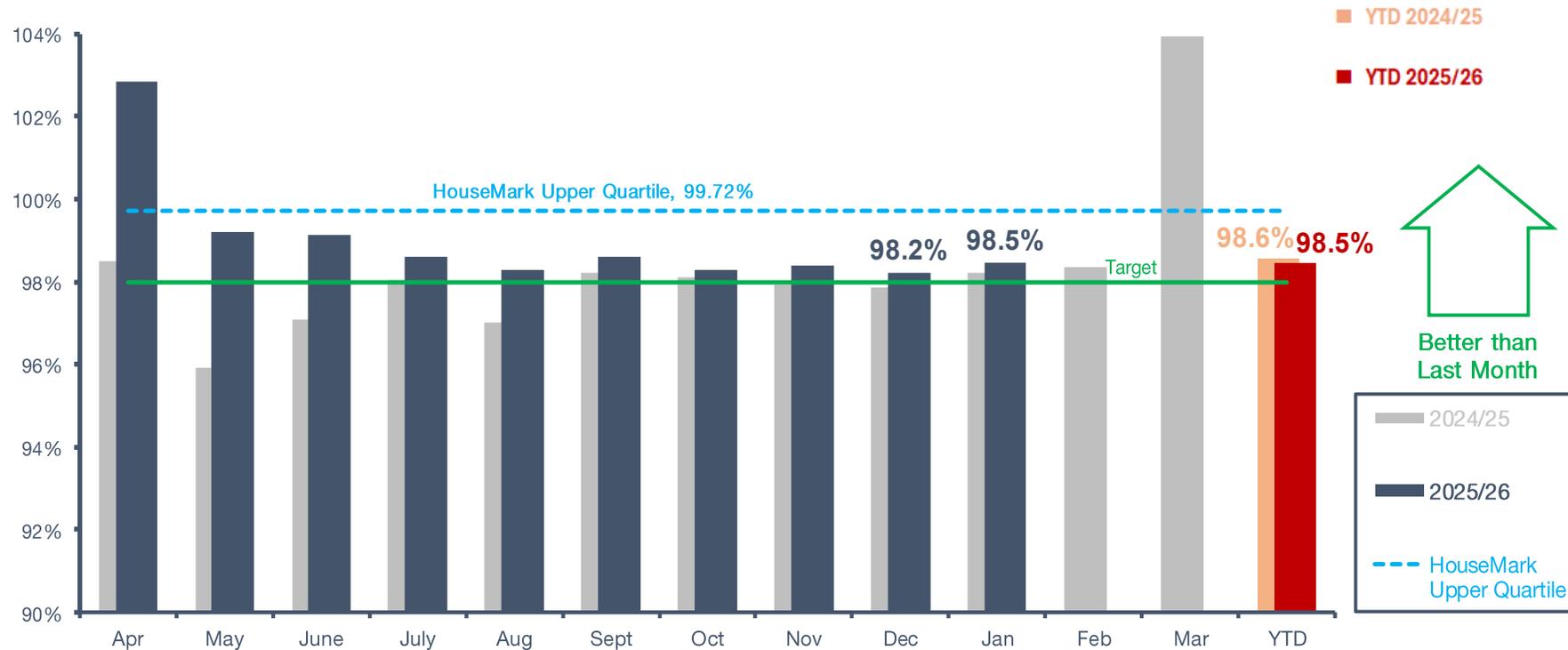
haringey.gov.uk

- This KPI is assessed as **Amber** ragged for the month of January 2026. Of the 273, 1 x site is non-compliant. This WRA expired 29/10/2025 and on hold due to asbestos as per previous report. This is with a specialist to quote for completion of asbestos works.

% of rent and service charges collected (including arrears and excluding water rates) (GN & SH only) (YTD, not in-month)

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Tolerance	YTD Jan	2024/25
98.0%	97.0%	98.5%	98.6%

