


# Housing Improvement Update

**Housing, Planning & Development Scrutiny Panel**  
**23 September 2025**

- Voluntary Undertaking to the Regulator of Social Housing Update
  - Safety & Compliance
  - Decent Homes
  - Damp & Mould
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- A stylized graphic of a house roof, composed of several overlapping triangles in shades of red and white, located in the bottom right corner of the slide.

# Voluntary Undertaking to the Regulator of Social Housing Update



# Voluntary Undertaking to the RSH from 2023

Commitment	Update
Update and improve monthly KPI compliance reporting by including additional data recommended by Pennington.	Completed with new dashboard tab included in the monthly KPI reporting.
Complete backlog of 4,236 electrical installation condition reports more than 5-years old.	205 EICRs over 5-years and less than 10-years old remain outstanding as of 3 <sup>rd</sup> September 2025 due to difficulties in obtaining access. We have implemented efforts to gain access through Warrant applications to the Courts.
Ensure 1000 homes that were not compliant at the date of our self-referral, comply with the Decent Homes Standard.	<p>For the year 2023/24 we made 1,620 homes decent (homes compliant with the Decent Homes Standard) against a target to 1000, an increase of an additional 620 homes above the target.</p> <p>For the year 2024/25 we made 791 homes decent against a target of 700. Overall, over the past two financial years we have increased the number of our homes compliant with the Decent Homes Standard by 2,411.</p>
Review and update Asset Management Strategy.	Our new Asset Management Strategy was approved by Cabinet in December 2023 covering a span of 5 years and ensuring the Council meets legislative and regulatory requirements that guarantee safe, sustainable, and secure homes. The prioritisation and planning of investment in our housing stock is driven by the approved Asset Management Strategy.
Procure and implement new compliance management system.	Our new compliance management system C365 has been procured and is in use across the six key compliance areas for managing the programmes and holding certificates. Work continues regarding remedial actions, integration with NEC and reporting.

# Voluntary Undertaking to the RSH from 2023

Commitment	Update
Implement new Governance structure.	Our current governance structure was implemented by May 2023 and has allowed more oversight of key areas and improvements made across the whole of Housing Services. This includes our Housing Improvement Board which is overseen by the Chief Executive, the Deputy Leader and includes cross-party members.
Complete backlog of overdue Fire Risk Assessments.	All overdue FRAs reported at the time of self-referral have been completed and maintained with up-to-date FRAs.
Complete backlog of overdue high-risk Fire Risk Assessment actions.	As of the 2 <sup>nd</sup> September there were 2 overdue high-risk actions outstanding from the original 4,769 reported at self referral. The two remaining involve either complex access requirements or complex works that are currently being progressed.
Complete backlog of 4046 electrical installation condition reports more than 10-years old.	As of 3 <sup>rd</sup> September 2025, 25 properties were outstanding with EICRs more than 10-years old. These are prioritised for warrants and other continued efforts to resume communications and gain access. Warrant access for the EICR programme has been successful for 16 properties so far with a further 3 in progress.
Complete validation of key compliance programme data.	The Validation exercise was completed in August 2023.







- Next steps are to have external auditors confirm we have met these actions where this can then be shared with the Regulator of Social Housing.

## Safety & Compliance



# Compliance Summary for August 2025

## Heath & Safety Compliance of the Big '6'

Ref	Compliance Area	% Compliance	No. of Properties Affected	Frequency	No. Complying	% Compliance last reported July 2025	Trend since previous report
1.	Fire Risk Assessments (12-month rolling)	100.00%	1,635	Variable	1,635	99.94%	
2.	Gas Safety (LGSR) Domestic (GN, SH, HOS & PSL)	99.87%	14,140	Annual	14,121	99.77%	
3.	Electrical (EICR) (Domestic & Communal)	98.61%	16,497	5-yearly	16,267	98.50%	
4.	Asbestos Reinspection (Communal)	100.00%	1,128	Variable	1,128	99.91%	
5.	Passenger Lift Inspections (LOLER)	100.00%	167	Biannual	167	97.01%	
6.	Water Hygiene (L8) Risk Assessments	99.64%	274	Biannual	273	99.64%	

# Compliance Summary August 2025

- **FRA** – 100% compliant.
- **LGSR** – There were 19 properties with an overdue LGSR, of which 11 are due in court on 19<sup>th</sup> September, 1 has been served an injunction and 1 has been served a notice seeking possession, 4 have vulnerability issues that are being managed, 1 was completed on 8<sup>th</sup> September and 1 property has been temporarily decanted due to asbestos contamination awaiting removal.
- **EICR** – 100% for communal, 232 domestic were overdue at the end of August. An update is provided in more detail in the following slides.
- **Asbestos** – 100% compliant.
- **Lifts** – 100% compliant.
- **WRA** – 99.6% compliant. One property cannot be accessed due to asbestos in the tank room. The asbestos team have arranged for an alternative specialist contractor to complete the WRA under guidance form the Asbestos surveyor.

