
Housing Performance Overview: 2-Year Trend

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Adults, Housing & Health

Introduction

This overview of Housing Service performance compares year-end results for 2024/25 and 2023/24. It includes the KPIs in our monthly reporting and covers all of the following areas:

- Repairs and Voids, Compliance, Asset Management, Tenancy Management, Estates & Neighbourhoods, Income Collection, Leaseholder Services, and Support & Wellbeing.

We have also included Housemark benchmarking figures showing top quartile performance where it is available to show how we compare against other housing providers.

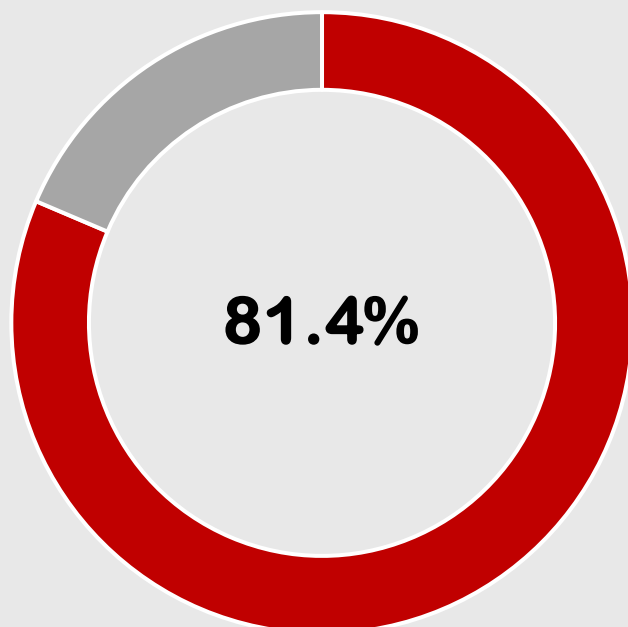
Heads of Service from all areas have also provided summaries setting out some of the key work they have delivered to improve performance.

(While the comparison figures shown compare 2024/25 and 2023/24 performance, for the Income and Leasehold slides we have also included the 2022/23 out-turn to provide additional context).

