

A new housing strategy for Haringey 2022-2027

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Introduction

The right to a home is a fundamental human right. A good quality and secure home allows people to put down roots in a community and access local jobs. It gives children a safe place to play and learn. Good housing contributes to good health, both physical and mental. And well-designed homes create pleasant, secure neighbourhoods that allow residents to belong and thrive.

Covid-19

The experience of living with Covid-19 over the past two years has transformed society in many ways. It has reset our relationships with our homes, as we have spent significant parts of the past few years living, working, learning and playing in one space.

The Covid pandemic has also brought the link between housing and health inequality into sharp relief. There is a clear correlation between higher levels of overcrowding and Covid death rates. Poor housing is linked with poor mental health. The prevalence of asthma is associated with air quality and dampness; overcrowding and cold are associated with physical illnesses including heart disease and hypothermia; and overcrowding increases rates of infectious diseases. This awareness runs through this strategy.

We know that insecure and poor-quality housing has far-reaching impacts on our health and wellbeing – and particularly on children, blighting their health, happiness, and educational opportunities.

The Climate Emergency

The climate emergency means we must transform the way we think of housing. Half our borough's carbon emissions come from our homes: to become a zero-carbon borough, we have to change that. And our homes must be able to cope with the rising temperatures it's now too late to avoid.

Grenfell & safety

The catastrophic fire at Grenfell Tower was a rallying moment for ensuring the safety of all homes in the UK. More locally, the structural defects found in blocks on Broadwater Farm highlighted our commitment to ensuring that all our homes are safe and secure, and showed how seriously we take this. Everyone in Haringey, whether they are social tenants, private tenants, leaseholders or owner-occupiers needs to know that their home is safe.

Housing and inequality

Grenfell also showed the clear link between housing and systemic inequality. Alongside this, we know that Black and minority ethnic communities disproportionately have to endure poor housing conditions, and to be homeless, LGBTQI people are more likely to be rough sleeping, and disabled people are disproportionately living in homes that do not meet their basic needs. Addressing inequality in the UK, and in Haringey, means addressing housing inequality. Our housing strategy is designed to reduce housing inequalities in Haringey.

Our Strategic Objectives

We want everyone in Haringey, whatever their circumstances, to have a safe, stable, and genuinely affordable home. This housing strategy aims to achieve that through four strategic objectives, which are each accompanied by their own sub-objectives:

Strategic objective 1: Delivering the new homes Haringey needs

Strategic objective 2: Improving housing quality and resident services in the social housing sector

Strategic objective 3: Improving the quality of the private rented sector

Strategic objective 4: Preventing and alleviating homelessness

Our fundamental principles

Running through each of these objectives are fundamental principles, which underpin all areas of this strategy.

1. Communication and co-production

We are committed to communicating clearly, transparently and respectfully with our residents. This means that we will use plain English, deliver information in ways that are accessible, and give residents the right amount of notice when we communicate information. We will make sure that we make best use of digital communication – but always remember that this will not always be the best means of having genuine dialogue with all our residents.

It also means that we will make sure that residents can easily get the right information and advice from us, and that they receive this the first time they approach us as often as possible.

Our residents know their borough better than anyone, and they need to be at the centre of the design of services and of homes. So we will work in partnership with residents to deliver new, better, and healthier homes, places and services.

We will always adopt a people-first approach that ensures that our residents, who know the area best, are at the heart of decision-making and shaping the development of their communities. We will also ask our residents to tell us how they would like to participate in decision-making.

2. An active Council

We face significant challenges in housing. But we also have real levers at our disposal: we have regulatory and enforcement powers in the private rented sector, we are a major landlord in the borough, and we use our Housing Revenue Account to build and acquire new homes and improve those we already own.

We are actively committed to centring housing as a core part of the Council's work. This is why we have embarked on a major Council Housing Delivery Programme, are bringing our housing management services back in-house, buy homes in the borough to lease to the Haringey Community Benefit Society and robustly regulate the private rented sector. We will continue to intervene directly and creatively to improve housing in the borough wherever possible.

3. Working holistically and in partnership

Housing is at the heart of what this Council does, but it sits alongside many other important services and areas of work: public health, education, social care, and much more. So when we are implementing our housing strategy, we will make sure that we work in a way that actively and creatively embraces these connections. Bringing our housing management and maintenance, housing allocations and homelessness prevention services back in-house will also allow to better integrate services across the organisation.

We have significant powers, reach, and resources that we will use to improve housing in Haringey. But we cannot do it on our own – and there are times when the Council is not the best organisation to try to respond to a need.

We know we can only achieve the aims of this housing strategy if residents, community groups, voluntary and private sector organisations, and the Council all work together for the benefit of everyone in Haringey. It is possible to make a significant impact on some of society's most complex issues at a local level, but this requires a genuine partnership approach with communities, harnessing ideas, connections, and strengths. We will take a lead role in making that partnership work happen.

4. Creating and maintaining sustainable and healthy communities

We will work with our residents to deliver new, better, and healthier homes and spaces, celebrating and enhancing the places and sense of community that make them proud to call Haringey home. We will work within a localities approach that understands and responds to the unique challenges and opportunities in each of our neighbourhoods. Delivering new housing and improving existing housing means also improving public space so that neighbourhoods are healthier places for everyone to live, work and enjoy with good access to open space, play areas and facilities.

New housing development also helps to build and retain wealth in Haringey's communities. The Council is committed to a community wealth-building approach which builds the prosperity of local people and businesses and supports and enriches Haringey's residents and communities: economically, through employment, and socially, with an emphasis on those who are struggling. New housing development brings significant investment into the borough, and this helps to support the borough's infrastructure, high streets, and town centres, and grows a good economy in Haringey where everyone benefits.

We also know that good quality housing helps people stay in good health. We know that our Council Housing Delivery Programme will deliver wide health benefits to our residents, by ensuring that more people live in well built homes of the right size. Our programme is leading on building homes that are wheelchair accessible and adaptable. We are also taking an innovative approach to designing homes for some of our residents with complex needs, by integrating their needs early in the design process.

5. Responding to the climate emergency

The global climate crisis affects and is affected by every aspect of life. It affects all of us, but it disproportionately affects those least able to bear it and with the least responsibility for causing it. Unless we act now, we face a future of intensifying heat waves, worsening floods, power outages, and growing inequality. Our homes sit at the centre of this crisis: unless we

change the kind of homes in which we live, we will not prevent the worst extremes of climate change - or cope with the changes that are already unavoidable.

The Council's 2021 Climate Change Action Plan responds to this crisis and sets out how the borough will become net zero carbon by 2041. We will all have to make fundamental changes in everything that we do; and this will come at a financial cost.

Our Housing Strategy supports and responds to our Climate Change Action Plan, with commitments across each of its objectives - from retrofitting Council homes, improving energy efficiency in private rented homes, supporting owner-occupiers to make their homes more energy efficient, and addressing fuel poverty, to ensuring that our own and others' new housing developments meet the highest carbon and environmental standards. Responding to the climate emergency will deliver homes that are healthy, comfortable, and affordable places to live, and neighbourhoods that are resilient, greener, and healthier for everybody.

Housing in Haringey

Each chapter of this strategy contains the information and figures which have informed that chapter. This section provides a snapshot of the borough, and its housing.

Haringey's population of 272,400 people is expected to increase by 8,800 people to 281,200 during the five years of this strategy and then to 292,500 by 2032¹.

Haringey has a young, ethnically diverse population. However, the number of people aged over 65 is increasing faster than other age groups.²

27 per cent of Haringey's households have dependent children; 32 per cent are people living alone.³

4 per cent of Haringey residents are gay or lesbian, the sixth largest gay and lesbian community in London.⁴

10 per cent of Haringey residents have a disability; 4,500 have a serious physical disability.⁵

Measured across a range of indicators, Haringey is among the 10 per cent most deprived council areas in the country and is the sixth most deprived in London. People aged 60 or over are more likely to experience income deprivation in Haringey than in 98 per cent of the country.⁶

Wages in Haringey are lower than the London average⁷. Haringey has approximately 15,000 people who are in receipt of out of work benefits, the third highest level in London when taken as a percentage of its adult population. Unemployment is highest in the east of the borough, with Northumberland Park, Tottenham Green and Tottenham Hale having the highest percentage of people in receipt of out of work benefits. The number of people out of work has decreased since the height of the pandemic, but is still approximately 50 per cent higher than pre-pandemic levels.

Deprivation, like many other characteristics, follows clear geographical lines. Deprivation levels are particularly high in the northeast of the borough: three areas within Northumberland Park and West Green wards are amongst the 5 per cent most deprived LSOAs in England. Northumberland Park is the most deprived ward in London.⁸

In 2018, 15,400 Haringey households – nearly one household in every seven – were living in fuel poverty. This is the second highest level in London. The proportion of households in fuel poverty is highest in the east of the borough - particularly in Noel Park and Bruce Grove.⁹

¹ GLA 2020-based Population Projections, London Datastore

² GLA 2020-based Population Projections, London Datastore

³ 2011 Census

⁴ Sexuality of Residents, 2013-15, ONS

⁵ 2011 Census

⁶ Index of Multiple Deprivation, MHCLG 2019

⁷ ONS Annual Survey of Hours and Earnings 2020

⁸ Index of Multiple Deprivation, MHCLG 2019

⁹ Fuel Poverty by LSOA, Department for Business, Energy and Industrial Strategy

The gap in healthy years of life between richest and poorest groups in Haringey is 15 years for men and 17 years for women.¹⁰

Six out of every ten Haringey residents live in a flat.¹¹ Although a quarter of land in Haringey is open space, this varies significantly across the borough. Just two fifths of homes in West Green and Noel Park have good access to green space.¹²

Fewer than 45 per cent of households in Haringey own their own home¹³ – and nearly half of those households own their home with no mortgage.¹⁴ Home ownership is highly concentrated in the west of the borough.¹⁵

London's home ownership rate has fallen in recent decades, but there are stark differences in the trends for different age groups. Homeowners tend to be older.¹⁶

The median price for a home in Haringey is £563,752 – more than the London average¹⁷. The median household income in the borough is £35,769 – less than the London average.¹⁸

Owning a home does not necessarily mean that people have a high income – especially for people who bought their home several decades ago, or more.