# Carbon Monoxide Alarms 11<sup>th</sup> September 2025

11 <sup>th</sup> September 2025	K&T	Purdy	Total
Total Number of properties with a combustion appliance.	7,028	7,250	14,278
Total Number where CO detectors have been fitted / supplied in accordance with the regulations.	7,026	7,249	14,275
Number fitted.	7,013	7,249	14,262
Number supplied due to no access.	13	0	13
Total Number outstanding.	2	1	3

## Commentary:

The total number of property's requiring CO alarm is 14,278.

There are 3 properties with domestic gas appliances that have not been supplied with a CO alarm due to no contact or access.

Both domestic gas contractors continue their programmes to gain access and install CO alarms, as well as installing in voids and in conjunction with the gas servicing programme.

We also continue efforts to contact the remaining residents and provide them with a copy of the latest LFB guidance on the dangers of CO.



# Smoke Alarms 5<sup>th</sup> September 2025

5 <sup>th</sup> September 2025	
Total Number of properties requiring a Smoke Alarm.	15,695
Number of properties where Alarms installed / upgraded within current EICR program (Since Oct 22) LD1/LD2.	9,808
Number of properties where alarms installed/upgraded in last five years, as EICR completed prior to Oct 22 = LD2 or LD3.	5,747
Number of properties with smoke alarm to LD3, fitted before 2015, (based on HRS programme paper records).	0
Number of properties refused upgrade to LD2 standard, currently left with LD2 10yr battery for living room.	140
Total Number of properties with smoke alarms.	15,695

## Commentary:

The total number of property's requiring smoke alarm is 15,695 all of which have been provided or fitted with a smoke alarm. There are 140 that have refused upgrades to current hard wired alarms due to personal preferences. Upgrades will continue through our EICR programme where we are able to do so.

# FRA Overdue Action Programme Update 02 Sept 2025

Self-reported Overdue Actions					
Legacy Actions	Penningtons	January 2023	2 <sup>nd</sup> September 2025		
			Current	Age Profile	Total
High	4,769	4,120	4	<1 month	0
				>1 <3 months	0
				>3 <6 months	0
				>6 <12 months	0
				>12 months	4
Medium	3,609	2,529	181	<1 month	1
				>1 <3 months	1
				>3 <6 months	0
				>6 <12 months	0
				>12 months	181
Low	3,609	1,588	10	<1 month	0
				>1 <3 months	0
				>3 <6 months	0
				>6 <12 months	0
				>12 months	10
Total	8,378	8,237	195		

## Decent Homes



## Achievements for 2024/25



Completion of Stock Condition Survey Programme.



Making an additional 700 homes Decent by March 2025 (Exceeded)



Procurement of Partnering Contracts



Development of 10-year Investment Programme Aligned to Voluntary Undertaking and Building & Fire Safety Acts

# Decent Homes Standard



The Decent Homes Standard is a minimum standard regulatory requirement for all social housing landlords and was established to '*bring health benefits to tenants and reduce health inequalities*' (Decent Home Guidance 2006).



Decent Homes is a minimum standard for the Council's housing stock and the Council will consider additional investment over and above the Decent Homes Standard where this aligns with the investment priorities.



When the Council applies the Decent Homes Standard it will ensure that the investment is sustainable in the long-term.



Energy efficiency measures will be incorporated into the major works programme as far as is practical.

# Decent Homes – Haringey Standard



For a property to be considered a safe and decent home, it must meet the following four criteria:

- It meets the current statutory minimum standard for housing i.e., it should be free of any category 1 hazards, as measured by the HHSRS.
- It is in a reasonable state of repair.
- It has reasonably modern facilities and services.
- It provides a reasonable degree of thermal comfort.



The Decent Homes Standard defines that a home would be classified as non – decent if it lacked 3 or more of the following:

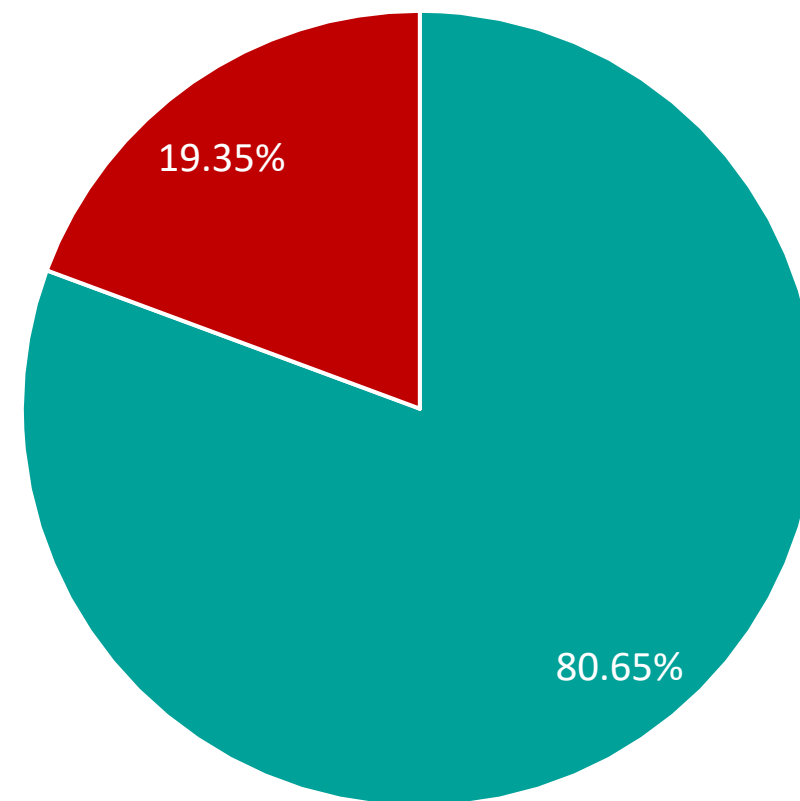
- a reasonably modern kitchen (20 years old or less);
- a kitchen with adequate space and layout;
- a reasonably modern bathroom (30 years old or less);
- an appropriately located bathroom and WC;
- adequate insulation against external noise (where external noise is a problem); and adequate size and layout of common areas for blocks of flats.



# Decent Homes Profile 2024/25 End of Year Position

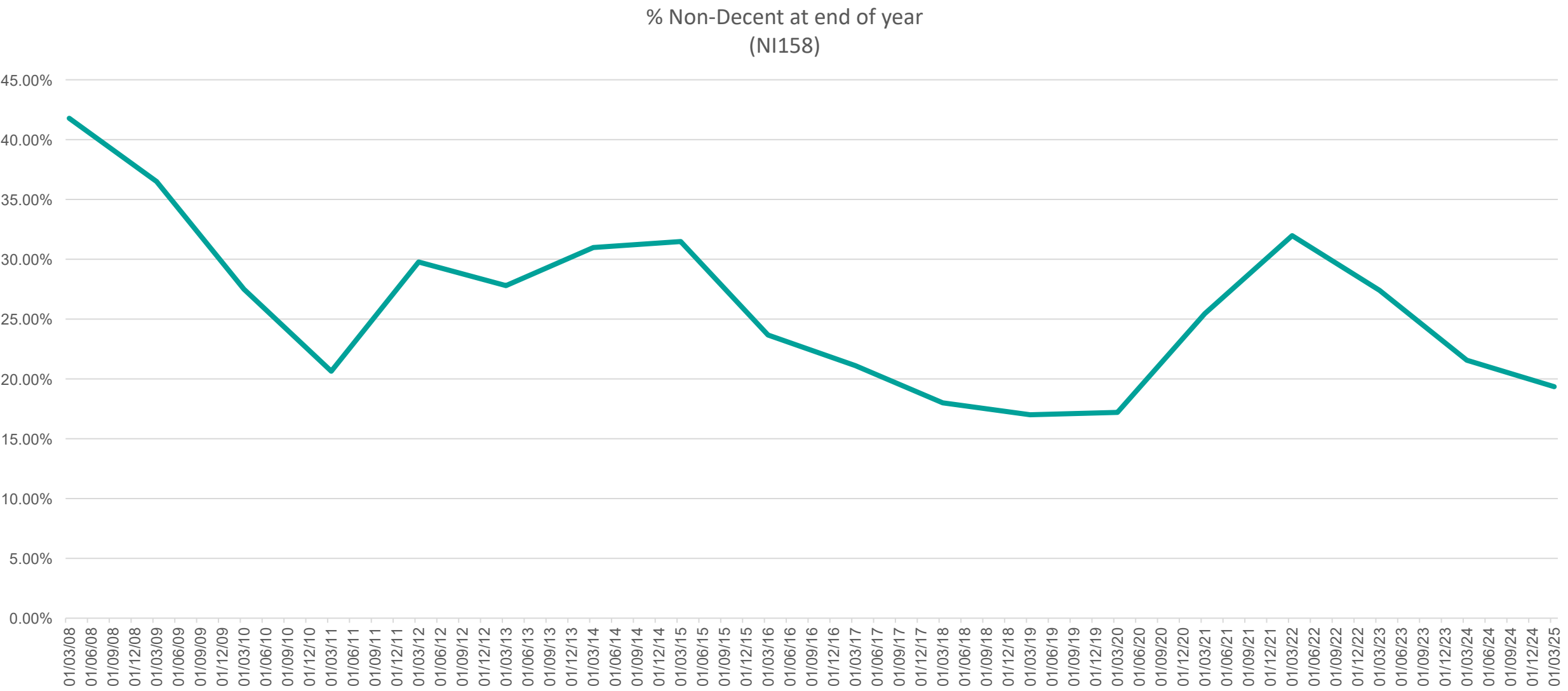
Overall Decency	31/03/2025
Non-decent in year	3,793
Made decent in year	791
Total non-decent	3,002
Total stock	15,518
% Decent	80.65%
% Non-decent	19.35%

