

Appendix 3

Consultation responses

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A consultation on the Tenancy Strategy was held between 25th June and 6th August 2025 on the [Council's online consultation platform, Commonplace](#). This generated 443 visitors and, in summary, the following feedback:

Questions and Answers

In the Tenancy Strategy there are four key priorities:

- Lifetime tenancies are the preferred option in Haringey
- Tenants understand their rights and responsibilities in relation to their tenancy, appeals and complaints
- Tenants are supported to live in their homes for as long as it remains suitable
- A proactive approach to preventing homelessness where a social housing provider is intending to end a tenancy

Question: Do you support these priorities?

Answers: 9 Yes and 2 Nos

Question: Please explain your answer below

Answers:

Security

Council needs to do more for homelessness. Alot of residents do not follow their tenancy agreements with regards to littering ie throwing rubbish, nappies and general waste from their windows to doore - Preparing a homelessness strategy

This council does not give a ***** about its tenants or the way we are expected to live in a property that is unfit for human habitation. For years we have had to endure the leaks, the damp and the mold. We are promised that repairs will be carried out, but nothing changes. For years we have been told about the major works at Stellar House, yet the start date keeps getting pushed back. Works were supposed to start in January 2023, it's now August 2025 and we are told works will start April 2026, this is ridiculous. The damp and mold are causing serious health issues.

At L and Q we have agreed to move to 100% nomination rights for residents of Haringey but we do still have some cases for management transfer we are trying to support.

Lifetime tenancies are the preferred option in Haringey: We're particularly glad to see the council clarify its preference for lifetime tenancies. As the strategy argues, lifetime tenancies are much better suited to enabling residents to put down roots and fostering a sense of stability and community cohesion. The experience of our legacy organisations showed us the theoretical benefits of Fixed Term Tenancies (FTTs) were either unlikely to materialise in practice (better management of under-

occupation) or could just as effectively be achieved through existing procedures/grounds linked to assured tenancies (management of arrears and anti-social behaviour). For all those reasons, Southern Housing no longer issues FTTs or starter tenancies and is in the process of converting our remaining FTTs to lifetime Assured tenancies. The recommendation for lifetime tenancies also means the council is in a good position to comply with the Renters Rights Bill as, once this passes into law, all assured tenancies will become periodic and can no longer have fixed terms.

Tenants understand their rights and responsibilities in relation to their tenancy, appeals and complaints: We agree with the suggestions relating to tenancy agreements and various tenancy-related policies and procedures. Together with our resident comms group, we're currently reviewing the information we provide to residents as part of our preparation for Government's Social Tenant Access to Information Requirements (STAIRs), which will be phased in from October 2026. Tenants are supported to live in their homes for as long as it remains suitable: We strongly endorse the recommendations around tenancy sustainment. We have a financial inclusion team, which offers budgeting advice and support to residents, while also helping them access any welfare benefits or charitable grants to which they might be entitled. We also have a dedicated tenancy sustainment team which provides wraparound casework support for those in need of extra assistance often those with multiple or complex needs. Last year it supported 300 households to sustain their tenancies. Eviction has always been a last resort. We are signed up to the NHF's no eviction pledge, meaning we won't evict tenants facing financial hardship as long as they're working (or engaging) with us to get their payments back on track.

A proactive approach to preventing homelessness where a social housing provider is intending to end a tenancy: We agree with the recommendations and have various provisions in place to notify and collaborate with all our partner local authorities when we believe a tenancy is likely to come to an end. Before carrying out an eviction, we offer appropriate advice and assistance and note the recommendation to contact the borough's Family and Children's Services unit where there are dependent children in the household.

Those priorities seem fair. But not sure who falls under the 'secure' tenant label: council tenants that have been in their property for decades, what are they classified as? No mention of current long term tenants.

Given the housing shortage how can introductory tenants be sure they are treated fairly?

Section 6.6 - Anti-social behaviour of the Tenancy Management Policy has been given short shrift: a tiny paragraph with no link in Section 11: surely it should be given more coverage than that? I feel Anti-social behaviour by other tenants should be properly addressed with a properly laid out strategy."

No I do not

We are happy with Haringey's priorities within the tenancy strategy and note your preferences regarding lifetime tenancies.
We fully support your approach to preventing homelessness and seeking to maximise tenancy sustainment.

Do you have any suggestions for additional priorities to be added into the Tenancy Strategy?

That Haringey do their part to keep tenants safe. Secure doors on stairwell to stop unwanted people.

