

# HOUSING ANNUAL REPORT

**2022 - 23**



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# FOREWORD

A safe, sustainable, stable and affordable home is essential for a good quality of life; the foundation for good health, wellbeing and financial stability.

Good quality homes also underpin Haringey's ability as a place to respond to the climate emergency, to the cost-of-living crisis, to tackling inequality and to build strong communities.

That's why the standard of the homes and housing services we provide to our 20,000 council tenants and leaseholders is so important to the council.

We brought our housing services back under the direct control of the council in 2022, knowing that we were falling short of the standards our residents deserved.

Following two independent reviews of our service we agreed a detailed Improvement Plan in April 2023, backed by £5million extra funding to ensure all our homes comply with safety and decent homes standards, and to improve the responsiveness of our services.

We are continuing to work closely and positively with the Housing Regulator and the Housing Ombudsman who are monitoring each stage of our journey.

We have significant challenges but, as this Annual Review shows, we are making progress. And I am especially proud that we have been able to involve residents in all the key decisions we've made along the way – in line with the Haringey Deal.

One of our key achievements is the development of a new engagement framework. This will ensure we continue to strengthen your voices and build your feedback into every aspect of our service, helping us meet the challenges of present – and provide the best possible homes for the future – together.

## Sarah Williams

**Cllr Sarah Williams**  
**Cabinet Member for Housing Services,**  
**Private Renters and Planning**

# WELCOME TO OUR ANNUAL RESIDENTS REPORT FOR 2022/23



It has been year of great change and great challenge for the service as it has adjusted to being part of the council and has striven

to provide you with better homes and better services.

We are gradually seeing improvements. For example, we have made strides in making our homes safer over the past year; we are getting to grips with our repairs backlog and damp and mould issues across our homes.

We have also reorganised as a service since we came back under the management of the council: agreeing our improvement plan; putting the governance in place to ensure we are monitoring and delivering against our targets; building the capacity of our team and setting in place new training and processes to support our frontline teams and team culture.

The priorities we have set ourselves in response to the findings from the Housing Ombudsman include:

- dramatically improving our management of repairs, damp and mould – and we have invested £2.8million to expand our team so we can respond to you more quickly

- improving our data management so we can be more efficient
- updating our approach to safeguarding, vulnerable residents, and tackling unreasonable behaviour
- updating our complaints handling process and compensation policy for tenants as well as improving leaseholder complaints handling
- improving customer services, supporting systems and the use of new technology
- improving our resident engagement so that we can build long lasting solutions together

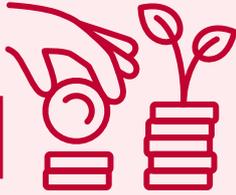
This report updates on these priorities and next steps. It also captures the work we have been doing to support our communities on the ground – particularly with the cost of living crisis.

Please read on to find out more about the changes we've been making and what we plan to do next – and please stay involved and shape our plans in the coming year.

*Jahedur Rahman*

**Jahedur Rahman**  
**Operational Director, Housing Service and Building Safety**

# HARINGEY HOUSING IN 2022/23 BY NUMBERS

**£5M** 

additional investment in housing services agreed in April 2023

 **£2M**

equivalent social value delivered through resident involvement



**14,338**

Carbon monoxide alarms installed

**768** tenants supported with their Housing benefit claims, generating

**£1,630,996** 

of payments

**3,739** 

hours of volunteering organised



**4,469**

Electrical Safety Inspections completed

**14**

new repairs operatives recruited



**55,000** 

repairs completed

**250** 

survey responses received to Housing Improvement Plan

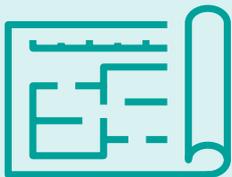
**100%**

fire risk assessments achieved



**476**

homes made decent



Major works carried out on

**1436** homes



# PROVIDING GOOD QUALITY, DECENT HOMES



## INTRODUCTION

Every resident deserves a home that meets the highest possible standards: safe, warm and comfortable with well-maintained communal areas and facilities.

