

Housing Services

Key Performance Indicators

September 2025

Summary of September 2025 performance:

Highlights:

- The percentage of Homes made Decent increased to 81.1% for Quarter 2 and remains above target.
- Fire Risk Assessments achieved 100% compliance for September 2025.
- Gas compliance increased slightly to 99.89% and remains within tolerance levels.
- Asbestos re-inspections were 100% complaint at the end of the period.
- LOLER lift inspections remains static at 100% from last month.
- Water Risk Assessments increased and is now at 100% compliance.
- Rent collection for General Needs and Sheltered Housing increased slightly and remains above YTD target for September.
- Communal fire points Health & Safety checks for Supported Housing has maintained 100% since the beginning of this year.
- Support Plans compliance remained static at 97.2% as reported last month and remains within tolerance levels.

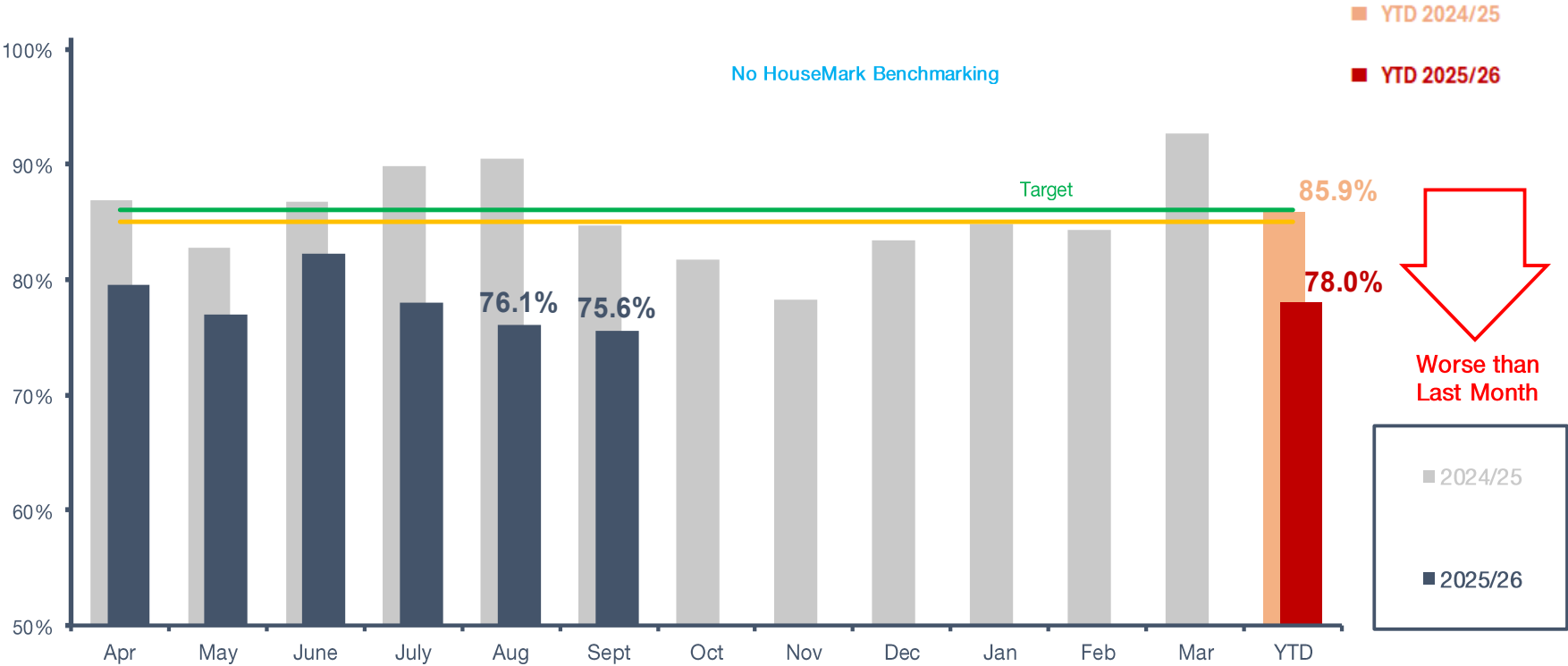
Areas of concern:

- Satisfaction with last repair and first- time fix remain below target.
- Voids performance is currently out of the profiled target as the voids increased to 287 from 271 in the last period.
- The % of rent collected for temporary accommodation has increased to 92.4% YTD September, but remains below target.
- Leaseholder Service charges collection decreased to 60.3%
- Estate gradings decreased to being below target from within tolerance last month.
- A delay in tenancy audits being loaded onto NEC has impacted performance in this area and is below the target profile but increased by 100 audits during September.

What is your overall satisfaction with your last repair? (excludes Out Of Hours repairs)

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Target	Sept	YTD	2024/25
86.0%	75.6%	78.0%	85.9%

Monthly Metrics:	
Satisfied:	161
Surveyed:	213

- This KPI is assessed as Red ragged for September 2025. An exception commentary has been provided by the Head of Service on the next slide.

What is your overall satisfaction with your last repair?

This dip in performance can be attributed to the type of repairs that have been completed by the team at this time.

We have been working through some complex repairs and as they are completed we expect satisfaction levels to drop given the time that has elapsed since the repair was first reported.

Residents have also reported extended wait times on the repairs telephone line which is impacting this measure.

We are working with the Resident Advisory Panel (RAP) to improve the Customer journey. This work is being progressed because there are challenges with reporting and reviewing a repair. The customer contact centre have reported challenges with call handling and the improvements to the digital offering for repairs has been delayed. Customers do not differentiate between the two teams and poor service levels will have an impact on the satisfaction with the repairs service.

The team continue to look at the information in detail to establish if there are other arising issues, other than the time taken to repair, or the challenges in reporting or reviewing a repair which are impacting on the satisfaction levels.

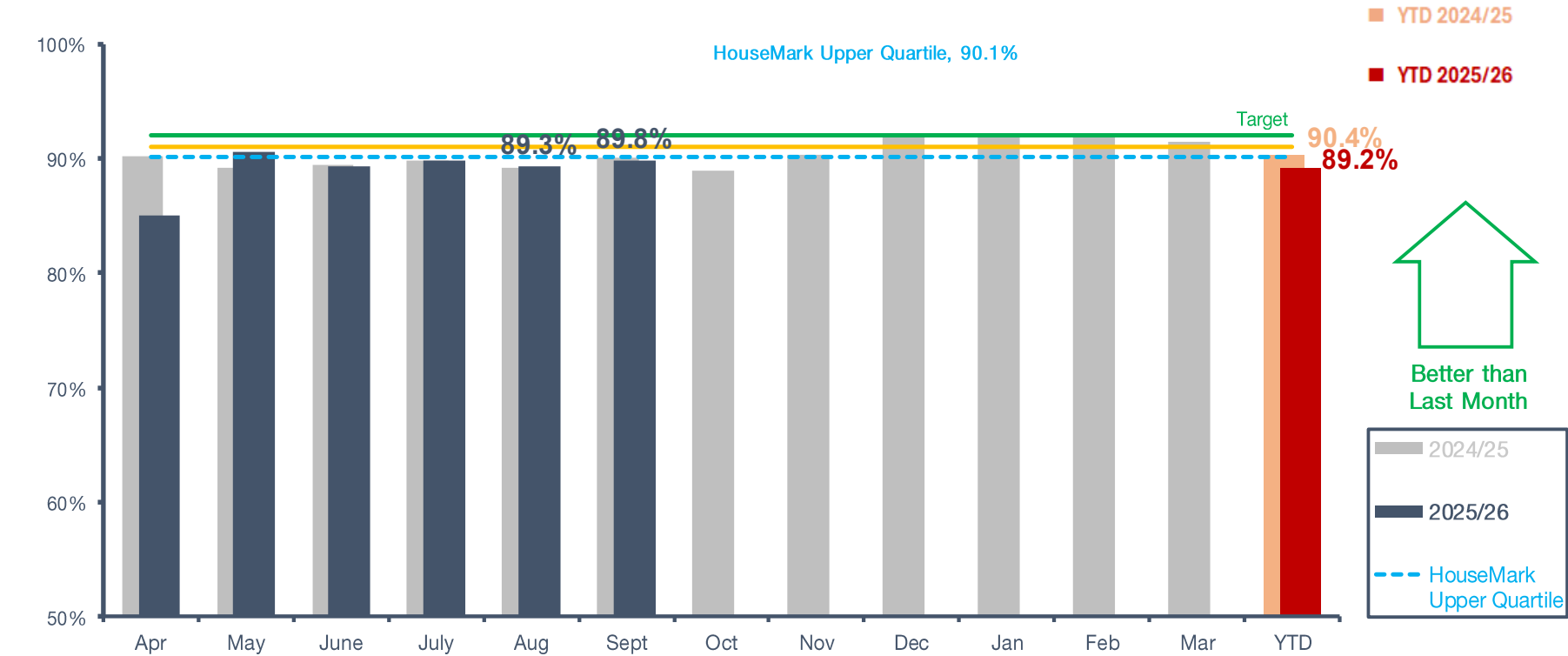
HMPI 100



% of all repairs first time fixed (not including programmed works)

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Target	Sept	YTD	2024/25
92.0%	89.8%	89.2%	90.4%

Monthly Metrics:	
First Time Fix:	3,230
No. of Repairs:	3,597

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- This KPI is assessed as **Red** ragged for September 2025. An exception commentary has been provided by the Head of Service on the next slide.