2024/25 Decent homes improvement target = 700



■ Percentage Decent ■ Percentage Non-Decent

# Decent Homes Previous Performance





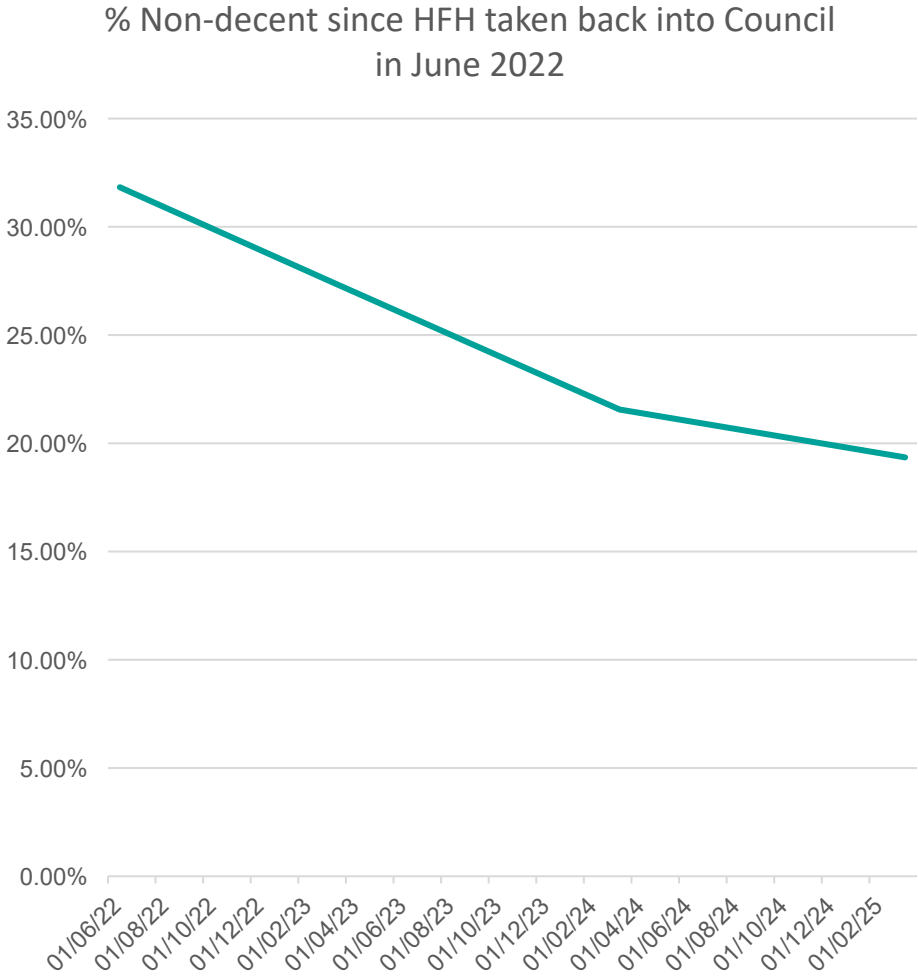
# Decent Homes Performance

	31/03/2008	31/03/2009	31/03/2010	31/03/2011	31/03/2012	31/03/2013	31/03/2014	31/03/2015	31/03/2016	31/03/2017	31/03/2018	31/03/2019	31/03/2020	31/03/2021	31/03/2022	31/03/2023	31/03/2024	31/03/2025
Stock at end of year	16,160	16,146	16,132	16,118	16,110	16,002	15,842	15,587	15,418	15,255	15,350	15,350	15,325	15,294	15,754	15,523	15,523	15,518
Decent at end of year	9,408	10,253	11,696	12,791	11,314	11,554	10,934	10,680	11,769	12,035	12,587	12,740	12,689	11,401	10,717	11,269	12,177	12,516
Non-Decent at end of year	6,752	5,893	4,436	3,327	4,796	4,448	4,908	4,907	3,649	3,220	2,763	2,610	2,636	3,893	5,037	4,254	3,346	3,002
% Non-Decent at end of year (NI158)	41.78%	36.50%	27.50%	20.64%	29.77%	27.80%	30.98%	31.48%	23.67%	21.11%	18.00%	17.00%	17.20%	25.45%	31.97%	27.40%	21.56%	19.35%

# Decent Homes Performance:

## Since Home for Haringey was brought back into Council

	01/06/2022	31/03/2023	31/03/2024	31/03/2025
Stock at end of year	15,754	15,523	15,523	15,518
Decent at end of year	10,740	11,269	12,177	12,516
Non-Decent at end of year	5,014	4,254	3,346	3,002
% Non-Decent (NI158)	31.83%	27.40%	21.56%	19.35%



# Decent Homes Profile July 2025

- The table below shows the forecast decency profile through to 2028 in order to achieve our target of 100% decency.
- In 2024/25 we made 791 homes decent exceeding our target of 700 properties.
- Our target for 2025/26 is to make a further 987 homes decent.