YTD Metrics:	
YTD Collected:	£94,969,162
YTD Charged:	£96,466,894

Page 33

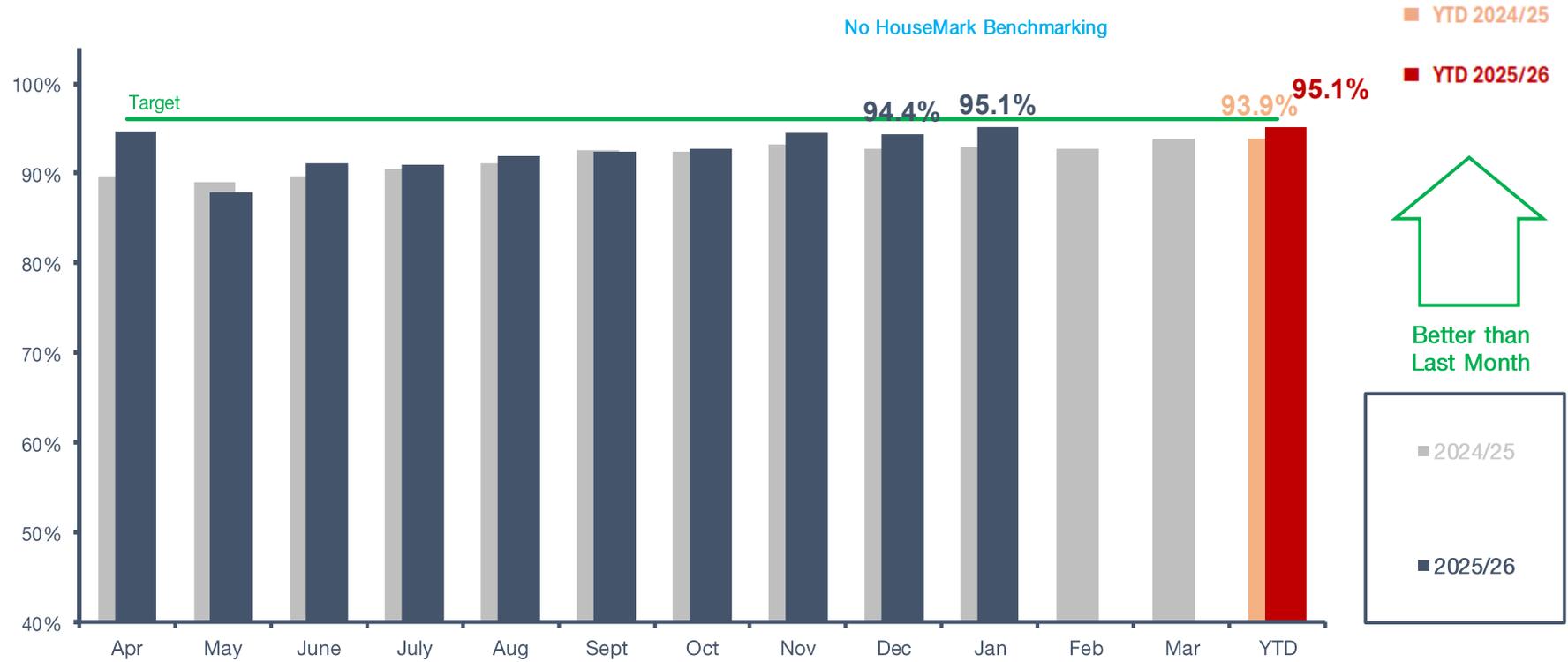
haringey.gov.uk

- This KPI is assessed as **Green** ragged for the month of YTD January 2026.
- This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate.

The proportion of rent collected for all temporary accommodation (Annexes, Lodges & Council PSLs) (YTD, not in-month)

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Tolerance	YTD Jan	2024/25
96.0%	Not Set	95.1%	93.9%

Monthly Metrics:	
YTD Collected:	£23,516,796
YTD Charged:	£24,718,354

Page 34

- This KPI is assessed as **Red** ragged for YTD January 2026. This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate. An exception commentary from the Head of Service can be found on the next slide.

The proportion of rent collected for all Temporary Accommodation

Service commentary

- Improved year-on-year January position is noted as we near target.
- The team are turning around good outcomes for residents.

Update on Sign up officers

Still holding at about 60% HB completion, additional capacity needed for B&B decants likely had some impact but aiming to move to around 75% in March. Continue management oversight of compliance.

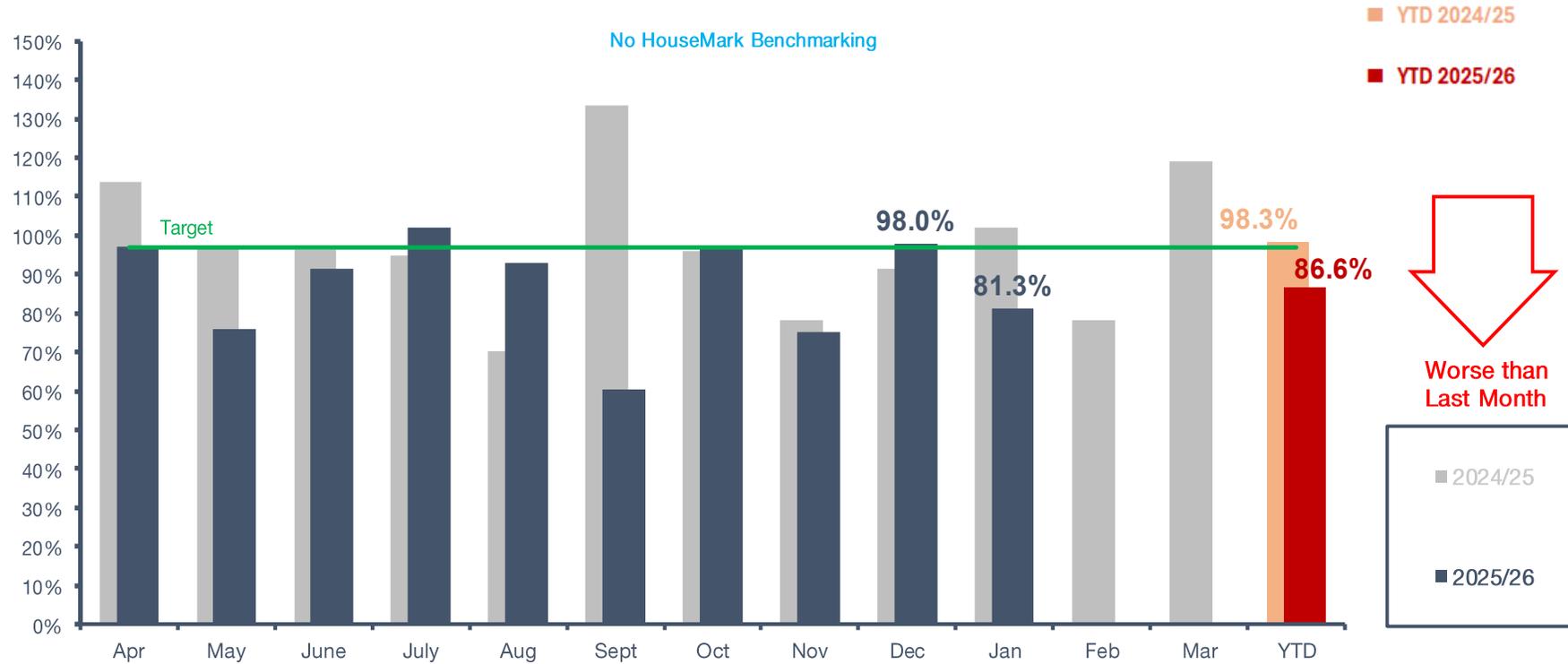
Activity in progress to improve performance

- More of the same to continue upward collection trajectory and support for residents.
- We will explore further automation opportunities across Income Management in the coming year.
- We have received confirmation of budget for another year of FTC's focused on Temporary Accommodation.

% of day to day Leasehold service charges collected

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2024/25
97.0%	81.3%	86.6%	98.3%

Monthly Metrics:	
Collected:	£911,220
Charged:	£1,121,241

Page 36

- This KPI is assessed as **Red** ragged for the month of January 2026. An exception commentary from the Head of Service can be found on the next slide.