% of repairs first time fixed (not including programmed works)

This dip in performance can be attributed to the type of repairs that have been completed by the team at this time.

We have been closing complex repairs and satisfaction is impacted due to length of time it takes to complete these repairs. In some cases, we have been awaiting specialist parts or contract support to complete the repair.

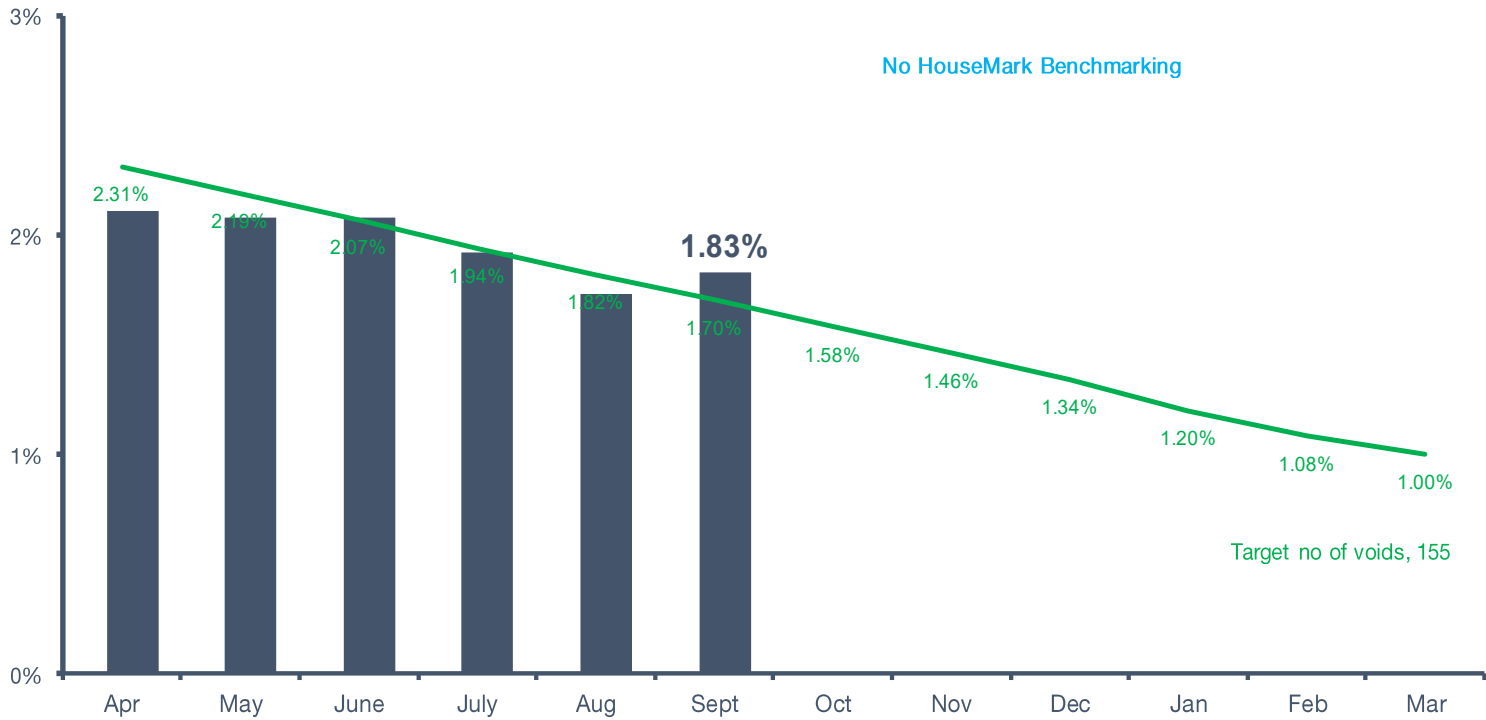
In other cases, the delays encountered as a consequence of health and safety requirements can lead to frustrations for our tenants and prevent us achieving first time fix targets. Specifically, the management of asbestos has proved more challenging with our plumbing team because a proportion of our pipe work is located behind panels which may contain asbestos. We have a good process for the identification and removal of asbestos, but this will require multiple visits to the property.

We are very close to target and aligned to the performance of the same time last year, but we would like to be meeting target, and we are looking to find out if there are trades/works which are impacting the performance so we can focus our attention on trying to restore performance trends.

GN& SH voids as % of stock (GN & SH stock only)

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Target	Sept	YTD	2024/25
1.00%	1.83%	1.83%	NEW

Monthly Metrics:	
Total Voids:	287
Stock:	15,689

- 1% target (155) based on 2024/25 stock number average 15,491. Voids baseline figure 377.

GN and SH voids

At the start of 2025/26, the Housing Service set a target of reducing GN and SH voids to less than 1% of the stock, making the target of reducing voids numbers to 155 by the end of March 2026 based on the 2024/25 stock number average.

The voids figure at the start of 2025/26 was 377 voids and the service has reduced the number of voids to 287 at the end of September.

After several months of being within target, there was an increase in new voids received in September partly due to Tenancy Management audits and terminations processed for evictions; deaths and properties vacated after neighbourhood moves to new build properties.

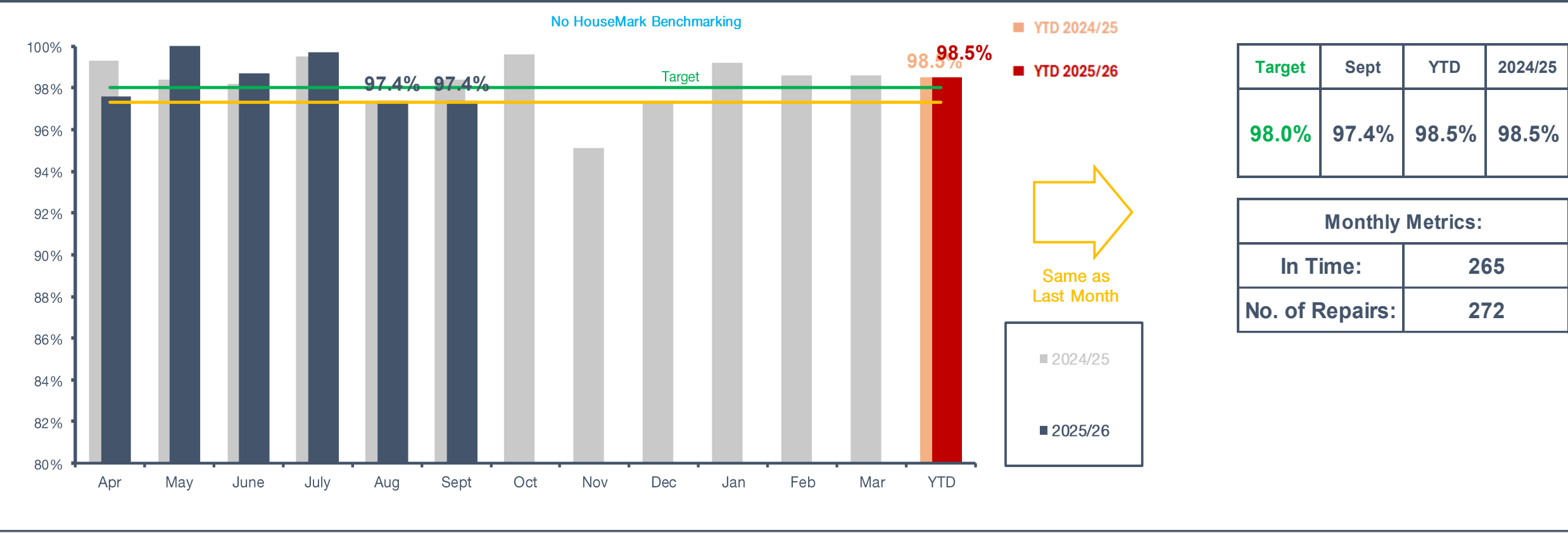
There was also a decrease in properties marked ready for let due to issues with contractor clearances; properties requiring more significant works; and absences within the team.

