



Haringey Housing, Planning and Development Scrutiny Panel

About Peabody

Presenter: Tracy Packer, Managing Director (North East London)

Date: 5 November 2024



Peabody in *Haringey*

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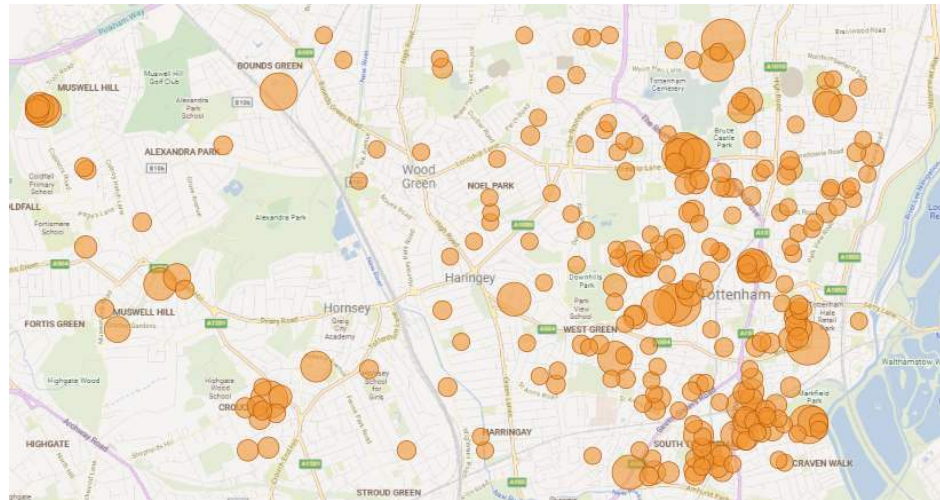


Peabody in Haringey

Peabody has 1,414 homes in Haringey, including:

- Social rent – 926 homes
- Affordable rent – 54 homes
- Leaseholder – 165 homes
- Shared ownership – 171 homes
- Intermediate market rent – 10 homes
- Freeholder – 14 homes
- Rough Sleepers Initiative – 45 homes

The bulk of homes have 1 bedroom (383), 2 bedrooms (564) or 3 bedrooms (394). We also have 87 4 bedroom homes.



Homes allocated to Haringey

- 50% of our empty 1 bedroom homes and 75% of larger 2+ bed homes are allocated to residents on Haringey's waiting list.
- In 2023, we re-let 4 homes to Haringey.
- In 2024 to date we have re-let one home. We are waiting on two further homes to be ready for re-letting.



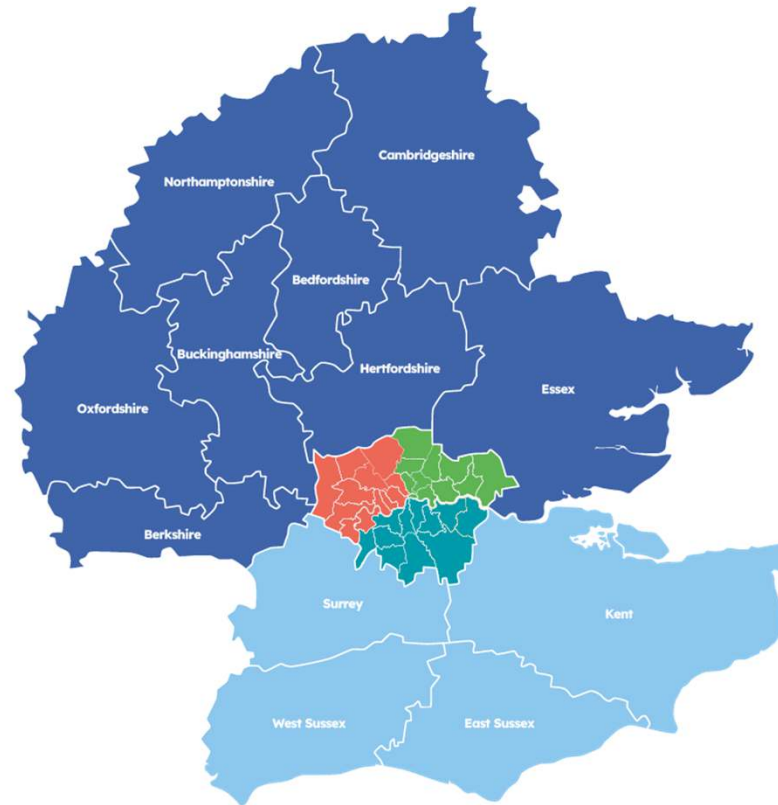
Overview of our offer to Haringey residents