More than a third of the Haringey population live in homes rented from a private landlord.¹⁹ This is more than the London average.²⁰

More than one in five people in Haringey live in a home rented from a social landlord.²¹ 15,000 households rent from the Council²² and more than 12,000 rent from a housing association.²³

Over the last ten years, the number of Council homes has decreased by nearly 1,400 because of the Right to Buy.²⁴ Nearly half of the homes sold under Right to Buy are now owned by private landlords and let at market rent.²⁵

Just over 2,000 households on the housing register are overcrowded. Around 200 have homes larger than their needs.²⁶

Just over 2,700 Haringey households are currently homeless and living in Temporary Accommodation. 61 per cent of these households are from BAME groups. 43 per cent of residents accepted as statutory homeless are Black.²⁷

¹⁰ Inequality in life expectancy at birth LA 2017-19, Public Health Outcomes Framework

¹¹ 2011 Census

¹² Greenspace Information for Greater London, GLA 2014

¹³ Tenure of Households by Borough, Annual Population Survey, ONS 2019; and research commissioned for Haringey Selective Licensing Evidence Base, Metastreet 2019

¹⁴ Tenure of Households by Borough, Annual Population Survey, ONS 2019

¹⁵ 2011 Census

¹⁶ London's Poverty Profile, Housing tenure over time, Trust for London

¹⁷ UK House Price Index, Land Registry 2020

¹⁸ ONS Annual Survey of Hours and Earnings 2020

¹⁹ Tenure of Households by Borough, ONS 2020; Subnational estimates of dwellings by tenure 2012 to 2020, ONS 2022; and research for Haringey Selective Licensing Evidence Base, Metastreet 2019

²⁰ Tenure of Households by Borough, ONS 2020 and Subnational estimates of dwellings by tenure, ONS 2022

²¹ Subnational estimates of dwellings by tenure 2012 to 2020. ONS 2022

²² Haringey Council data; and Local Authority Housing Statistics data returns, MHCLG 2021

²³ Haringey Council data

²⁴ Haringey Council data; Local authority housing statistics data returns for 2020 to 2021, DHLUC

²⁵ Right to Buy to Let, Inside Housing research August 2015

²⁶ Haringey Council data, January 2022

²⁷ Haringey Council data, January 2022

More than 11,000 households, including those homeless households, are currently waiting for social housing on the housing register.²⁸

Strategic objective 1: Delivering the high quality and sustainable new homes Haringey needs

In numbers – the need for high quality and sustainable new homes

During the five years of this strategy Haringey's population is expected to increase by 8,800 people to 281,200.²⁹

10 per cent of people in Haringey have a disability; 4,500 people have a serious physical disability.³⁰

A quarter of Haringey's households have dependent children; a third are people living alone.³¹

Most Haringey residents will never be able to buy a home in the borough. People in Haringey earn less than the London average.³² But house prices are higher than the London average.³³ The median price for a home in Haringey is £603,949³⁴ - nearly 17 times the borough's median household income of £35,769.³⁵ Less than half of Haringey households own their home³⁶ - and the proportion is decreasing. Nearly 13,500 households currently resident in Haringey cannot afford to own their own home but would aspire to do so; and fewer than 3,000 of these households would be able to afford even shared ownership or other forms of discounted market sale.³⁷

Private rents are out of reach for many people in Haringey. The median monthly rent in Haringey is £1,250 for a one-bedroom flat – nearly half the median pre-tax income for working people. The median private rent for a two-bedroom home is £1,475, and £1,800 for three bedrooms.³⁸

Nearly 11,300 households are waiting for social housing on the housing register. 2,000 of those households are living in overcrowded homes, and 2,700 households are living in temporary accommodation. 35 per cent of all households in bands A and B on the housing register need a three-bedroom home; 12 per cent need a home with four or more bedrooms. At least 205 households in Council housing have homes larger than their needs.³⁹

In addition to households currently living in unsuitable homes and unable to afford to buy or rent privately, around 350 new households unable to afford market housing will form in Haringey every year.⁴⁰

²⁸ Haringey Council data, January 2022

²⁹ GLA 2020-based Population Projections, London Datastore

³⁰ Census 2011

³¹ Census 2011

³² Annual Survey of Hours and Earnings, 2014-2020

³³ UK House Price Index, Land Registry December 2021

³⁴ UK House Price Index, Land Registry December 2021

³⁵ ONS Annual Survey of Hours and Earnings 2012-2020

³⁶ Tenure of Households by Borough, Annual Population Survey, ONS 2019

³⁷ ORS Housing Model, Haringey Strategic Housing Market Assessment 2021

³⁸ Private rental market summary statistics in England, ONS December 2021

³⁹ Housing register data, January 2022

⁴⁰ ORS Housing Model, Haringey Strategic Housing Market Assessment 2021

Excluding housing specifically for older tenants, just a third of the Council's 14,000 rented homes have three or more bedrooms. Overall, more than a third of the Council's homes have one bedroom.⁴¹

Although three quarters of households on the housing register are aged under 50, nearly a third of those in the most urgent need are over 60 years old. A third of households in the most urgent housing need have a disability.⁴²

A quarter of land in Haringey is open space. However, access to green space varies significantly across the borough, with just two fifths of homes in West Green and Noel Park having good access to green space.⁴³

There is a housing shortage in Haringey, and a chronic shortage of homes that residents can afford – as there is across the whole of London. We will do everything in our power to address this. We will work with partners to deliver new homes, with the right mix to meet our communities' diverse needs. And we will continue to deliver a new era of Council homes in Haringey, building on the achievements of the past four years, with 3,000 new Council homes delivered by 2031.

We have three objectives in this area:

- 1.1 Supporting the delivery of 1,592 new homes every year in Haringey
- 1.2 Ensuring the right mix of homes for our communities
- 1.3 Establishing a new era of Council home building

1.1. Supporting the delivery of 1,592 new homes a year in Haringey

1592 new homes a year

There is a housing crisis in Haringey, as there is across London, and the UK. For many years as a country, we have simply not built enough homes.

The Greater London Authority has assessed the need and capacity for new homes across the capital, and the resulting 2021 London Plan sets out the framework for London's development over the next 20 years. The London Plan identifies capacity for more than 52,000 new homes per year in London and sets targets for the number of homes that each borough should deliver.

Haringey's ten-year housing target is 15,920 new homes as set out in the London Plan. We will deliver at least 3,000 of those homes ourselves as Council homes. We also have a crucial role facilitating the delivery of the remaining homes. We will do this by working with the Mayor of London, Housing Associations, private developers, construction companies, and other partners, and by adopting an approach to planning and policy that will create the environment in which these new homes can be built in Haringey. We are proud to contribute towards London's housing need and are clear about the shared responsibility of London's boroughs in meeting this.

⁴¹ Locally held data, Haringey Council

⁴² Locally held data, Haringey Council

⁴³ Greenspace Information for Greater London (GiGL), GLA 2014

Small, medium, and large sites and developers

To meet our community's diverse needs, we need different homes. This means we need many housing developers working in Haringey, building on large, medium and small sites across the borough.

Large private developers bring financial investment, expertise, and economies of scale, as well as local jobs and training. We know that there are sites and opportunities in Haringey that are well suited to large-volume providers, and we encourage their investment.

We will work with developers to ensure that their advantages are shared across the construction sector, by supporting the participation of smaller, local firms in their supply chains.

We will actively build supportive relationships with local small and medium sized construction firms so that they can thrive and deliver homes in Haringey.

Delivering more homes will require more capacity in the construction sector. We will build on existing partnerships with local education providers to increase the number of skills training and apprenticeships across the construction sector in Haringey.

We will particularly look to bring forward more small sites for housing. These sites are likely to be less attractive to larger construction firms. Small sites' contribution to housing supply is critical, and in Haringey small sites have delivered a substantial number of new homes. However, the smaller builders specialising in these sites now face a number of obstacles. We will work with local partners to help them to overcome these obstacles.

We need to make more effective use of land in Haringey. This includes careful building at higher densities, diversifying the size and location of sites, and promoting more carefully designed co-location and integration of housing with other types of buildings and uses.

We will work with other public sector landowners – including the NHS, Network Rail, and the emergency services – to release more land for housing, putting in place clear plans to bring forward sites for housing and developing partnership approaches to developing such sites. We will encourage and support different models of private and public sector delivery.

Modern methods of construction allow high quality, comfortable homes to be built rapidly. We want to see a significant increase in the share of new homes delivered using Modern Methods of Construction, particularly utilising capacity to precision manufacture homes and significant parts of homes offsite. We will work with the Mayor of London and other councils to develop the capacity, pipeline and consistency required for this new sector to make the impact it is capable of.

The Housing Strategy and the Local Plan

All Local Planning Authorities maintain a Local Plan, which guides development in the borough. Haringey has a Local Plan and is currently developing a new Local Plan. It will identify locations in the borough where many new homes will be built. The London Plan already identifies Wood Green and Tottenham Hale as areas with the potential to deliver a substantial amount of these new homes. We want the housing that will be built in these areas to revitalise high streets, create new employment opportunities, and improve the public realm, as well as delivering the homes our communities need.

We will identify and bring forward opportunities for greater intensification of land uses through measures such as the use of masterplans, planning policy documents, and brownfield land register. We will ensure that any intensification improves the health and wellbeing of local

residents by delivering improved community space, green space, public realm, and better use of underutilised land as the basis of additional homes.

The New Local Plan will set out detailed strategies for ensuring that all new homes are supported by the infrastructure they need, including health centres, schools, parks and play areas.

Homes built specifically for renting increase the diversity and for some tenants the security and quality of the private rented sector. Build to Rent developments can also help increase housing delivery through additional supply beyond what would be delivered through a housing market largely reliant on build for sale-led developments. We encourage the delivery of Build to Rent homes in Haringey, including to diversify and improve the private rented sector. But we do not view Build to Rent as a substitute for affordable housing.