We are working to address these issues through our ongoing performance management meetings that monitor the weekly internal target for HRS and external target for our contractors and are working with the service to identify any further support that is required.

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

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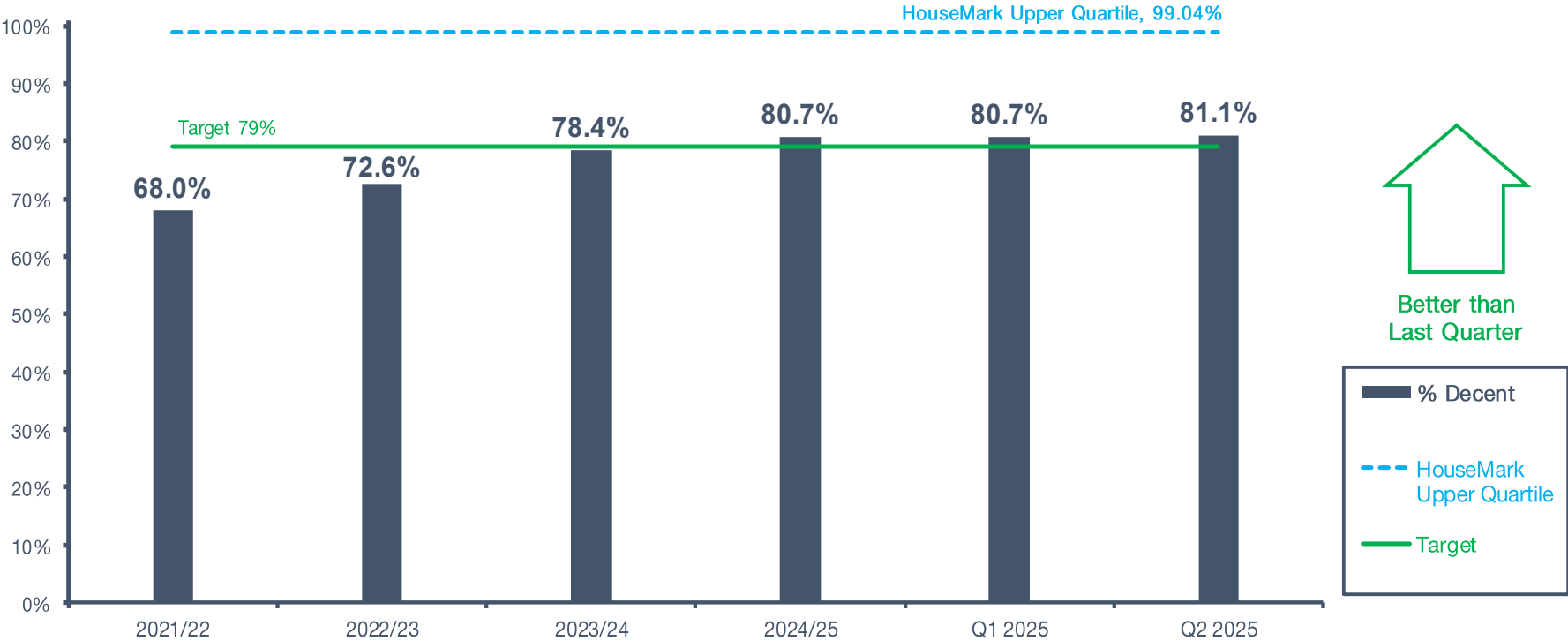
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- This KPI is assessed as **Amber** ragged for the month of September 2025.

Percentage of Decent Homes

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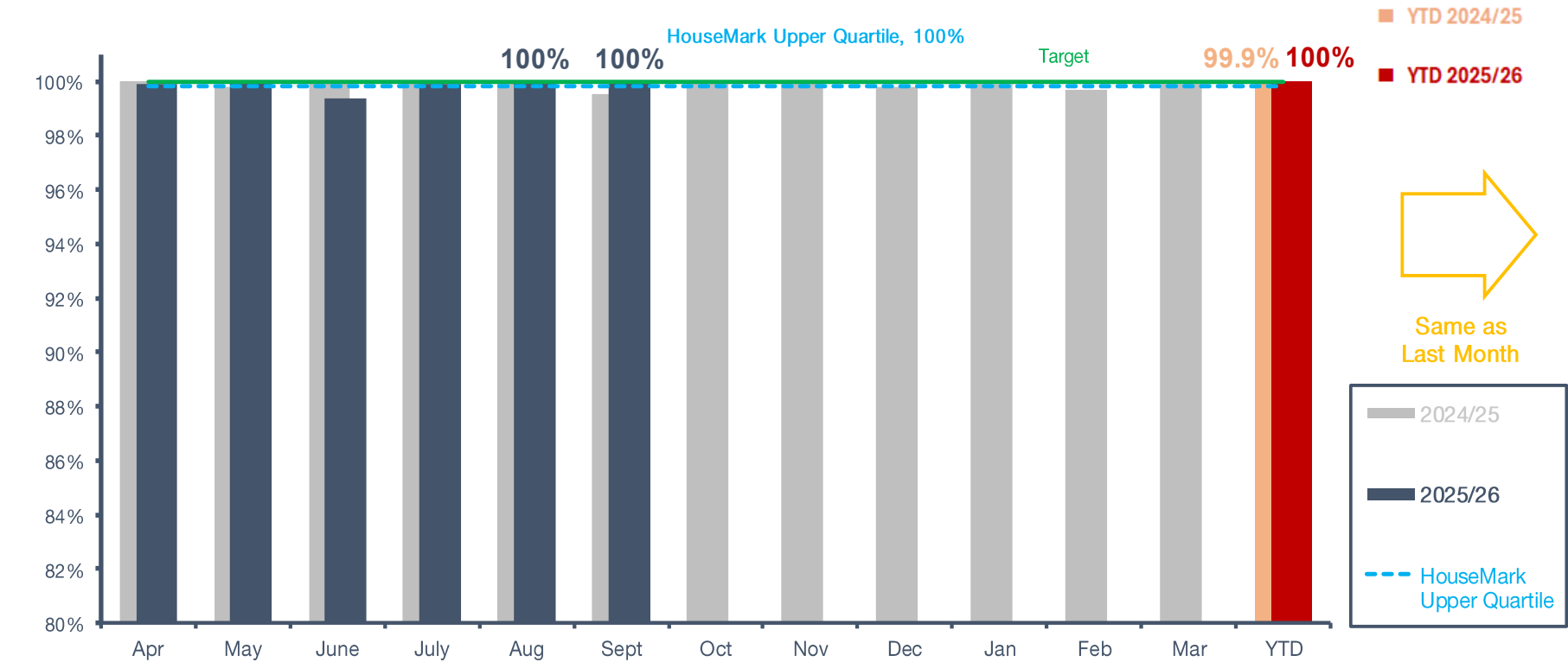
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Target	Q1 2025	Q2 2025	2024/25
79%	80.7%	81.1%	80.7%

Annual Metrics:	
No. Decent:	12,588
Total Stock:	15,521

- This KPI is assessed as **Green** ragged for Quarter 2, 2025.