- We have local teams present in our Haringey Neighbourhoods near Tottenham Hale and Tottenham stadium to provide support to residents.
- They include Neighbourhood Managers and an overall area Manager, Caretakers, cleaners and Estate Services Managers, Community Safety specialists, Economic inclusion and Community activity leads.
- We aim to provide a local service that delivers what matters most to residents with a choice of how to contact us. This is underpinned by our core services of repairs, safety of homes and safety of community.

Residents' *services*

Our approach to local service delivery

- Focus on getting the basics right for our residents and delivering the things that matter most to them.
- 5 regions, led by managing directors who have overall accountability. Haringey is in North East London (shown in green, right).
- Neighbourhood teams within each region, with a manageable area so they can understand their area and support residents
- Local approach complemented by the Customer Hub and the My Peabody app, allowing residents to access our services online if they wish.



How can residents contact Peabody?

Phone

- Residents can phone Peabody between 8am-6pm from Monday to Friday by calling 0300 123 3456
- Outside of these hours, residents can still use the number above, which will transfer them to our out of hours provider, Orbis.

Social media

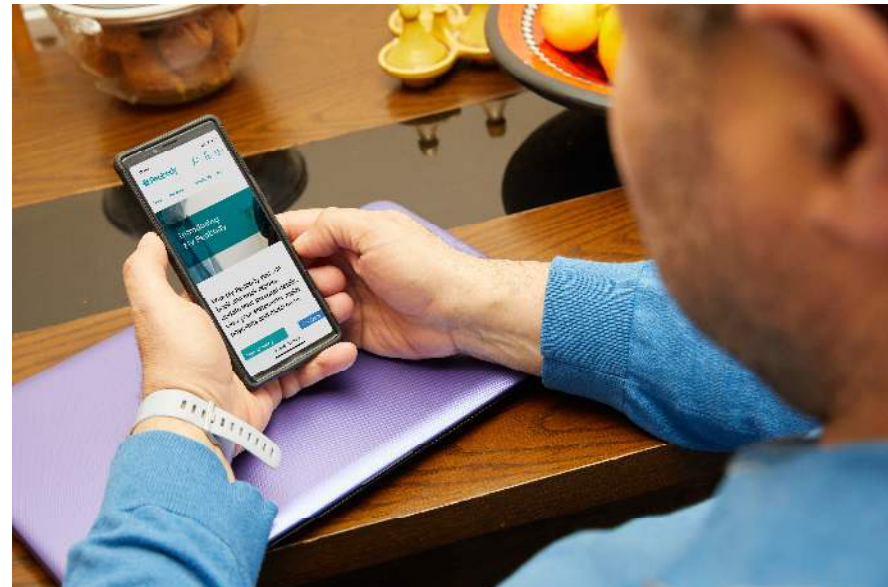
- Our contact centre responds to any contact from residents on our Facebook page.

Email

- Residents can submit a webform via our website Contact Us page. Leaseholders can email us directly using contactcentrehomeownership@peabody.org.uk

My Peabody

- My Peabody is an app that residents can download to manage everything about their home in one place.
- With a My Peabody account, residents can:
 - Manage their home when it works for them, 24 hours a day, 7 days a week
 - Access essential information and services
 - Report and manage repairs and see their repairs history
 - Pay their rent
 - Update personal details
- If residents are unable to register or login to My Peabody, they can ring us or submit a live chat so we can support them.