Status July 2025	2023/24	2024/25	2025/26	2026/27	2027/28
Total stock (as at 1 <sup>st</sup> April 2023)	15,523	15,518	15,518	15,518	15,518
Non-decent at end of previous year	4,254	3,346	3,002	2,501	1,431
Becoming non-decent in year	712	447	486	458	395
Total non-decent at start of year	4,966	3,793	3,488	2,959	1,929
Made decent in year	1,620	791	987	1,528	1,826
% of stock decent at end of year	78.4%	80.65%	83.88%	90.78%	100.0%

# Housing Asset Management Strategy



- Review of Housing Asset Management Strategy (HAMS) Quarter 3 2023/24
- Drivers:
  - Delivering Decent Homes
  - Building Safety and Compliance
  - Energy Efficiency and Carbon Reduction
- New HAMS (2023-2028) approved by Cabinet in December 2023

## Resident Engagement

A resident Task and Finish Group was set up to:

- Support the review of the existing HAMS strategy.
- Input to determining the investment priorities.
- Input to determining the key objectives for the new strategy.
- Input into Annual review of strategy.

## Key Changes

- Criteria for prioritisation of works to:
  - Reflect statutory and regulatory requirements.
  - Align with Council priorities.
  - Support our overall aim of keeping residents safe in their homes.
- Amendments to the scope of the Haringey Decent Homes Standard.
- A separate section on Damp and Mould.
- Improved commitment to resident communication and engagement.

# Housing Asset Management Strategy

- Housing Asset Management Strategy 2023-2028 approved by Cabinet in December 2023 following review as part of the Housing Improvement Programme and the Voluntary Undertaking to the RSH.
- Challenges to the delivery of the Strategy include:



Volatility surrounding construction costs.



Persistently high inflation.



Continued constraints on the HRA borrowing level if rent caps are imposed in future years.



Decent Homes 2 requirements.



Competing pressures on Planned Programme.



# Housing Asset Management Plan



## Asset Management Plan Investment Priorities

- I. Statutory Compliance.
- II. Works Identified through Health & Safety Assessments (including Fire Risk Assessments).
- III. Structural Works.
- IV. Regulatory Compliance (e.g. Decent Homes).
- V. Supporting Council Priorities (including Carbon Reduction).
- VI. Works that impact on high responsive repairs costs.
- VII. Enhancing Neighbourhoods.
- VIII. Spend to Save Initiatives and Works that Support Community Initiatives.

# Previous Challenges on Contracts



Lack of Contracts in place to deliver Decent Homes and refurbishment / investment works.



Timescales and Staff Resources required to procure works on a short-term basis.



Lack of Added Value contractual benefits, such as Social Value initiatives, due to short term approach.



Lack of Partnership approach in contractual relationship between the Council & Service Providers due to short term approach.



Increased procurement costs.

# Partnering Contracts



Haringey have awarded 4 long-term partnering contracts with contractors to deliver major works stock investment over the next 10.5 years (5.5 years + 5 years).



Currently in standstill period.



The partnering contracts will be geographically defined (West; Central; East North & East South).