Target	Sept	YTD	2024/25
100%	100%	100%	99.9%

Monthly Metrics:	
No. Compliant:	1,634
Total FRAs:	1,634

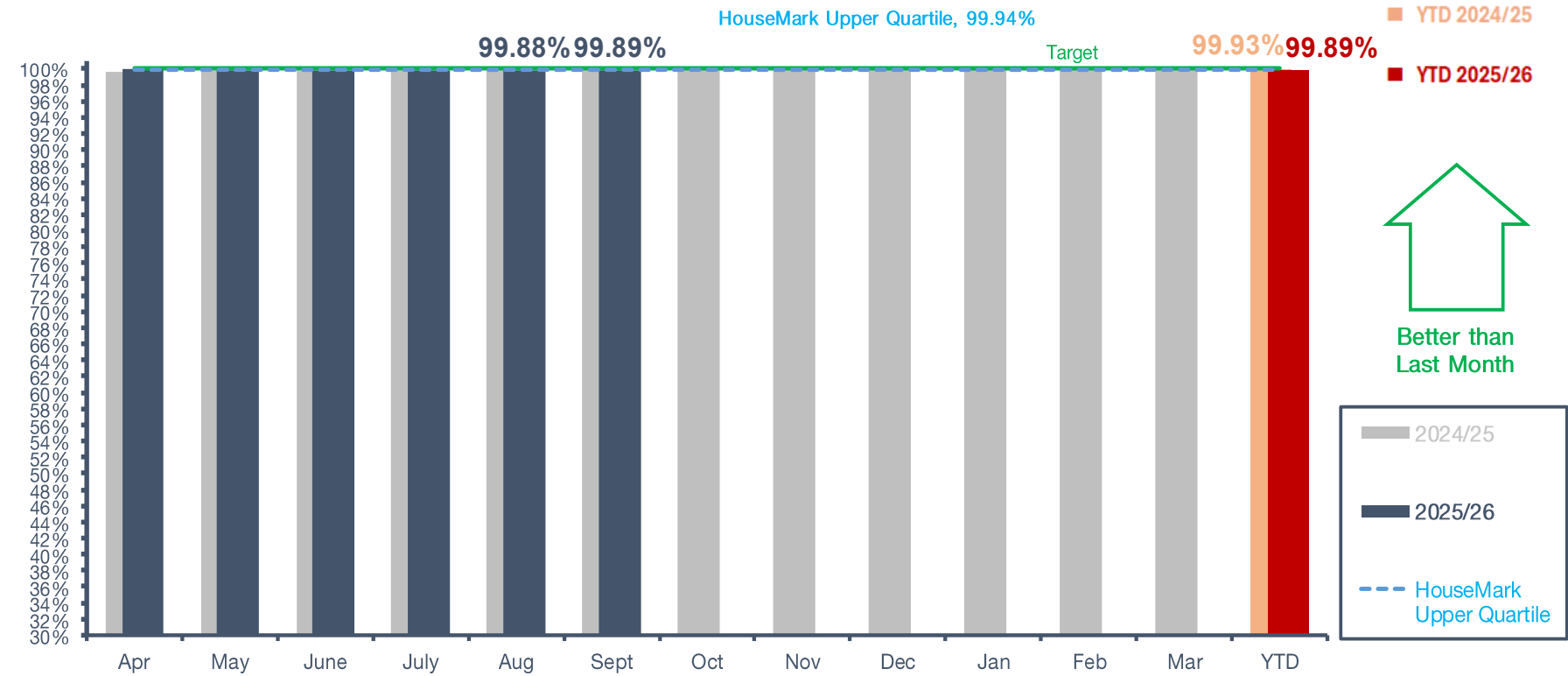
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- This KPI is assessed as **Green** ragged for the month of September 2025.

% of properties with valid gas certificate - Council properties (GN, SH & HOS only)

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Target	Sept	YTD	2024/25
100%	99.89%	99.89%	99.93%

Monthly Metrics:	
No. Compliant:	13,619
Total:	13,634

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- The KPI has been assessed as **Amber** ragged for the month of September 2025. A commentary has been provided by the Head of Service on the next slide.

Gas Compliance

17 x LGSRs have been reported as expired at the end of September 2025.

August total number of properties = $14,874 - 21 = 14,853 + 19 = 14,872$

September total number of properties = 14,872

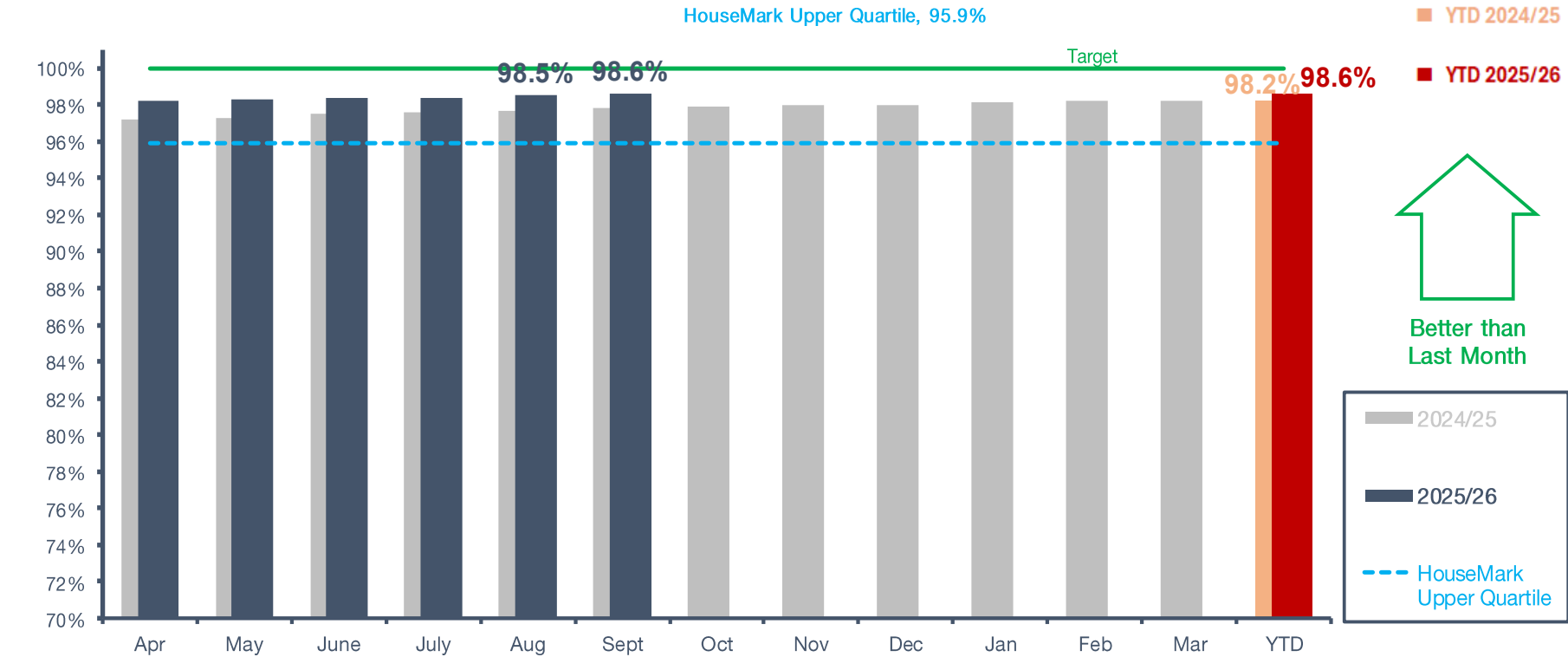
21 x properties have been removed (sold, PSL handbacks)

19 x HCBS properties have been added onto gas contract.

Domestic Electrical Inspection Programme

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Target	Sept	YTD	2024/25
100%	98.6%	98.6%	98.2%

Monthly Metrics:	
No. Complaint:	15,462
Total Required:	15,688

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- This KPI is assessed as **Red** ragged for the month of September 2025. A commentary has been provided by the Head of Service on the next slide.

Domestic Electrical Inspection Programme

Of the 15,688 Domestic properties (decrease in figures for sold/RTB). As of the end of September 2025 we have 226 properties which do not have a current EICR less than 5-years old, due to failed engagement with the resident and access being made available.

Of those, 226 have an EICR less than 10-years old, 23 having one greater than 10-years old.

All have had four letters including an invitation to make an appointment, two timed appointments, two missed appointment cards and a final warning letter.

All have been visited by the contractors RLO, have been called and texted, as well as having an urgent contact request fixed to the door.

Of the 226 overdue properties, 222 we still have no engagement from the residents despite continued efforts. 4 x addresses have been issued to Legal to prepare warrants applications.

All have had a further and final warning letter, prior to finalising the legal packs. Within the above we have identified 110 residents with disabilities or vulnerabilities and are making every effort to work with support services to gain access.