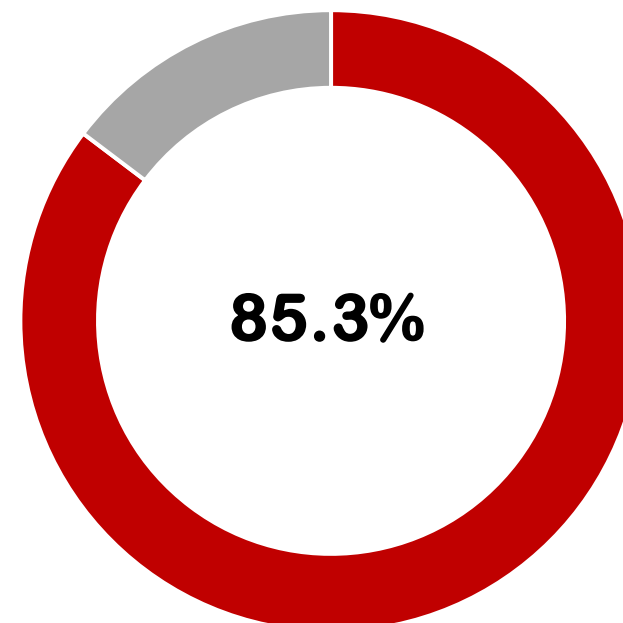
REPAIRS

Overall Satisfaction with last repair

No HouseMark Benchmarking



23/24



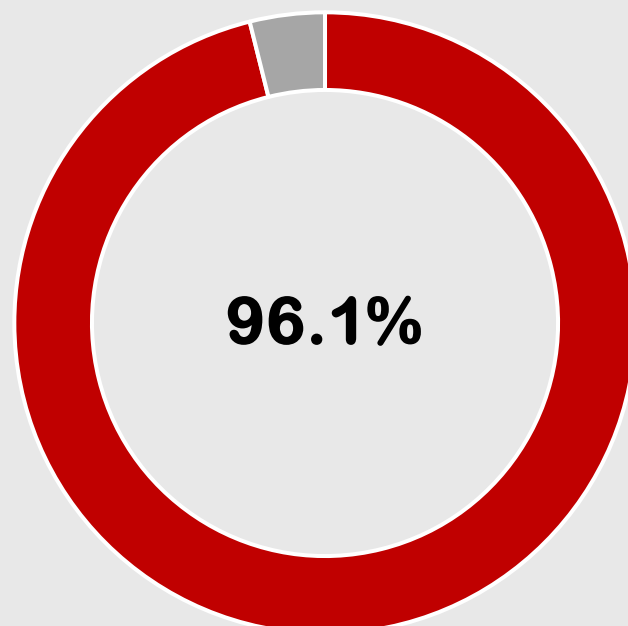
24/25



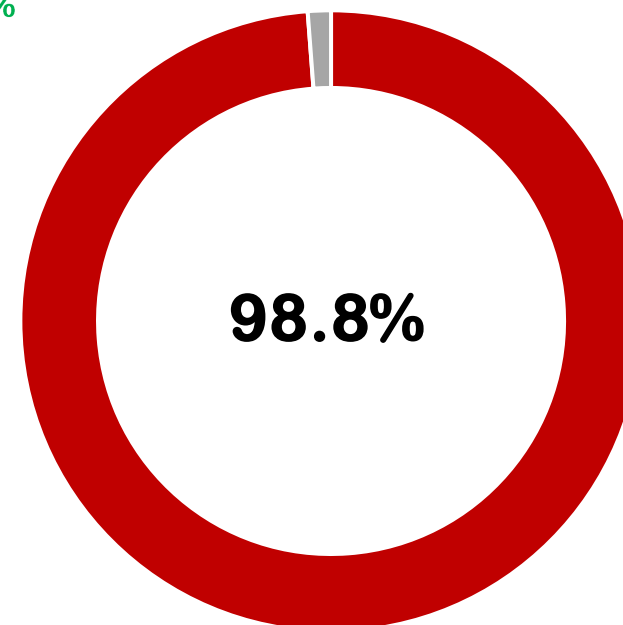
REPAIRS

Non-emergency repairs appointments made and kept

HouseMark Upper Quartile 96.1%



23/24



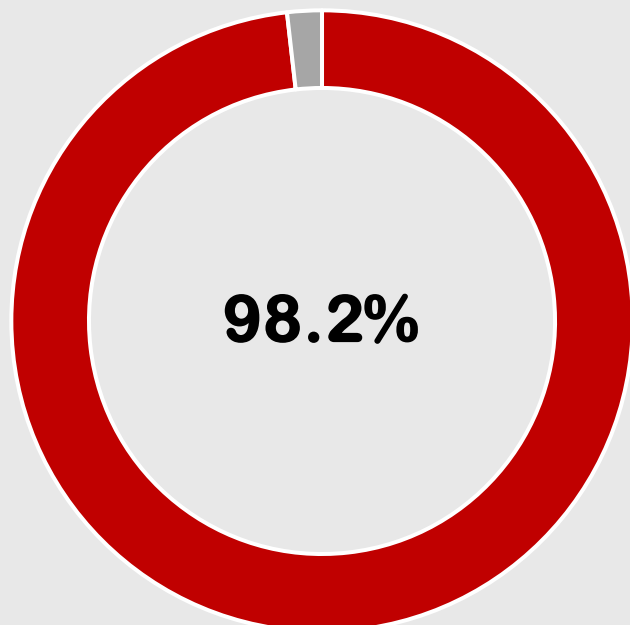
24/25



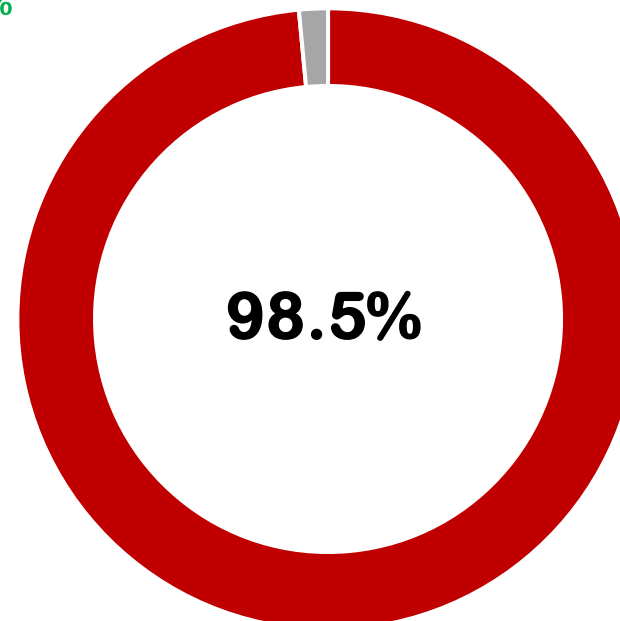
REPAIRS

% of Emergency (& OOH made safe) repairs completed within timescale

HouseMark Upper Quartile 95.6%



23/24



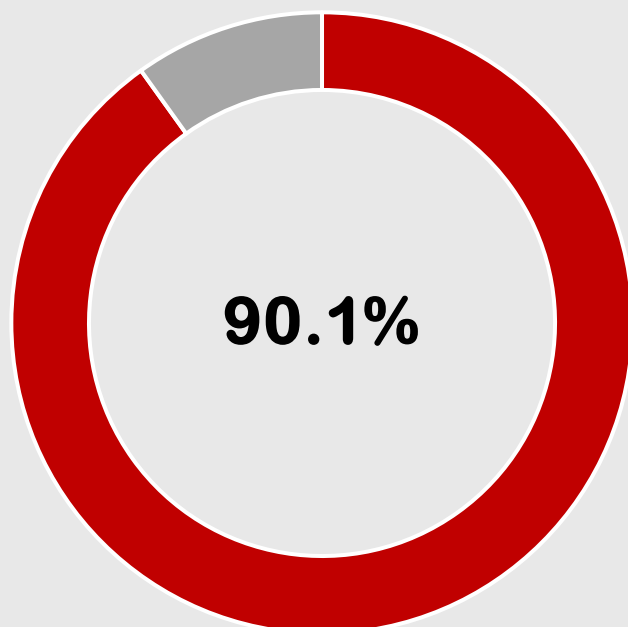
24/25



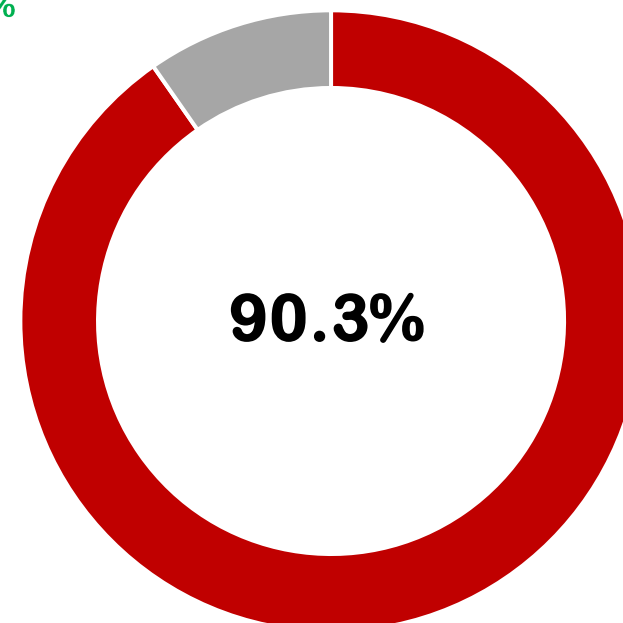
REPAIRS

% of all repairs first time fixed

HouseMark Upper Quartile 90.1%



23/24



24/25

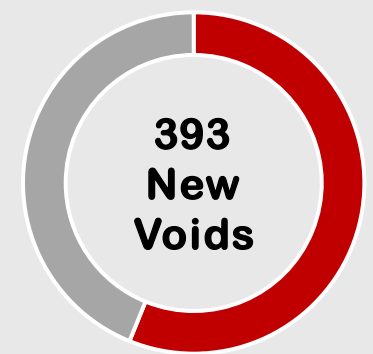




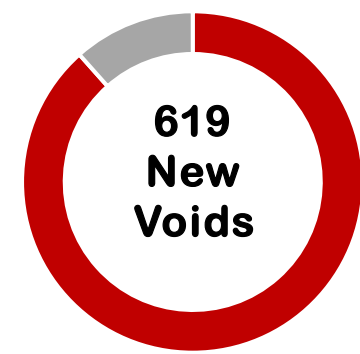
Housing Services
Adults, Housing & Health

VOIDS

No HouseMark Benchmarking



23/24

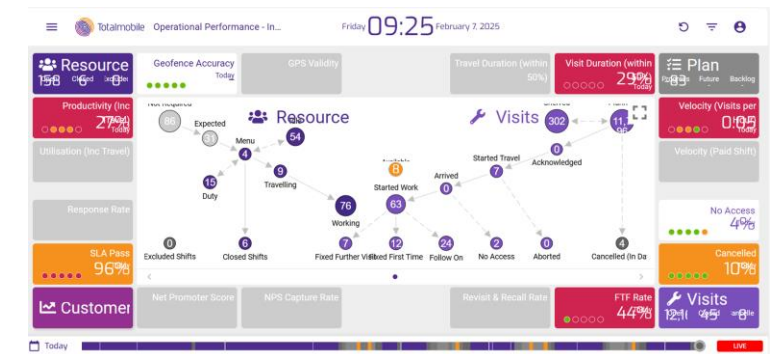
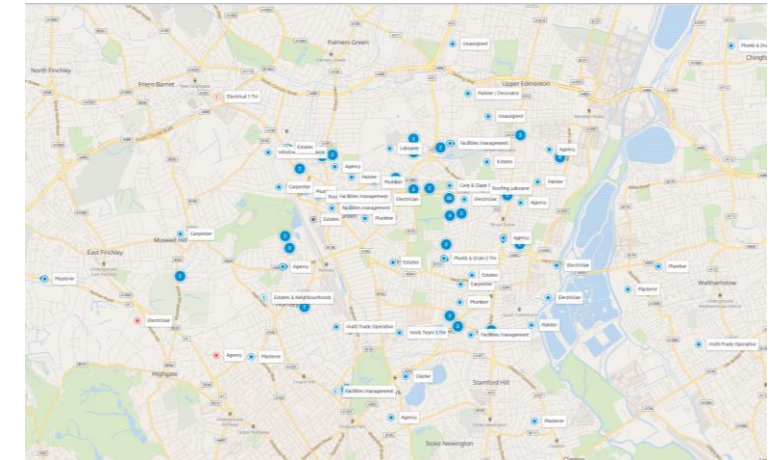


24/25

(48 decant RFL voids included in the total)

Repairs

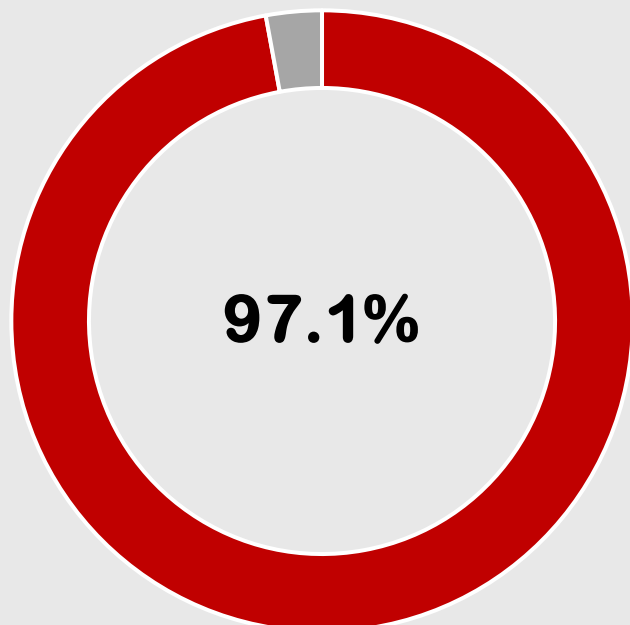
- 2024/2025 has been a challenging period with pressures across budgets and difficult conversations with the team regarding pay and conditions. During this period, we have employed contractors to manage our responsive repairs service for nearly two-months and changed the delivery model of the out of hours service.
- Despite these challenges, our performance has been consistent with signs of improvement across most of our performance indicators. This can be attributed to the hard work of the team and the strategic approach taken by the Repairs Improvement Plan and other initiatives that are designed to modernise the service and improve the Customer experience.
- We have agreed a budget which is supported by a new structure for 2025/26 which will help to continue progress across the different performance indicators.
- (Please note that there is an accompanying presentation to Housing Improvement Board looking at the voids service and voids performance).



