

## Housing Repairs

Proposer: Councillor Dawn Barnes

Seconder: Councillor Scott Emery

Amended by Cllr Dana Carlin

Seconded by Cllr Cressida Johnson

### **.Council Notes:**

- All our tenants should expect to live in a warm, safe and well-maintained home. We owe it to everyone to provide the highest quality service we can to ensure we can achieve this. Homes for Haringey was brought in house on 1 June 2022, in order to bring the service more directly under political control and to improve services.
- The Council subsequently commissioned two independent reviews which revealed that there were a number of areas where the housing service being provided to our tenants and leaseholders fell well below our expected standard. This was why we took the decision to refer ourselves to the Regulator for Social Housing, to bring independent oversight and transparency to the process of improving our services.
- In addition, tThe Housing Ombudsman has launched an investigation into Haringey's ~~over persistent~~ poor performance over damp and mould complaints, to assess whether this is indicative of wider failings in the organisation.
- A cross-party Housing Services Improvement Board, chaired by the Chief Executive, has been set up and a Housing Services Improvement Plan will be brought to Cabinet for approval in April.

~~—To meet the decent homes standard, homes must meet the following criteria:~~

- ~~○ meet the current statutory minimum standard for housing~~
- ~~○ be in a reasonable state of repair~~
- ~~○ have reasonably modern facilities and services~~

~~provide a reasonable degree of thermal comfort~~

- ~~—The 2021/22 English Housing Survey found that 10% of social homes do not meet the decent homes standard;~~
- ~~—The report to the Housing Scrutiny Committee in December 2022 which stated that 31% of council homes in Haringey do not meet the decent homes standard;~~
- ~~—Haringey's housing stock has never met the government's decent homes standard, with the best performance coming in 2019/20 when 17% of homes did not meet the standard;~~
- ~~—The Regulator of Social Housing concluded in March 2023 Haringey breached the Home Standard, failed to meet statutory health and safety requirements in many homes, and caused "serious detriment" to tenants;~~
- ~~—In the 2021 Haringey Residents' Survey just 67% of social renters said they were happy with the home they live in;~~

- ~~— In 2020/21 the council failed to meet its target for emergency repairs completed within timescale, and performance has worsened in 2021/22 (up to March);~~
- ~~— In 2020/21 the council failed to meet its target for resident satisfaction with their last repair, and performance has worsened in 2021/22 (up to March);~~
- ~~— In 2021/22 (up to March) almost 10% of urgent repairs were not completed within the government timescale;~~

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### Council believes that:

- The Regulator for Social Housing's judgement in March ~~was an indictment of Haringey's housing services; was an expected response to our decision to refer ourselves to the Regulator and brings useful oversight and guidance to our determination to improve Housing Services and the homes in which our tenants and leaseholders live.~~
- The Council's acknowledgement in December 2022 that a significant level of improvement is still needed in the housing repairs service was a necessary first step to improving the service;
- The ~~administration's~~ Council's welcome focus on building new council homes must not come at the cost of maintaining the current stock;
- The ~~administration~~ Council must make sufficient provision for the maintenance of new and existing council homes, to ensure longevity of these properties and satisfied tenants;
- The Council's current performance when it comes to repairs is not good enough, and greater investment in both repairs and staffing levels is needed;
- Properly maintained council stock and improving the repairs service must be a top priority for the Council;
- ~~— Bringing the housing service in-house has brought more political control to the service, but will not improve services for residents in and of itself. A cross-party Housing Services Improvement Board, chaired by the Chief Executive, has been set up. This will monitor an Improvement Plan which will come to Cabinet for approval in April 2023. — and public performance indicators have not improved since the service was taken in-house;~~
- ~~— The Housing Online service is a useful way for residents to be able to check on progress of repairs;~~

### Council resolves to:

- ~~Work with tenants and leaseholders to co-produce a Repairs' Charter, which will include repair priorities, standards and expectations;~~
- ~~Ensure that repairs and major works are a key priority in the Improvement Plan~~
- ~~— Formally apologise to all tenants who were put at risk by the council's failure to maintain homes to proper health and safety standards;~~
- ~~— Write to all council tenant households confirming any outstanding repairs the council is aware of in their property and confirmation of when they will be addressed, and inviting tenants to report any needed repairs should the council not have a record of particular outstanding issues at the property;~~
- ~~— Introduce a Service Level Agreement which includes an automatic compensation scheme to tenants and leaseholders for late and poor repairs on both council and council leasehold properties;~~

- ~~— Request the relevant cabinet member and / or officer to formally express the council's interest in participating in an LGA Peer Challenge focused on Social Housing Management by writing to the LGA Principal Adviser for London;~~
- Fully replicate the reporting procedures of Homes for Haringey, with public reports being sent to the Housing Scrutiny Committee or the Corporate Committee as appropriate, in addition to the work of the recently convened Housing Services Improvement Board.