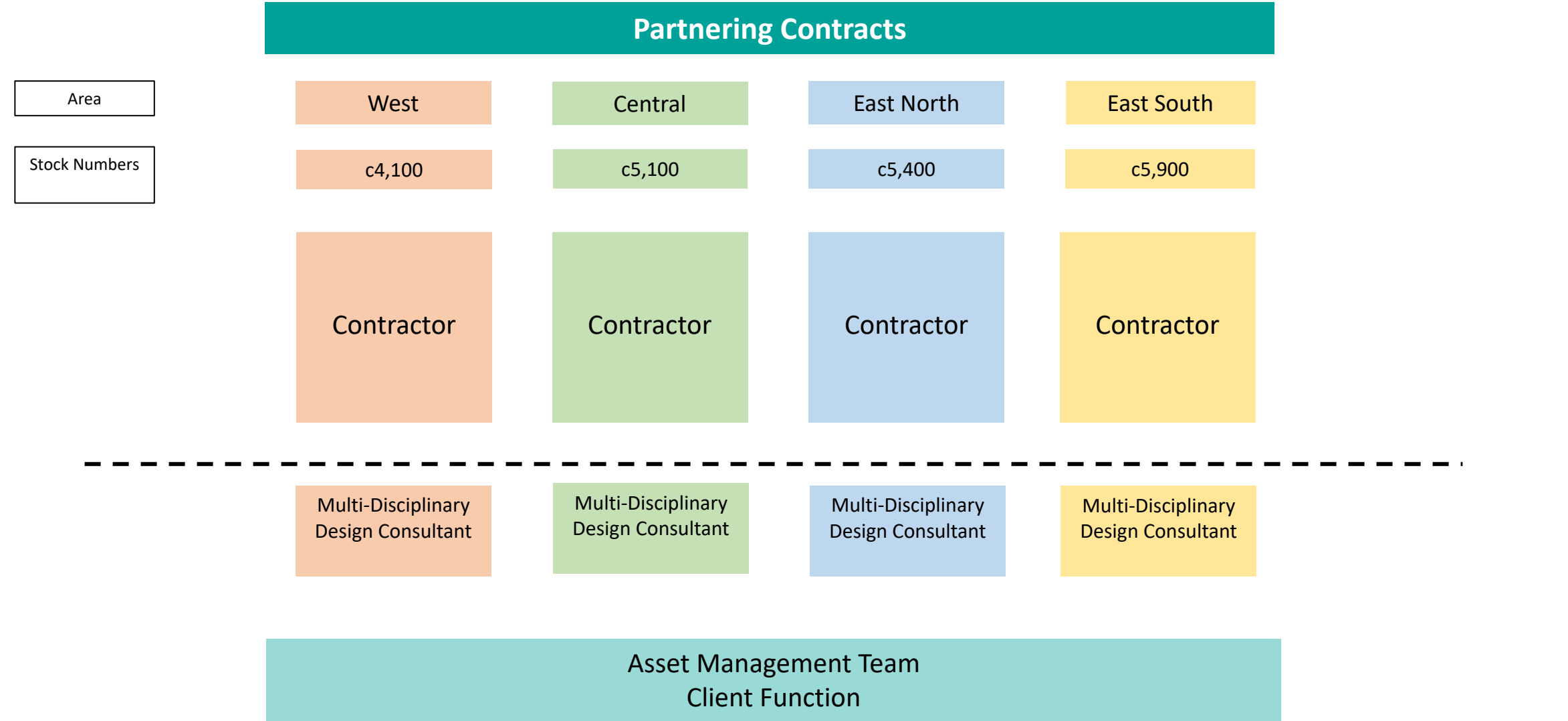
Works will cover Major Component Renewals including Decent Homes internal & external works; complex M&E systems; Building Safety; Carbon Reduction and Energy Performance Improvements.



Haringey are also procuring 4 consultants, for 12 years, to provide multi-disciplinary services to support the delivery of the partnering contracts.