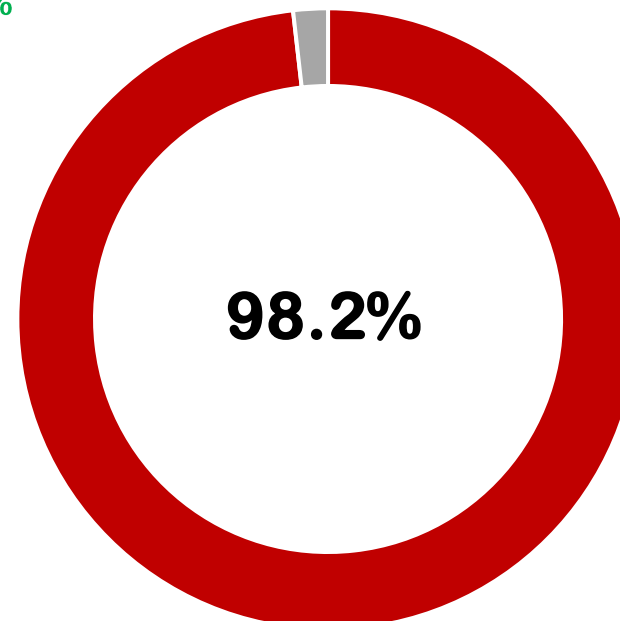
COMPLIANCE

Domestic Electrical Inspection Programme

HouseMark Upper Quartile 96.0%



23/24



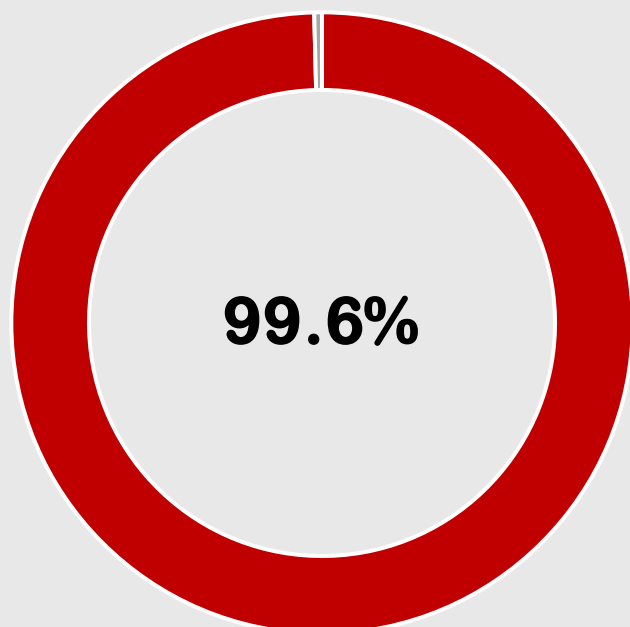
24/25



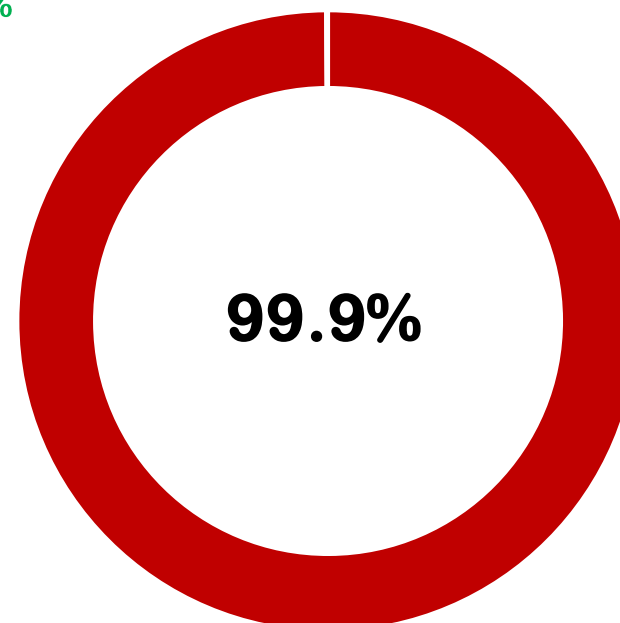
COMPLIANCE

% of properties with valid gas certificate (Council properties)

HouseMark Upper Quartile 99.9%



23/24



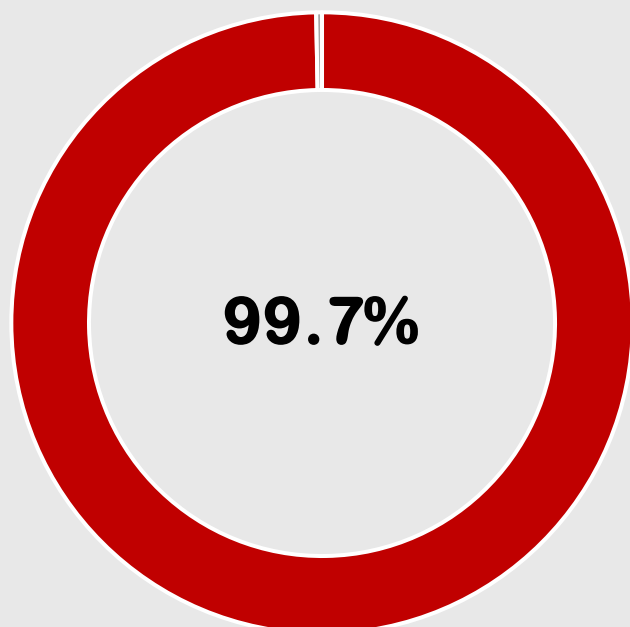
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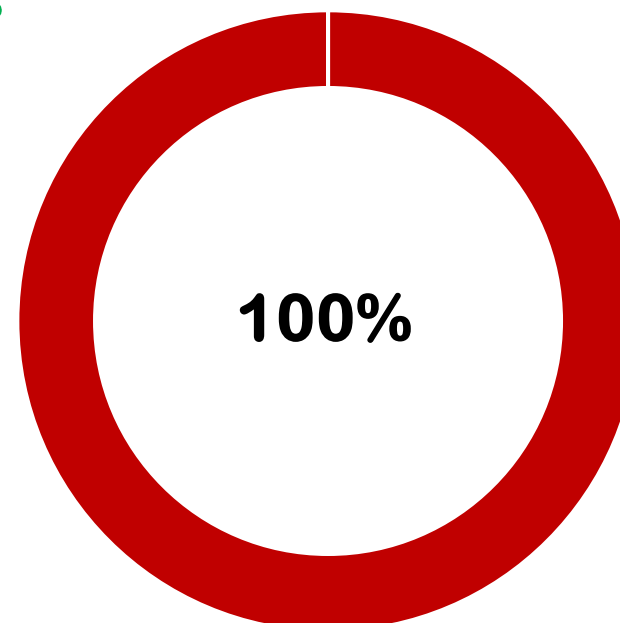
COMPLIANCE