Approach to community safety

- Following our merger with Catalyst in 2023, Peabody now has specialist Community Safety Teams within each of our four regions.
- In North East London, we have 7 Community Safety Specialists and a Community Safety Manager. The team deals with all medium-high level ASB cases and all Domestic Abuse cases. Less serious cases like non-statutory noise complaints, neighbour disputes and misuse of communal areas are dealt with by Neighbourhood teams.
- When residents or third parties contact us, trained officers in our contact centre triage reports to determine risk level, ensure advice is given and if needed, raise a case with the correct team.
- Peabody adopts a holistic approach to resolving and preventing ASB, including independent mediation services and working with our partner agencies either directly or via platforms like Community Multiagency Risk Conferences.



How do we engage with partners?

- MP and Councillor enquiries can be emailed to: MPCouncillorenquiries@peabody.org.uk. These are closely monitored so that updates and responses are provided to the elected member and to the resident.
- We are part of the Haringey Partnership and meet regularly with council officers. We are involved in the Partnership task and finish groups.
- We work with local partners on case work to find suitable outcomes
- Local charitable partners are key to many of our community activities such as The Haringey Play Association Providing weekly adventure play youth activities, food bank service and stay and play groups at Northumberland Park and the Generation Exchange, bring older and younger people together near Lordship Lane.

Consumer standards

- We have been working across our teams at Peabody to ensure that we are complying with the new consumer standards. The consumer standards are grouped into four key areas: Safety & Quality; Transparency, Influence & Accountability; Neighbourhood & Community; and Tenancy. We have not identified any areas where we are not compliant.



Tenant Satisfaction Measures outcomes 2023/24

TSM measure	NE London (% satisfied)	Haringey (% satisfied)
TP01 Overall satisfaction	46.4%	49.0%
TP02 Repairs satisfaction	54.2%	61.4%
TP03 Time taken to complete most recent repair	54.0%	65.9%
TP04 Home maintenance	55.9%	58.8%
TP05 Home safety	66.1%	70.1%
TP06 Peabody listens to tenant views and acts upon them	38.2%	45.9%
TP07 Peabody keeps tenants informed about things that matter to them	53.4%	53.5%
TP08 Peabody treats tenants fairly and with respect	55.9%	63.1%
TP09 Complaints handling	20.0%	17.6%
TP10 Maintenance of communal areas	51.5%	50.0%
TP11 Positive contribution to neighbourhoods	48.1%	57.8%
TP12 ASB handling	45.7%	54.2%

Resident satisfaction

Transactional repairs survey scores - April to September 2024

Haringey

Satisfaction with Peabody repair – 77.8% (based on 54 responses)

(79.5% for 2023/24 based on 132 responses)

Satisfaction with speed that repair was completed – 80.8% (based on 52 responses)

(72.0% for 2023/24 based on 132 responses)

North East London

Satisfaction with Peabody repair – 77.1% (based on 913 responses)

(76.5% for 2023/24 based on 2,465 responses)

Satisfaction with speed that repair was completed – 69.8% (based on 908 responses)

(69.2% for 2023/24 based on 2,464 responses)

Complaints approach

- We have a central team which handles 68% of complaints. The remaining 32% are handled by the relevant service areas by trained managers.
- Our complaints policy and procedure mirrors the Housing Ombudsman code. All Stage Two complaints are reviewed by an independent Stage Two team within the complaints department.
- We are always looking at how we can improve our service and are currently recruiting a resident panel that will support our development of the service over the coming years. We are also currently working on how we can resolve our complaints sooner and respond more quickly to our residents and have brought in additional staff to support the demand we are currently seeing in complaints.
- In Haringey, we have received 58 complaints, of which 8 are at Stage 2. The most common service areas that complaints relate to are:
 - Repairs – mainly damp and mould, lifts, windows and leak related
 - Neighbourhoods – mainly ASB, communication from the team and estate maintenance
 - Rehousing – wanting to move and not happy with the time taken