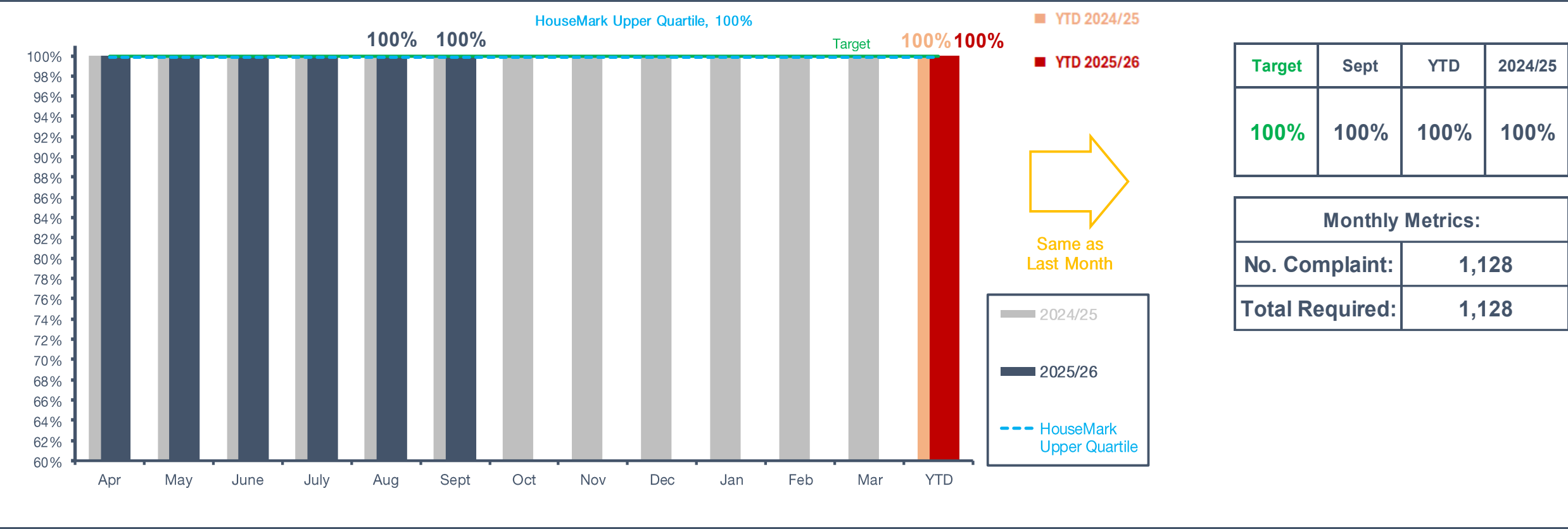
We are due to proceed with a further 20 properties with the Magistrates' Court, for 20 warrants of entry. Forced entry under warrant will be carried out we are doing 2 per day. We now have a further 20 warrants scheduled for Court with Legal for October.

There are also 802 communal EICRs in our programme (16,497 in total), all of which have a current EICR.

Number of blocks with a valid Asbestos Survey Re-Inspection (communal areas only)

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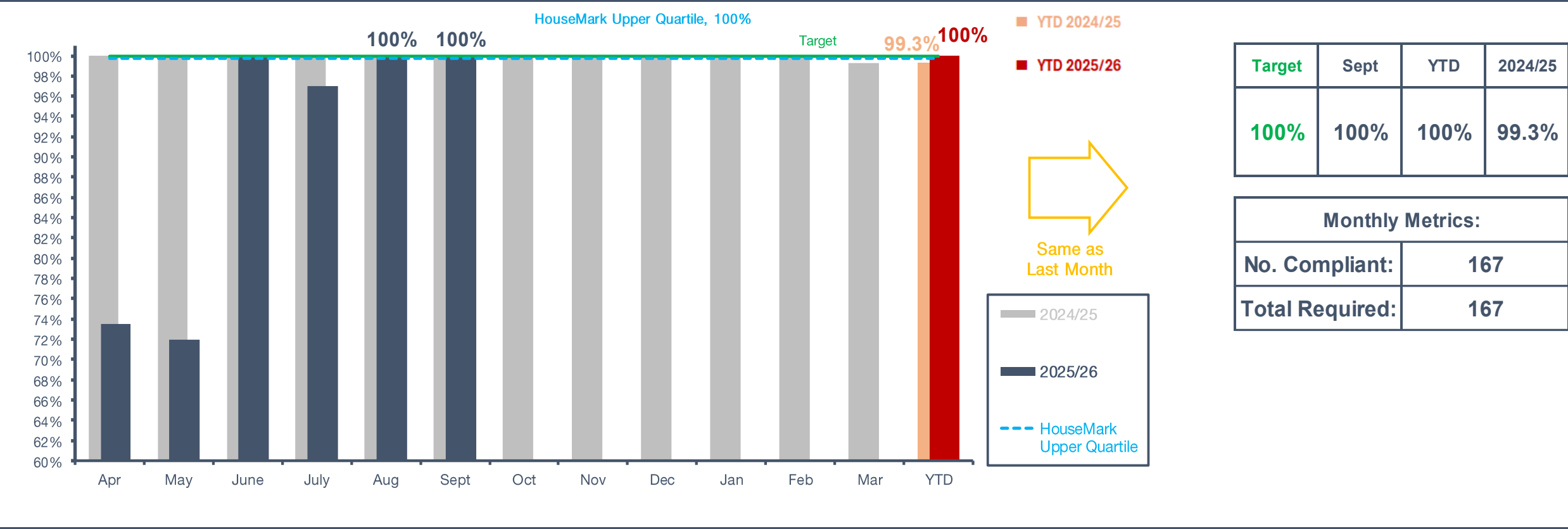
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- This KPI is assessed as **Green** ragged for the month of September 2025.

Passenger lift inspections (LOLER)

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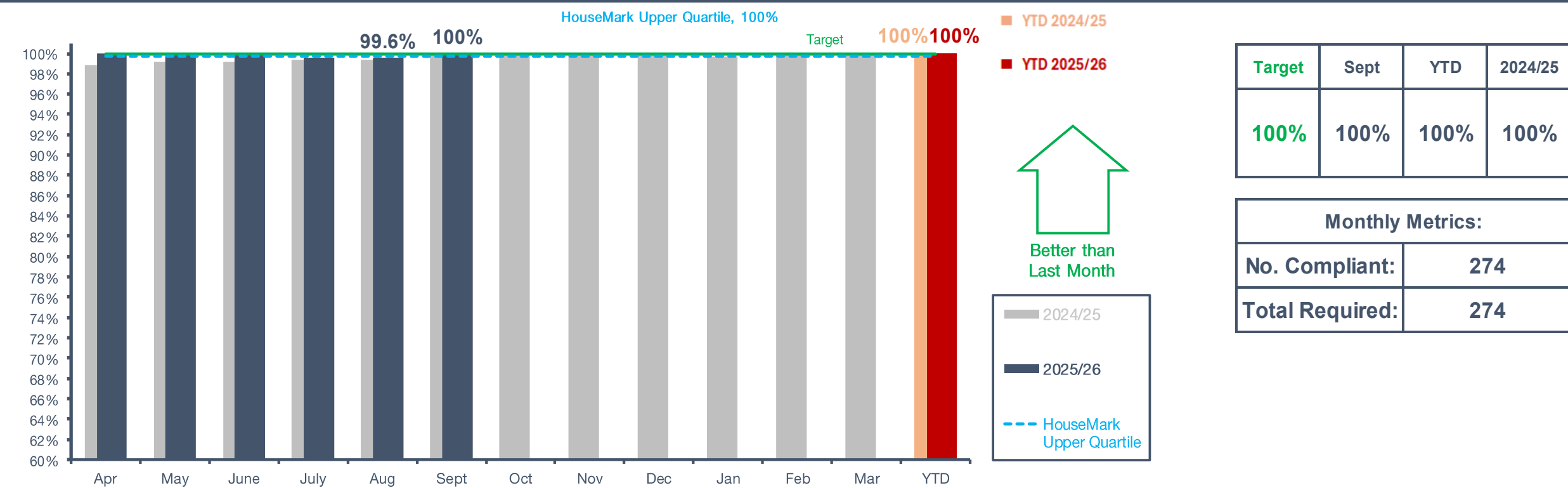
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- This KPI is assessed as **Green** ragged for the month of September 2025.

Class A - Water Hygiene, Large scheme (whole building Risk Assessment)

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- This KPI is assessed as **Green** ragged for the month of September 2025.

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This bar chart compares the Year-to-Date (YTD) performance for the 2024/25 and 2025/26 periods across various months and the overall YTD. The Y-axis represents a percentage from 90% to 104%. The X-axis lists the months from April to March, followed by the YTD. A green horizontal line at 98.0% represents the Target, and a blue dashed line at 99.72% represents the HouseMark Upper Quartile. The 2024/25 performance is shown in grey bars, and the 2025/26 performance is shown in dark blue bars. The YTD 2025/26 performance is highlighted in red. A green arrow points upwards, indicating that the 2025/26 YTD performance is better than the last month's performance.