Day-to-Day Leaseholder service charges collected

Service commentary

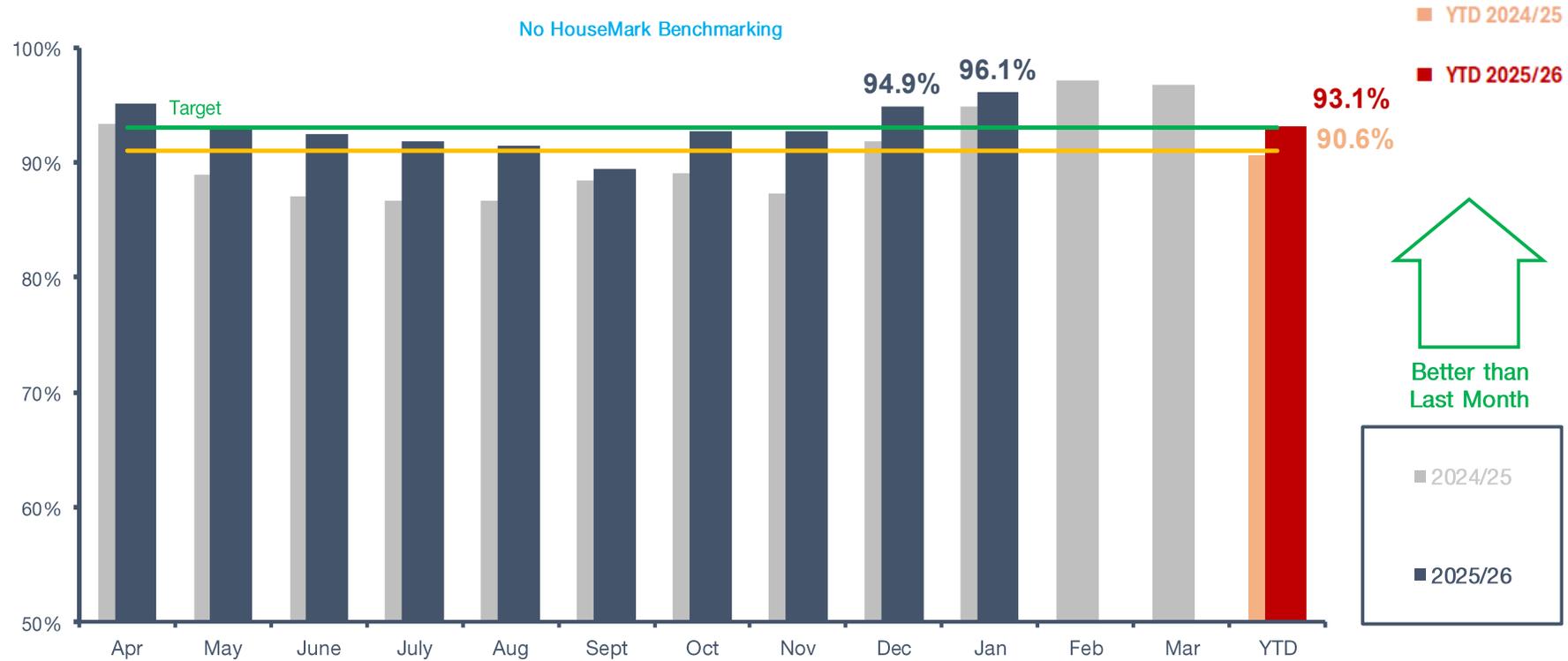
Income collection was lower than expected in January due to resourcing challenges within the team. The team has been operating with a reduction of 2 x FTE with appropriate absence managed through HR processes. In addition, some members of the team were absent around New Year, reducing staffing levels.

We expect cover arrangements and performance to stabilise. In the interim, we are prioritising critical tasks to ensure resources are focused where we have the greatest impact on income collection.

% of estates grades at Excellent or Pass by Estate Services Team Leaders Overall Grade

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2023/24
93.0%	96.1%	93.1%	90.6%