We are committed to new homes in Haringey that are high quality, the right size, and that will both last and prove adaptable to the changing needs of our communities. There is no identified need for more Purpose-Built Student and Co-Living Accommodation in Haringey and consequently we do not encourage these schemes being brought forward where this would be at the expense of conventional housing for which there is a significant demonstrated need. We do not view co-living schemes as a substitute for affordable housing.

The New Local Plan will set our policies in regard to the delivery of high-quality self-build housing and Warehouse Living.

Solving the housing crisis will depend not just on building the right number of homes, but also on building homes of the right type, mix and quality. It is the Local Plan that sets targets for the delivery of affordable homes and the mix of new homes, and it will set standards for the quality of new homes we will allow in Haringey including their size, and energy efficiency and how safety will be ensured.

Zero carbon

The Council declared a Climate Emergency in 2019 and has set out a route map for the borough to become Net Zero Carbon by 2041. Half of all Haringey's emissions come from the way we heat and power our homes, so we will require developers of new homes in the borough to contribute to this Net Zero Carbon objective by only building homes that are sustainable and energy efficient.

Our Local Plan will set out how we will ensure that all new homes in Haringey will be constructed to zero-carbon standards, and that larger schemes are developed in line with 'circular economy' principles, which will minimise demolition waste and mean that new buildings are designed so they can be disassembled, and the materials re-used at the end of the building's life.

Design

We want all new buildings in Haringey, including new homes, to be well designed. This means that they respect and enhance the existing built and social environment. Our Local Plan will set out in detail how we require good design to ensure that all new homes in Haringey do this. A design-led approach is crucial to achieving this, and we will require through our Planning Powers that all larger developments adopt this principle.

We will also take the opportunity offered by new housing development to improve the environment and public space for existing residents.

We will work with housing developers to support design quality including through our Quality Review Panel, where independent professionals scrutinise major development proposals, and through the Haringey Design Awards which celebrate good design and conservation.

1.2. The right mix of homes for our communities

Alongside the failure to build enough homes, our housing crisis stems from a failure to deliver enough affordable homes. New housing in Haringey must meet the needs of all our residents, including those who need more affordable homes. We also need to ensure that we are building homes that are the right size for our current and future households. We will use the framework of the New Local Plan to ensure that the right mix of homes is built in Haringey. The New Local Plan will also look to protect the existing supply of larger family homes in the borough. Our Strategic Housing Market Assessment 2021-2036 sets out the kinds of homes the borough will need and informs this objective.

Genuinely affordable homes

We need to increase the number of genuinely affordable homes in Haringey, and we are committed to doing this. Our New Local Plan will set out in detail how we will use our planning powers to maximise the supply.

An overwhelming need for affordable housing

The systemic housing crisis means that our overall need for affordable housing is itself greater than our target of 1,592 new homes of all kinds a year. This presents an enormous challenge to us, and is why we will push hard for as many of our new homes as possible to be genuinely affordable.

Types of affordable housing

Many kinds of home are officially classed as 'affordable'. Until recently, even homes let for 80 per cent of market rent – far beyond what most people in need can afford - were counted as 'affordable'. Homes for shared ownership, for social rent, and for intermediate tenures such as London Living Rent all count as affordable. But not all of these are genuinely affordable to most people in housing need.

Of our households in housing need, only 19 per cent could afford a home for shared ownership or discounted market sale. 81 per cent of people in housing need could not.⁴⁴ So where affordable housing is built in Haringey, we want the vast majority of it to be built for rent.

Of our households who can afford affordable rented homes, only 17 per cent could afford to pay London Living Rent. 83 per cent could not.⁴⁵ So where homes are built for affordable rent in Haringey, we want the majority of them to be built for social rent.

Delivering affordable housing in Haringey

Our first preference is that the Council delivers new homes directly. Where there are opportunities to build homes on Council land, the Council will deliver these directly. Where we have leased our own land for purposes that no longer meet our communities' needs, we will look to regain control of it. We will also look to acquire land on which to build Council homes.

⁴⁴ Haringey Strategic Housing Market Assessment, ORS 2021

⁴⁵ Haringey Strategic Housing Market Assessment, ORS 2021

We will continue to ensure that private development in the borough delivers new affordable homes. Since 2011, 50.4 per cent of all housing delivered on sites of ten or more homes has been secured as affordable homes.

Where private developers are proposing to develop new homes on land they have acquired, and where it is financially viable to do so, the Council will seek to acquire homes before they are built so that they are built as Council homes for Council Rent. We will look to secure first refusal on affordable housing negotiated through Section 106 planning agreements.

Housing Associations will continue to deliver a large proportion of affordable homes in Haringey. We will work closely with them to support their delivery of homes that are genuinely affordable, with a strong preference for social rented homes or, where GLA funding has already been obtained on that basis, for London Affordable Rent.

We welcome the contribution that community land trusts make in delivering new housing and will actively work with community land trusts who share our vision of delivering genuinely affordable housing for Haringey residents. We particularly welcome the knowledge and understanding of local areas, local needs and local communities that community land trusts bring.

Intermediate housing in Haringey

The category of intermediate housing includes homes for sale below market prices and homes for rent at a cost above social rent but below market levels. These are affordable options for some households who are either not eligible or have no priority for social rented housing but for whom the market does not provide a solution. The London Plan requires that at least 30 per cent of Affordable Housing is delivered as intermediate housing, and we will support providers' proposals for intermediate housing at that level.

We would prefer that intermediate housing should be for London Living Rent as this is the most genuinely affordable intermediate tenure for Haringey residents. However, the Government's policy is currently that 25 per cent of all homes delivered through section 106 planning agreements must be sold as First Homes. Our approach to this will be set out in our new Local Plan.

Meeting the needs of all household types

We want to make sure that there are enough homes for households and families of all kinds and all sizes. However, the shortage of affordable homes for larger families is particularly acute.

Our priority is to meet the most pressing need for each household size on our housing register. We have compared that demand with the number of lets expected in each size category across the next five years and accordingly set our target dwelling mix for **Social Rent** and other low cost rented housing as:

- 10 per cent one-bedroom homes
- 40 per cent two-bedroom homes
- 40 per cent three-bedroom homes
- 10 per cent four-bedroom homes

The target dwelling mix for partners delivering homes for **London Living Rent** and other intermediate rented housing is:

- 10 per cent one-bedroom homes

- 25 per cent two-bedroom homes
- 45 per cent three-bedroom homes
- 20 per cent four-bedroom homes

The target dwelling mix for **affordable home ownership** reflects the capacity of households in housing need to afford this tenure and therefore prioritises homes with one or two bedrooms:

- 65 per cent one-bedroom homes
- 30 per cent two-bedroom homes
- 5 per cent three- or four-bedroom homes

Supported and sheltered housing

We want the right mix of supported housing to meet the needs of our residents.

Although we have a substantial existing stock of supported housing for older people, it no longer provides the right mix of homes for older people. And we have very little supported housing of our own for residents with other needs who require it.

We will rebalance our existing stock where possible to better meet the needs of our vulnerable residents. When we embark on this we will work in partnership with older residents, care and support providers, and across the Council to determine what is needed to ensure the right mix of safe and supportive homes for older people.

However, it is clear that we also need to build new homes for older, disabled, and vulnerable people. We are developing a detailed needs analysis and design specification to guide and inform this work.

The design and delivery of new supported housing will always be co-produced with the resident groups who will live in it.

We will use our planning powers and existing partnership arrangements to work collaboratively with Housing Associations and other partners seeking to deliver new supported housing schemes in Haringey that meet our residents' needs. Our supported housing needs assessment sets out our communities' most pressing needs, and we will keep this assessment under review to ensure it informs our actions with the most accurate information.

Some residents with support needs will also be offered homes through social lettings quota arrangements to the Housing Register, set out in our Annual Lettings Plan. These residents will be offered visiting support in their homes, including through services such as Housing First.

Affordable homes for disabled residents

Around 13,000 households living in Haringey include a person with a limiting long-term illness or disability that impacts on housing need.

23 per cent of social renters are limited in their day-to-day activities by disability or serious illness. 32 per cent of those in the most urgent need on the housing register have a disability.

We will therefore ensure that more than 10 per cent of all new affordable homes built in Haringey will be wheelchair adaptable. We will ensure that 20 per cent of the council homes we deliver will be wheelchair adaptable and would encourage other housing developers to meet this higher standard.

The Gypsy, Roma, and Traveller Community

Prejudice, discrimination, and social exclusion severely affects the Gypsy, Roma, and Traveller community's access to services, jobs, and housing security. Across London, many council sites have closed, and no new sites have been built for the past 20 years. Over the next five years, we will increase the number of pitches for the Gypsy, Roma, and Traveller community. We will do this in partnership with our communities.

1.3. A new era of Council house building

Building high quality Council housing is one of the most important things we can do. For many people, a Council home offers the only real chance of putting down roots in Haringey.

A growing programme

After 40 years during which councils were stopped from building, in 2018 we started a new era of Council home building in Haringey. We have already completed nearly 200 Council homes, and have started on site to deliver over 1000 Council homes. We will continue to build up the Council's capacity to deliver the Council homes Haringey needs, and we will make sure our Council Housing Delivery Programme is financially viable in the long term. By 2031, we will have completed more than 3,000 new Council homes.

Financing the programme

We will ensure that we have a programme that is sustainable for the long-term, including by borrowing prudently against future rental income and working closely with the GLA to ensure the maximum capital grant support for our programme.

Borrowing and current grant levels alone will not support a financially viable programme. We will therefore cross-subsidise the delivery of homes for social rent by directly developing homes for sale, investing all profits through the HRA in building homes for social rent. We will build only as many homes for sale as are required to make the programme viable. The proportion will be guided by the HRA Business Plan's Medium Term Financial Strategy which is under annual review but currently requires around a fifth of the homes we build to 2025 to be for market sale. To date, 19 per cent of the homes in our programme are for market sale. Any council developments that include homes for market sale will be tenure blind in design and appearance. Blocks will never have segregated access to facilities such as playgrounds. And we are developing Council homes for rent and homes for market sale across the whole borough, which will contribute to rebalancing our stock geographically.

