

Housing Repairs

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, the Housing Ombudsman has launched an investigation into Haringey's 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.
-

Council believes that:

- The Regulator for Social Housing's judgement in March 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 Council's welcome focus on building new council homes must not come at the cost of maintaining the current stock;
- The 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.

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
- 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.