Housing Ombudsman

- This financial year (2024/25), we have had six determinations from the Housing Ombudsman on cases relating to Haringey residents. Four of these cases related to repairs of leaks, damp and mould. One case was related to anti-social behaviour and one to re-housing.
- Four cases found maladministration and two found service failure on the part of Peabody. Negative findings were based around a failure to take into account the vulnerability of the resident enough or not applying enough compensation to redress for the failings.
- All these complaints received final responses in June 2023 – Nov 2023 and were issued using a compensation that we have since in June 2024 revised to copy the guidance of the HOS. We are hoping that the alignment of this approach will reduce the failings around applying compensation.
- Training has been carried out on managing vulnerabilities with the complaints team and ensuring that they are aware and equipped to pick up and act appropriately to get things actioned or respond in the right way. We are also reviewing our vulnerable persons policy to provide closer guidance for all staff on what vulnerabilities are and how we can support our residents when they have them.



Our *homes*

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Decent Homes Standard

- **99.9% of our homes in Haringey meet the Decent Homes Standard** as of 30 September 2024. Only 1 property was non-decent, which we are working to get to decent as quickly as possible.
- We aim to survey all of our properties every 5 years, in which a full survey is carried out including a Housing Health and Safety Rating System (HHSRS) assessment. We also use information from our repairs team which feeds in HHSRS.
- These surveys are carried out on a rolling basis, so we aim to survey 20% of homes every year.



Investment in homes

- We are due to spend over £15m within the next five years to keep homes within Haringey at a decent standard.
- Our compliance levels in Haringey are as follows:
 - Gas (LGSR – Annual Check) – 99.5% compliant
 - Fire Safety (FRA – 3 yearly Review) – 100% Compliant
 - Electrical (EICR – 5 yearly Check) – 92% Compliant
 - Asbestos (Annual Review) – 100% Compliant
 - Water (WRA – 3 yearly Review) – 100% Compliant
 - Lifts (LOLER – 6 monthly Check) – 100% Compliant



Investment in homes

- We monitor our compliance maintenance and servicing programmes using a reporting system called Power BI. This checks our Electronic Document Management System and identifies what maintenance and servicing reports have been completed, including the outcomes and last date of report.
- This is monitored by our Compliance and Operations Teams, and regular reports are made. Our monthly performance is reported to our Building Safety Board, who are responsible for monitoring compliance and progress.
- The Board reviews and scrutinises KPIs to ensure performance remains satisfactory and oversees corrective action where needed. All exceptions are managed and monitored by the relevant compliance function to meet our targeted acceptable criteria of 100%.
- **We are currently investing more in our homes than we ever have and are committed to this. In addition, any properties that are EPC D or below will be brought up to at least EPC C by 2030, where it is possible to do so.**

Repairs performance

- Over the course of September, we've had a total of 367 repairs carried out in Haringey. The most common repairs are plumbing, carpentry or electrical.
- 68% of appointments have been kept and it takes an average of 14 days for a repair to be carried out, from reporting to completion, in Haringey.
- 22% of repairs in Haringey in September were emergency repairs.



Approach to training and *culture*

Peabody Academy

- The Peabody Academy was established as an “employer provider” to ensure that Peabody has the necessary skills to deliver our strategy and goals. It was established to support staff to upskill, recognising the shortage of skills within the sector, the increasing regulation and drive for professionalisation, and a need for a stronger customer service culture.
- In time, we are planning to become a “main provider” to allow us to deliver apprenticeship programmes externally to other organisations and residents.
- The Academy includes three broad areas: Learning and Development; Compliance training funded by Peabody; and Apprenticeships funded by the levy. We are starting to plan for the introduction of the Competence and Conduct standard.



Development and

*new
homes*

St Ann's

- Peabody, previously Catalyst, was selected as the Mayor of London's preferred development partner for the site, after the Mayor purchased the site in 2018.
- Together with our development partner, Hill, we are delivering a masterplan for up to 995 new homes, 60% of which will be genuinely affordable.
- The plans will also provide homes for a community organisation to potentially buy, a new and enlarged Peace Garden, improved streets as well as new retail and affordable workspaces. Seven of the historic hospital buildings will also be retained on the site, providing affordable workspaces, a café and an on-site management space for Peabody.
- Construction of the new homes began in 2023, and is expected to complete in 2031. The first homes are expected to be complete from 2025.





Thank you

Any questions?

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