The external assessments we received in this area made difficult reading with only 70% of our homes meeting the benchmark 'Decent Home' standard. While our management of gas safety, lift safety, asbestos management and water safety was deemed 'fair' or 'good', we were issued a notice by the Housing Regulator to improve our management of fire and electrical safety.

## OUR JOURNEY OF IMPROVEMENT

Our Housing Improvement Plan, which was agreed in April 2023, sets out to rectify these issues and we are meeting regularly with the Housing Regulator and Housing Ombudsman (the organisations set up by the

Government to regulate and monitor landlords' performance) to review progress.

Keeping residents safe is our top priority and since March we have:

- completed all **802 fire risk assessments**
- installed **14,338 carbon monoxide alarms**  
All our properties have been compliant since April 2023
- completed **4,469 electrical safety inspections**
- completed over **16,000 smoke/heat detector installations/replacements**
- closed **4,407 fire risk actions** of the 8,378 reported to the regulator

Good progress is also being made on electrical safety. Now **77% of domestic properties have electrical installation condition reports** and we are on track to complete them all by December 2023.

## OVERVIEW OF MAJOR WORKS

During 2022/23, planned investment works were carried out to 1,436 homes. We brought 476 homes up to the 'decent homes' standard, moving us towards our target of 100% of homes being made decent by 2028.



**864** homes benefitted from internal works such as **new kitchens, bathrooms, electrics, smoke alarms and heating.**

We completed **44 kitchen** and **80 bathroom refurbishments** on the Broadwater Farm estate and more will follow in coming months. Watch the video to see what they look like!



**432** homes benefitted from external works such as **new roofs, windows, front doors, and external and communal decorations.**

**140** homes benefitted from a **mix of both internal and external works.**



Landscaping and playground works completed at Imperial Wharf

## REDUCING OUR BACKLOG OF REPAIRS

We carry out **55,000 repairs** a year in response to residents' requests. We have taken on extra staff to increase our capacity and reduce the backlog of repairs that built up as a result of covid. We have also reviewed our logistics and will be speeding up our response to certain types of repair.

## DAMP AND MOULD

The tragic death of Awaab Ishak in Rochdale in late 2022 rightly resulted in a renewed focus on damp and mould and the need to resolve outstanding issues.

In response to requests from the Regulator in late 2022 and in March 23, we carried an extensive review of our data to identify high priority (category 1) cases and have resolved to tackle them within three months. We have also put the following measures in place:

- a new damp and mould handling policy
- a dedicated hotline 020 8489 5611 and email address [dampandmould@haringey.gov.uk](mailto:dampandmould@haringey.gov.uk) and additional face to face surgeries to encourage reporting
- a new decant policy to support affected households
- improved training for frontline staff to enable them to spot problems when they go into residents' homes
- promotion of information and reporting options in our resident magazine, website and social channels
- improved joined up working with other council departments

## NEXT STEPS

- recruit more operatives and suppliers to build capacity
- ongoing learning from complaints
- simplify our complaints process to make it as simple and accessible as possible
- bringing the additional 600 properties where we're on site back to standard

## PERFORMANCE FIGURES

**98%** of emergency and out of office repairs completed to deadline

**90%** of repairs fixed right first time

**83%** satisfaction with last repair

# SUPPORTING NEIGHBOURHOODS AND COMMUNITIES

As a landlord we're committed to building strong communities and ensuring that our neighbourhoods and communities are safe, clean and well maintained. This involves tackling anti-social behaviour, promoting wellbeing and ensuring shared spaces are well-maintained and environmentally friendly.



## LOVE LANE ESTATE

This is the biggest regeneration programme in Haringey's history. It took a major step forward in March 2023 with work getting underway to deliver 500 council homes and a new beginning for the community in Tottenham.