Residents and neighbourhoods

We will ensure that our residents, who know the area best, are at the heart of decision-making and shaping the development of new homes in their communities. We will follow a clear process to co-produce change with the community: listening to communities, defining clearly the elements of a project we can work with the community to influence, developing the project through engagement, testing designs and delivering, monitoring, reviewing, and reflecting on lessons learnt.

We will develop a Neighbourhood Approach to respond to the particular contexts of neighbourhoods that residents relate to, and we will develop strategies to deliver improved community space, public realm, and better use of underutilised land as an intrinsic part of the new Council homes our communities need.

We will continuously learn how to improve the homes we build. We will seek feedback and measure the satisfaction of new residents with their new home over the first five years. We will build in learning reviews after set stages of each project and post-completion.

The right homes for our residents in housing need

There is a need for one- and two-bedroom Council homes, particularly amongst those who currently have the highest priority on the housing register. We will continue to build them – but not bedsits or studios.

The shortage of Council homes for larger households is particularly acute. In line with our target dwelling mix, half the Council homes we start developing ourselves from the adoption of this strategy will therefore have three or more bedrooms. Our design-process is always site-specific: some sites will not lend themselves to larger homes, so we will aim to achieve our target across the overall programme rather than on each site.

Design and quality

Our new generation of Council homes will have the highest standards of design quality – so that homes are well-designed, but also safe, comfortable, and accessible. This means:

- Design and architecture will respond to and enhance the area's character
- We will actively involve residents in the design process, including in decision making around design
- Internally, homes will be well-lit, private, comfortable, safe, and welcoming
- Wherever possible, homes will have their own private outdoor space as well as direct access to communal open spaces
- Outdoor areas and entrances will be well-lit and overlooked to promote safe spaces
- Facilities such as bin stores will be convenient and secure

Sustainable homes

Climate change, carbon management, and sustainability will be integral to the design of our new generation of Council homes. The Council has ambitious targets around all these areas to ensure sustainability standards for new Council homes. This means:

- Housing developments will target both passivhaus and net zero carbon in terms of regulated operational emissions
- Homes will be built using environmentally sustainable materials to reduce carbon emissions associated with the sourcing and production of materials
- Homes will be positioned to make maximum use of sunlight in the winter to reduce energy demand
- The design of homes will promote affordable energy costs and sustainable energy sources
- Homes will manage the risk of excess heat including through orientation, shading, insulation, green roofs / walls, ventilation, and future retrofit plans
- Housing developments will seek to maximise the opportunity for new planting, including trees, sustainable drainage and biodiversity
- Homes will support safe and active travel including cycling and walking for all, including cycle storage

Our new generation of Council homes will be easy and affordable to look after – for the Council and for the tenant. This means:

- Homes will be built with high-quality materials that are simple to maintain and repair, and that stand the test of time by ageing gracefully
- Homes will use fittings and materials which are easy to replace

Supported housing and bespoke housing

10 per cent of the new homes the Council directly delivers over the next five years will be supported housing. Although not all potential housing sites are suitable for supported housing, we will explore this as an option on every Council housing delivery site.

Building new Council homes gives us the opportunity to design some homes specifically around the individual needs of households on the housing register who, because of the nature of their additional support needs, cannot be adequately housed either through relets of existing social rent homes or in the new Council homes we are building.

20 per cent of our new Council homes will be wheelchair adaptable. We have an opportunity to adapt those homes to meet the individual needs of disabled households well in advance of letting them.

We are developing a Bespoke Homes Programme to bring together partners across the Council with the NHS in order to identify households with specific housing needs related to their disabilities and medical conditions in order to design and deliver new Council homes for them on an individual and bespoke basis.

Sites for housing development

Most of our new homes will be built on Council land – including land currently occupied by garages or car parking spaces, or land between existing blocks. We will make the most of sites' capacities, and we will look at sites that currently have other land uses than housing. The benefit of new homes will sometimes have to be balanced against the loss of amenities. These are challenging trade-offs that we will always approach with residents openly and honestly. We will always seek to ensure that new homes improve the area for existing residents. We will ensure construction has minimal impact on residents, and we will integrate repairs and improvement works to existing buildings with our delivery of new homes. However, our absolute commitment to building the homes that all our communities need will sometimes require difficult decisions.

There may be occasions where the demolition of existing homes is one option for delivering new ones. No Council homes will be demolished unless this is what most existing residents want, and unless more Council homes of a better quality will be delivered on the site. If demolition is proposed as an option at any site, those proposals will be subject to extensive consultation and in some circumstances to a ballot of residents. Our existing Estate Renewal Rehousing and Payments Policy and the Neighbourhood Moves Scheme guarantee a right of return to any secure tenants and residential leaseholders whose homes will be demolished.

As an integral part of the programme, we will also actively seek out opportunities to acquire homes to let at Council rents. In some cases, this will mean acquiring homes being developed by private developers that will become affordable housing under existing s106 agreements. The Council aims to acquire homes at as early a stage as possible in order to ensure that the homes meet its standards and the needs of Haringey's communities. Wherever possible, this means acquiring before building has started.

Strategic objective 2: Improving housing quality and resident services in the social housing sector

In numbers – social housing in Haringey

More than one in five people in Haringey live in a home rented from a social landlord⁴⁶. Over 15,000 households rent from the Council⁴⁷ and over 12,000 rent from a housing association.⁴⁸

Fewer than four households in every ten of those renting from a social landlord has children⁴⁹.

One person in every ten people renting from a social landlord is aged 65 or over, only a slightly higher rate than for the wider population.⁵⁰ However, a much higher proportion of Council tenants than Housing Association tenants are older: four in every ten Council tenants are aged over 60.⁵¹

Almost one person in four renting from a social landlord is limited in their day-to-day activities by disability or serious illness – far more than the 13.7 per cent of Haringey population. Three quarters of social renters affected by disability or serious illness are aged under 65.⁵² A third of Council tenants have a disability.⁵³

Two thirds of Council and Housing Association tenants have a household income less than £20,000 a year.⁵⁴

Council tenants are disproportionately from BAME backgrounds. A third identify as Black. They are much older than the borough in general.⁵⁵

Council tenants who are young, Black, Bangladeshi, or women are much more likely to live in overcrowded households. 60 per cent of severely overcrowded households are Black. 55 of the Council's 1,612 Council blocks have six or more storeys.⁵⁶

Nearly a fifth of the Council's homes do not yet meet Decent Homes standards.⁵⁷

A social tenancy is secure and affordable, and, for many of our residents, has enabled them to put down roots in Haringey, attend the borough's excellent schools and make the most of the opportunities that London offers.

The Council itself has a housing stock of 20,000 homes. Three quarters are lived in by Council tenants; with the remaining being leasehold properties, lived in by owner-occupiers or private

⁴⁶ Subnational estimates of dwellings by tenure 2012 to 2020. ONS 2022

⁴⁷ Haringey Council data; and Local Authority Housing Statistics data returns, MHCLG 2021

⁴⁸ Haringey Council data

⁴⁹ Labour Force Survey household data, 2020

⁵⁰ Census 2011

⁵¹ Locally held data, Haringey Council

⁵² 2011 Census

⁵³ Locally held data, Haringey Council

⁵⁴ Housing in London 2020 The evidence base for the London Housing Strategy

⁵⁵ Locally held data, Haringey Council

⁵⁶ Locally held data, Haringey Council

⁵⁷ Locally held data, Haringey Council

tenants. As a landlord, we will ensure that our homes are safe, warm and well maintained, and that our tenants and leaseholders are listened to and provided with a good service. We see our role directly providing housing to our residents as a core part of the Council's work in the borough.

We are but one part of the social housing sector in Haringey, with many housing associations also providing homes for Haringey residents – and we will collaborate with all registered providers in the borough to provide a strong social housing sector. We will take a leading role in ensuring that all social housing landlords work together to improve the quality of life for their residents.

We have four objectives in this area:

- 2.1 Ensuring and improving the quality of our Council housing
- 2.2 Improving services to our tenants and leaseholders, and designing these with them
- 2.3 Embedding these functions into the Council's core business
- 2.4 Collaborating to help drive improved services in the sector across the borough

2.1 Improving the quality of our Council housing

We have an objective to significantly grow our housing stock – with an increase of 20 per cent of our tenanted stock by 2031 – because we know how important a Council home is to so many of our residents. As well as investing in building new Council homes, we are also investing in our existing homes to ensure that they are modern, good-quality and pleasant to live in; and to ensure that our tenants are able to thrive.

Investment in our stock

We have a wide range of housing stock across the whole borough ranging from large estates, blocks and street properties. We are proud of our housing stock, and we want residents to be as well. We are committed to ensuring that all of our stock meets the Decent Homes standard by 2025. Our Asset Management Strategy 2020-2025 sets out how we are achieving this.

Our investment in our stock goes beyond the Decent Homes standard to include communal internal areas of buildings and wider estate improvements, because our tenants' experience of, and pride in, their homes does not only start at their own front doors. Our overall scope includes statutory improvements to homes and the wider estate, including the Decent Homes standard and building safety.

Safety across our stock, and across the borough

We are clear that all our housing stock needs to be fully safe and meet all building standard regulations, and that everyone living in Haringey, whatever their tenure and whoever their landlord is, has a safe home and feels safe in their home. As a landlord, we have measures in place to ensure we meet all current as well as emerging building safety regulations.

Our housing and net zero

Housing is a major contributor to the borough's carbon emissions. As well as ensuring that our new homes are energy efficient, we also have ambitious objectives for our existing housing stock. We will retrofit our existing stock to make sure that homes which are not energy efficient become so, and are able to be heated in a cheaper and more sustainable manner – which is better for households and for the borough as a whole. We are investing substantially to ensure

that our housing stock is made significantly more energy efficient, with an ambitious target to bring all our stock to an average Energy Performance Rating Band B by 2035.

