

# **LB Haringey - Scrutiny Panel Overview of L&Q 5th November 2024**

**L&Q**



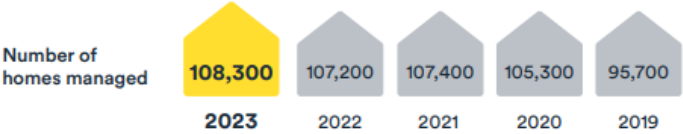
# What we'll cover

1. L&Q overview
2. Our homes:
  - Repairs performance
  - Decent homes
  - Health & safety compliance
  - Damp & mould
  - New developments
3. Our residents:
  - Communication & access to services
  - Lettings & allocations
  - Housing management & ASB
  - L&Q Foundation
4. Complaints & casework
5. Regulatory Standards
6. Tenant Satisfaction Measures
7. Training & culture








# L&Q Overview



The L&Q Group houses more than 250,000 people in more than 108,000 homes, primarily in London, the South East, and North West of England. During the year, our overall portfolio of homes that we manage increased by a further 1,133.



We provide homes and services across the UK for a wide range of tenures, available to residents of diverse incomes. Our largest resident group are those living in social rented housing. On average, our residents living in these homes pay less than 50% of market rents, making them genuinely affordable for people on lower incomes. We are committed to preserving social housing, and building more of it.

	2023	2022
 <b>Social rent - general needs and affordable rent</b> Primarily for low income tenants eligible through local authority nominations	64,801	65,155
 <b>Shared Ownership and shared equity</b> Homeowners who own a proportion of their property and pay rent on the remaining	13,510	12,714
 <b>Intermediate market rent and key worker accommodation</b> For tenants who pay less than 80% of the market rent	3,655	3,418
 <b>Supported housing, housing for older people and care homes</b> For older people or those with higher support need	7,861	7,955
 <b>Market rent and student accommodation</b> For tenants who pay the market rent for their homes	2,862	3,372
 <b>Leaseholders</b> Homeowners who are provided services	12,911	12,238
 <b>Other landlords and other social homes</b> Services provided to homes owned by other landlords and other social homes	2,650	2,222
 <b>Commercial</b> Combined live and work homes	76	119
<b>Total</b>	<b>108,326</b>	<b>107,193</b>

# Reactive Repairs Performance

	Haringey 2023/24	L&Q Overall 2023/24	Haringey 24/25 Q1-Q2	L&Q Overall 24/25 Q1- Q2
Orders Raised	7,837	258,125	3,975	125,083
Orders Completed	7,949	247,645	3,609	119,863

Average Days to Complete by Urgency	Haringey 23/24	L&Q Overall 23/24
Emergency	4	4
Urgent	22	17
Routine	38	36

% Repairs Completed in SLA by urgency	Haringey 23/24	L&Q Overall 23/24	Haringey 24/25	L&Q Overall 24/25
Emergency	91.6%	92.37%	92.4%	93.5%
Urgent	55.6%	69.46%	70.5%	72.7%
Routine	64%	68.98%	58.7%	68.4%

	Haringey	L&Q Overall
WIP 23.10.2024	957	24,672

# Mould and damp update - Harringay

L&Q's Damp & Mould team manage cases of Damp & Mould from the start to finish, ensuring repairs have been completed and the resident is updated. Our case management is built around Awaabs law.

The table below show our historic reporting of Damp & Mould cases from our monthly PMR reporting. We have included totals for Harringay, highlighted in yellow

## Damp & Mould Assessments

Month	Feb-24		Mar-24		Apr-24		May-24		Jun-24		Jul-24		Aug-24		Sep-24	
	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay
Referrals complete	371	14	363	12	348	10	297	16	254	7	203	8	171	5	151	2
Referrals complete in date	350	12	341	11	312	9	264	9	240	7	194	8	167	5	145	2
Referrals complete overdue	21	2	22	1	36	1	33	7	14	0	9	0	4	0	6	0
Referrals compliance	94%	86%	94%	92%	90%	90%	89%	56%	95%	100%	96%	100%	98%	100%	96%	100%