Work began on the first 61 council homes, designed with and for existing residents on the Love Lane Estate, in an area west of the railway

line provisionally called Whitehall Mews.

It followed confirmation that the initial payment of £90m plus funding package secured from the GLA has been handed over to the council.

The redevelopment will deliver on residents' priorities for better facilities including a new park, public square, refurbished community hub and world-class library and learning centre, and bring £10m of funding for social and economic programmes for the community.

In September 2021, tenants and leaseholders at the Tottenham estate backed council plans for the estate, following the first-ever ballot of its kind in the borough. An extensive engagement exercise delivered a resident-led, placemaking set of proposals on which residents were asked to vote. The council's planning sub-committee granted planning permission for the redevelopment in July last year.

More than 3,500 jobs and 1,500 training opportunities will be created, and a council team assembled to ensure local people have the skills for the new jobs.

## BROADWATER FARM



On Broadwater Farm, engagement work has continued about our masterplan for the estate, which will see £230million invested in next 5-7 years; demolition of 250 homes that will be replaced by 294 and over 800 existing homes made more energy efficient features.

Our regular surgeries on a range of issues including repairs, income, jobs and skills and ASB has proven very popular with residents and enabled us to provide a more joined up response to their needs.

Our new community garden at Debden Terrace has been a great success, bringing neighbours together to grow organic food .



## NORTHUMBERLAND PARK COMMUNITY PLACEMAKING PLAN

Our team at the Neighbourhood Resource Centre have established regular surgeries and drop-in sessions for residents and provided



a single point of contact for repairs and for tenancy services in the area. Two new resident associations have been setup and a consultation carried out on building safety. Community safety walks have also been arranged to encourage well-being and tackle social isolation.

### PERFORMANCE FIGURES

**97%** of estates had excellent or pass-rated internal areas

**91%** 91 % of estates had excellent or pass-rated external areas

**89%** 89% of estates had excellent or pass-rated green spaces

# INVOLVING AND EMPOWERING RESIDENTS

We are very keen to involve residents in shaping our services and how we spend our money, in line with the Haringey Deal. We are very grateful to the residents who have contributed to our change programme and shaped our priorities over recent months. We are also delighted that just over 50 people have stepped forward to provide us with ongoing feedback as part of our new engagement structure.

## THE ROLE OF THE RESIDENT SCRUTINY PANEL

A Resident Scrutiny Panel of 11 people advised on the needs of tenants, leaseholders, supported housing tenants and tenants' associations throughout the review of the housing service. They fed back on improvements to service delivery, opportunities to join up with other council services and to strengthen the residents' voice.

The Resident Scrutiny Panel was adopted by the Council's Cabinet as part of housing's engagement structure in July 2022 and continues to provide customer insight through service reviews, service specific surveys, mystery shopping and consultations.

It has since been renamed and is now known as Resident Advisory Panel (RAP). Between April 2022 and March 2023, the RAP provided a review on responsive and major works and mystery shopping for Estate Services and the Supported Housing Service using a mix of surveys, focus groups interviews, depth interviews and site visits.

*Haringey Council supports and encourages change for its residents and the wider community. It's satisfying to be part of that change to make positive steps in order to make tangible differences ... All in all, resident volunteering gives a real sense of accomplishment and achievement.*

## THE ROLE OF THE CUSTOMER CORE GROUP

Over 2022/23, our Customer Core Group, has worked with senior colleagues on a range performance monitoring, policy development and service improvements. Areas they have covered include engagement, customer experienced, lettings standards, engagement around building safety, repairs, training and damp and mould.



*Empowering and gaining knowledge are words that come to mind, when thinking about my years [I'm in my 30th year] as an involved resident. Having the opportunity to make a difference, not just by talking - but by actions.*



The Group also supported a number of estate-wide communications initiatives and the rollout of High-speed Broadband.

## TRAINING

During the period April 22 – March 23 we delivered nine training sessions for residents and attracted 97 participants.