Monthly Metrics:	
Passed:	3,442
Total Graded:	3,582

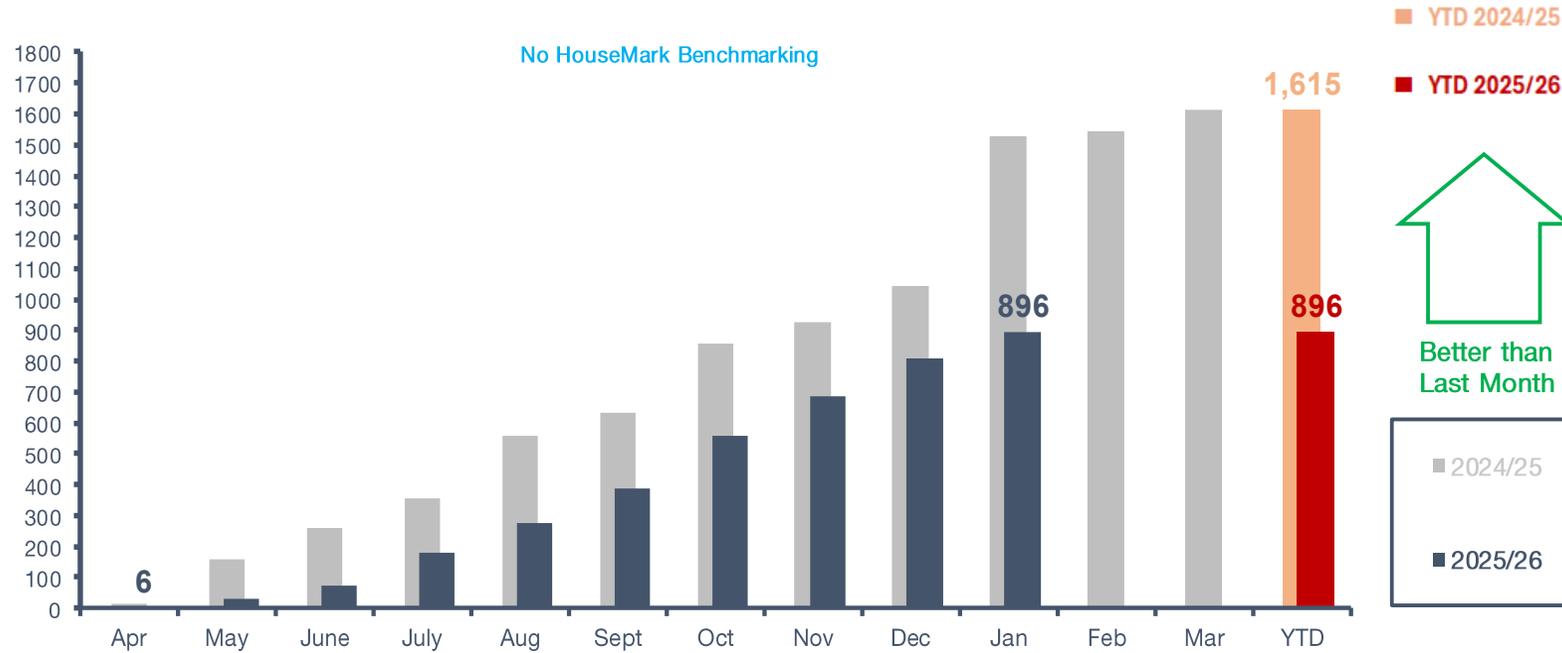
Page 38

- This KPI is assessed as **Green** ragged for the month of January 2026.

Tenancy Audits (cumulative)

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Jan	YTD	2024/25
2,622	896	896	1,615

Monthly Metrics:	
Audits to date:	896
% completed:	34%

Page 39

Tenancy Audits	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. Required	218	436	654	872	1,090	1,314	1,533	1,752	1,971	2,190	2,409	2,622
No. Completed	6	33	75	178	278	389	557	686	807	896	0	0

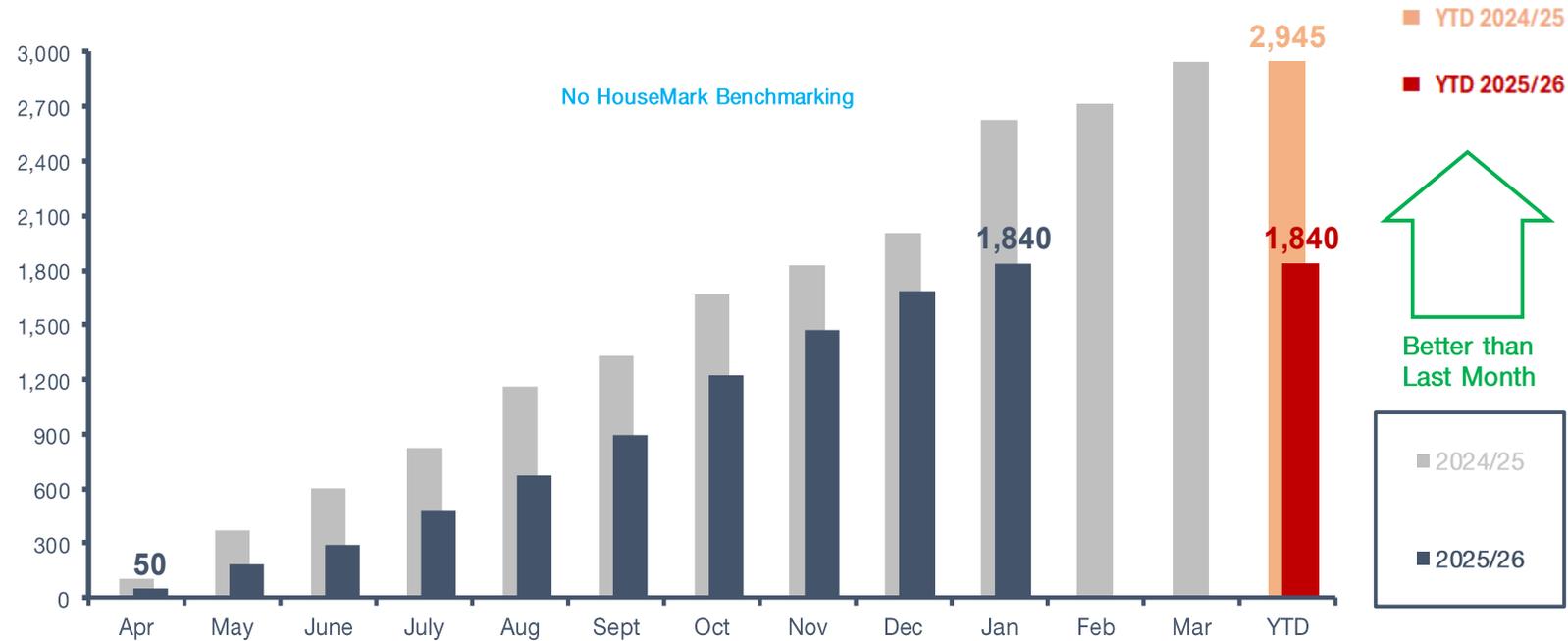
haringey.gov.uk

- Each year, the service will complete the audits until all 15k properties have been audit checked. This represents 2,622 audits needed per year.
- There was an issue with the programme of tenancy audits being loaded late onto NEC. This issue was raised at Housing IT Board and the service have confirmed that the issue has been resolved so improved performance is expected in coming months.

Tenancy Activity & Visits (AUD, INTRO, 6 WK, WELF, ASB) (cumulative)

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Jan	YTD	2024/25
Not Set	1,840	1,840	2,945

Tenancy Audits	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. Completed	50	181	287	475	671	897	1,219	1,469	1,684	1,840	0	0