Water Hygiene Risk Assessment

HouseMark Upper Quartile 100%



23/24



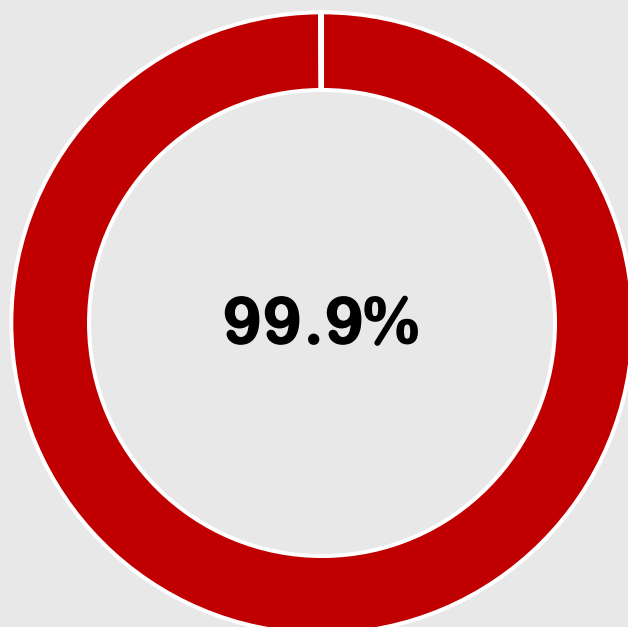
24/25



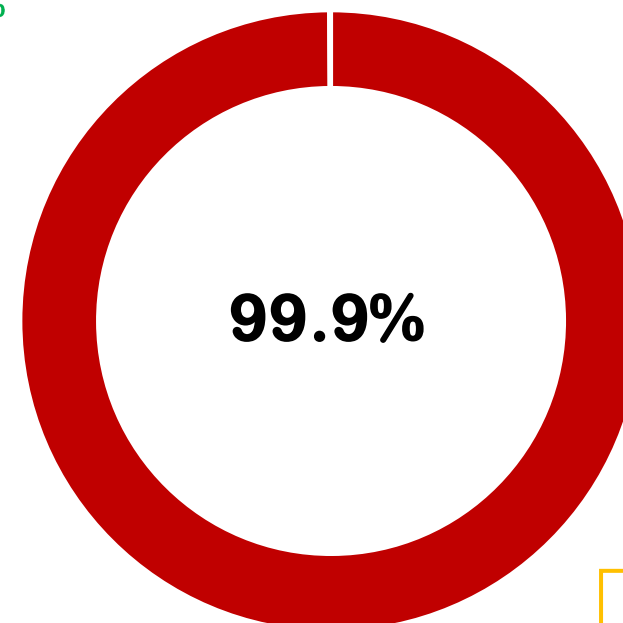
COMPLIANCE

Fire Risk Assessments

HouseMark Upper Quartile 100%



23/24



24/25

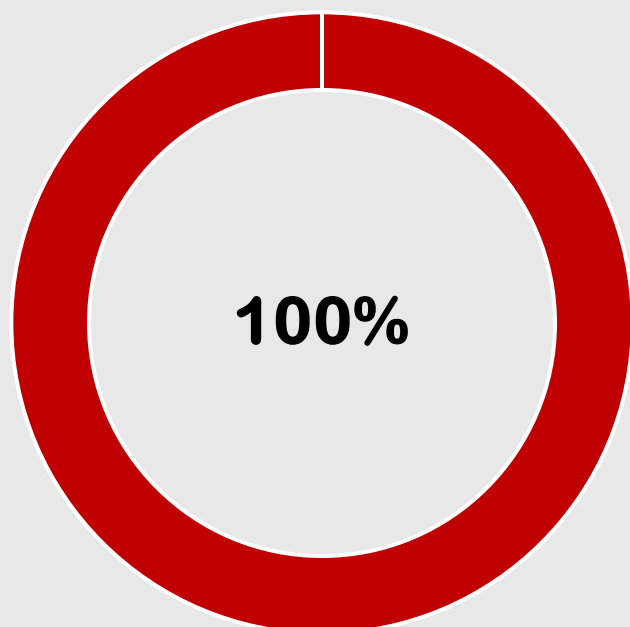
0.0%

Same

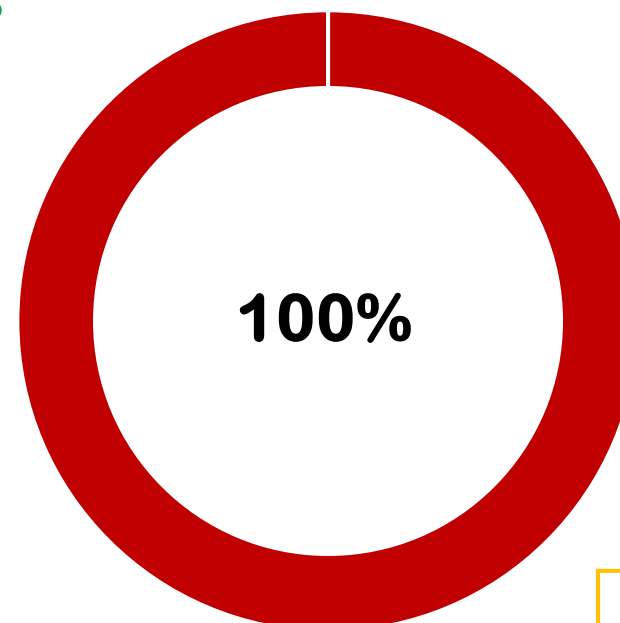
COMPLIANCE

Asbestos Survey Re-Inspections

HouseMark Upper Quartile 100%



23/24



24/25

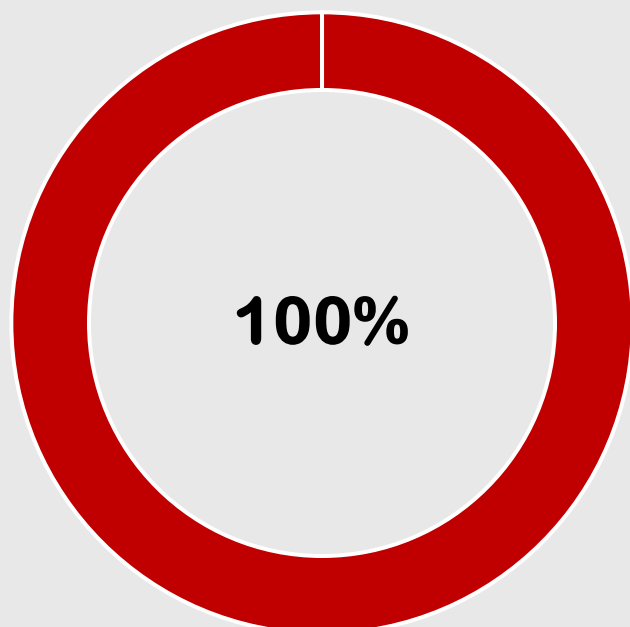
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Same

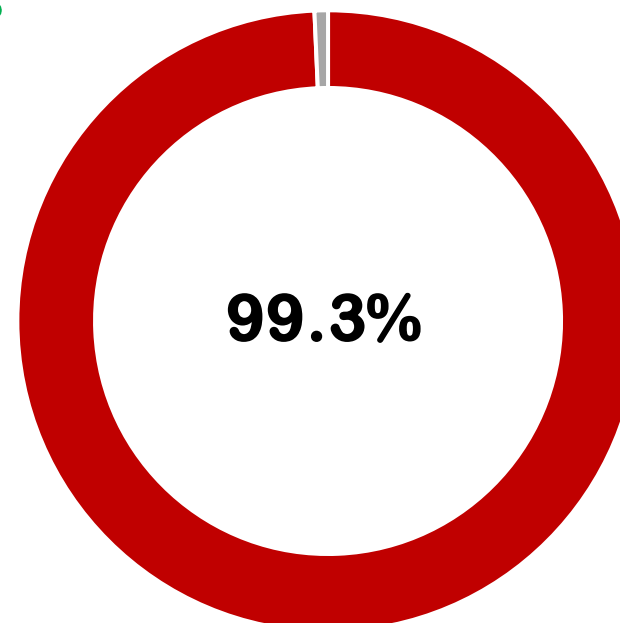
COMPLIANCE

Passenger lift inspections (LOLER)

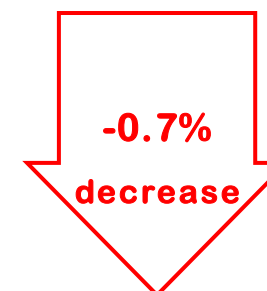
HouseMark Upper Quartile 100%



23/24



24/25



Compliance

EICR: Since the M&E team took ownership of the EICR contract back in 2022, EICR compliance was only 20% for domestic dwellings. As of today, we are 98.2% compliant, which is a huge achievement by the M&E team.

Building Safety Management

- Registration of all High Rise Buildings within Haringey (circa 49 blocks).
- Recruited a full team of 4 x Building Safety Managers.
- Delivered the Engagement Strategy to residents as per the Building Safety Act.
- Started to undertake the development of the building safety cases sent through to the Regulator and awaiting Building Safety certificates.
- Monthly Building Safety inspections, ensuring safety concern fixes.
- Full roof-top audit including buildings outside of scope.
- Started to QR code assets within the High Rise Buildings to support the development of the golden thread.

Compliance

- Procurement of a Compliance Management System (C365).
- Implementation of 'Big 6' modules within the system – now mobilising to fully run compliance programmes within the system, moving away from spreadsheets.