Month	2024/25 (%)	2025/26 (%)
Apr	98.5	102.9
May	96.0	99.2
June	97.1	99.1
July	98.0	98.6
Aug	97.0	98.3
Sept	98.2	98.6
Oct	98.1	
Nov	98.0	
Dec	97.9	
Jan	98.2	
Feb	98.3	
Mar	103.9	
YTD	98.6	98.6

Target	Tolerance	YTD Sept	2024/25
98.0%	97.0%	98.6%	98.6%

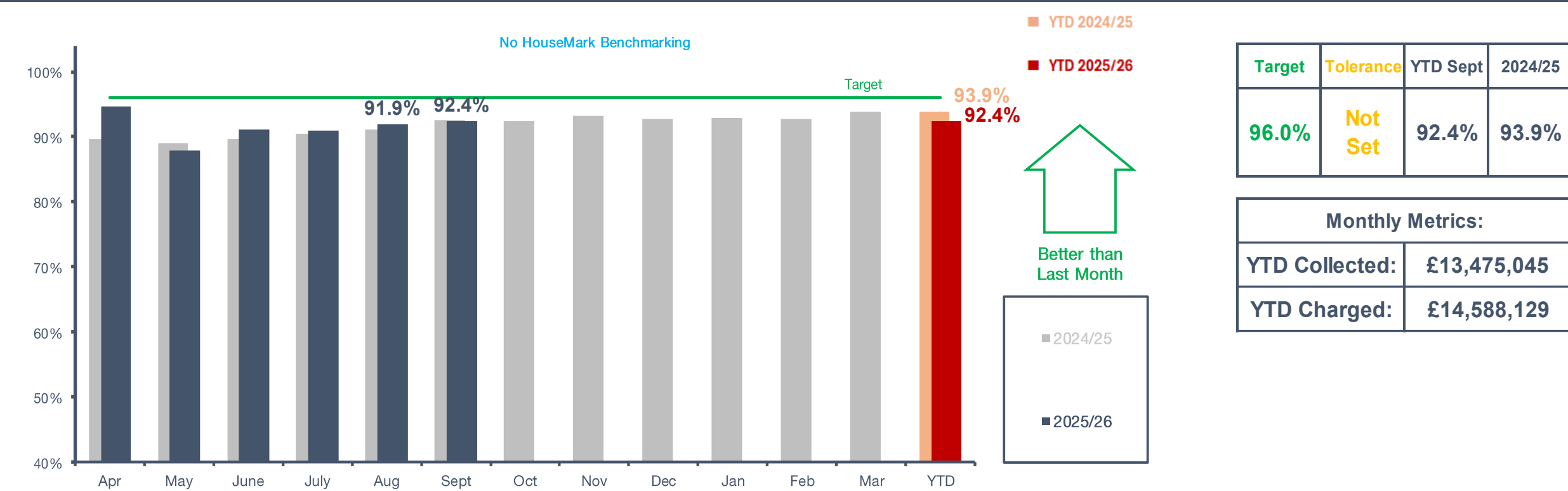
YTD Metrics:	
YTD Collected:	£57,308,158
YTD Charged:	£58,116,382

- This KPI is assessed as **Green** ragged for the month of YTD September 2025.
- This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate.

The proportion of rent collected for all temporary accommodation (Annexes, Lodges & Council PSLs) (YTD, not in-month)

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- This KPI is assessed as Red ragged for YTD September 2025. This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate. An exception commentary from the Head of Service can be found on the next slide.

The proportion of rent collected for all Temporary Accommodation

Service commentary

Improvements in collection are noted.

Recruitment: 1 x Housing Benefit Liaison & Assessment Officer (agency) appointed with imminent start date. 1 x Income Management Officer (FTC) appointed and undergoing onboarding with HR.

Update on Sign up officers

New officers have started and are currently being inducted. Completion of Housing Benefit forms as part of sign up will commence from 27 October 2025.

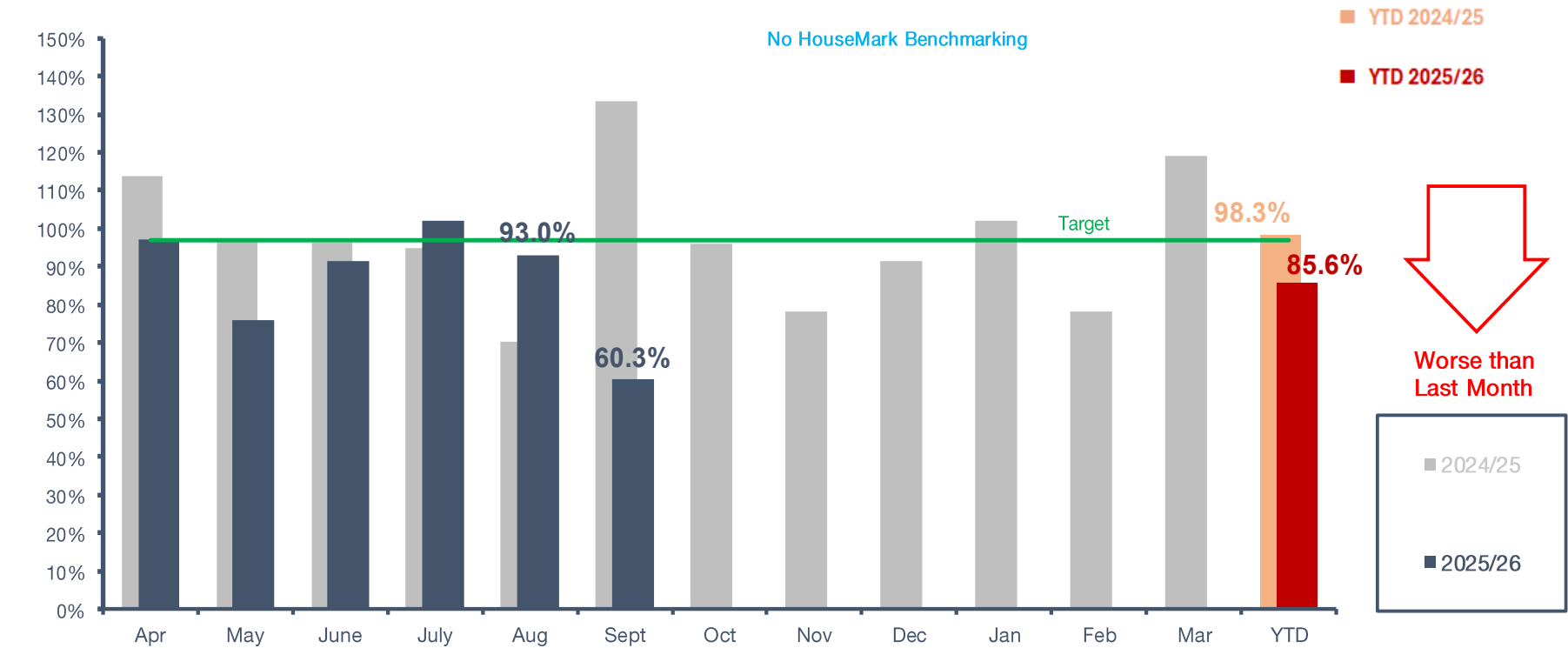
Activity in progress to improve performance

Overtime continues with HB assessments to curtail the negative impact of recruitment delays. Rent patch re-allocation to help us better manage collection activity is delayed due to Digital Services technical issues. This is work in progress and a temporary arrangement is in place.

% of day to day Leasehold service charges collected

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Target	Sept	YTD	2024/25
97.0%	60.3%	85.6%	98.3%

Monthly Metrics:	
Collected:	£671,473
Charged:	£1,113,127

- This KPI is assessed as Red ragged for the month of September 2025. An exception commentary from the Head of Service can be found on the next slide.

Percentage of day-to-day Leasehold service charges collected

Service commentary

The September performance is considerably lower than target, however the shortfall was anticipated due to the 2024-25 Service Charge Actual invoices raised in the month. A total of £1,729,429 in Actuals were raised and invoiced in September, a significant increase compared to £652,250 raised in January of the previous financial year. This represents an almost threefold increase year on year.

The 2024-25 Service Charge Actuals invoices were raised in September however Leaseholders received the booklets at the beginning of October. In accordance with the Direct Debit guarantee scheme, a mandatory 10 day's notice period in advance is required before any adjustments can be made to a Direct Debit. To ensure that we are compliant with this requirement the earliest date we can collect payment for the 2024-25 Actuals is November 2025. The delay in payment collection has had a direct impact on income performance for September.