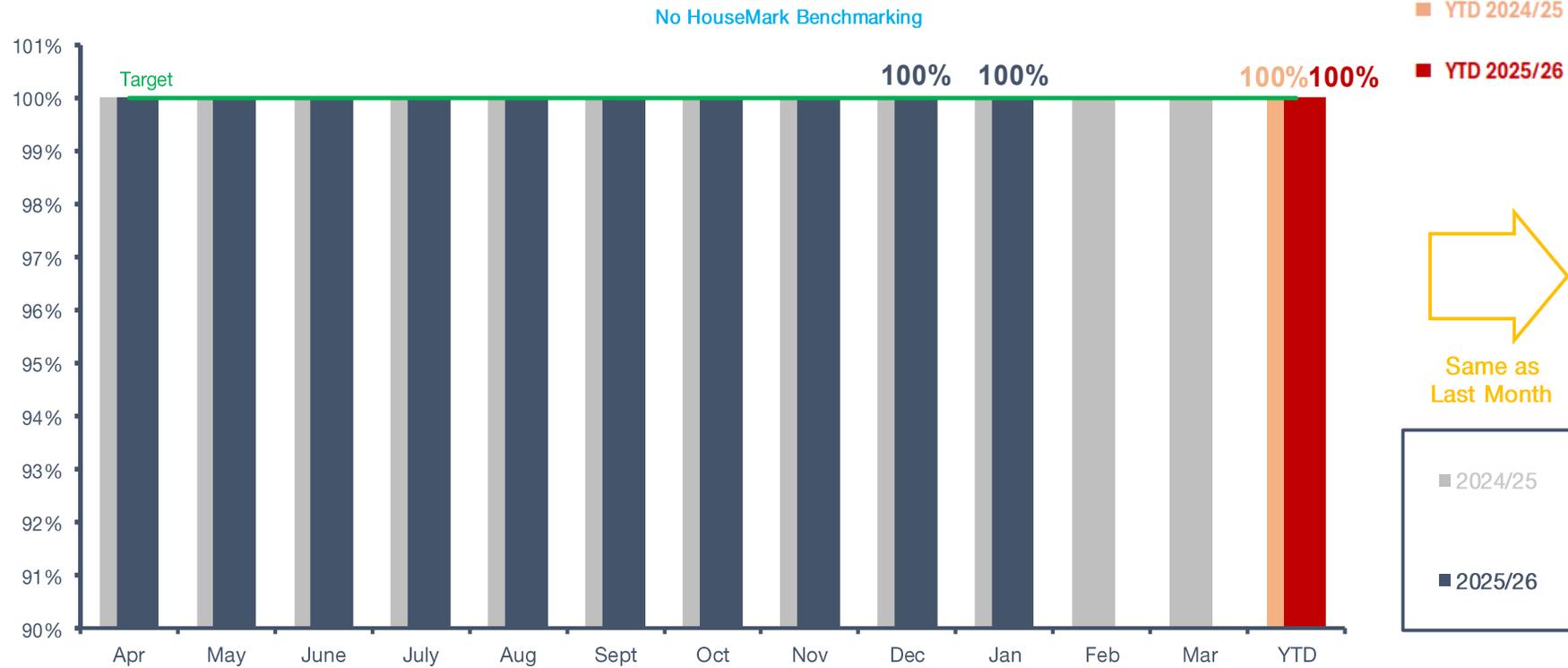
haringey.gov.uk

- This is an illustration of Tenancy Management Activities & Visits, which includes Tenancy Audits, Introductory Tenancies, 6-weekly visits, Welfare Checks, Anti Social Behaviour & Person-Centred Fire Risk Assessments. Tenancy Management have confirmed that all of these visits include a vulnerability and welfare check component.

Fire points Health & Safety Checks

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Jan	YTD	2024/25
100%	100%	100%	100%

Monthly Metrics:	
Compliant:	#
Total:	#

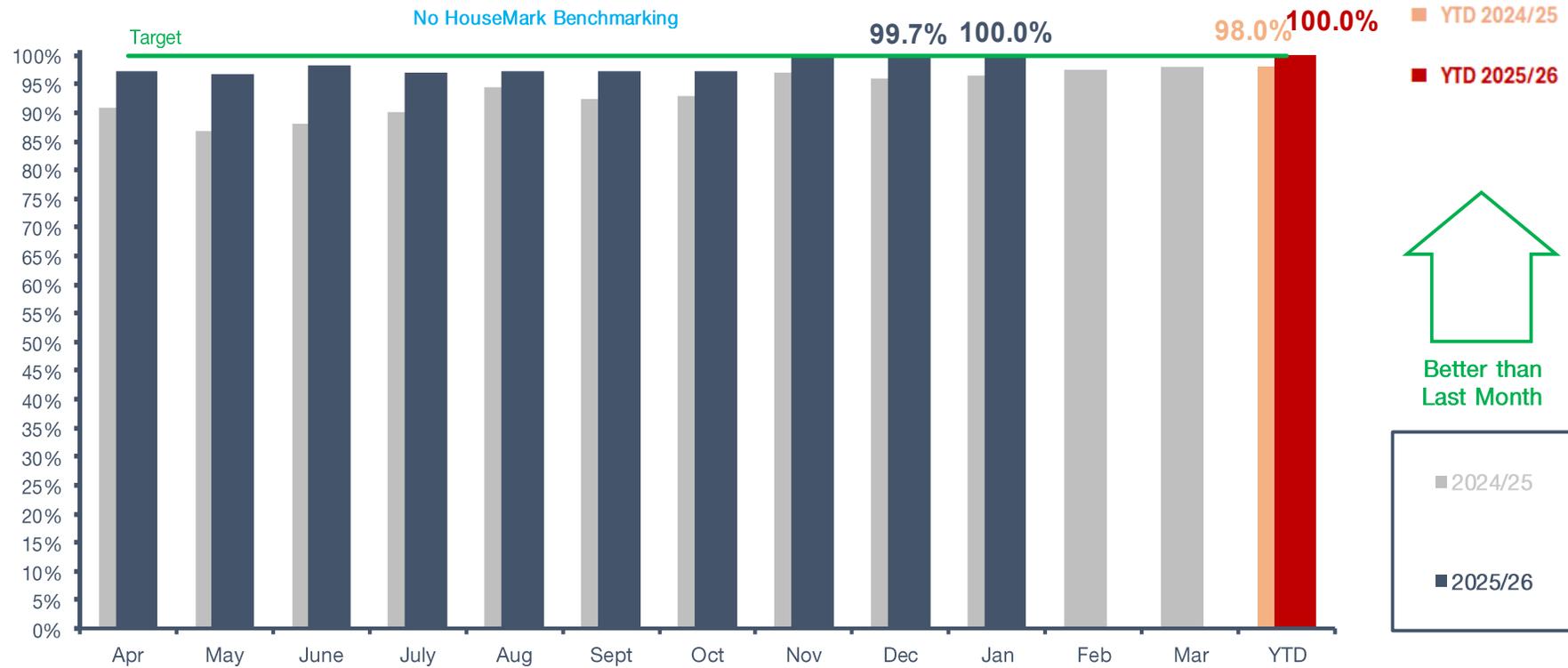
Page 41

- This KPI is assessed as **Green** ragged for the month of January 2026.