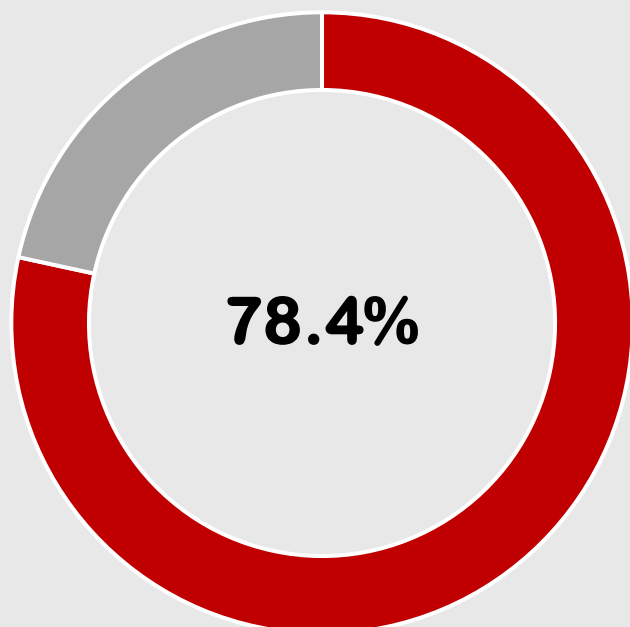
Fire Safety

- Regulator Actions (Fire Risk Actions) were reported as 8,237 in January 2023. We have reduced these to 516.
- The backlog of Fire Risk Assessments has been completed, and there are no overdue Fire Risk Assessments.
- Fire Safety Actions team won the most 'Courageous team' in the 2024 staff awards.

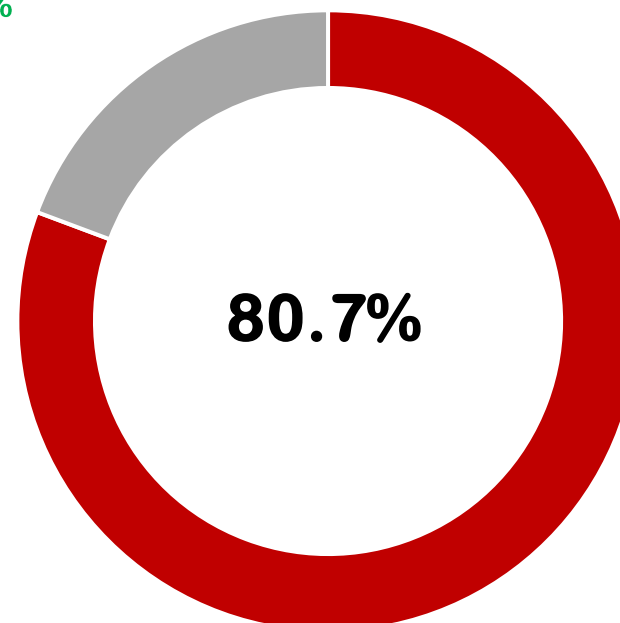
ASSET MANAGEMENT

% of Decent Homes

HouseMark Upper Quartile 96.7%



23/24



24/25



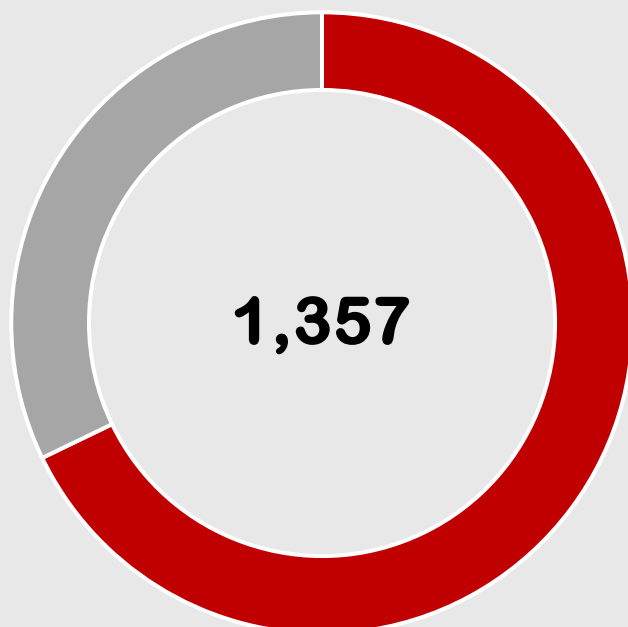
Asset Management

- The Asset Management team have exceeded Decent Homes targets agreed with the Regulator in both 2023/24 (1,620 against target of 1,000) and 2024/25. (791 against target of 700) and seen a year-on-year increase in the percentage of homes meeting the Decent Homes Standard.
- It should also be noted, that in 2024/25 a further 447 homes became non-decent so the increase in non-decency level would have been higher if this wasn't the case.
- A tender for new Partnering Contracts to deliver £560m work over 10-years has been completed with the report due to go to Cabinet in June and expected mobilisation from September 2025.
- Our Housing Asset Management Strategy was updated and approved by Cabinet in December 2023.
- We completed our 3-year Stock Condition Survey in December 2024 with 75% of the stock surveyed.
- A new Asset Management system (NECH assets) has been procured, and implementation has been initiated.

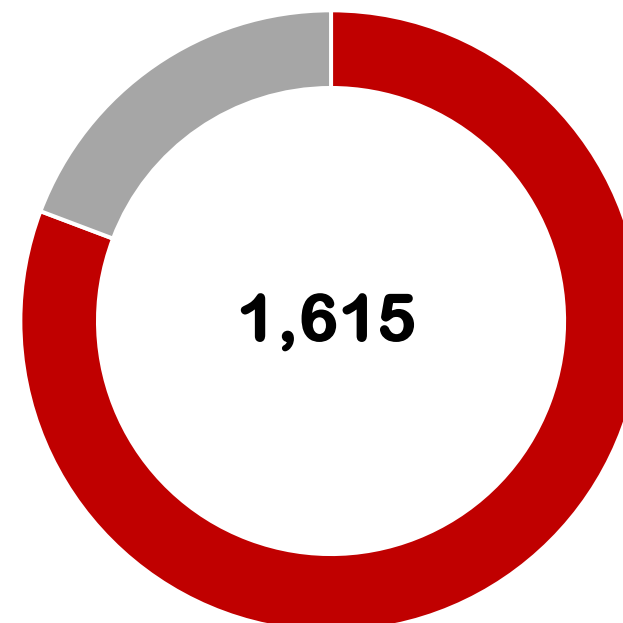
TENANCY MANAGEMENT

Tenancy Audits

No HouseMark Benchmarking



23/24



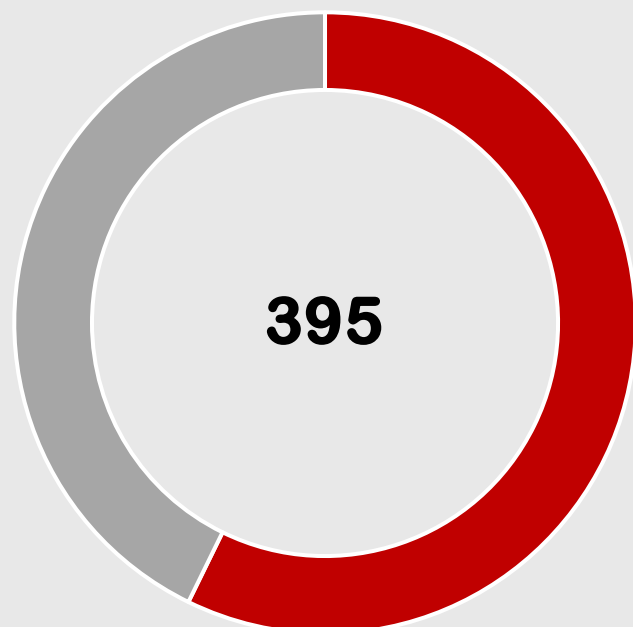
24/25



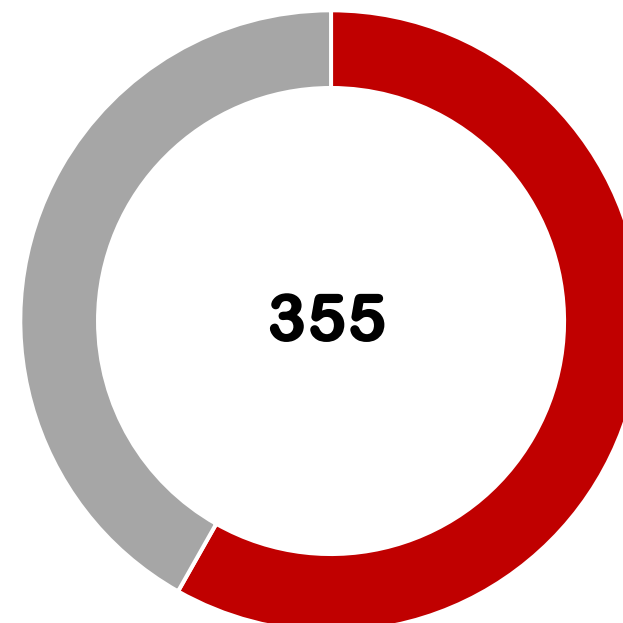
ANTI SOCIAL BEHAVIOUR

ASB cases allocated to Tenancy Management (currently open)

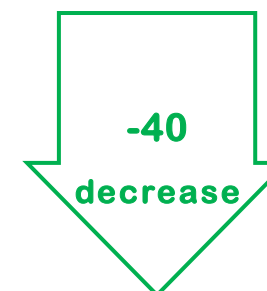
No HouseMark Benchmarking



23/24



24/25



Tenancy Management

Tenancy Audits

- Tenancy Audits are carried out by the Tenancy Management Team within General Needs stock to eliminate the risk of fraud. 20% of our stock are identified and scored prior to being uploaded on the system.
- There were some key challenges for the team due to delays in the data being uploaded and a number of patches being vacant.
- Better progress during the last six months has been made due to additional resources we have put in place.
- Introducing new handheld devices has had a huge impact in data entry, along with a reduction of follow-up admin.
- 13 x properties were identified as fraudulent and recovered.