To do more to make homes liveable

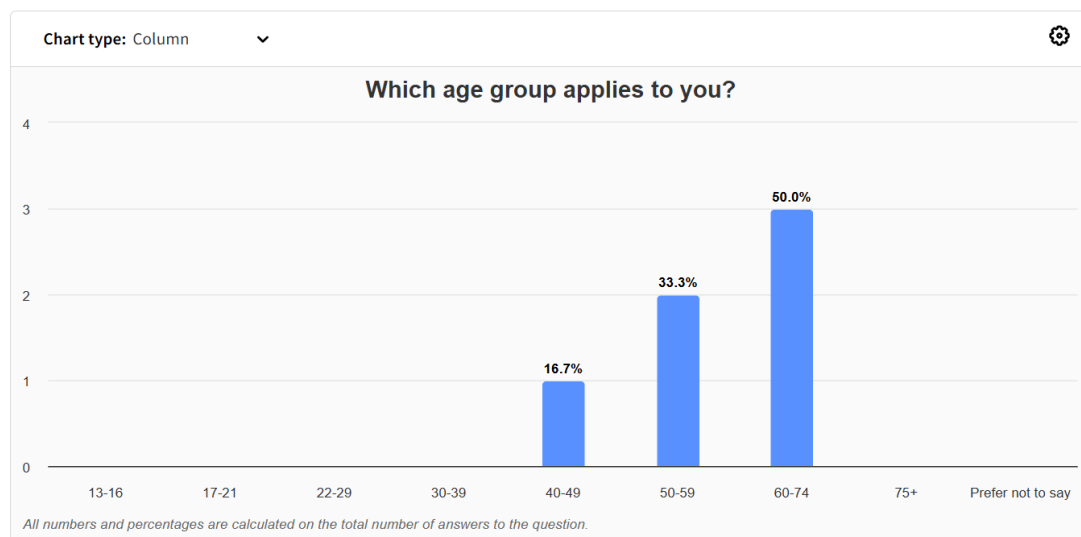
Stick to promises given and stop fobbing us off with a multitude of excuses.

No, the tenancy strategy is comprehensive and each of the priorities is well articulated and easy to follow.

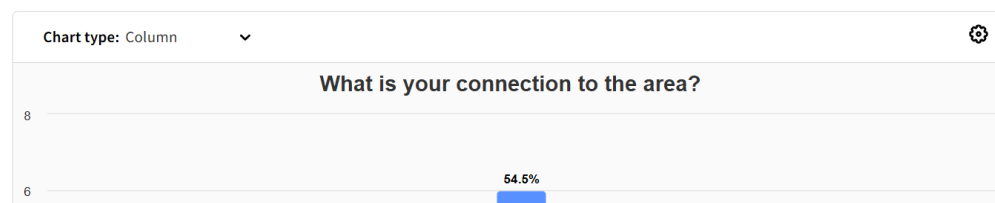
Ability to move even to another borough to alleviate ***** slurs and noise

Respondents

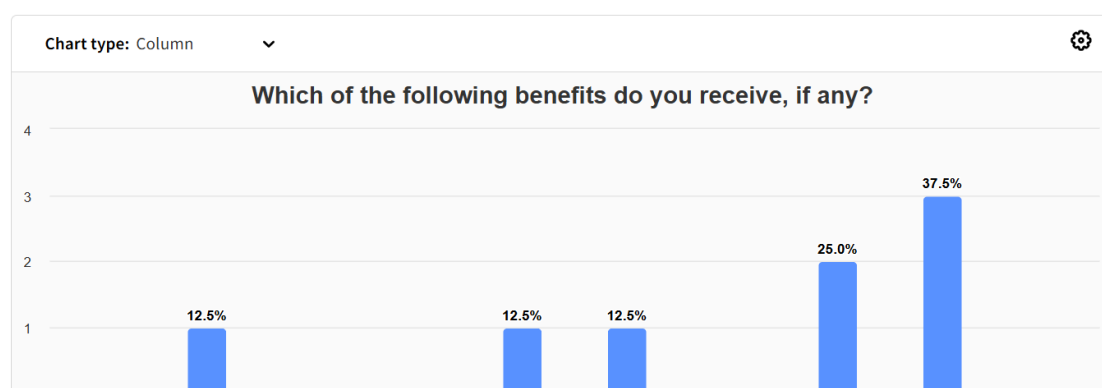
Which age group applies to you?



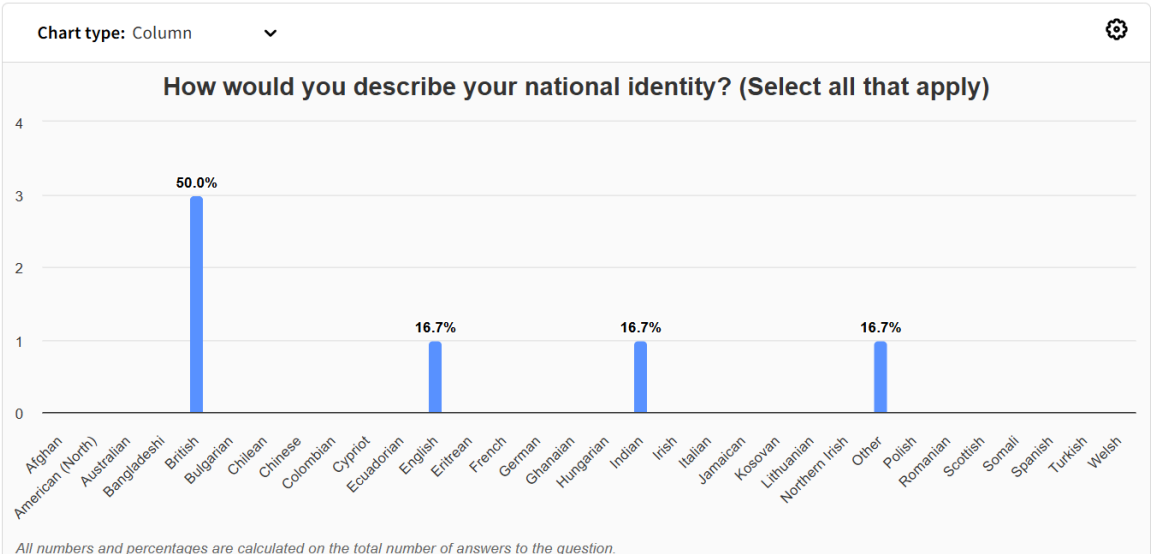
What is your connection to the area?