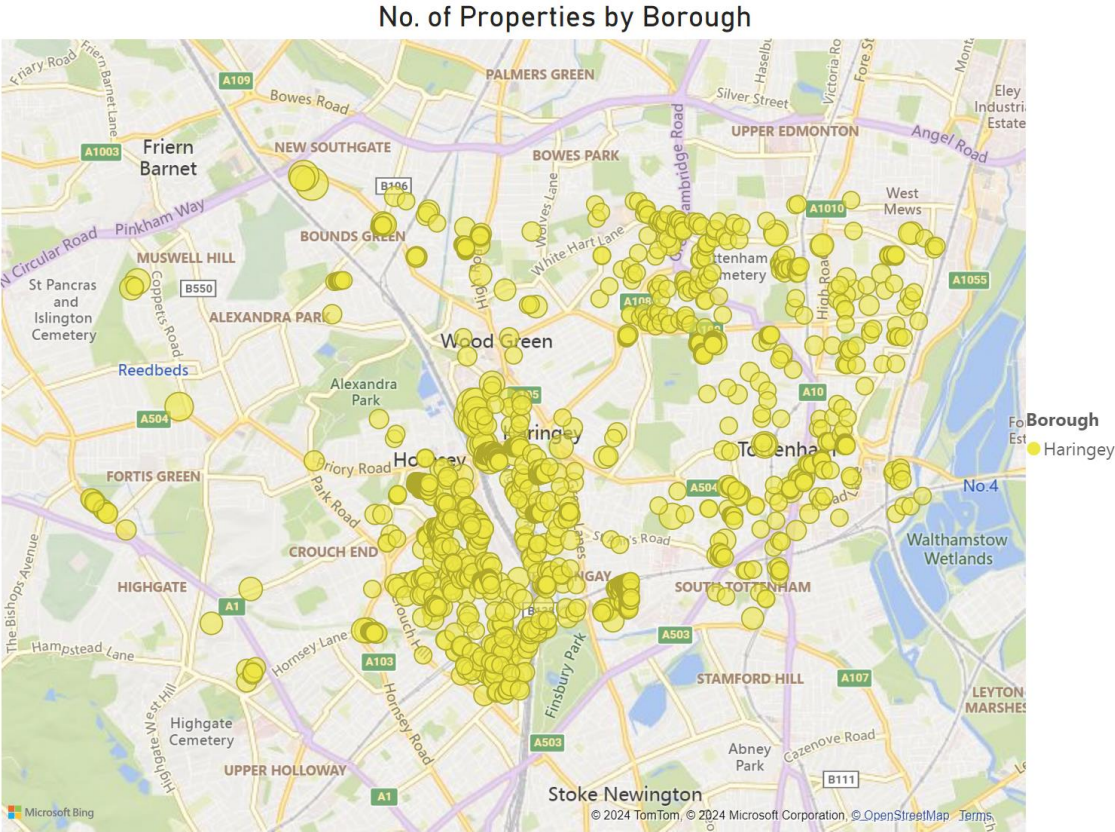
## Damp & Mould Repairs

Month	Feb-24		Mar-24		Apr-24		May-24		Jun-24		Jul-24		Aug-24		Sep-24	
	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay	Total	Harringay
New repairs raised	389	9	467	11	446	11	492	15	243	10	399	21	273	13	237	15
Repairs complete	280	14	301	6	303	10	251	8	238	5	221	17	211	12	208	13
Repairs complete in date	143	2	180	2	158	6	116	4	84	0	117	12	82	4	85	6
Repairs complete overdue	137	12	121	4	145	4	135	4	154	5	104	5	129	8	123	7
Repairs compliance	51%	14%	60%	33%	52%	60%	46%	50%	35%	0%	53%	71%	39%	33%	41%	46%