Anti-social behaviour

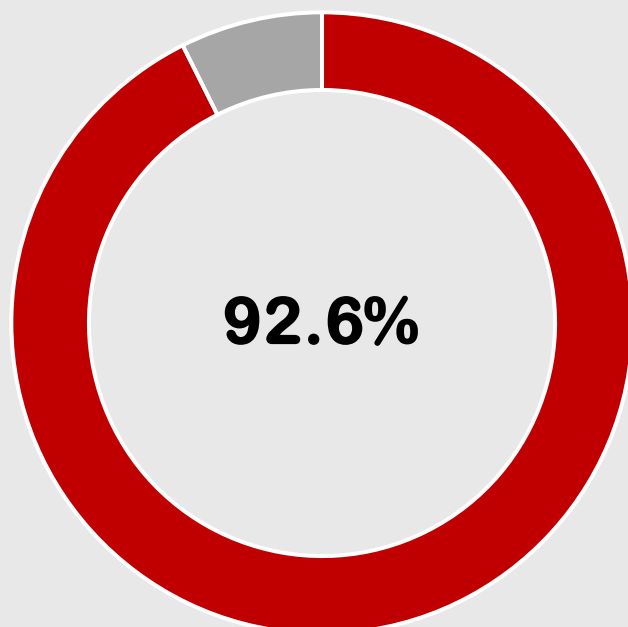
- We reviewed our Housing Anti-Social Behaviour (ASB) Service and the Corporate Enforcement Service offer provided by Haringey's Environment Directorate and have put a new SLA in place.
- We are meeting regularly with the Enforcement Service to discuss cases and resolve issues.
- We will be piloting a patrol service on our estates that offers reassurance for residents but also engagement and enforcement for those perpetrating ASB



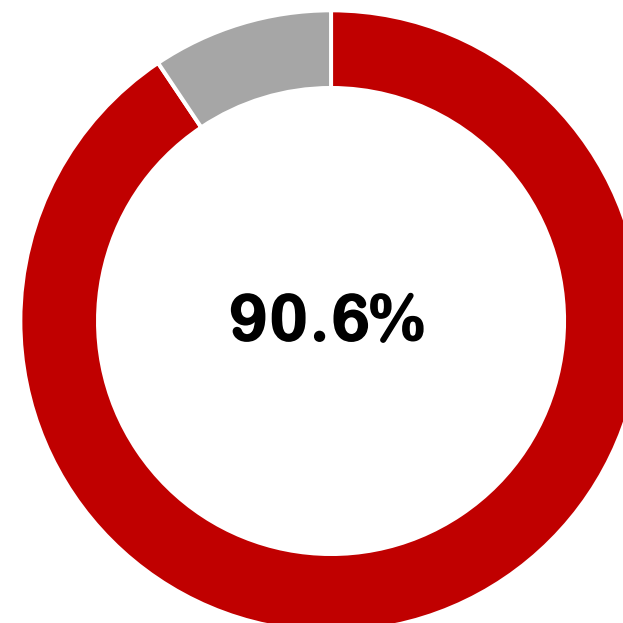
ESTATES & NEIGHBOURHOODS

% of estates grades at Excellent or Pass (Overall Grade)

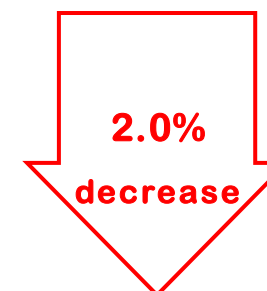
No HouseMark Benchmarking



23/24



24/25



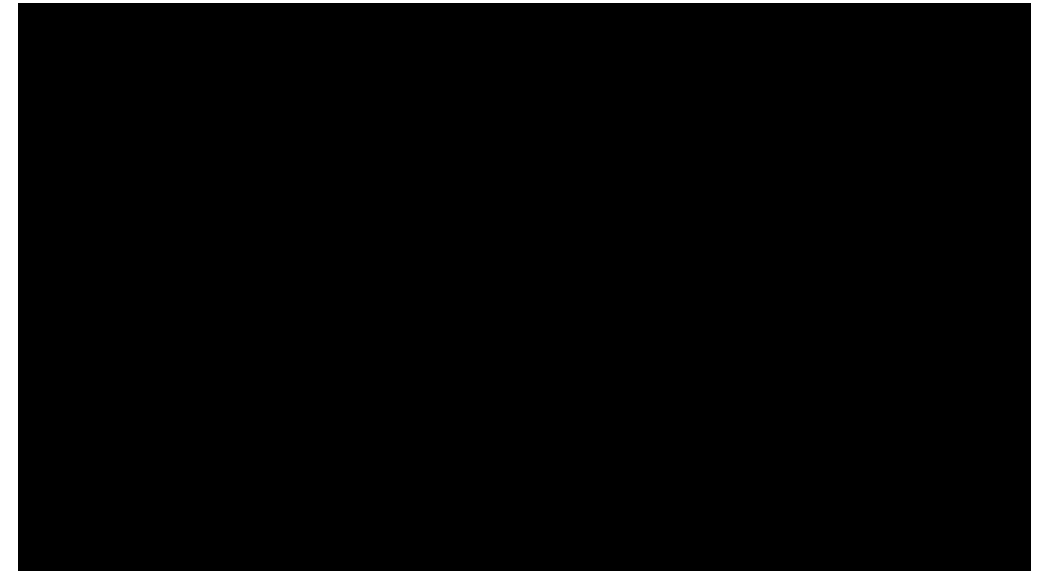
Estate Services

- Overall performance has dropped by 2% directly attributed to a drop in performance across our Grounds Maintenance service; Waste Management, (Veolia), and Estate Services have remained consistent.
- The Resident Advisory Panel (RAP) carried out its first review on Estate Services with positive feedback. A co-produced action plan has been developed to improve service delivery. 18 actions have been agreed, 10 completed, 5 in progress and 3 scheduled.
- Parks implemented an improvement plan including a significant capital investment to modernise their equipment and we are beginning to see the results in their overall performance.
- We have launched our Estate Parking project working in partnership with a resident task and finish group; with engagement on the first tranche of estates, over 2,600 households, completed & surveys commissioned to map out the carparks/spaces in preparation for the Traffic Management Order.
- To maintain our standards the service grew by 5 Estate Service Operatives in 2024/25; a further 10, plus 2 Estate Service Team Leader posts have been agreed for this financial year. The growth has been driven by the increase in demand, new builds, and the unprecedented rise in ASB within our estate.
- We have engaged with our Estates Services Operatives, sharing with them the findings from the RAP review on Estate Services and the mock inspection highlighting the importance of the work they do ensuring consistency and quality across the borough whilst taking pride in the work we do.