A holistic approach to maintenance

We know that works on homes and estates can be disruptive to tenants. So we will take a holistic approach to our maintenance. This means that all internal, external and communal works will be programmed over a 3–5-year period for delivery at the same time, as far as is reasonably practical. We will include our Council Housing Delivery Programme in this as far as possible. This means that when we undertake works on any of our housing stock we aim to complete all works as part of one period of intervention. And when we may be building new homes on an estate we will look to integrate this with other major works.

Investing in our homes and the wider community

We are investing significant amounts of money into our housing stock over the coming decade. We will enter into long-term agreements to work in partnership with external organisations to deliver these major improvements together. We are clear that where we procure major contracts, we need to make sure that we are getting not just financial good value but also added value for the whole borough and our residents. These long-term partnerships will therefore also deliver employment and training opportunities for residents, including opportunities for apprenticeships, and for local firms to be used by our strategic partner. And we will take this opportunity for enhanced resident engagement in the procurement and delivery of the capital programme.

2.2 Improving services to our tenants and leaseholders, and designing these with them

Our tenants and leaseholders deserve the highest level of service from us as their landlord, and to be listened to and actively involved in service delivery and decisions about their housing. And beyond managing homes, we will work across the Council and borough to support our residents to live healthy and fulfilling lives.

Resident participation

We will make decisions alongside our residents – tenants, leaseholders and private tenants. This means that we will ask residents for their involvement, listen to them, and trust that those who live in our houses and estates have the greatest knowledge and understanding of their homes, and of other services provided locally. We are actively committed to co-production and co-design with all of the borough's residents, and when it comes to our own tenants and leaseholders, we have a particular responsibility and opportunity to genuinely design services together. As well as listening to our residents and taking on board their views, we will actively and consistently ensure that we are hearing from residents. This means that resident involvement will be a requirement, and not an optional part of service delivery. We will use diverse methods, mechanisms and forums to do this, and will ask residents to inform the ways in which they are involved.

Communication and problem solving

When residents come to us with a problem, we will resolve it as quickly as possible, and with as little inconvenience to residents as possible. To do this, we will ensure that the systems that we use are modern, efficient and user friendly, so that residents can communicate with

us clearly and easily. We will make every contact count – so that residents do not need to relay the same information to different people. And we will aim to get it right the first time. We will enable simple and user-friendly digital communication channels but will always provide an option for those who would prefer to, or need to, communicate in another manner.

We will regularly share information with our residents. And we will ensure that when we communicate with our tenants – about planned works, new initiatives, or anything else – we do this clearly and in sensible timeframes.

We will also take a proactive approach to solving residents' issues. This means identifying potential problems before they occur.

Broader support to all our residents

Whether they are tenants, leaseholders or private renters, those who live in our stock are Haringey's residents and we will use our privileged position as landlord to make sure we are also offering other support. We will go beyond housing management and maintenance to ensure our residents' health, wellbeing and resilience. This means actively sharing information and advice and equipping housing officers to deal with issues not related to housing and both signposting residents to other services and referring residents to those where appropriate. We are particularly committed to making sure all our residents have access to good advice to help them manage their finances, and as a landlord we will always flag any concerns we have with our financial inclusion team, so we can intervene positively as early as possible.

We know the benefits to residents of having visible housing staff on estates, so we are moving towards an area-based approach. We want our residents to recognise, and trust officers, and know that they can approach them for advice and guidance on many issues beyond their housing. And in return, our officers will support residents, and be ambitious for them.

Our homes and the wider environment

Our houses and estates are homes to those who live in them, and a part of the neighbourhood to those living, working, studying or playing nearby. So making sure they are pleasant places and contribute to the borough's environment is especially important. We work in partnership across the Council and borough to ensure that anti-social behaviour, waste management, parking, green space maintenance and landscaping is well managed. And we are also committed to using our Council Housing Delivery Programme to deliver wider benefits to existing estates, by using the opportunity of development to invest in estates and improve facilities for everyone. We will strengthen partnerships with key bodies such as the Police, and ensure joint working between our partners and agencies consistently improves community safety on our estates. We will invest in the environment developing and implementing plans with the community that ensure our estates are safe, vibrant neighbourhoods that our communities are proud to live in.

2.3 Embedding these functions into the Council's core business

Providing housing to our residents is a core part of the Council's business. And as we continue to grow our housing stock, and our number of Council tenants, this is even more important.

Following an extensive consultation with tenants and leaseholders, we have decided to bring our housing management services back under the direct management of the Council. This will ensure that the Council is directly accountable for the maintenance and management of its housing stock. And we will also take this opportunity to make sure that housing services are fully integrated with all Council services. We are our tenants' landlord, but we also have wider responsibilities towards them as Haringey residents. As well as ensuring that their homes are well maintained and managed, we also need to make sure that we are helping our tenants live healthy lives, access the best employment opportunities in, and out of, the borough, support children and young people in their education, and in accessing training and employment opportunities, and providing broad and targeted support to vulnerable households. Allowing stronger internal links between our housing services and the other services provided by the Council, statutory and non-statutory, will allow us to provide a better all-round service.

We are particularly clear that bringing our housing management services under direct management will give us the opportunity to rethink how we strengthen our residents' voice, centre residents in our decision-making and genuinely co-produce and co-design services with them.

2.4 Collaborating to help drive improved services in the sector across the borough

There are over 13,000 social tenants living in homes owned and managed by housing associations in Haringey. All social tenants, whether their landlord is a Council, large housing association with stock across the country, or small, local, housing association, should expect the same high-quality service and well-maintained homes.

As a sector, we are bound by the same regulatory frameworks, which set the baseline for our responsibilities to our tenants. These became more-high profile following the Grenfell Tower fire, and the past few years have seen increased legislation and white papers regarding social landlords' responsibilities.

But more than this, we are also bound by a shared commitment to tenants and the borough, and to not only making sure that our homes are good quality, well maintained and managed and that tenants are provided with a good service, but also that our contributions to the borough go beyond this. This is why we are committed to forging a genuine partnership with all housing associations in Haringey; to work towards not only our shared aspirations and challenges as landlords, but also to create our shared vision of our borough.

Strategic objective 3: Improving the Quality of the Private Rented Sector

In numbers - private renting

More than a third of the Haringey population live in homes rented from a private landlord.⁵⁸ This is more than the London average,⁵⁹ and more than the number renting from a social landlord - the Council or a housing association.

The quality of private rented homes varies enormously. But more than one home in every four rented from a private landlord in Haringey - nearly 12,000 homes - is in such poor condition that it presents a risk of harm to the health or safety of its tenants. One in twenty does not meet minimum legal requirements for energy efficiency. Our own data shows that homes in the worst condition tend to be in the east of the borough, with particular concentrations in Bruce Grove, St Ann's, and Tottenham Green.⁶⁰

The private rented sector is overwhelmingly dominated by small-scale landlordism: mainstream commercial property investors account for just over three per cent of residential rental stock.⁶¹

Private rents are also out of reach for many people in Haringey. The median monthly rent in Haringey is £1,250 for a one-bedroom flat – nearly half the median pre-tax income for working people in the borough.⁶² The median private rent for a two-bedroom home is £1,475, and £1,800 for three bedrooms.⁶³

London's private renters broadly reflect the income distribution of the wider population. 58 per cent of private tenants are in the top two fifths of the national household income distribution and 14 per cent are in the bottom fifth.⁶⁴

A quarter of private renters nationally said they found it difficult to afford their rent. In 2019-20, 60 per cent of private renters reported having no savings. Nearly half of private renters do not expect to ever own a home.⁶⁵

A fifth of private renters in Haringey - 7,800 households - are in receipt of Housing Benefit.⁶⁶

Private renters are more likely to have children than social renters. Nearly one in three private renting households in London include children, up from one in five in 2004.⁶⁷

Private renters tend to be younger and healthier, and they are more likely to be in paid work than social renters.⁶⁸

⁵⁸ Tenure of Households by Borough, ONS 2020; Subnational estimates of dwellings by tenure 2012 to 2020, ONS 2022; and research for Haringey Selective Licensing Evidence Base, Metastreet 2019

⁵⁹ Tenure of Households by Borough, ONS 2020 and Subnational estimates of dwellings by tenure, ONS 2022

⁶⁰ Analysis of Private Rented Sector, Metastreet – commissioned by Haringey Council, 2021

⁶¹ *The Evolving Private Rented Sector: its Contribution and Potential*, Dr Julie Rugg, 2018

⁶² ONS Annual Survey of Hours and Earnings 2020

⁶³ Private rental market summary statistics in England, ONS December 2021

⁶⁴ English Housing Survey 2019-20

⁶⁵ English Housing Survey 2019-20

⁶⁶ Council data

⁶⁷ English Housing Survey, 2019-20

⁶⁸ English Housing Survey 2019-20

Six in ten are aged between 25 and 49 – far more than the population in general and significantly more than in any other tenure⁶⁹. However, London-wide data shows that there has been an increase over the last decade in the number older private renters, with 10 per cent now aged between 55 and 64.⁷⁰

Only two in every twenty-five private renters are limited in their day-to-day activities by disability or serious illness – almost half the rate of the wider Haringey population.⁷¹

Most private renters in Haringey do not self-identify as white British. More than a third of private renters define themselves as white but not British. Three in every ten are BAME.⁷²

More than a third of Haringey's residents rent their home from a private landlord, and the number of privately rented homes is increasing. Private renters are as much a part of the Haringey community as owner-occupiers and social tenants.

Everyone in Haringey who rents privately should live in a home that is decent, safe, and secure, and should be treated fairly under the law. Most landlords ensure this. But more than a quarter of privately rented homes in Haringey do not meet decent standards - often because their landlord does not understand their responsibilities, sometimes because their landlords deliberately break the law.

Working in partnership across the borough, we will do everything in our power to ensure all privately rented homes are decent and safe, and that privately owned homes contribute positively to the borough's environment. And we will make sure that private renters understand their rights and know how to exercise them.