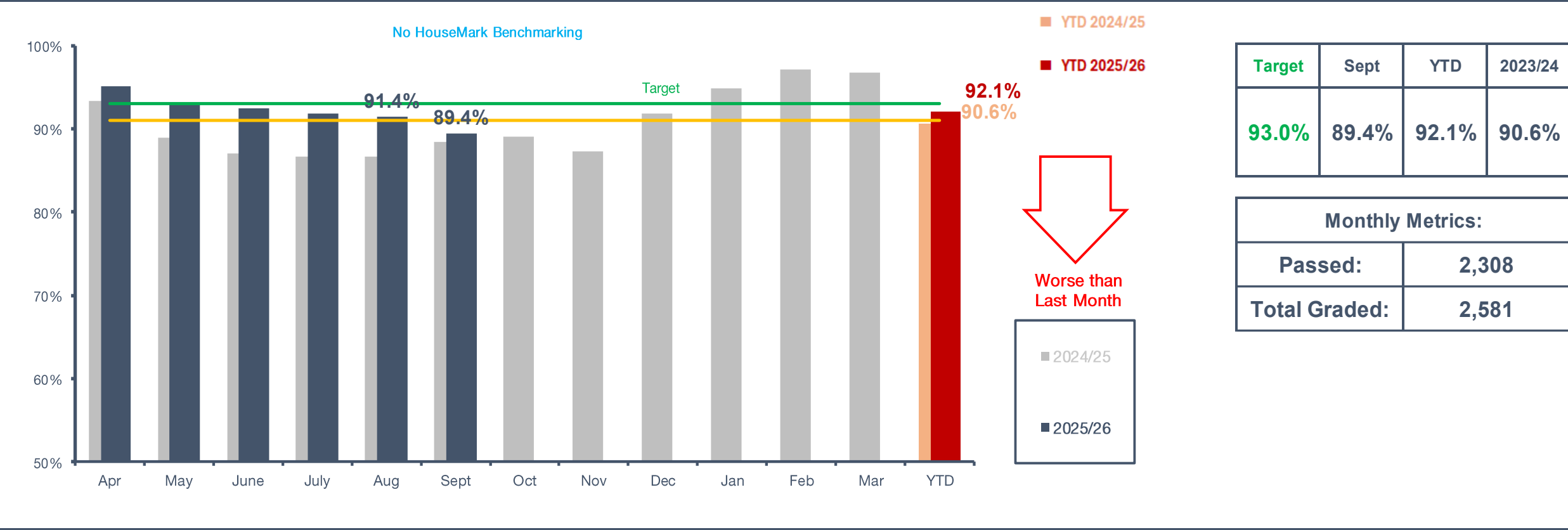
We anticipate an increase in the number of Leaseholders taking up Direct Debit as a method of payment. Direct Debit mandate forms were included with the 2024-25 Actuals and sent to all Leaseholders who do not currently use this payment method. A follow up reminder text message will be sent to Leaseholders to encourage completion and returning of mandates.

We are taking steps to improve performance collection rates by expanding the use of e-mails, text messaging and promoting Direct Debits. A business decision was made to give Leaseholders who receive an invoice of over £1,000 for their Service Charge Actuals 8 months to pay as opposed to the usual 6 months. This decision was made to support our Leaseholders as we recognise the actuals are significantly high this year and to ensure the recovery strategy is fair while recognising the wider financial pressures Haringey is facing.

% of estates grades at Excellent or Pass by Estate Services Team Leaders Overall Grade

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- This KPI is assessed as **Red** ragged for the month of September 2025. An exception commentary from the Head of Service can be found on the next slide.

% of estates grades at Excellent or Pass by Estate Services Team Leaders Overall Grade

Service commentary

Overall performance for Estates & Neighbourhoods in September was 89.4%, against a target of 93%.

External Areas

A drop of 0.3% in performance throughout September. No areas of concern, but overall performance remains just below target.

Grounds Maintenance

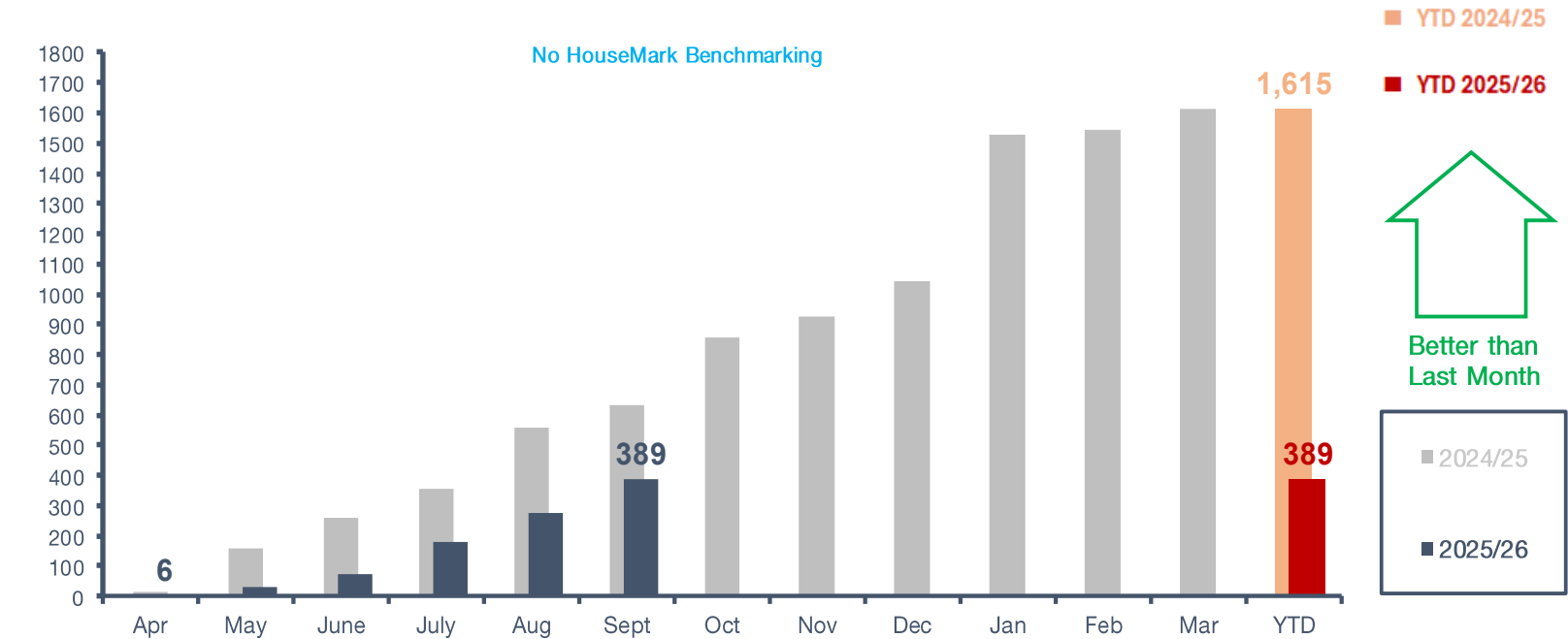
A drop in overall performance by 2.1% in September. Shrubs and Hedges remain an area of concern, despite improving on the previous month.

The drop in overall performance can be attributed to grass cutting, which saw the fail rate increase by 12.4% in September.

Tenancy Audits (cumulative)

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Target	Sept	YTD	2024/25
2,622	389	389	1,615

Monthly Metrics:	
Audits to date:	389
% completed:	15%

Tenancy Audits	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. Required	218	436	654	872	1,090	1,314	1,533	1,752	1,971	2,190	2,409	2,622
No. Completed	6	33	75	178	278	389	0	0	0	0	0	0

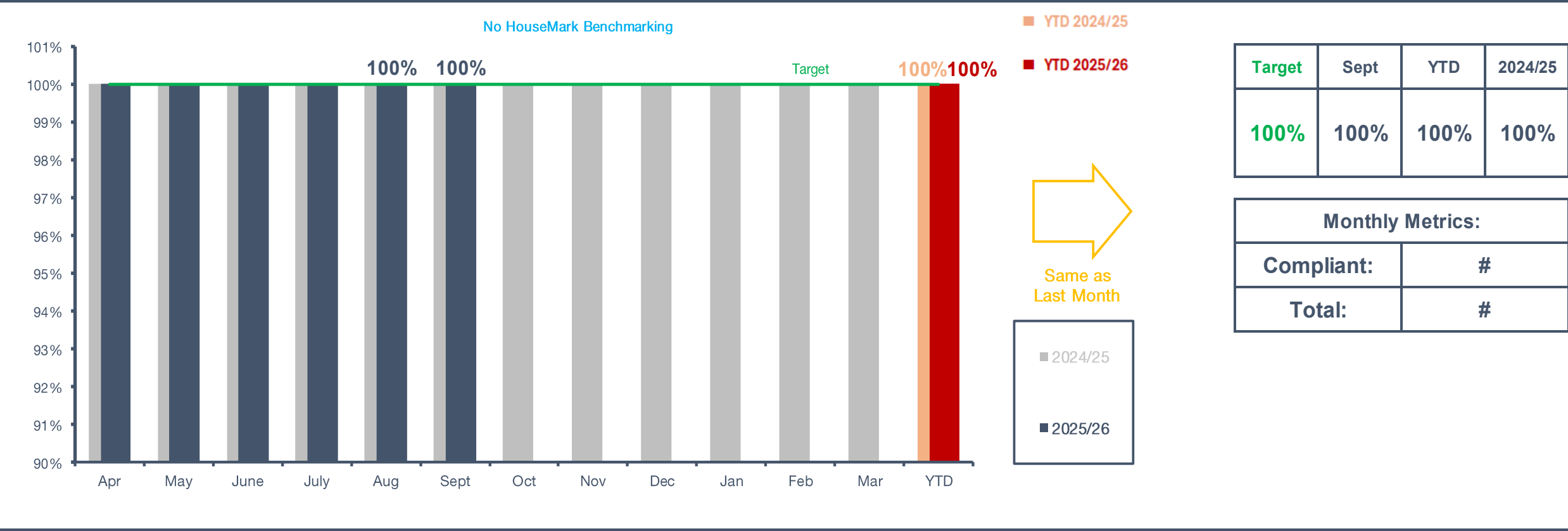
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- Each year, the service will complete the audits until all 15k properties have been audit checked. This represents 2,622 audits needed per year.
- There was an issue with the programme of tenancy audits being loaded late onto NEC. This issue was raised at Housing IT Board and the service have confirmed that the issue has been resolved so improved performance is expected in coming months.