% of Support Plans in date

Higher is Better Performance

Housing Improvement Team
Adults, Housing & Health



Target	Jan	YTD	2023/24
100.0%	100%	100%	98.0%

Monthly Metrics:	
Compliant:	1,123
Total Plans:	1,123

Page 4/2

- This KPI is assessed as **Green** ragged for the month of January 2026.

Report Title: Overview of the Neighbourhood Moves Scheme

Report for: Housing, Planning & Development Scrutiny Panel

Item number: 10

Title: Overview of the Neighbourhood Moves Scheme

Report authorised by: Rachel Sharpe, Interim Director of Housing Services

Lead Officer: Darren Fairclough, Head of Lettings & Rehousing
Maddie Watkins, Assistant Director for Housing Demand

Ward(s) affected: All

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

1. Recommendations

1.1 That the report be noted.

2. Describe the issue under consideration.

2.1 This report will set out the background of the Neighbourhood Moves Scheme (NMS), including its introduction and the results of the scheme on our allocation and letting of homes. The report will also set out the existing proposed changes as part of the Allocations Policy consultation that was authorised by Cabinet.

2.2 The report can be used to support the Housing, Planning and Development Scrutiny Panel's understanding of the scheme and the proposed amendments as part of the wider Allocations Policy review.

3. Background

3.1 The Neighbourhood Moves Scheme (NMS) was approved by Haringey's Cabinet on 9 February 2021 following a 6-week consultation.

3.2 The NMS is part of the Housing Allocations Policy and changes to the policy have been approved for consultation in summer 2026. These changes include amendments to the NMS which will be covered in this report.

- 3.3 The NMS policy aims to extend the benefits of new homes to those living near them. The Cabinet Report also introduces the NMS as a means to address over-crowding by releasing larger family homes which are under-occupied and by allowing over-crowded households to move locally.
- 3.4 The NMS seeks to achieve this aim by giving priority for newly delivered Council rented homes to existing Secure Tenants in the local area.
- 3.5 The NMS is facilitated by the Lettings & Rehousing service, with a dedicated NMS Officer to support the process and residents.

Current NMS offer

- 3.6 The current NMS applies to developments where there are four or more newly built homes unless a Cabinet decision is made to exclude a particular development and/or there is an alternative Local Lettings Plan.
- 3.7 Priority for newly built homes is in bands with the first band being for those whose home is being demolished as part of a regeneration programme. This priority has rarely and possibly never been exercised under the NMS as this is relevant to specific legal rights involving decants and is separate from any local lettings, which is covered by the Council's Estate Renewal Rehousing and Payments Policy and the Temporary Moves (Decant) Policy.
- 3.8 The second priority band is for existing council tenants living on the same estate or within 250 metres of the new homes. Homes left after this second band are then released to the wider Housing Register.
- 3.9 Priority within this local band is determined by their current housing arrangements, with first priority going to those with spare bedrooms. The second priority is given to those who are overcrowded, with priority given to those with the largest shortfall in bedrooms. The third priority is given to those with any other housing needs, and finally, those with no housing needs. In all cases, these offers are voluntary and tenants have the option to refuse these homes with no impact on their applications or current tenancy.

Eligibility

- 3.10 Six months before completion, the NMS officer will write to all eligible local residents. This will generally be all residents in the catchment area so long as they will have been living in their current home for 12 months at the estimated completion date.

3.11 To be accepted, applicants will also need to have a good tenancy record e.g. no ASB or arrears greater than one month. Those with arrears at the time of application will be given an opportunity to clear them by the move date.

Summary of Outcomes

3.12 We have provided data that summarised the number of moves under the NMS for the period between April 2024 and December 2025.

3.13 The table below outlines the number of eligible tenants by Scheme, against the number of applications received under the NMS and the proportion of those that resulted in a successful move under the NMS:

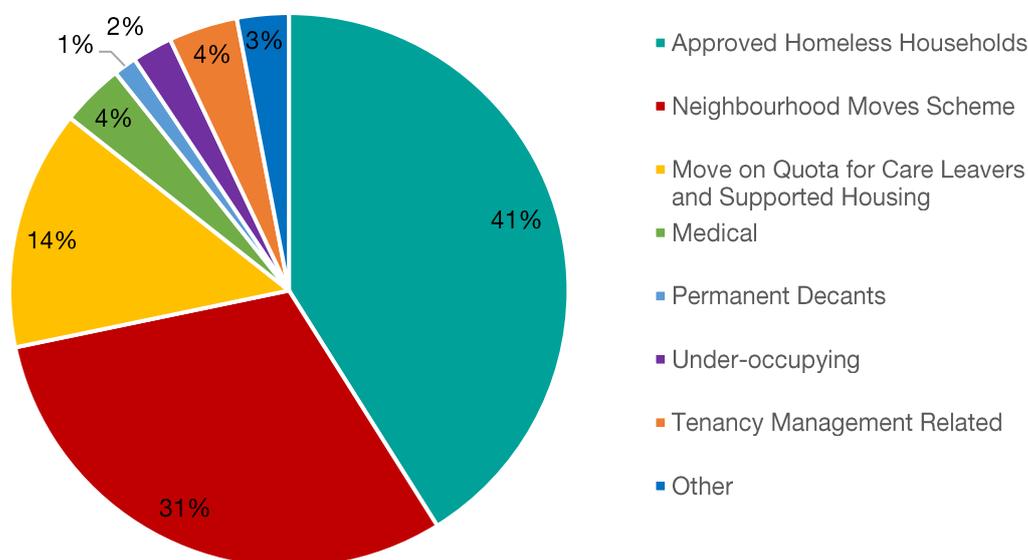
Scheme	Eligible tenants	Applications received	No. of moves under NMS	% of successful applications
White Hart Lane	247	19	4	21%
Ashley Road Depot	533	90	30	33%
Edith Road	129	19	5	26%
Hale Wharf	594	59	31	53%
Nilgun Canver	107	26	15	58%
Partridge	430	63	15	24%
Redhouse	168	53	26	49%
Remington	698	111	34	31%
Walter Tull	Unknown*	89	24	27%
Total	698	529	184	35%