## THE BENEFITS OF RESIDENT INVOLVEMENT

Resident involvement over the last year generated over £2million in social value. Over the year our residents contributed 3739 hours through meetings, focus groups and community activities.

"I have done over fifteen training sessions with the resident engagement team. I have found the training sessions very educational ... Also, it has built a lot of confidence in me - you meet other people and add to your learning." A resident

Resident Associations were also supported to access over £12,000 to support their activities by our team.

## NEXT STEPS

In autumn 2023 we will be teaming up with community partners the Phoenix Project to deliver a bespoke, Chartered Institute of Housing-accredited training scheme for residents. It will introduce them to housing management and equip them to get more involved in shaping our services.



## HARINGEY COMMUNITY FOODBOX

An example of social value in action is the Haringey Community Foodbox, which is run by our engagement team with support from volunteers. In the year ending March 2023, the service received £7,270 worth of donations, dealt with 496 referrals, distributed over £15,000-worth of food parcels and was supported by 106 hours of volunteering.

## PERFORMANCE FIGURES

**93%** of stage 1 complaints responded to in 10 working days

**86%** of Freedom of Information requests responded to within 20 days

**260** residents given employment and training advice

# PROVIDING GOOD TENANCY SERVICES

Our tenancy team ensure tenants and leaseholders receive efficient, responsive and effective support services. They manage all aspects of the letting and rent collection process, monitor performance and complaints handling.

## SUPPORTING RESIDENTS THROUGH THE COST OF LIVING

Our Financial Inclusion Team saw a spike in requests for help when the cost of living spiralled upwards in 2022. Examples of the ways they supported residents during this difficult time include:

- generating **£397,381 Housing Benefit** and **Universal Credit Housing** back payments in response to **1,763 referrals**
- completing **504 rent verifications** to enable Universal credit claimants to have their housing costs calculated and paid
- setting up **450 alternative payment** and **arrears** arrangements – equating to approximately **£409,000** - that enabled tenants to stay in their homes and avoid possession proceedings
- supporting **768 tenants** with their Housing benefit claims, generating payments of **£1,630,996** in form of reinstated payments, backdates and discretionary housing payments.
- holding money management workshops, surgeries and coffee mornings where we were able to provide **114 tenants with financial advice** and support.

In May 2022 we **challenged a claim** that had been previously incorrectly classed and closed, resulting in a back payment of nearly £20,000 to a resident's rent account. This cleared her of all arrears and put her account in credit.

In July 2022 we were able to secure a **backdated payment** of just over £9,500 for a vulnerable resident by working with the DWP to recalculate their Universal Credit housing costs.

In February 2023 we helped a tenant secure £810 grant to help with furniture after she had been rehoused. We also helped her to get her housing benefit reinstated at her new address and **cleared her arrears** on her old address.



Our finance team are here to help residents

# COMPLAINTS PERFORMANCE

## MANAGEMENT OF STAGE 1 COMPLAINTS IN 22/23

	Received	Answered	On time	% On time
Property services	1139	1064	1010	95%
Housing management	413	379	303	80%

## STAGE 2 ESCALATIONS: 2022/23

Stage two complaint decisions made in the period (NB includes a small number of cases carried over from 2021/22)

	No of cases	% of total
Property services	179	64%
Housing management	60	22%
Upheld	102	41%
Part upheld	40	16%
Not upheld	82	33%
Review only	21	8%
Unable to reach a decision	6	2%
<b>Total</b>	<b>251</b>	<b>100%</b>

### KEY STATISTICS

**93%** of day to day leaseholder charges collected

**14%** tenant rent and service charges currently in arrears

## NEXT STEPS

We will continue to support residents with the cost of living and will be targeting advice to under occupiers who are affected by the Bedroom Tax.

Our Housing Improvement Plan sets our proposals for our Housing Service Resident Standard across all our areas of work. This includes our tenancy offer to residents and leaseholders and covers everything from the initial support we offer to new tenants to a commitment to carry out estate walkabouts and hold surgeries to improving our handling of anti-social behaviour and complaints.