# Stock Information Haringey

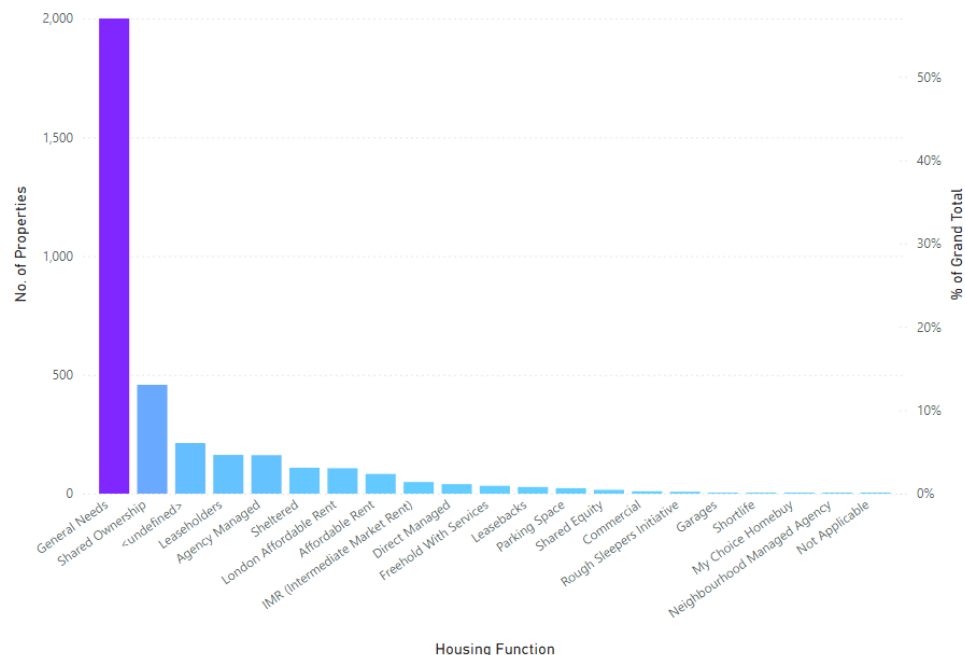
None	Total		Total	
Status	Units	%	Units	%
Development Void	2	0.06%	2	0.06%
In Construction	5	0.14%	5	0.14%
Let	2754	78.48%	2754	78.48%
Out of Charge	34	0.97%	34	0.97%
Out of Stock	485	13.82%	485	13.82%
Void	229	6.53%	229	6.53%
Total	3509	100.00%	3509	100.00%



# Stock Information By Housing Function - Haringey

None	Total		Total	
Housing Function	Units	%	Units	%
<undefined>	213	6.07%	213	6.07%
Affordable Rent	83	2.37%	83	2.37%
Agency Managed	162	4.62%	162	4.62%
Commercial	10	0.28%	10	0.28%
Direct Managed	40	1.14%	40	1.14%
Freehold With Services	33	0.94%	33	0.94%
Garages	2	0.06%	2	0.06%
General Needs	2000	57.00%	2000	57.00%
IMR (Intermediate Market Rent)	49	1.40%	49	1.40%
Leasebacks	28	0.80%	28	0.80%
Leaseholders	163	4.65%	163	4.65%
London Affordable Rent	107	3.05%	107	3.05%
My Choice Homebuy	1	0.03%	1	0.03%
Neighbourhood Managed Agency	1	0.03%	1	0.03%
Not Applicable	1	0.03%	1	0.03%
Parking Space	23	0.66%	23	0.66%
Rough Sleepers Initiative	8	0.23%	8	0.23%
Shared Equity	16	0.46%	16	0.46%
Shared Ownership	458	13.05%	458	13.05%
Sheltered	109	3.11%	109	3.11%
Shortlife	2	0.06%	2	0.06%
<b>Total</b>	<b>3509</b>	<b>100.00%</b>	<b>3509</b>	<b>100.00%</b>