Estate Services

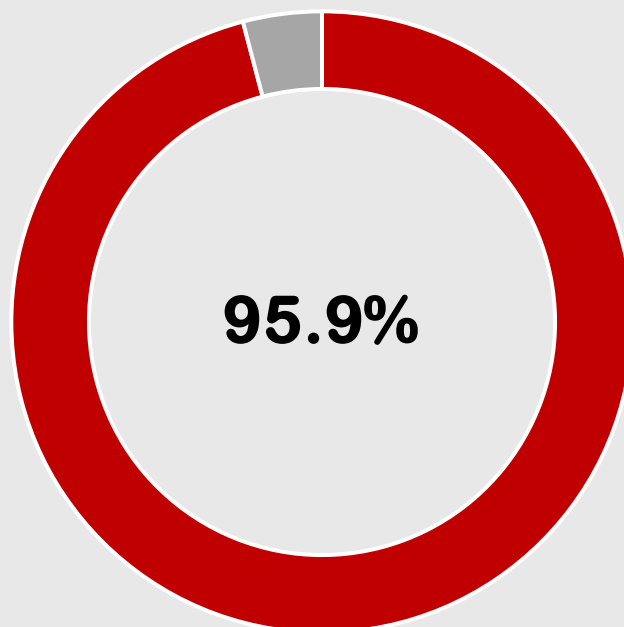
- We launched a 2-year deep cleaning programme - to date over 75 estates have received the service. 70% of respondents have rated the service as 3 stars or above and 72% have indicated they would accept an increase in service charge to maintain the programme.
- Based on resident and staff feedback we have reviewed our cleaning chemicals and materials and are now in the process of changing.
- Our Safer Estates network has grown by 13 new sites, (125 cameras) over the last two financial years, with plans for a further 5 sites (274 cameras) for this financial year.
- We were the first in the country to introduce AI technology to capture aerial flytipping and also obtained the Council's first block closure order at Cordell House which resulted in a 98% reduction in recorded ASB.
- Our Neighbourhood Improvement Team have delivered over 200 resident led improvements on our estates over the last two years with a further £700k being invested this year. Improvements range from security improvements, secure cycle parking to play areas for our children.
- Our dedicated Estate Safety Team have closed 3,901 FRAs over the last two years.



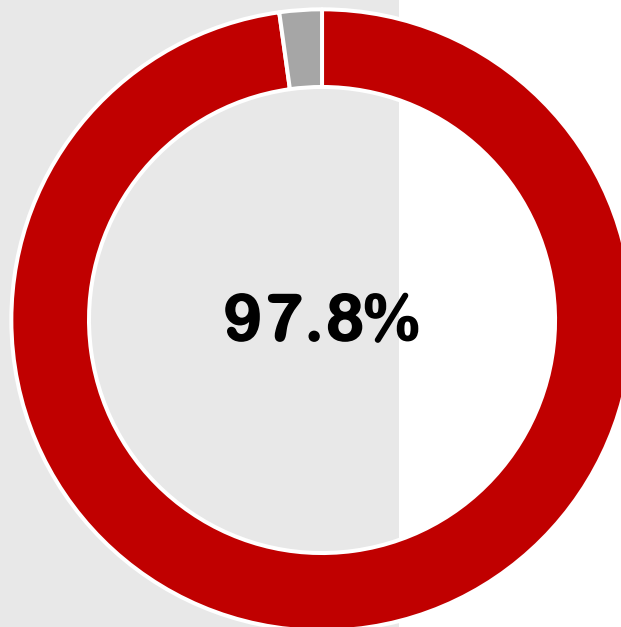
INCOME COLLECTION

% of rent and service charges collected (GN & SH only)