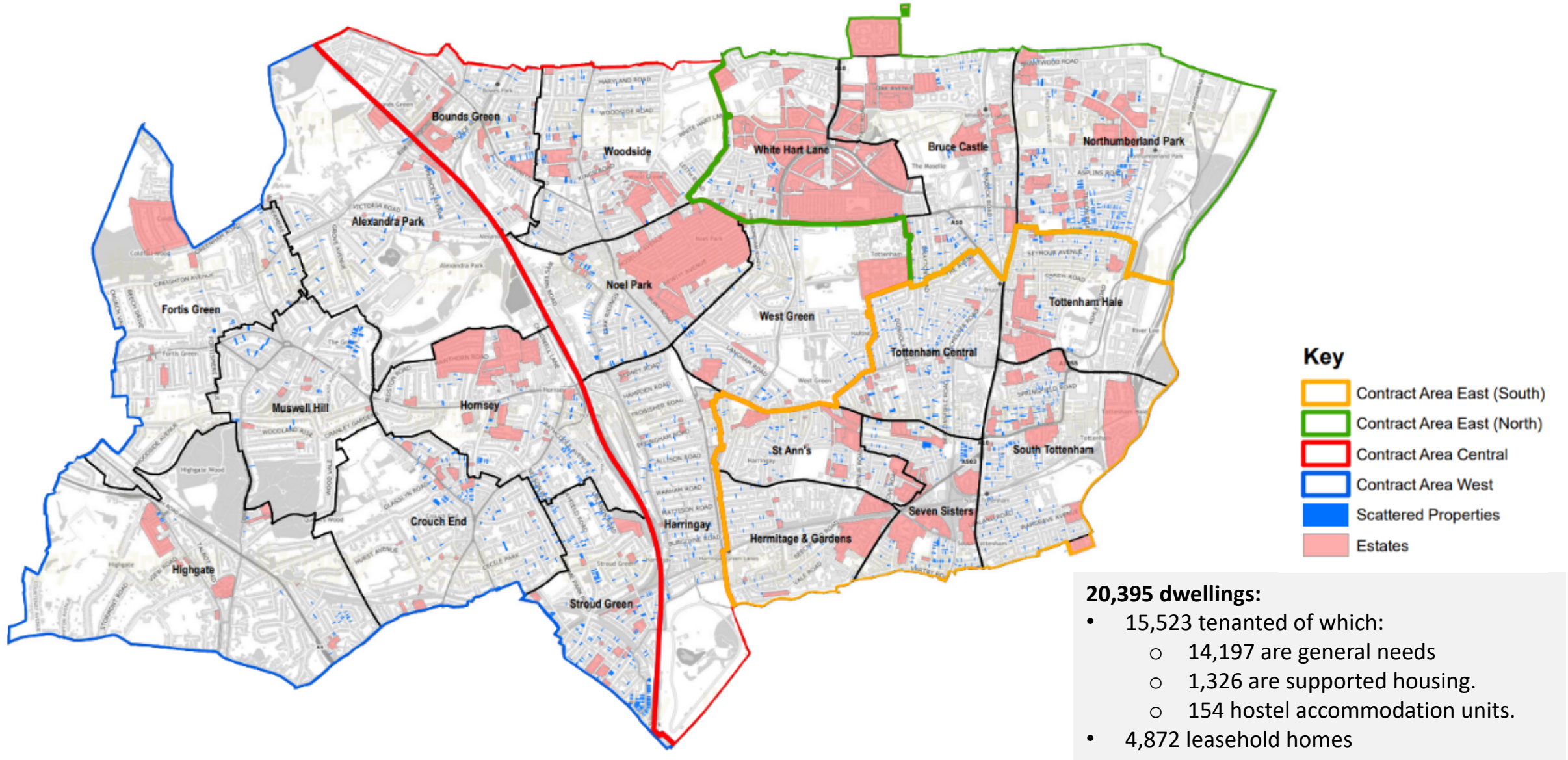


# Partnering Contracts Structure



# Partnering Contract Areas

## CONTRACT AREAS, WARDS, ESTATES & SCATTERED PROPERTIES



# Damp and Mould



# Damp and Mould Update and Improvements (1)

- From the open cases that have been surveyed as of 3<sup>rd</sup> September 2025, there are 3 Category 1 cases and 332 Category 2 cases.
- There is positive progress with the total number of open cases seeing a reduction of 207 since July 2025 to 3<sup>rd</sup> September 2025.
- In response to common themes from Housing Ombudsman cases that featured damp and mould repairs we have:



Created a dedicated damp & mould team to plan surveys including dedicated planning and customer service teams to arrange follow-on works which we keep under review to ensure it remains fit for purpose, especially considering the updated guidance regarding Awaab's Law.



We have implemented a dedicated telephone line for reporting Damp & Mould issues.



We have introduced a new CRM system to manage and track cases which has had a positive impact on the management of cases and to meet the demands introduced as part of Awaab's Law.



We have introduced a new team structure that includes teams of dedicated operatives with specific training on dealing with damp & mould related hazards that deal with the immediate hazards and complete associated remedial repairs and root cause.



We are constantly improving our communications to allow the dedicated Damp & Mould team to better inform our residents and other stakeholders where applicable.

# Damp and Mould Update and Improvements (2)

- In response to common themes from Housing Ombudsman cases that featured damp and mould repairs we have (continued):



The repairs team are also focussing on developing a culture of ownership and responsibility around damp and mould to ensure cases are not passed on without any follow up through to completion.



Our record keeping including but not limited to survey reports has been improved through both the introduction of the CRM and file management to be able to provide more detailed feedback on findings and recommended remedial works and ensure continued improvement through review and learning.



Training for all staff and operatives involved has been rolled out to ensure that customer contacts are recorded within the system and follow on works prioritised to avoid delay.



We are improving our ability to review management of repairs so that we can develop a continuous improvement through actual lived experiences of both staff and residents through feedback and case reviews.