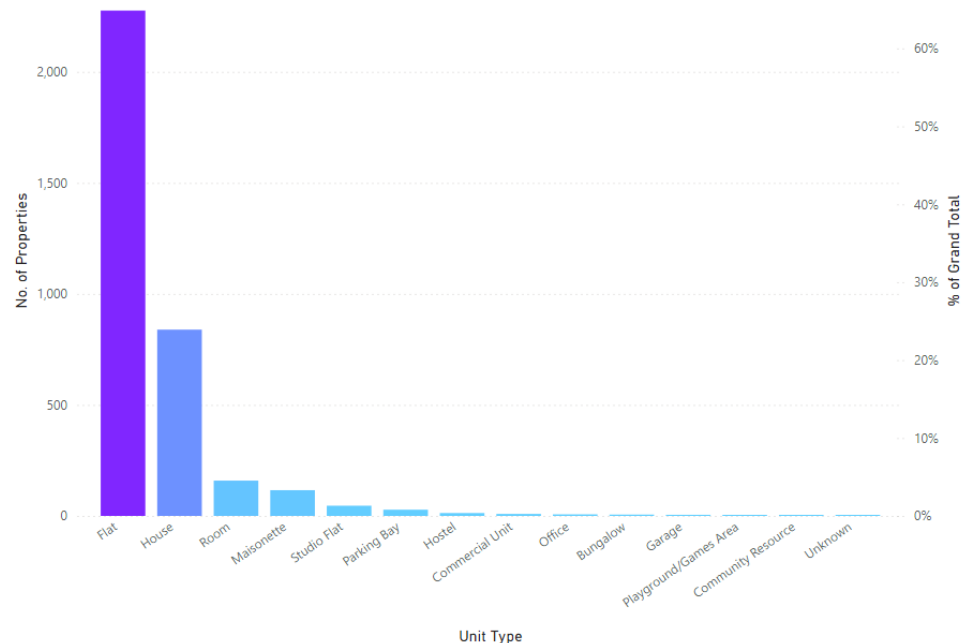
Bar Chart



# Stock Information By Unit Type - Haringey

None	Total		Total	
Unit Type	Units	%	Units	%
Bungalow	6	0.17%	6	0.17%
Commercial Unit	9	0.26%	9	0.26%
Community Resource	1	0.03%	1	0.03%
Flat	2276	64.86%	2276	64.86%
Garage	5	0.14%	5	0.14%
Hostel	13	0.37%	13	0.37%
House	839	23.91%	839	23.91%
Maisonette	116	3.31%	116	3.31%
Office	7	0.20%	7	0.20%
Parking Bay	28	0.80%	28	0.80%
Playground/Games Area	3	0.09%	3	0.09%
Room	159	4.53%	159	4.53%
Studio Flat	46	1.31%	46	1.31%
Unknown	1	0.03%	1	0.03%
<b>Total</b>	<b>3509</b>	<b>100.00%</b>	<b>3509</b>	<b>100.00%</b>

Bar Chart

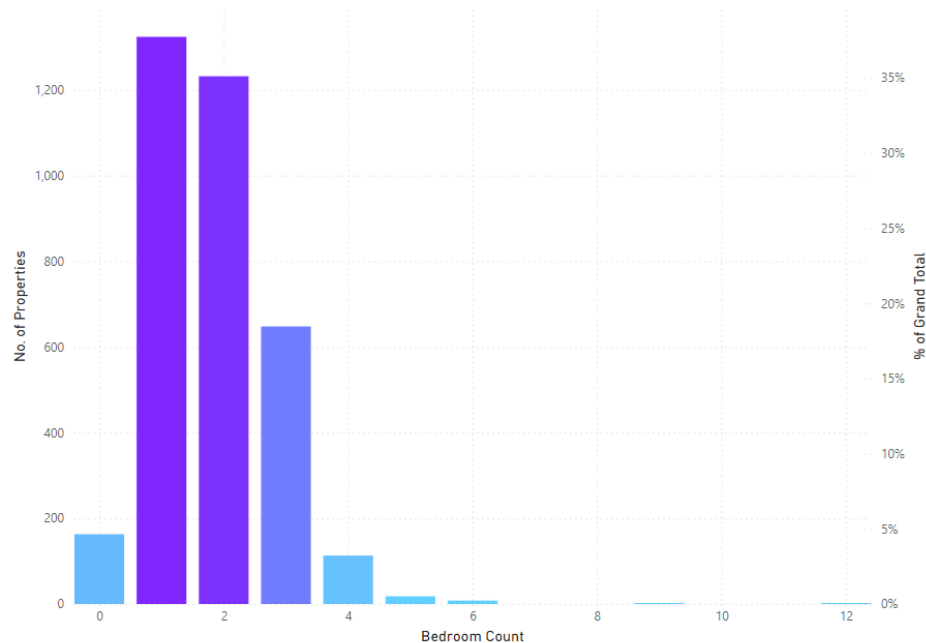




# Stock Information By Bedroom Count - Haringey

None	Total		Total	
Bedroom Count	Units	%	Units	%
	1	0.03%	1	0.03%
0	163	4.65%	163	4.65%
1	1324	37.73%	1324	37.73%
2	1232	35.11%	1232	35.11%
3	648	18.47%	648	18.47%
4	113	3.22%	113	3.22%
5	18	0.51%	18	0.51%
6	8	0.23%	8	0.23%
9	1	0.03%	1	0.03%
12	1	0.03%	1	0.03%
<b>Total</b>	<b>3509</b>	<b>100.00%</b>	<b>3509</b>	<b>100.00%</b>