* Sent 2022 prior to NMS officer

3.14 For the table below, we have set out the number of moves per scheme in addition to setting out what this is as a proportion of the total number of lets for the whole scheme :

Scheme	No. of moves under NMS	Total no. of units let	Proportion against whole scheme
White Hart Lane	4	6	67%
Ashley Road Depot	30	72	42%
Edith Road	5	8	63%
Hale Wharf	31	181	17%
Nilgun Canver	15	77	19%
Partridge	15	36	42%
Redhouse	26	46	57%
Remington	34	46	74%
Walter Tull	24	129	19%
Total	184	601	31%

3.15 The chart below shows the lettings plan category across all lets for all of the schemes showing the proportion of NMS moves:



3.16 The table below summarises the number of moves by scheme through the NMS against the number of bedrooms and the proportion of properties by the number of bedrooms that have been let in total:

Scheme	1 bed		2 bed		3 bed		4 bed	
White Hart Lane	1	100%	1	50%	2	67%	n/a	n/a
Ashley Road Depot	4	27%	6	50%	16	42%	4	57%
Edith Road	n/a	n/a	1	100%	3	50%	1	100%
Hale Wharf	8	11%	12	13%	11	73%	n/a	n/a
Nilgun Canver	7	19%	4	18%	2	12%	2	100%
Partridge	8	38%	7	47%	n/a	n/a	n/a	n/a
Redhouse	5	42%	10	45%	9	90%	2	100%
Remington	5	63%	12	57%	13	100%	4	100%
Walter Tull	4	11%	6	8%	14	64%	n/a	n/a
Total	42	21%	59	23%	70	56%	13	81%

3.17 For the 184 NMS moves, 10% were noted as having an existing Band A priority, 16% that would have been entitled to Band B and the rest either being band C or having not been assessed under the Housing Allocations Policy.

3.18 Overall, there was 64% of those that moved through the NMS that would have had a housing need as defined under the Council's existing Housing Allocations Policy.

- 3.19 Of the 64%, 15 households that were under occupying their accommodation were helped to move through the scheme and therefore released more bedrooms for the Housing Register. These households would have had good prospects of moving through the general Housing Register in any event however, it may be that an offer of a new build home incentivised residents to move.
- 3.20 There was a further 5% that had identified medical needs and were able to move through the NMS but were not assessed for priority on the Housing Register. The remaining households with a housing need were overcrowded or severely overcrowded and in all but a very limited number, would not have had sufficient priority and/ or waiting time, to be offered accommodation through the general Housing Register.
- 3.21 Whilst the number of properties made available for relet should match the number of moves through the NMS, in reality there is a temporary loss of homes available for those on the Housing Register where released properties will require void works to get the property ready for let. As the scheme enables existing tenants to move in circumstances where they otherwise would have been less likely or unable to through the Housing Register, there is an increase in the number of voids as secure tenants release Council properties instead of being let to those on the Housing Register in the first instance.

4. Key Principles and Benefits of the NMS

Key principles of the NMS

- 4.1 There is theoretically no net loss of available homes. The letting of new homes to existing tenants would cause a disadvantage to other people on the Housing Register unless the same number of re-lets are provided by the secure tenants releasing their existing Council home through the NMS.
- 4.2 For this reason, the policy has not extended the NMS to people who do not hold a social tenancy as it would not release a home to be relet to the wider Housing Register. Therefore, as one property is let, another is released.
- 4.3 However, in practice, properties that have been released by existing Council tenants moving into a new home through the NMS will require voids works, some of which will be more extensive than others, and means that there is a temporary loss of homes available for those on the Housing Register.

- 4.4 The scheme should address under-occupation and over-crowding, which has been a principal aim of the policy and is reflected in the priorities for local moves.
- 4.5 Whilst the policy tries to prioritise those living close to the new homes and exclude those who have no or little connection to the building site, this cannot always happen in practice. For example, tenants that are being decanted from their homes due to regeneration work in a ward or neighbouring ward (that is outside the immediate area) will be given priority for new homes over nearby tenants.
- 4.6 This option was strongly supported during the original consultation, and this compromise allowed maximum choice to those whose homes were being demolished, especially given the numbers moving through the re-generation priority was expected to be very low.

Other benefits of NMS

- 4.7 Without the NMS, new homes would be occupied by households in greatest housing need but not necessarily from the immediate area and, generally, new to a social tenancy. By bringing in local people, this helps to make the new homes part of the existing community and the tenants new to the area will be dispersed into vacant homes in the wider area.
- 4.8 In the absence of a scheme like the NMS, anyone seeking to move would likely have to move out of the immediate area unless they were able to identify a suitable mutual exchange. This may require a change of schools, doctors and local amenities. By using the NMS, households have more opportunity to move to more suitable housing without these changes. It therefore allows people to maintain support networks with limited upheaval. This is particularly important for older people who represent most of under-occupiers.
- 4.9 The increased moves from existing Council properties provides further ancillary benefits that would not be seen without the scheme. This includes allowing tenants to move on from their current accommodation, recovering outstanding rent arrears as part of agreeing a move, alleviating overcrowding or medical difficulties for households that would not have had realistic prospects of moving through the general Housing Register.
- 4.10 The scheme has also increased local support for new build homes. Before the introduction of the NMS, local people typically had no or little interest in new homes and/or were against them as they were seen as being a means to move people out of the area. With the NMS, local residents are more invested in the outcomes.

5. Proposed Changes to the NMS

5.1 Changes to the current NMS have been proposed as part of the draft Housing Allocations policy, with Cabinet approving these changes for consultation which is planned to take place in summer 2026. The below outlines the proposed changes:

5.2 Simplify the catchment area to only being within 250 metres and remove the 'same estate' criteria.

This is sought as some estates are very large or are not always clearly defined, meaning some residents are in effect living outside the 'immediate' area and with no connection to the building area.