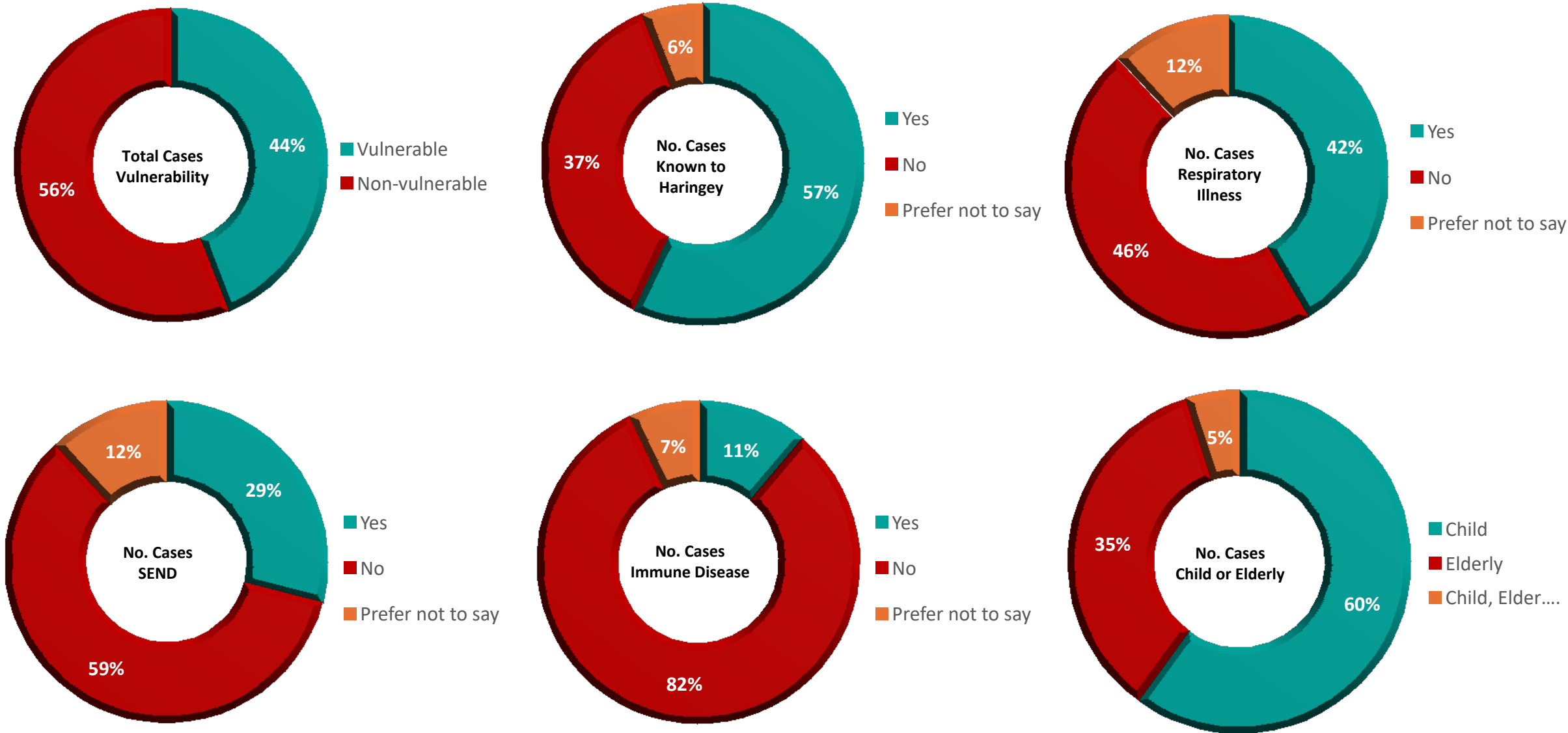


We work closely with Children's services to ensure a robust referrals process, whereby they have a direct link and contact with the damp and mould team.



We capture vulnerability and family composition as part of our triage process.

# Damp and Mould Vulnerability Data 3<sup>rd</sup> September 2025



# Awaab's Law

- Awaab Ishak was a two-year old who tragically died in 2020 due to prolonged exposure to mould in his home. His death led to national outrage and a call for reform in housing standards – it is named Awaab's law in his memory to prevent similar tragedies.
- It now forms part of the Social Housing (regulation) Act, and it legally mandates landlords to:
  - Investigate and fix damp and mould hazards within set timeframes
  - Address all emergency hazards within 24 hours.
- Risks of non-compliance includes legal action from tenants, regulatory penalties, reputational damage, and increased scrutiny from the Housing Ombudsman and Regulator of Social Housing.
- Phase 1 comes into force in October 2025, with phased implementation through to 2027. Future phases include:
  - 2026 – expansion to include other hazards e.g. excess cold/heat, fire, and structural issues.
  - 2027 – full implementation of the Housing Health and Safety Rating System (HHSRS) hazards, excluding overcrowding.



# Awaab's Law – Key Compliance Requirements for Phase 1

- Damp and Mould hazards must be investigated within 10 working days.
- After this period, provide a written summary of investigation findings to the tenant within 3 working days of the conclusion of the investigation outlining the findings.
- This report includes: when and how the investigation took place, who conducted the investigation, if a hazard was found, how the hazard should be rectified, whether the hazards poses a risk to the tenant's health and safety, and the estimated timescale for repair.
- Relevant safety work must be started within 5 working days of the investigation concluding if the investigation identified a significant hazard.
- Begin or take steps to begin any further work required within 5 working days, and where steps cannot be taken to achieve this, it must be done as soon as possible, and work must have physically started within 12 weeks. Works must be completed within a reasonable time period.
- Emergency repairs must be completed within 24 hours, regardless of the type of hazard.



# Awaab's Law – Preparedness

- Work is already in progress to introduce a 7-day priority in NEC and Service Connect with a completion date of October 2025.
- Work is also in progress to make amendments to our Damp and Mould Case Management system to comply with Awaab's Law.
- Work in progress to update the Damp and Mould and Responsive Repairs policies and reflect Awaab's Law, in consultation with Legal.
- A meeting is held between relevant Senior Managers every 2 weeks to ensure operational oversight.
- Repairs Board oversee monthly progress in liaison with other stakeholders.
- Arrangements have been made to raise awareness of Awaab's Law to our tenants, advising how to report and escalate issues through our Homes Zone Magazine, e-bulletins, and website.
- Actions to undertake:
  - Operationally prepare to meet demand and repair timescales.
  - Develop a process map.