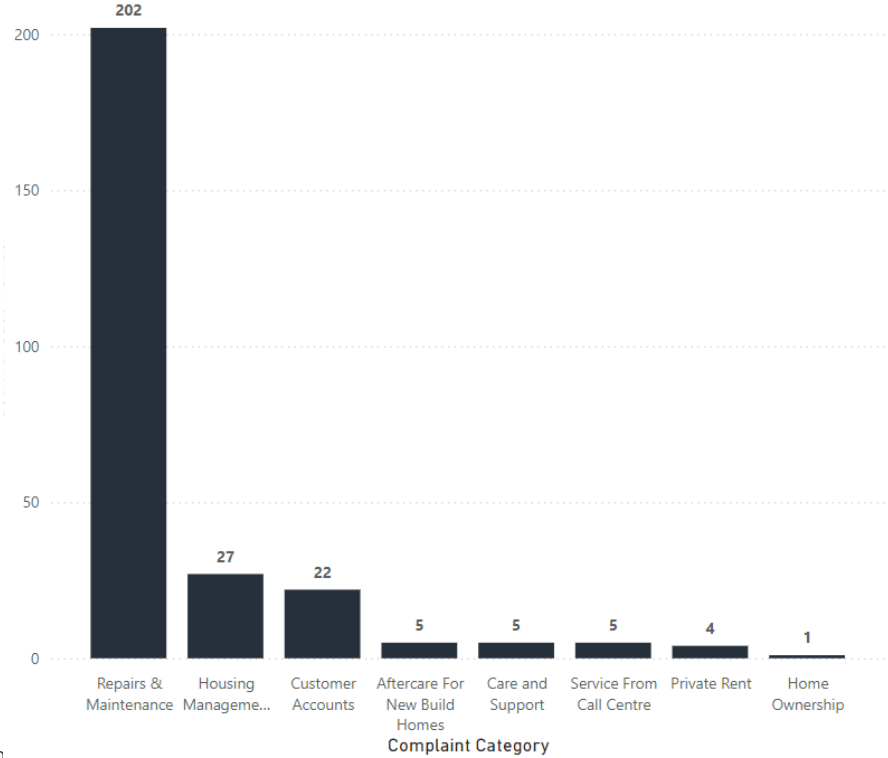
Bar Chart



# Complaints By Category YTD - Haringey

Complaints by 'Complaints Category' YTD

Complaints by 'Complaints Category' YTD	
Complaint Category	Count
Repairs & Maintenance	202
Housing Management	27
Customer Accounts	22
Aftercare For New Build Homes	5
Care and Support	5
Service From Call Centre	5
Private Rent	4
Home Ownership	1
<b>Total</b>	<b>271</b>

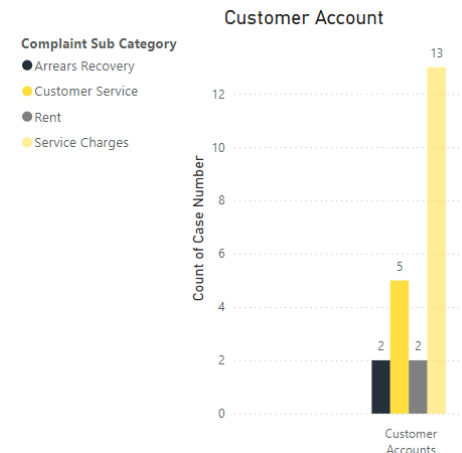
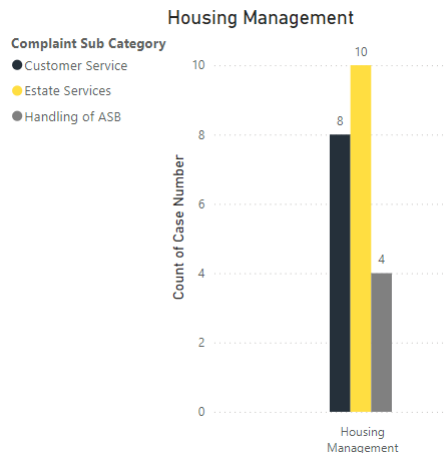
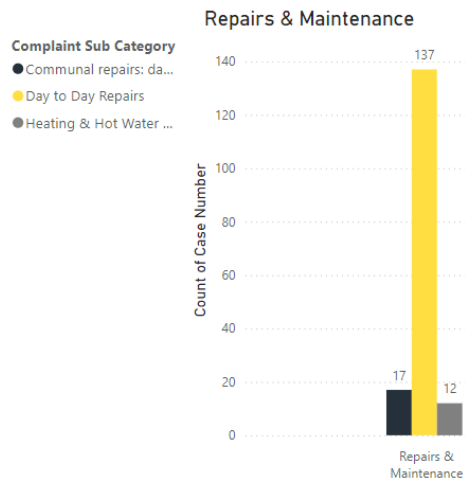


# 'Top 3' Complaints By Category & Subcategory YTD - Haringey

Complaints by 'Complaints Category' YTD	
Complaint Category	Count
<b>Repairs &amp; Maintenance</b>	<b>166</b>
Day to Day Repairs	137
Communal repairs: day to day	17
Heating & Hot Water Repairs (Day to Day)	12
<b>Total</b>	<b>166</b>