We have three objectives in this area:

- 3.1 Setting clear standards for the private rented sector and supporting landlords to meet those standards
- 3.2 Enforcing those standards and taking decisive action against landlords who will not provide their tenants with a home that is decent, safe, and secure
- 3.3 Empowering and supporting private renters to hold their landlords to these standards

3.1 Setting the standards and supporting landlords to meet them

Law and regulation governing private renting have evolved over many years and as a result are complex, multi-layered, and inconsistent. Most landlords only let one home, and some use an agent to manage their property. This means that it can be confusing for landlords to understand the standards required to let a home. Not only does this confusion account for a lot of poor practice, it also helps to create conditions that make it possible for criminal landlords to get away with deliberately providing unsafe accommodation.

⁶⁹ 2011 Census

⁷⁰ English Housing Survey 2019-20

⁷¹ 2011 Census

⁷² Census 2011

Our objective is for all landlords and agents in Haringey to understand their basic obligation to provide decent, safe, and secure homes for their tenants, and to treat renters fairly under the law.

Provide a responsive service

We will continue to provide a responsive service to private renters who seek our help because their landlord or agent is not providing them with a decent, safe, and secure home.

Using a risk-based approach, in all but the most urgent cases our first response is to work with the landlord, providing advice and guidance to ensure they understand their responsibilities under the law, and that they can meet those responsibilities.

Use licensing powers to include private rented homes

We know that most renters with poor conditions in their home will never contact the Council. That means that through a responsive approach alone we would have no contact with the vast majority of landlords or renters in the borough.

Licensing gives the opportunity to educate and improve the professionalism of landlords, allowing the move from a reactive to a strategic approach. so that all landlords and agents in Haringey understand their basic obligation to provide decent, safe, and secure homes for their tenants, and to treat renters fairly under the law by setting our clear standards and allowing landlords to receive support. Licensing allows us to identify good landlords, to support inexperienced landlords, and to challenge those that fail to improve.

Licensing also gives us the opportunity to engage with and educate renters, so that they understand their rights and responsibilities.

Houses in Multiple Occupation

Many thousands of people in Haringey live in a House in Multiple Occupation (HMO), renting a room and sharing facilities such as bathrooms and kitchens with other people. Unless they are very well-managed, HMOs present greater risks to renters' health, safety, and welfare than other kinds of rented housing. These risks are greatest in larger, multi-storied HMOs and those in properties converted from their original purpose. This is why converting any property to a HMO for seven or more occupants requires planning permission in all parts of Haringey, and for three or more occupants in the east of the borough, where there is a greater concentration of HMOs. And by law, landlords must get a licence from the Council for any HMO they manage that is occupied by five or more people who are not all related.

We will align our licensing and planning policies including around bedroom sizes and adequate provision of kitchens and bathrooms.

We want to prevent an overconcentration of larger HMOs because of the potential impact on neighbourhood amenities. We will develop specific planning requirements for these because the intensity of the use needs to be very carefully managed. We want large HMOs to provide adequate cycle storage, to be car free wherever appropriate, and to provide adequate bin storage.

But smaller HMOs also present particular risk and management issues. So in 2019, we put in place an additional licensing scheme. Under that scheme, landlords and agents of HMOs where three or more separate households rent rooms must also apply for a licence and follow very clear standards so that all HMOs are decent, safe, and secure. The Council will only grant a HMO licence where the landlord can show that the HMO is safe and well-managed.

Through additional licensing, we have already licensed 3234 homes. The additional licensing scheme runs until 2024. We will seek to renew our additional licensing scheme in 2024 if evidence shows that it has been effective in raising standards, as we believe it will.

Selective Licensing

Too many renters in all kinds of housing have to endure poor conditions in their home.

When private renters seek our help because of poor conditions, we make sure their landlords understand their responsibilities under the law and we support them to meet those responsibilities. In most cases, this improves conditions for the tenant. And where guidance and support are not effective, we can take enforcement action.

We know that this responsive approach reaches only a fraction of those landlords who do not provide decent homes. This is for three key reasons. Firstly, insecure tenancies mean that many renters do not feel able to take action. Secondly, when renters do contact us, we necessarily take a risk-based approach. Thirdly, our enforcement powers under environmental health and building safety legislation are narrowly defined.

We want to reach the tens of thousands of landlords we cannot reach through responsive interventions.

As well as their effects on tenants, poor housing conditions and poor housing management can undermine community relations. In the worst instances, they are a cause of crime. We want to ensure that decent housing management standards are met so that poor housing conditions are never a cause of friction between neighbours.

We know that poor conditions and poor housing management align with those parts of the borough where deprivation and poverty are worse. We know that poor property conditions make deprivation worse as tenants have fewer choices about where they can live. Fuel poverty, overcrowding and poor living conditions have a detrimental impact on the lives and health of those living in sub-standard accommodation

For all these reasons, we will seek to bring in a new selective licensing scheme for all homes rented from a private landlord in those parts of the borough where housing conditions for private renters are worst.

We will make sure that the scheme sets out very clear standards for landlords and agents including in relation to fire safety, gas and electrical safety, energy efficiency, and professional housing management.

We will ensure that the cost of obtaining a licence is fair for landlords. We believe that selective licensing will support good landlords by driving out criminal competitors.

We will use our licensing schemes to create a dialogue with local landlords so that we can provide advice, guidance, and support on improving conditions for renters.

Provide a proactive service

We will support landlords and their agents across the borough to understand and meet their responsibilities and more broadly to develop good practice. We will use regular landlord forums, training events, the London Landlord Accreditation Scheme, our own web pages, and other online channels to underpin this.

We will make sure that letting agents operating in Haringey understand the regulations governing their businesses. In particular, agents must know that it is unlawful to discriminate

against people receiving benefits, that almost all fees for tenants are banned, and that agents must belong to an independent redress scheme with powers to resolve disputes between letting agents and their customers.

More sustainable homes in the private rented sector

We will raise standards of energy efficiency in private rented homes by ensuring that EPC requirements are met, including as part of the licensing process. We will commission a service to identify the causes of poor energy efficiency in low-performing homes and propose solutions. We will actively direct landlords to grants for improving energy efficiency – including our own Green Homes Grant. We will also support owner occupiers to make their homes more energy efficient.

Clearer communication to tenants and landlords

We will bring our licensing, planning, trading standards, and other interventions in the private rented sector into better alignment, making sure that all our processes support each other and that together they set standards that are easy for landlords, agents, and renters to understand.

We believe that communicating these standards well is a fundamental part of improving the quality of private rented housing in the borough.

We will make sure that landlords and their agents can access information on licensing, planning, and other standards from a single point of contact.

Our role in the PRS

We will continue to improve conditions for the most vulnerable renters by taking an active role in the provision of privately rented accommodation. We will build on the Capital Letters partnership between sixteen London boroughs to procure good quality privately rented homes for homeless Londoners and those at risk of homelessness. We want Capital Letters to play an increasingly important and successful role in London's private rented market. And we will continue to acquire homes to lease to the Haringey Community Benefit Society, for households in housing need.

We know that many of our own leaseholders are now private landlords. We will develop approaches to ensure that they understand and meet their responsibilities so that private renters on Haringey estates have homes that are decent, safe, and secure, and that housing conditions for private renters do not undermine community cohesion on those estates.

Empty homes

We are committed to bringing empty homes in the borough back into use.

Empty homes blight neighbourhoods and attract antisocial behaviour and crime. Developing an environment that is safe, clean, and green is a priority for the Council and our residents. Bringing empty properties back into residential use helps to create a safe and pleasant environment for all.

Nearly 1,200 homes in Haringey have been empty for more than six months. Most are empty due to temporary circumstances which their owners are actively resolving – for example, they are putting their property on the market, or are temporarily out of the country, or are seeking planning permission or funds for development or renovation. However, too many homes remain empty on a long-term basis. 284 homes in Haringey have been empty for more than two years; 88 of those have been empty for more than five years.

We will take a risk-based approach to tackling empty homes. We will do everything we can to help and encourage owners of empty homes to bring them back into use. Advice and assistance will always be offered first, and in the vast majority of cases this will be sufficient.

However, where owners of empty homes cannot be traced, or they are unwilling to work with us in a meaningful way towards bringing their property back into use, we will not hesitate to use the range of enforcement powers available to us. These include Empty Dwelling Management Orders, enforced sale, and compulsory purchase.

3.2. Enforcing the standards

We will take decisive action against the minority of landlords and agents who refuse to meet those responsibilities. We expect all landlords and their agents to provide their tenants with a home that is decent, safe, and secure, and to treat their tenants fairly under the law.

Many landlords already meet these standards. We will support landlords who want to improve. But there is no place in Haringey for landlords who deliberately flout the standards. So where landlords or their agents will not comply with standards, including those set out in their licenses, we will take decisive action.

We will provide responsive enforcement for private renters who report that their homes are not decent or safe.

We know that renters in vulnerable positions often find it extremely difficult to complain. The private rental market serving low-income Londoners is characterised by dangerously poor physical standards and low or non-existent security of tenure. This is part of the reason we have introduced additional licensing for HMOs, and it is part of the reason we will seek to introduce selective licensing. We will use licensing powers to enforce standards without waiting for complaint. And we will take a smarter, more proactive approach to enforcement, based on robust risk assessment.

We believe that landlords who deliberately fail to license their properties where it is required are most likely to let homes that do not meet standards. We will enforce fines of up to £30,000 against landlords who try to evade licensing.

Where landlords will not bring tenants' homes up to standards, we will use our licensing schemes alongside the range of our environmental health, trading standards, and other legal powers to force them to do so.

We will fine and prosecute criminal landlords who will not comply with standards, including the criminal minority who evict tenants without following due process.

We will use trading standards powers to crack down on letting agents who cheat their customers and fail to meet standards.

We will also use trading standards powers to enforce against landlords who refuse to meet energy performance requirements.

We believe that communicating well is a fundamental part of improving the quality of private rented housing in the borough.

We will publicise our work against criminal landlords and agents, warning off prospective tenants and creating a culture of accountability. We will use external media as well as our own web pages and other online channels to underpin this.

3.3 Empowering private renters

We want all renters to know their rights, and to be able to hold landlords to account where those rights are not respected.

The complexity of housing law and regulation means that many renters do not understand their rights. A substantial minority do not know that they have rights.