5.3 Include Housing Association tenants that provide nomination to released properties.

This is proposed as 60% of under-occupiers in the borough are tenants of housing associations and so there is a missed opportunity to increase the number of family homes being released through this scheme. This would be opened up to Registered Providers should they guarantee that a property would be released for the Housing Register in return.

5.4 Give under-occupiers anywhere in the borough priority for new homes.

This is also proposed to increase the number of family homes being released.

5.5 The tenant must have a housing need to move as set out in the Housing Allocations Policy.

This is proposed to prevent those with no housing need moving for a low or no reason as there are limited benefits of the move to the tenant or council. The level of housing need that would be applicable would need to be determined and set out in a revised policy.

5.6 Only allowing a second NMS move after 5 years.

This is proposed as some new builds are next to each other.

5.7 Only offer homes where there are 10 or more homes being built.

This is proposed as on smaller schemes the number of potential applicants far outweigh the number of homes and most nearby tenants would be unsuccessful.

5.8 Two-year residency criteria for applicants

This is proposed as applications open about 6 months before a scheme completion and a 12-month residency would mean new residents would be able to apply a few months after moving-in to the area.

5.9 One year residency criteria for household members and preventing sub-households from joining the application.

This includes those who have their own housing application and those living with their children and/or partner. These criteria are proposed to ensure that household members are long-term residents as both new arrivals and sub-households are more likely to leave the family home.

Allocations Policy Consultation

- 5.10 In addition to proposed changes above, Cabinet has also approved questions as part of the Allocations Policy Consultation, some of which are relevant to the NMS. These are outlined in Appendix A.
- 5.11 We will be assessing internal operational effectiveness and outcomes within Housing Services as part of the Allocations Policy review prior to consultation.
- 5.12 Further changes to the NMS would require Cabinet approval and would be linked to the Allocations Policy consultation and review.

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

Not required.

7. Procurement

Not required.

8. Head of Legal & Governance

Not required.

9. 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.

It is imperative that we consider the equalities inequity that could be demonstrated through a scheme such as the NMS. For example, new Housing not going to those most in need on the Housing Register who are likely to have one or more protected characteristics. Whilst other priorities within housing are important, such as releasing properties in under-occupation, it is important this is balanced across the borough alongside protected characteristics so that no one is discriminated against inadvertently.

The new Allocations Policy will be consulted on, which includes the NMS scheme, and will be subject to a full EQIA assessment.

10. Use of Appendices

- 10.1 Appendix A – Allocation Policy Consultation Questions on the NMS
- 10.2 Appendix B – Neighbourhood Moves Scheme
[Neighbourhood moves scheme](#)
- 10.3 Appendix C – Current Allocation Policy
[Housing allocations policy 2015 - amended 9 February 2021](#)

11. Background papers

- 11.1 Cabinet Paper on the Allocation Policy Consultation:
 - [Approval to consult on a new Housing Allocations Policy report.pdf](#)
 - [Issue - items at meetings - Approval to consult on a new Housing Allocations Policy | Haringey Council](#)

This page is intentionally left blank

Housing, Planning & Development Scrutiny Panel

Work Plan 2024 – 2026

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

Project	Comments	Priority
TA Placements Policy & TA Discharge of Duty Policy	The Panel would like to do a short review to align with the development of these two strategies. The Panel would like to look at Temporary Accommodation and how the organisation decides who is placed in what type of property. The Panel is concerned about the use of expensive nightly paid accommodation and the use of Travelodges. The Panel would also like to look at the types of accommodation that we place people in to discharge out housing duty, particularly use of the private rented sector.	

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

Date	Potential Items
2024/25	

30 July 24	<ul style="list-style-type: none"> • Terms of Reference • Housing Asset Management Plan • Leaseholders • Fire Safety Action Plan
26 September 2024	<ul style="list-style-type: none"> • Housing Strategy & Policies Programme • HRA Capital Governance • Placemaking Programmes and Funding • Response to Ombudsman Complaint in relation to Planning Application HGY/2022/4537
05 November 2024	<ul style="list-style-type: none"> • Housing Associations • Work Programme
21 November 2024 (Budget Meeting)	<ul style="list-style-type: none"> • Budget scrutiny
16th December	<ul style="list-style-type: none"> • Budget Scrutiny (HRA)
06 March 2025	<ul style="list-style-type: none"> • Verbal Update on the Local Plan consultation timetable and process • Allocations Policy • Housing Mock Inspection
2025/26	
23 June 2025	<ul style="list-style-type: none"> • Terms of Reference • Housing Resident Engagement Impact Assessment April 2023 to December 2024 • Housing Adaptations • Housing Service Performance Scrutiny 2024/25 Outturn • Cabinet Member questions (Cllr Williams)

23 September 2025	<ul style="list-style-type: none"> • <i>Standing Report – KPI Update</i> • <i>Q1 Budget & Performance Monitoring report (Finance)</i> • Housing Improvement Programme <ul style="list-style-type: none"> ○ Damp & Mould (including preparedness for Awaab’s Law) ○ Progress Against Decent Homes Standard ○ Update on Fire Safety Actions ○ Outstanding Actions from Social Housing Regulator Referral
17 November 2025 (Budget)	<ul style="list-style-type: none"> • <i>Standing Report – KPI Update</i> • Budget Scrutiny (General Fund) • 12 month update on the actions from the Review into PRS • Local Plan Update
15th December 2025	<ul style="list-style-type: none"> • <i>Standing Report – KPI Update</i> • <i>Q2 Budget & Performance Monitoring report (Finance)</i> • <i>Housing Revenue Account Business Plan and Budget 2026/27 Proposals</i> <ul style="list-style-type: none"> ○ Including Figures on the Financial Impact of Legal Disrepair Claims • Cabinet Member questions (Cllr Gordon)
9th March 2026	<ul style="list-style-type: none"> • <i>Standing Report – KPI Update (Inc. figures for damp and mould cases, disrepair cases and voids in HCBS)</i> • Estate Renewal/Maintenance • Neighbourhood Moves Scheme (Update on its implementation, proposed changes & progress to date) • Legal Disrepair item

Indicative future agenda items:

- Older People's Housing Strategy & Rightsizing Strategy
- Housing Officers: Caseload, expectation, performance management, KPIs etc, relationships with residents.