Top 3 'Complaints Category' YTD	
Complaint Category	Count
<b>Housing Management</b>	<b>22</b>
Estate Services	10
Customer Service	8
Handling of ASB	4
<b>Total</b>	<b>22</b>

Top 3 'Complaints Category' YTD	
Complaint Category	Count
<b>Customer Accounts</b>	<b>22</b>
Service Charges	13
Customer Service	5
Arrears Recovery	2
Rent	2
<b>Total</b>	<b>22</b>

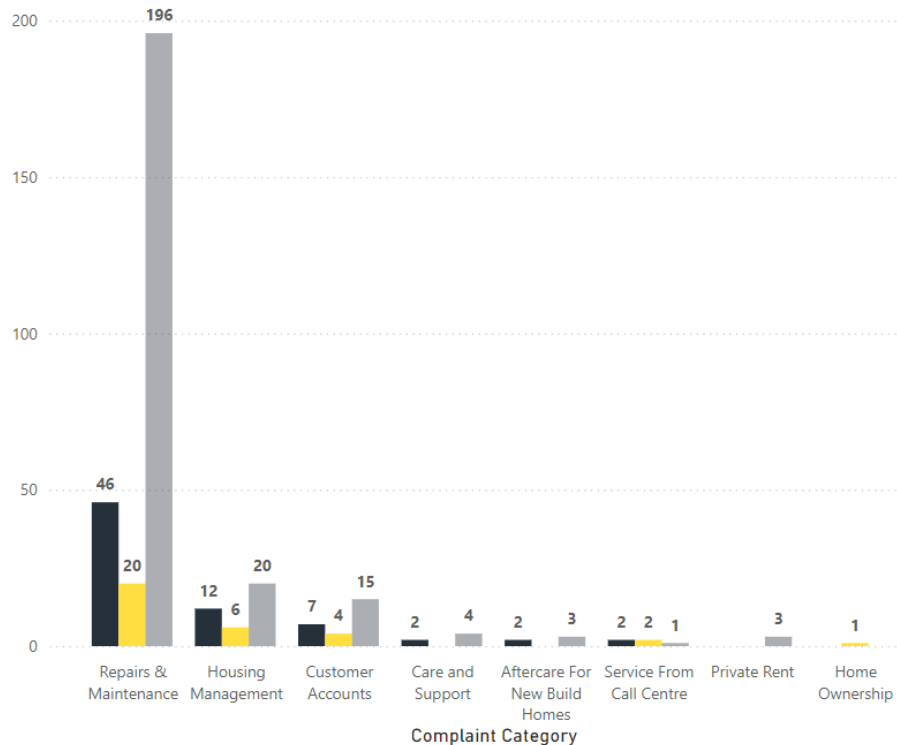


## Complaints By Category & Outcome YTD

## Complaints by 'Category' and 'Outcome' YTD

Complaint Category	Not Upheld	Part Upheld	Upheld	Total
Repairs & Maintenance	46	20	196	262
Housing Management	12	6	20	38
Customer Accounts	7	4	15	26
Care and Support	2		4	6
Aftercare For New Build Homes	2		3	5
Service From Call Centre	2	2	1	5
Private Rent			3	3
Home Ownership			1	1
<b>Total</b>	<b>71</b>	<b>33</b>	<b>242</b>	<b>346</b>