Even where renters know their rights, many are unable to exercise them. London's housing crisis means that many renters, especially those with low incomes, have very limited choices. A third of private renters live in poverty and poor housing makes deprivation worse. In a market that aims to meet the fundamental need for shelter, this lack of choice translates into a lack of power.

We want renters in Haringey to understand their rights and to be able to enforce them. Where renters are unable to enforce rights on their own, we want them to have the support they need to act.

We will continue to provide specialist advice and support directly to private renters on issues ranging from the threat of eviction to disrepair through our Housing Needs service.

Making Every Contact Count, we will over the next five years equip all Council workers who work with, or meet, private renters to give basic initial advice on housing rights and to signpost to specialist services.

We will support private renters to access Council and voluntary services through our Connected Communities service. Connected Communities will continue to advise renters on a range of issues including housing rights, benefits, debt, adult learning, parenting, and childcare. We will focus on fuel poverty by identifying households at risk and providing targeted advice and support both to tenants and landlords.

We know that some people live in HMOs run by criminal landlords where illegal evictions, overcrowding, and unsafe conditions are common. These are among the most vulnerable renters, and their living conditions are often too precarious to act without support. We will provide dedicated support to these renters so they can resist illegal evictions, negotiate better conditions in their homes, and leave on their own terms, with compensation whenever possible. We will build on our existing partnership with Safer Renting to achieve that.

We can in most cases only take enforcement action against landlords and agents where they have contravened the conditions of a licence, where living conditions are detrimental to health and safety, or where a landlord has threatened or carried out an unlawful eviction.

In providing a responsive service to private renters who report that their homes are not decent or safe, we will be clear about the limits of our enforcement powers. Where we are not best placed to help through our enforcement powers, we will provide initial housing advice and signpost renters to specialist legal, advice, and support organisations.

We will establish a Private Renting Forum to bring together Council services, local support services, advice agencies, and renters' groups to develop best practice and a shared commitment to supporting Haringey's private renters.

We believe that communicating well is a fundamental part of improving the quality of private rented housing in the borough. We will promote private renters' rights using targeted campaigns in the areas and to the groups most affected. We will use external media as well as our own web pages and other online channels to underpin this. We will continue to work with Home Connections to provide online training for homeless people looking for private rented accommodation.

Strategic objective 4: Preventing and alleviating homelessness

In numbers – homelessness in Haringey

Around 2,700 homeless households are living in temporary accommodation provided by the Council – currently the fourth highest rate in London.⁷³

Nearly two thirds of households living in temporary accommodation are Black, Asian or from another community of colour. Four in every ten households needing help from the Council for homelessness are Black.⁷⁴

A quarter of young homeless people identify as Lesbian, Gay, Bisexual, or Trans.⁷⁵

25 per cent of people rough sleeping in Haringey are Black, 19 per cent are white British, and 42 per cent white and not British.⁷⁶

The number of people sleeping rough in Haringey has fallen significantly since summer 2018 – from 90 in July 2018 to 32 in July 2019 and just 9 in July 2020. Since March 2020, the Council has provided emergency accommodation and support for hundreds of people who had formerly been sleeping rough.⁷⁷

The average age of death for women who experience rough sleeping is 42 years; for men it is 44. In Haringey, only 15 per cent of people sleeping rough are women⁷⁸. Women are often hidden in rough sleeping statistics because they seek protection from gender-based harm on the streets by sleeping in squats, buses, and sex-working for accommodation.

Six people in every ten who sleep rough in Haringey have mental health problems. One person in every five has neither mental health problems, drug dependence nor alcohol dependence.⁷⁹

Having a safe, stable place to live is a universal human need. Working with partners across the borough, we will prevent people from becoming homeless wherever possible. Where residents do find themselves homeless, we will offer a range of housing and support options to meet their needs. Our significant number of households in temporary accommodation who are unable to find suitable homes in the private sector is a key driver of our Council Housing Delivery Programme, which will deliver secure, affordable and good quality homes to help households currently in temporary accommodation or unsuitable housing.

We have four objectives in this area:

4.1 Preventing homelessness whenever possible

⁷³ Households in Temporary Accommodation, Trust for London 2021

⁷⁴ Locally held data, Haringey Council 2021

⁷⁵ Sexuality of Youth Homeless, locally held data, Haringey Council 2017

⁷⁶ CHAIN (Combined Homelessness and Information Network) data

⁷⁷ CHAIN (Combined Homelessness and Information Network) data

⁷⁸ CHAIN (Combined Homelessness and Information Network) data

⁷⁹ CHAIN (Combined Homelessness and Information Network) data

- 4.2 Ensuring that we have the right accommodation and support for people who are homeless or at risk of homelessness
- 4.3 Supporting people who are, or who are at risk of, rough sleeping
- 4.4 Ensuring that we are making the best and fairest use of our housing stock

4.1 Preventing homelessness whenever possible

Homelessness is a traumatic life experience. Our first priority is to prevent homelessness whenever possible. By doing this we can also prevent the devastating effects that becoming homeless has on people's lives, and the financial costs that stem from people losing their home.

We will work directly with those at risk of homelessness, intervene early and take a personalised and targeted approach to prevention. We will continue to do this not only because we have a legal obligation to under the Homelessness Reduction Act, but because we know that becoming homeless is a traumatic event that leads to multiple negative consequences for our residents. There are often interlinked causes and triggers to homelessness, so we will take a personalised and holistic approach to assessing and responding to individual housing needs and circumstances. That means offering as much choice as we can about how residents communicate with us, about the housing and support options available, and about assistance on connected issues such as debt, employment, health and social care needs.

We will work in partnership across the Council and Borough. We will continue to provide a dedicated service to work directly with people at risk of homelessness. Preventing homelessness is the responsibility of the whole Council, and something which our partners across the borough help us achieve.

Residents approach the Council for a variety of reasons and many may be at risk of homelessness. We will equip and support all Council services to give relevant information to people at risk of homelessness, and to be able to link them to specialist services if needed.

We will ensure that anyone who is homeless or at risk of homelessness can contact the Council easily, and that they will receive the help they need quickly – whichever department they contact, and whether that help is best provided by the Council or by another organisation.

We will ensure that our early intervention work supports tenants to sustain their tenancies and prevent them from becoming homeless. We will work with housing associations and other partners to do the same. Our strategic approach to the private rented sector, underpinned by landlord licensing and partnership work, will help to prevent private renters becoming homeless. We will work strategically with landlords in the borough so that they can support us in preventing homelessness.

We will bring housing providers, statutory services and third sector organisations together to work on joint initiatives, such as safeguarding vulnerable tenants, because we know that working in partnership is crucial to ending homelessness in Haringey.

We will carry out targeted interventions on some of the root causes of homelessness.

The loss of a tenancy in the private sector is the biggest cause of homelessness. We will use landlord licensing to increase our engagement with private landlords and their tenants. We will use that opportunity to ensure that both parties understand tenancy rights, that landlords are

able to consider options such as mediation or financial assistance rather than eviction, and that private renters can access support at an early stage to prevent homelessness.

Issues such as domestic violence, family and relationship breakdown, health problems and financial difficulties also put people at risk of homelessness. We will carry out targeted work to address the multiple causes and triggers of homelessness.

We will build on our strategic approach to supporting residents who face financial hardship and are at risk of finding themselves in unmanageable debt.

We will take the opportunities presented by the Domestic Abuse Act 2021 to shape future provision of safe accommodation for victims and survivors of domestic abuse and other forms of gendered and sexual violence.

We will continue to build our relationships with partners across the borough – including homelessness, health, criminal justice, advice, and advocacy organisations - so that we work together toward the shared goal of preventing homelessness for vulnerable single adults.

We will continue to commission specialist support services for people affected by homelessness with our statutory partners in the NHS, criminal justice agencies, and neighbouring local authorities, to improve the holistic outcomes of people experiencing homelessness.

Structural inequality means that Black, minority ethnic, and LGBTQI+ people are much more likely to become homeless. We will ensure that our policies, services, and the approach of our workforce responds to the specific assets, needs and barriers experienced by these residents. This is a part of our ongoing commitment to developing our practice and listening to our communities.

We will continue to support access to the free, independent advice that all people need to avoid homelessness. We will do this by commissioning a borough-wide information, advice and guidance service as well as providing funding for small specialist organisations working with specific communities who are at higher risk of homelessness.

4.2 Accommodation and support for people presenting as homeless or at risk of homelessness

Our second objective is to ensure that we have a range of good accommodation options for people who are at risk of becoming, or have become homeless. This is accommodation both to use as temporary accommodation and as settled accommodation for households leaving temporary accommodation, or who are presenting as homeless. We are also committed to supporting our households living in temporary accommodation, helping them to move to settled accommodation, and providing broader support.

Most of the housing we use for our homeless households, or those at risk of homelessness, is sourced from the private sector.

We will ensure that all accommodation we provide for homeless households is decent quality and stable. Most will be in Haringey; where it is not, we will look to place people in one of our neighbouring boroughs. All accommodation will be affordable for the household – but it will also need to be affordable for the Council.

Our first preference is to use homes sourced through our membership of Capital Letters or through the Haringey Community Benefit Society. Capital Letters is a pan-London initiative made up of a number of local authorities whose aim is to provide a supply of suitable accommodation for homeless households. Haringey is expecting to house 300 households in these homes in 2022/23. The Haringey Community Benefit Society is a not-for-profit organisation whose aim is to provide homes for people in housing need in Haringey, nominated by the Council. The Haringey Community Benefit Society currently has just under 300 homes to let to these households, on long-term tenancies which will generally last 7 years. Both organisations provide good quality homes with rents set at or below local housing allowance levels.

We will also support homeless households find a new home of their choosing through our 'Find Your Own' scheme.

Where we are unable to find a settled home, the Council will place households in temporary accommodation. Some of this will be in homes owned by the Council but the majority will be sourced from the private sector. Our preferred source of private sector temporary accommodation is from homes leased from the private landlords. This gives homeless households the security of knowing they will be settled in the same home for a period of time and gives us the assurance that temporary accommodation provides best value and quality. Our strategic approach to the private rented sector, underpinned by landlord licensing, will give us opportunities to engage with landlords to increase the supply of this kind of housing option.