See our Housing Improvement Plan for more detail by following the link at: [www.haringey.gov.uk/housing/housing-strategies-policies-and-plans](http://www.haringey.gov.uk/housing/housing-strategies-policies-and-plans)

# TENANT SATISFACTION

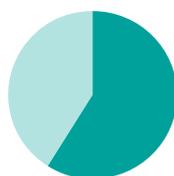
We carried out a survey in November and December 2022 which included all the new tenancy management indicators to be introduced by the Ombudsman next year so we could understand our current position and use the results as a benchmark for improvement.

All tenants and leaseholders were offered the opportunity to complete the survey and a range of methods to gain feedback was used.

## TENANTS

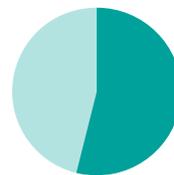


### Highest levels of satisfaction for tenants include:



**59%**

Satisfaction that rent provides value for money



**52%**

Satisfaction with the overall quality of the home



**54%**

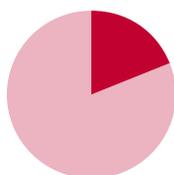
Satisfaction that communal areas are clean and well maintained



**51%**

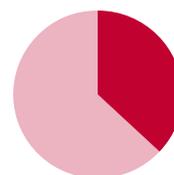
Satisfaction with the overall repairs service

### Lowest levels of satisfaction for tenants include:



**19%**

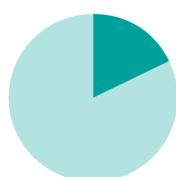
Satisfaction with the approach to handling complaints



**37%**

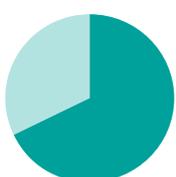
Satisfaction that the housing service listens to tenants views and acts upon them

## LEASEHOLDERS



**18%**

of leaseholders are satisfied with the service provided by Haringey Council Housing Service



**68%**

are dissatisfied with the service provided by Haringey Council Housing Service

## NEXT STEPS

- Workshops with residents to understand more feedback and develop key actions around the results to drive improvement by April 2024
- Development of action plan to drive up satisfaction.
- Feedback to Portfolio Member and Customer Core Group
- Development of Performance Framework for monthly monitoring and management of the performance indicators from April 2023.