Complaint Outcome ● Not Upheld ● Part Upheld ● Upheld

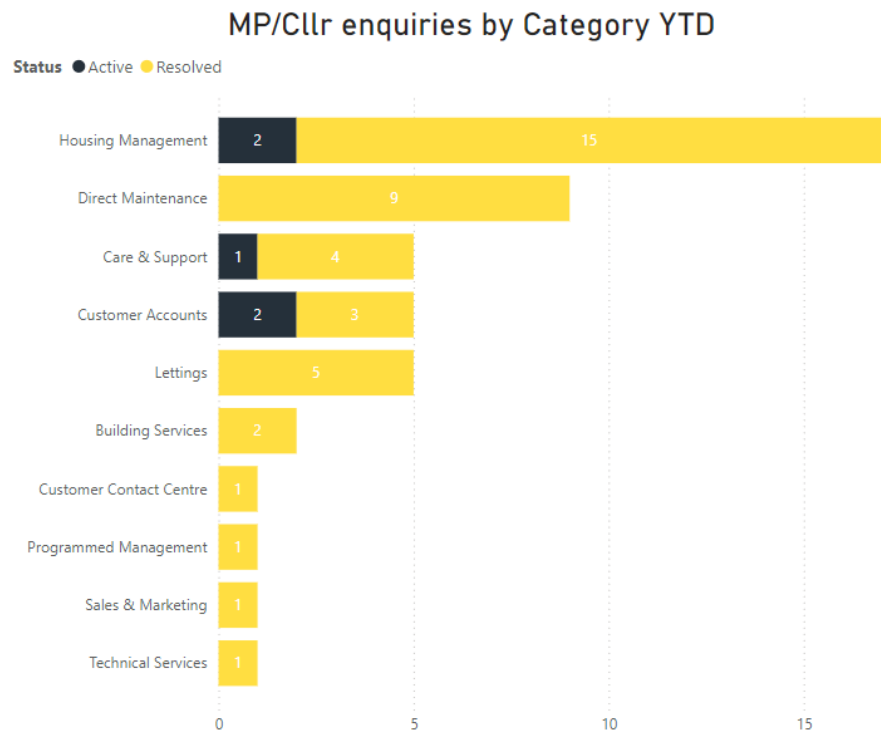


## Complaints with HO YTD

Complaint Category	Active	Resolved	Total
Repairs & Maintenance	1	2	3
Customer Accounts		1	1
Housing Management		1	1
<b>Total</b>	<b>1</b>	<b>4</b>	<b>5</b>

# MP/Cllr Enquiries By Category YTD - Haringey

MP/Cllr enquiries by Category YTD			
Case Sub Type	Active	Resolved	Total
Housing Management	2	15	17
Direct Maintenance		9	9
Care & Support	1	4	5
Customer Accounts	2	3	5
Lettings		5	5
Building Services		2	2
Customer Contact Centre		1	1
Programmed Management		1	1
Sales & Marketing		1	1
Technical Services		1	1
Total	5	42	47

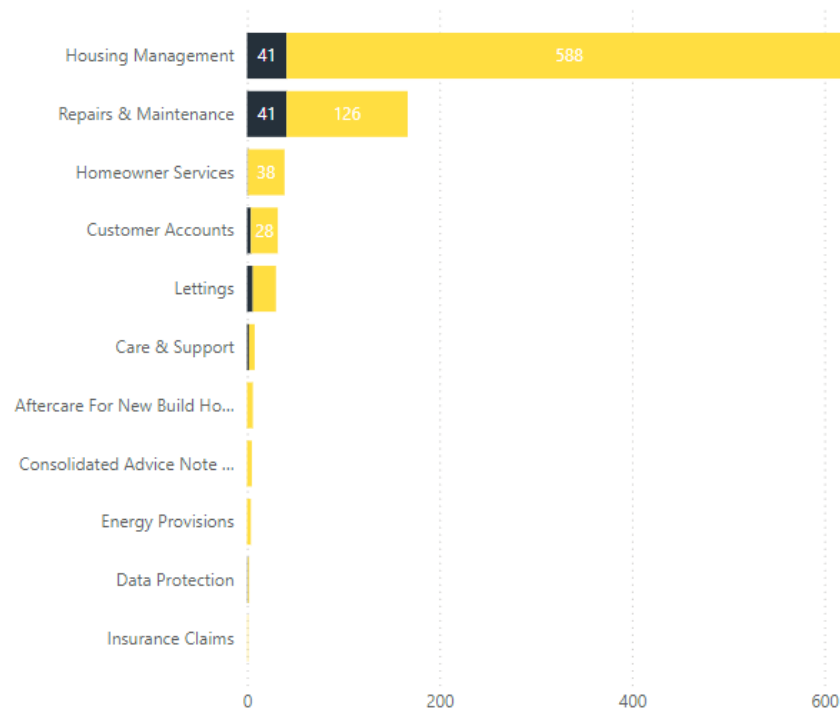


# Queries By Category YTD - Haringey

Contact Category Level 1	Active	Resolved	Total
Housing Management	41	588	629
Repairs & Maintenance	41	126	167
Homeowner Services	1	38	39
Customer Accounts	4	28	32
Lettings	6	24	30
Care & Support	2	6	8
Aftercare For New Build Homes		6	6
Consolidated Advice Note Enquiries (C.A.N.E)		5	5
Energy Provisions		4	4
Data Protection	1	1	2
Insurance Claims		1	1
<b>Total</b>	<b>96</b>	<b>827</b>	<b>923</b>