Fire points Health & Safety Checks

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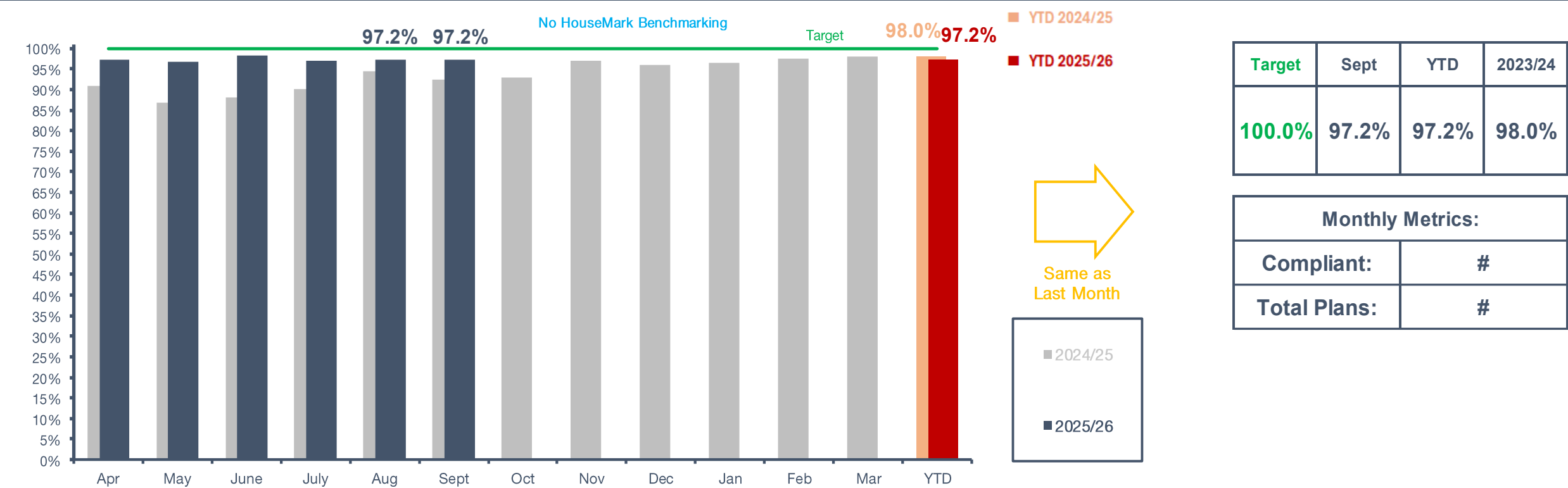
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- This KPI is assessed as **Green** ragged for the month of September 2025.

% of Support Plans in date

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- This KPI is assessed as **Amber** ragged for the month of September 2025.

Appendix 1: Tenants Satisfaction Measures

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The Regulator of Social Housing (RSH) introduced a suite of 22 statutory Tenant Satisfaction Measures (TSMs) for social housing landlords to report on from 2023/24 onwards.

The TSMs are aimed at helping tenants and landlords gain a better understanding of how well their services are performing in comparison with other providers.

There are 22 TSMs in total, covering overall satisfaction and five themes. Ten of the TSMs will be measured by landlords through their own internal KPI monitoring, and the remaining twelve measured through tenant perception surveys.

The themes are:

- 1.Overall satisfaction
- 2.Keeping properties in good repair
- 3.Maintaining building safety & safety checks
- 4.Respectful and helpful engagement
- 5.Effective handling of complaints
- 6.Responsible neighbourhood management

The following two slides set out the results of our annual TSM perception survey and TSM KPIs for 2024/25 and show them alongside the results from the 2022/23 trial run of the TSM perception survey questions and 2022/23 TSM KPIs. The 2025/26 results are only for the month of May 2025 so far.

Tenants Satisfaction Measures

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0.	Our Ref	RSH Ref	Overall satisfaction	2025/26 (May)	2024/25	2023/24	2022/23
TSM 01	CE 01	TP 01	Overall satisfaction with the service provided by the landlord	56%	48%	47%	45%
1.	Our Ref	RSH Ref	Keeping properties in good repair	2025/26 (May)	2024/25	2023/24	2022/23
TSM 02		TP 02	Satisfaction with repairs	60%	49%	50%	51%
TSM 03		TP 03	Satisfaction with time taken to complete most recent repair	58%	44%	46%	45%
TSM 04		TP 04	Satisfaction that the home is well-maintained	56%	47%	48%	45%
TSM 05	NI 158	RP 01	Homes that do not meet the Decent Homes Standard	19%	19%	22%	27%
TSM 06	HMPI 185	RP 02	Repairs completed within target timescale	#	#	65.2%	74.4%
2.	Our Ref	RSH Ref	Maintaining building safety	2025/26 (May)	2024/25	2023/24	2022/23
TSM 07		TP 05	Satisfaction that the home is safe	68%	58%	58%	49%
2.	Our Ref	RSH Ref	Safety checks	2025/26 (May)	2024/25	2023/24	2022/23
TSM 08	GS 01	BS 01	Gas safety checks	99.89%	99.93%	99.63%	100%
TSM 09	1.6	BS 02	Fire safety checks	100%	99.88%	99.94%	99.88%
TSM 010	2.6	BS 03	Asbestos safety checks	100%	100%	100%	100%
TSM 011	2.9	BS 04	Water safety checks	100%	100%	99.74%	100%
TSM 012	2.7	BS 05	Lift safety checks	71.90%	99.34%	99.33%	99.33%

Tenants Satisfaction Measures

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3.	Our Ref	RSH Ref	Respectful and helpful engagement	2025/26 (May)	2024/25	2023/24	2022/23
TSM 013		TP 06	Satisfaction that the landlord listens to tenant views and acts upon them	46%	43%	44%	37%
TSM 014		TP 07	Satisfaction that the landlord keeps tenants informed about things that matter to them	65%	64%	66%	48%
TSM 015		TP 08	Agreement that the landlord treats tenants fairly and with respect	66%	62%	62%	48%
4.	Our Ref	RSH Ref	Effective handling of complaints	2025/26 (May)	2024/25	2023/24	2022/23
TSM 016		TP 09	Satisfaction with the landlord's approach to handling of complaints	18%	14%	17%	19%
TSM 017		CH 01	Complaints relative to the size of the landlord (Stage 1)	18.5	109.7	106.4	111.7
TSM 017		CH 01	Complaints relative to the size of the landlord (Stage 2)	3.3	23.5	18.0	18.7
TSM 018		CH 02	Complaints responded to within Complaint Handling Code timescales	63.9%	65%	52%	85.8%
5.	Our Ref	RSH Ref	Responsible neighbourhood management	2025/26 (May)	2024/25	2023/24	2022/23
TSM 019		TP 10	Satisfaction that the landlord keeps communal areas clean and well-maintained	63%	54%	56%	54%
TSM 020		TP 11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	44%	61%	60%	42%
TSM 021		TP 12	Satisfaction with the landlord's approach to handling anti-social behaviour	38%	55%	55%	43%
TSM 022		NM 01	Anti-social behaviour cases relative to the size of the landlord	4.3	65.4	75.9	105.3