# HOW WE SPENT YOUR MONEY

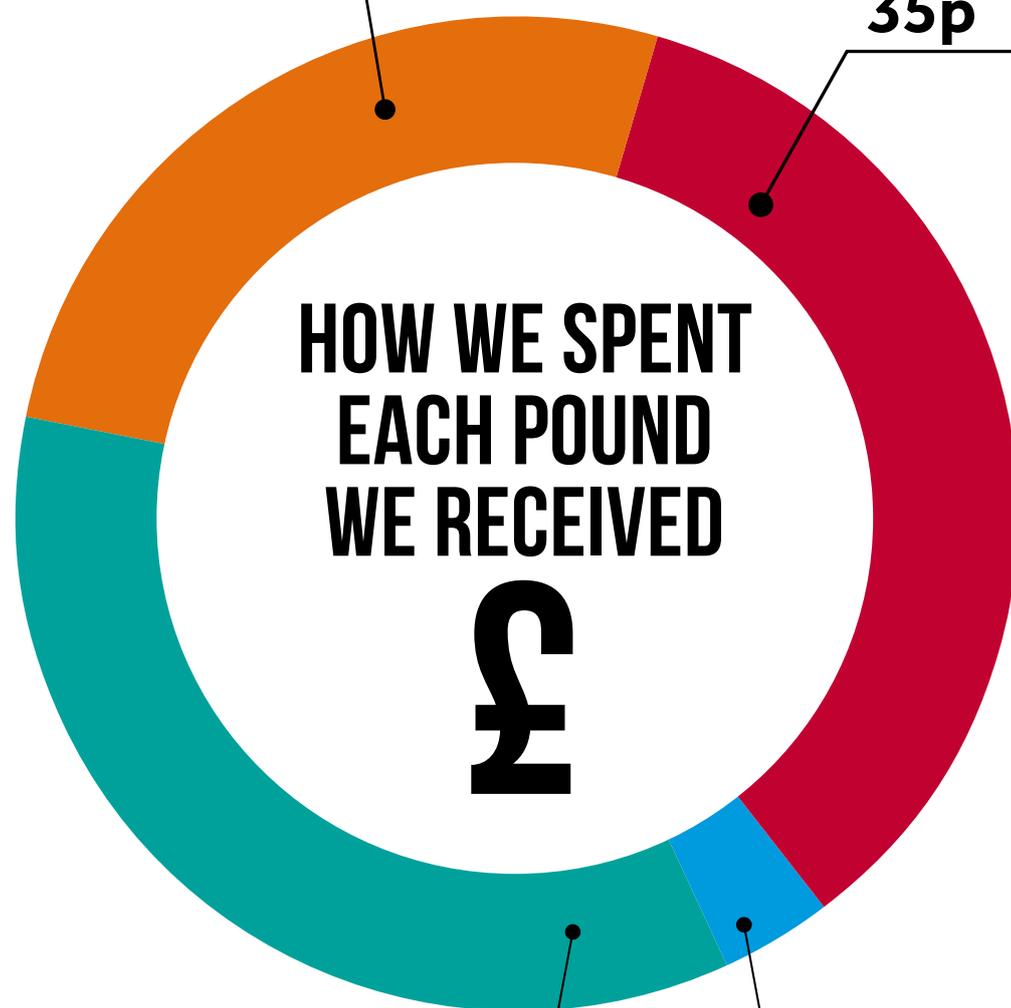
We spend all of your rent and service charge on housing services. The chart below gives a breakdown of how we spent each pound we received.

Repairs and maintenance

**26p**

Supervision and management  
(including special services)

**35p**



HOW WE SPENT  
EACH POUND  
WE RECEIVED



Investment in properties

**36p**

Rent, rates, taxes and  
other charges

**3p**

## STRUGGLING TO PAY YOUR RENT?

It is really important that you pay your rent.

Please don't suffer in silence if you are starting to struggle. Get in touch with us so that we can help you.

You may be eligible for benefits or a reduction in your council tax. Our Universal Credit and Welfare Benefit Advisors have already supported hundreds of tenants and leaseholders to claim vital benefits to enable them to manage their bills and pay their rent.

Please contact our Financial Inclusion team at



[financial.inclusion@haringey.gov.uk](mailto:financial.inclusion@haringey.gov.uk)

## FOR MORE INFORMATION

See: [www.haringey.gov.uk/housing](http://www.haringey.gov.uk/housing)

For tenancy queries and to report a repair, contact our team on:



[020 8489 5611](tel:02084895611)

Our office hours are Monday to Friday, 8am to 6pm, but you can use this number 24 hours a day, 7 days a week for an emergency repair.

Our lines accept calls using Typetalk. You can find out more about this service by contacting Action on Hearing Loss on freephone



[0800 7311 888](tel:08007311888)

or Freetext



[18001 0800 500 888](tel:180010800500888)



[www.typetalk.org](http://www.typetalk.org)

If you are a leaseholder please use your Housing Online account to report repairs.

To report a damp and mould problem:



[dampandmould@haringey.gov.uk](mailto:dampandmould@haringey.gov.uk)



[020 8489 5611](tel:02084895611)

If you are emailing us please provide your full address including the postcode, as well as your full name and a contact phone number.

Read about how we are tackling damp and mould and our Housing Improvement Plan:



[www.haringey.gov.uk/damp-and-mould](http://www.haringey.gov.uk/damp-and-mould)