Queries by Category YTD

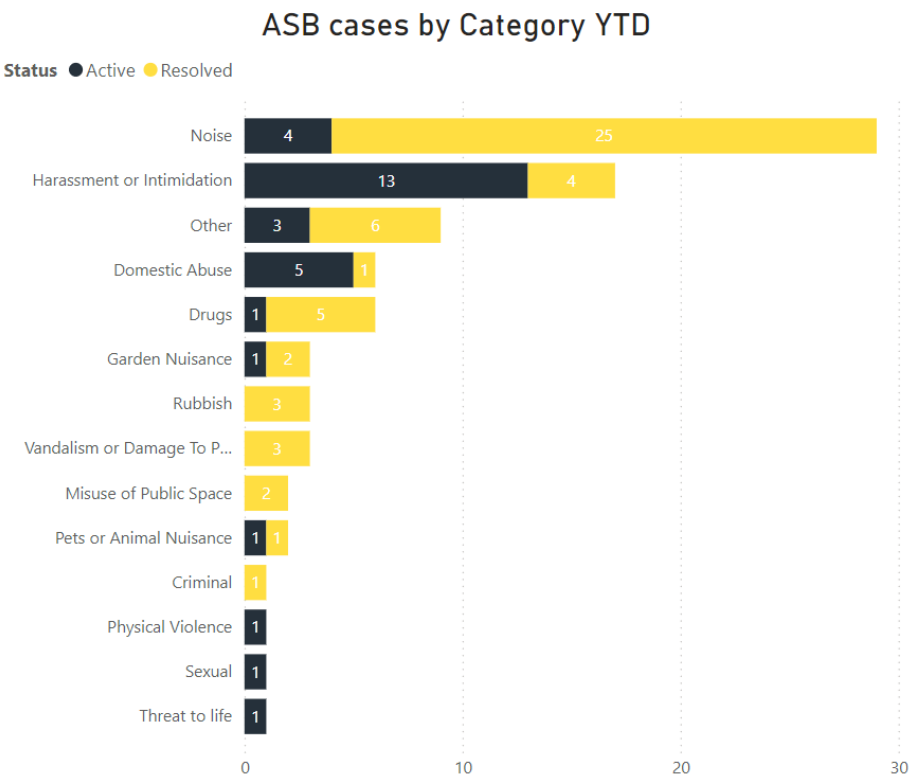
Status ● Active ● Resolved





# ASB cases By Category YTD - Haringey

ASB cases by Category YTD			
ASB Category	Active	Resolved	Total
Noise	4	25	29
Harassment or Intimidation	13	4	17
Other	3	6	9
Domestic Abuse	5	1	6
Drugs	1	5	6
Garden Nuisance	1	2	3
Rubbish		3	3
Vandalism or Damage To Property		3	3
Misuse of Public Space		2	2
Pets or Animal Nuisance	1	1	2
Criminal		1	1
Physical Violence	1		1
Sexual	1		1
Threat to life	1		1
Total	31	53	84



# L&Q Foundation- Strategic Priorities

**‘To support L&Q residents to increase their incomes and financial resilience to help sustain tenancies and maximise income’.**

**Tenancy  
Sustainment**

**Employment  
Support**

## **We define Placemaking as...**

***‘a multi-faceted method to support the planning, design, construction and management of where our residents live.***

***L&Q’s placemaking is focused on positively contributing to the physical and social infrastructure of places by taking into careful consideration local community needs, assets, history, economics, and aspirations whilst promoting people’s health and wellbeing’.***



# Place-based approach

- **Dedicated Community Development Lead (CDL)**
- **Borough Scoping exercise**
- **Localised placemaking assessment**
- **Community Action Plan**
- **Consultation and Community Engagement**



# Core Focus Boroughs

- **Barking and Dagenham** - Academy Central
- **Bexley** - Crayford, Sidcup, Bexleyheath
- **Greenwich** - Greenwich Peninsula
- **Haringey** - South Haringey
- **Lambeth** - Brixton Rush/Common and Brixton Windrush
- **Lewisham** - Silwood/Perry Vale
- **Newham** –Winsor Park Estate
- **Southwark** - North and East
- **Tower Hamlets** - Oceans Estate
- **Trafford (Manchester)** - Broomwood and Old Trafford
- **Waltham Forest** - Beaumont Estate





## Focus Area Priorities

- **Community Cohesion**
- **Unemployment**
- **ASB**
- **Physical health and Wellbeing**
- **Food Poverty**
- **Environmental Improvements**
- **Financial and Digital Inclusion**
- **Youth ASB**





# Q&A

L&Q