

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

Title: Temporary Accommodation (TA) Standards and Compliance

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

Lead Officer: Denise Gandy – Assistant Director of Housing Demand

Ward(s) affected: All

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

1. Describe the issue under consideration

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

2. Cabinet Member Introduction

- 2.1 N/A

3. Recommendations

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

4. Reasons for Decision

- 4.1 N/A

5 Background

5.1 Temporary accommodation portfolio

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

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

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

5.2 Nightly Purchased Annexes (NPAs)

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

Reporting a Repair

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

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

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

Setting the Standard

5.2.9 Setting the Standard (STS) is a Pan London programme to ensure that Bed and Breakfasts and studio flats used by Local Authorities for nightly paid accommodation meet a decent level of quality and management standards.

5.2.10 The overall aims of Setting the Standard (STS) initiative are to:

- Ensure the suitability of properties for vulnerable people placed in higher-risk TA.
- Enable boroughs to place households in nightly paid TA with confidence, particularly when placing them across borough boundaries within London.
- Ensure efficiencies in inspections and enforcement action by avoiding multiple inspections by representatives from different boroughs; and
- Deliver a common minimum inspection standard.

5.3 Private sector leased accommodation

5.3.1 These are self contained temporary accommodation properties leased from private landlords for two, three years or five years. The Council or Homes for Haringey are responsible for the internal repairs during the lease while the landlord or managing agent would be responsible for the external and structural repairs. All properties are subject to meeting our minimum property standards (see Appendix 2).

5.3.2 Landlords can choose between arranging their own gas servicing contract, which includes the annual Landlord Gas Safety Record (LGSR), or enter into an arrangement for the Council to manage this provision by the Housing Service Building Safety Department.

5.3.3 Throughout the term of the lease, Gas Safety is monitored for annual compliance and certification is renewed through either the Council's or the landlord's contractors. If the Council's Gas contractor service is used for repairs

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

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

Reporting a Repair

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

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

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

6 APPENDICES

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

Appendix 2 – Private Sector Leased Minimum Property standards

Appendix 3 – Lettable Standards

7 LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
N/A