We will continue to use nightly paid accommodation where we have to, as this offers us the flexibility we need to respond to emergencies. We will ensure that nightly-paid and emergency accommodation is of a decent standard through our partnership work with other councils in initiatives such as 'Setting the Standard'. Although many of these homes have been used for temporary accommodation for many years, given the short-term contract the Council is seeking to minimise the use of these where possible. We do not house families in bed and breakfast accommodation. We will use our lodges, which have shared facilities, for households who are awaiting decisions on their homelessness status.

We have around 2700 households who are living in temporary accommodation, both in Haringey and out of the borough. We work with residents in temporary accommodation to support them to move to settled accommodation, as well as providing them with broader support. This means that every household has its own plan to help them to understand their longer-term housing options. We will continue to do this and to provide broader support to our households in temporary accommodation, by supporting them to overcome obstacles preventing a move to settled accommodation, for example by providing employment support.

4.3. Supporting people who are, or who are at risk of, rough sleeping

Our third objective is to offer support to people who are, or who are at risk of becoming, street homeless. Our vision is for a borough in which nobody needs to sleep rough, because they have been provided with the right support, at the right time, to prevent this from happening. Our target – and the only acceptable target – is that nobody is street homeless.

Over the last four years, this is something that we have moved ever closer to achieving. Our partnership of housing, health, social care and support services has reduced the number of people on our streets by more than 75 per cent. And in 2020/21 we were extremely close to

achieving our aim; the unique circumstances created by Covid-19 led to a situation where we had access to the funding needed to offer everyone a route off the streets, to mobilise a broader range of partners, and support from all levels of government to offer this help to everyone who needed it, regardless of immigration status, priority need or any other criterion. When government funding was withdrawn in July 2021, we committed our own resources to sustain the accommodation and support we had provided to ensure that everyone who was offered emergency accommodation during the pandemic could be supported to find somewhere long-term to move on to. This demonstrates that with the right resources and political will, nobody needs to be street homeless.

Our challenge now is sustaining this.

We will do this by:

- Providing homelessness prevention support at critical moments, such as when someone is leaving prison, accessing drug or alcohol treatment, or at hospital discharge.
- Setting aside some council housing to be used as 'Housing First': providing suitable accommodation alongside specialist support to help people to maintain settled tenancies.
- Taking a direct approach to building and providing supported accommodation to enable people who have experienced rough sleeping to regain their confidence and tenancy skills after a time on the street.
- Ensuring that housing for people who have experienced rough sleeping is accompanied by specialised support, to ensure that people are able to transition to settled accommodation.
- Ensuring that we work in partnership with private, community and faith-based providers of night shelter and hotel accommodation to ensure people can access good quality support and housing if they find themselves street homeless
- Reinstating the Council's directly delivered night shelter provision by utilising vacant properties, or by acquiring or building new accommodation to meet this ongoing need.
- Providing support that helps people tackle the range of issues and experiences that lead to homelessness, which look different for everyone. We will do this via the commissioning and delivery of accommodation and other support service, including our pioneering resource centre at Mulberry Junction, where people can access help and advice from a range of specialist organisations and council teams around their health, housing, money and immigration status.
- Delivering training and other resources, to Council teams and other organisations working in the borough, to ensure professionals have access to the latest best practice in supporting vulnerable homeless adults and are confident about what to do if they think that someone is sleeping rough.

4.4 Ensuring that we are making the best and fairest use of our housing stock

There are a number of triggers for all sorts of homelessness. At its root is the shortage of suitable housing: housing which is affordable, stable and which meets its residents' specific needs. That is why Haringey has an ambitious Council Housing Delivery Programme and an offer of social housing is the only realistic long-term, secure, solution for many of our households in temporary accommodation.

We are committed to ensuring that social housing in the borough goes to those who need it the most; and that it is allocated quickly and effectively. We do this through our housing allocations policy. We will bring forward a new housing allocations policy to ensure that it continues to meet these overall objectives.

Our new allocations policy will build on our current policy, and we are proposing to maintain a banding system. In order to ensure that we continue to make the best and fairest use of our housing stock, and with a 20 per cent increase in Council housing projected by 2031, we will also ensure that the new allocations policy:

- Has a clear interface with the Council Housing Delivery Programme, so that the programme takes a needs-based approach
- Continues to help and incentivise existing tenants who want to move to a smaller home – and in doing so allows their larger homes to be allocated to the larger households who need them
- Ensure that those who in severe housing need are able to access suitable housing quickly and efficiently.

Glossary

Affordable Housing is a broad category covering all homes for rent or sale below market rates. This includes homes let at Social Rent, London Affordable Rent, and Intermediate Rent. It also includes homes for sale on a Shared Ownership basis or as Discounted Market Sale.

The **Haringey Community Benefit Society** is a not-for-profit organisation which has charitable objectives and is registered with the Financial Conduct Authority. The Haringey Community Benefit Society is a separate organisation from the Council, with an independent board and was set up to provide affordable homes to people nominated by the Council because they are homeless or in housing need, with rent set at, or below, the local housing allowance level..

First Homes are new homes sold with a discount of at least 30 percent. They will be prioritised for first-time buyers, serving members and veterans of the Armed Forces, and key workers such as nurses, police, and teachers. The government has said that at least 25 per cent of all homes delivered through section 106 agreements must be sold as First Homes.

Houses in Multiple Occupation, or HMOs, are buildings or flats in which two or more households share a basic amenity such as bathroom, toilet or cooking facilities. The Housing Act 2004 also classifies other categories of buildings as HMOs: buildings that have been converted into flats that are not all self-contained; and converted block of flats where the conversion does not meet building standards and fewer than two-thirds of the flats are owner-occupied. Landlords must get a licence from the Council for any HMO that is occupied by three or more separate households. Converting any building to a HMO for seven or more occupants requires planning permission, and in the east of Haringey planning permission is required for HMO conversions for three or more occupants.

Intermediate Rent is set above Social Rent but below the rents charged by private landlords. New intermediate rent homes funded by the GLA must since 2016 be let at London Living Rent which is set at a third of local household median incomes and adjusted for the number of bedrooms in each home. Tenants are expected to use the savings made against market rents towards a deposit for a Shared Ownership home. Like Shared Ownership homes, London Living Rent homes are not let through a local authority's housing register. The Council does not currently deliver any homes of this kind.

The Local Plan. All Local Planning Authorities must produce a Local Plan. The Local Plan is a document that sets out the vision and objectives for future development of the borough. It provides a positive strategy and policies to enable significant growth such as new homes, employment, leisure and cultural facilities and infrastructure, while protecting and enhancing heritage and natural environment. The Local Plan is used to decide planning applications for new buildings and changes of use in the borough. In London, the Local Plan must be in 'general conformity' with the London Plan, ensuring that the planning system for London operates in a joined-up way and reflects the overall strategy for how London can develop sustainably.

London Affordable Rent was introduced by the Mayor of London in 2016 for new affordable homes in London and is set at the Social Rent Cap increased every year by one percentage point more than inflation. It aimed to replace the delivery of Affordable Rent homes in London. The 2021 GLA funding round no longer refers to London Affordable Rent, so the tenure will slowly be phased out for new homes.

Registered Provider. Any organisation that provides social housing must be registered by the Regulator of Social Housing. This includes councils, housing associations, and housing co-operatives: if they provide social housing and are registered with the Regulator, they are a registered provider. In this context, **social housing** means any low-cost rental accommodation and low-cost home ownership accommodation as defined by the Housing and Regeneration Act 2008. The Regulator of Social Housing sets consumer and economic standards for social housing providers and can take action if these are breached.

Section 106 of the Town and Country Planning Act 1990 gives Local Planning Authorities powers to make developers provide affordable housing as part of their developments. They are reached through a process of negotiation that takes into account the financial viability of each scheme. They are commonly known as s106 agreements or planning obligations.

Social Rent can be charged by councils or housing associations. Since 2002, Social Rents have been calculated using a statutory formula that works out individual rents in relation to the relative value of the home, relative local earnings, and the number of bedrooms. There is a nationally set cap above which Social Rents can never go. The Council is committed to delivering its new Council homes at Social Rent. Social Rent is sometimes also known as Formula Rent, Target Rent, or Council Rent.

Statutory homelessness – Councils have a duty under the law to ensure that advice and assistance is available free of charge to households who are homeless or threatened with homelessness. Within this, councils have a statutory – or legal - duty to provide accommodation to some homeless people. Homelessness where a council has this duty to provide accommodation is described as ‘statutory homelessness’. The statutory duty only exists when a council is satisfied that a homeless person is eligible for assistance, unintentionally homeless and falls within a specified priority need group. Eligibility for assistance depends largely upon immigration status. Priority need applies when an applicant has dependent children or is in some way vulnerable.

Supported Housing is specially designed and designated housing where support is provided by trained staff to residents who have a range of different housing support needs. Unlike residential or nursing care, residents of supported housing will not require on-site personal or nursing care and will not always be in receipt of an adult social care package. Supported housing includes, for example, sheltered housing, which is specifically for older people with additional needs; hostels, which are for people experiencing homelessness; refuges, which are for people fleeing abuse and violence; supported living, which is for learning disabled adults and those with complex mental health needs; and foyers for homeless young people and care leavers.

Temporary Accommodation is a category of housing provided by a council either while it investigates a homelessness application, or when it has confirmed that it has a duty to provide settled housing under Part 7 of the Housing Act 1996. That legal duty applies then somebody is homeless but has not made themselves homeless deliberately and is also in priority need because they have dependent children or are in some way vulnerable. Temporary accommodation can be far from ‘temporary’: many people live in it for many years until suitable settled accommodation becomes available. Temporary accommodation provided on an emergency basis while a homeless application is investigated is also called ‘interim’ or ‘emergency’ accommodation, and it might include hostel or hotel accommodation. Once the Council accepts a duty to provide housing temporary accommodation is usually self-contained.