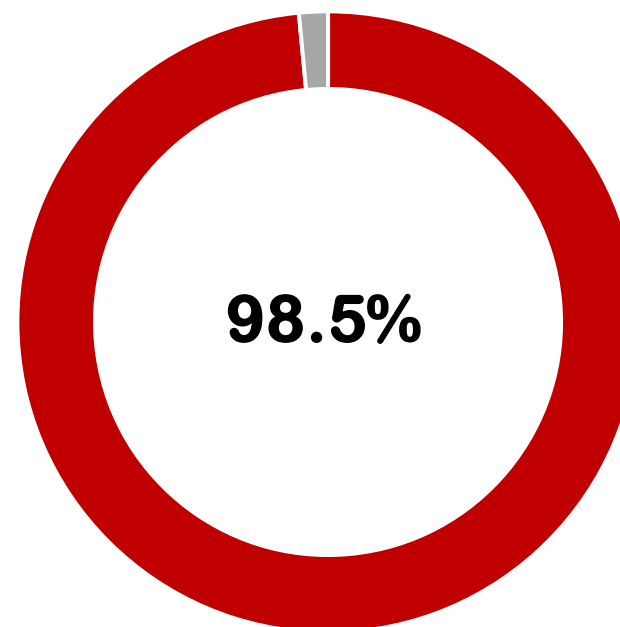
HouseMark Upper Quartile 97.0%



22/23



23/24



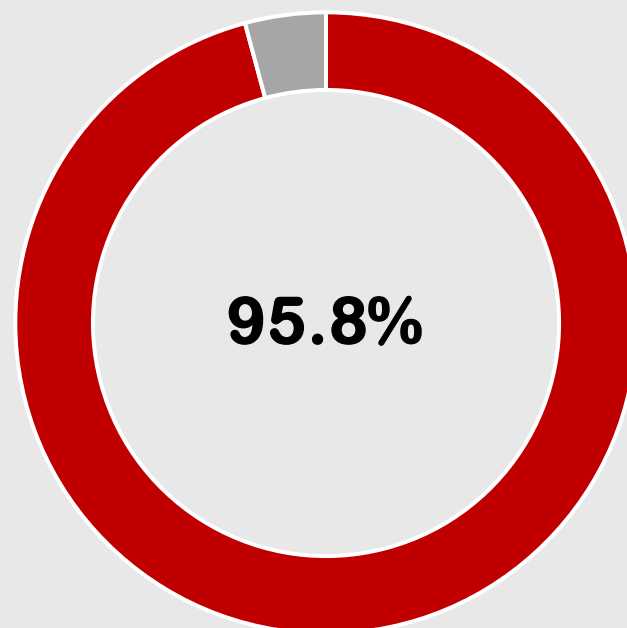
24/25



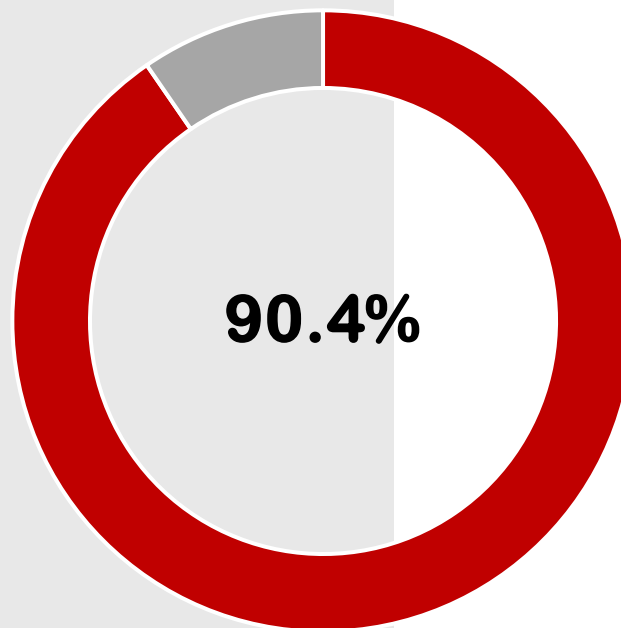
INCOME COLLECTION

The proportion of rent collected for all temporary accommodation

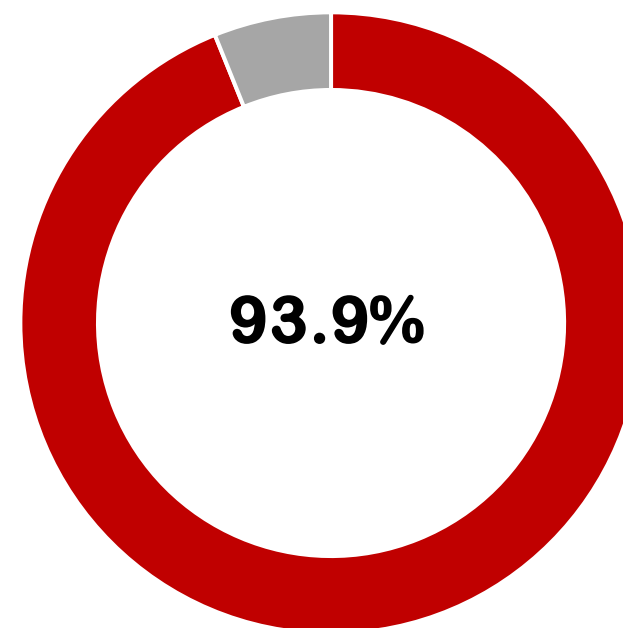
No HouseMark Benchmarking



22/23



23/24



24/25



Income Collection

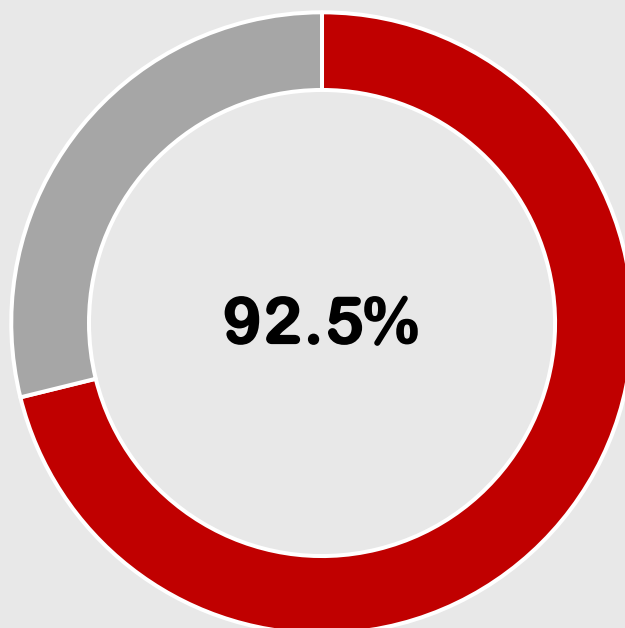
- Additional resources and systems combined increased capacity to become future proof and do more (Robotic Process Automation, Rent Sense, NECH).
- Exceeded year-on-year collection rate for General Needs, Sheltered Housing, HCBS and Garages.
- Better than expected outcome for TA collection and a clear plan for further improvements in collaboration with other internal teams.
- Embedded new collection and arrears policies through resident engagement.
- Substantial Assurance on Housing Rents internal audit for 2024/25.
- A more joined-up and collaborative income management service that is resident focussed.



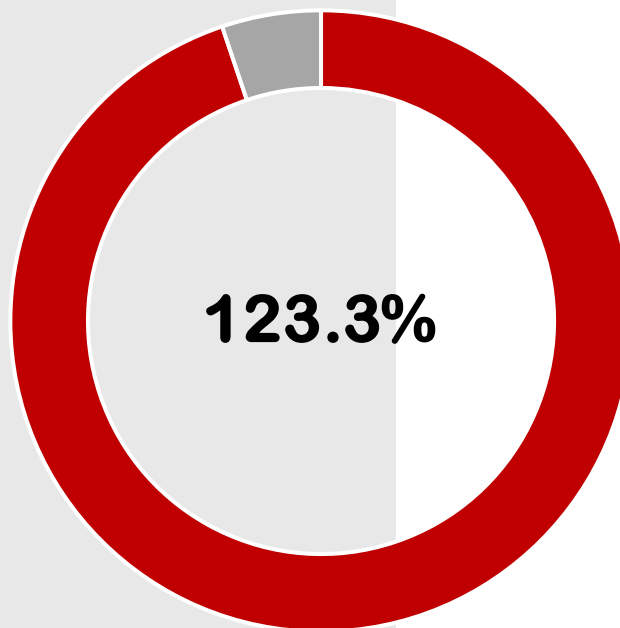
LEASEHOLDER SERVICE

% of day to day Leasehold service charges collected

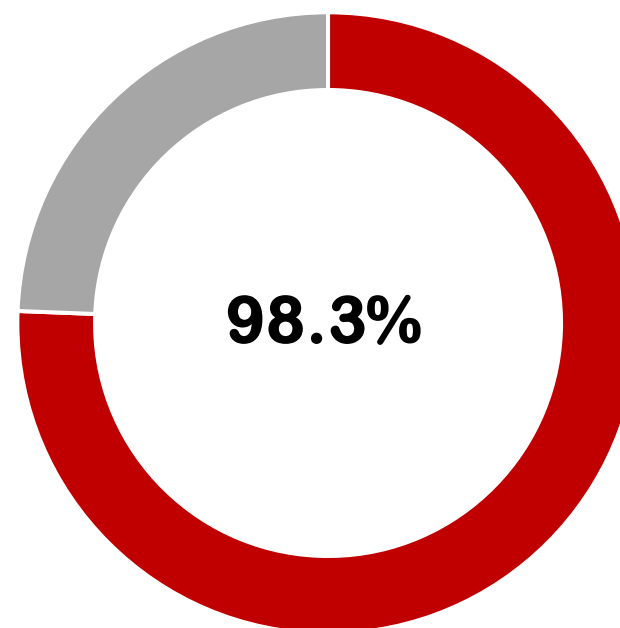
No HouseMark Benchmarking



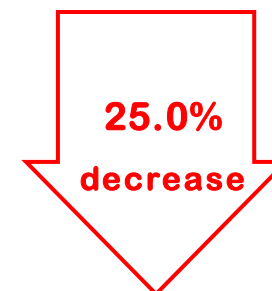
22/23



23/24



24/25



Home Ownership

Right to Buy

- Reduction in discount led to a 'surge' of applications in November 2024.
- 707 applications received in one month (compared to 213 applications for 23/24 of which 54 completed).
- 707 RTB applications currently being progressed – 32 tenants have withdrawn.

Income Collection

- Exceeded income collection target for 2024/2025.
- Year-end collection rate of 98.3% against a target of 95%.

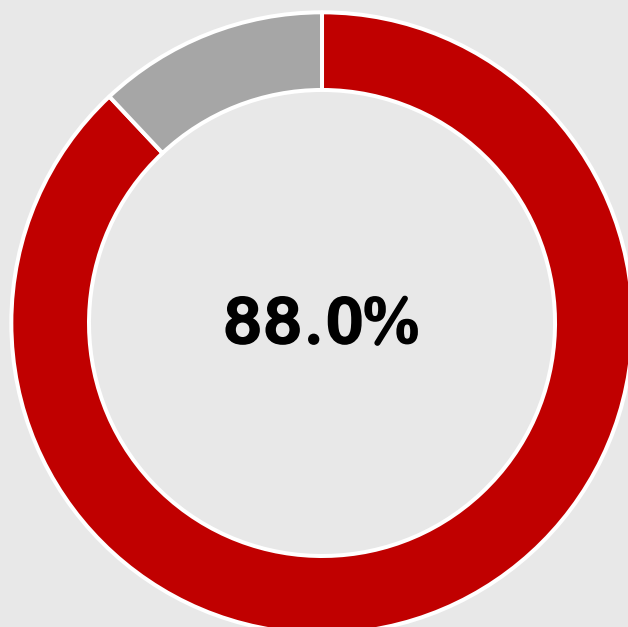
Capital Works

- Section 20 consultation.
- Payment plans <https://www.haringey.gov.uk/housing/leaseholders/service-charges/major-works-invoices>

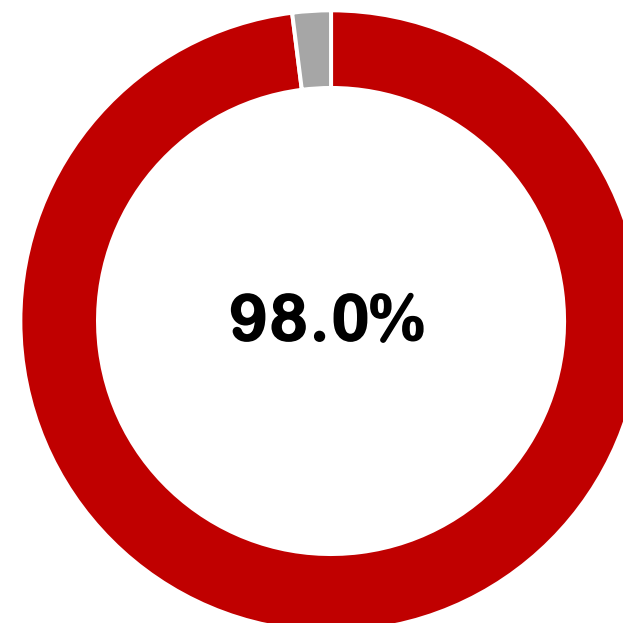
SUPPORT & WELLBEING

% of Support Plans in date

No HouseMark Benchmarking



23/24



24/25



Support & Wellbeing

Support and Wellbeing Service Support Plan Completion:

- The service conducts yearly or as and when necessary individual Support Plans and Risk Assessments with our elderly and vulnerable people living in our Supported Housing Schemes.
- The quality and completion rate has improved month-on-month.
- Currently, the service is at 98% completion rate, and this is a better position than the year before where the top rate stood at 88%.

Service improvements:

- Introduced more resident engagement and activities.
- Health & Safety compliance (100% Compliant on Fire Safety Actions).
- Up-to-date resident information and analysis.
- Co-produced a welcome pack and Hub & Cluster profiles with residents.
- Involving residents with our recruitment process.
- Working towards an appropriate IT and mobile working solution.

QUESTIONS?