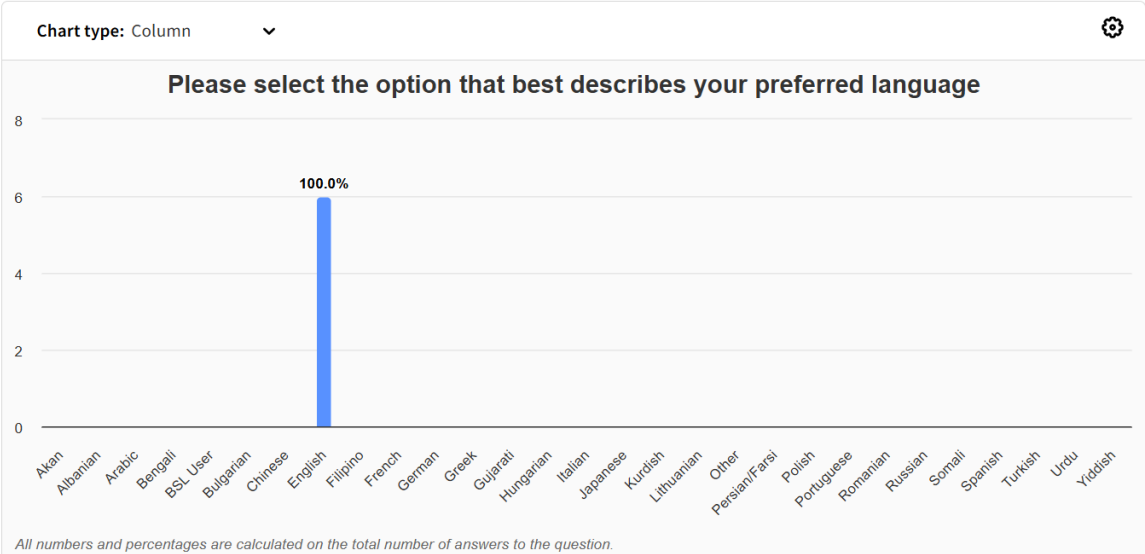
Which of the following benefits do you receive, if any?



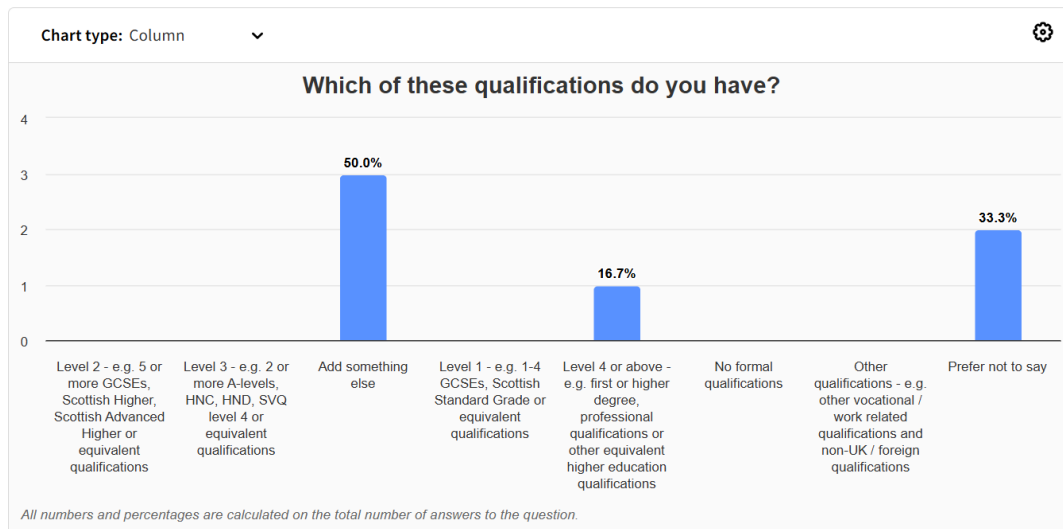
How would you describe your national identity? (Select all that apply)



Please select the option that best describes your preferred language



Which of these qualifications do you have?



Which of the following best describes your marital status?

