

Housing Services

Key Performance Indicators

October 2025

Summary of October 2025 performance:

Highlights:

- Gas compliance increased slightly to 99.93% and remains within tolerance levels.
- Asbestos re-inspections were 100% complaint at the end of the period.
- Water Risk Assessments remain at 100% compliance from the last period.
- Rent collection for General Needs and Sheltered Housing decreased slightly but remains above YTD target for October.
- Leaseholder Service charges collection increased by 37% to 97.3% which is now above target.
- Estates grades increased to 92.7% and is now within tolerance levels.
- 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.

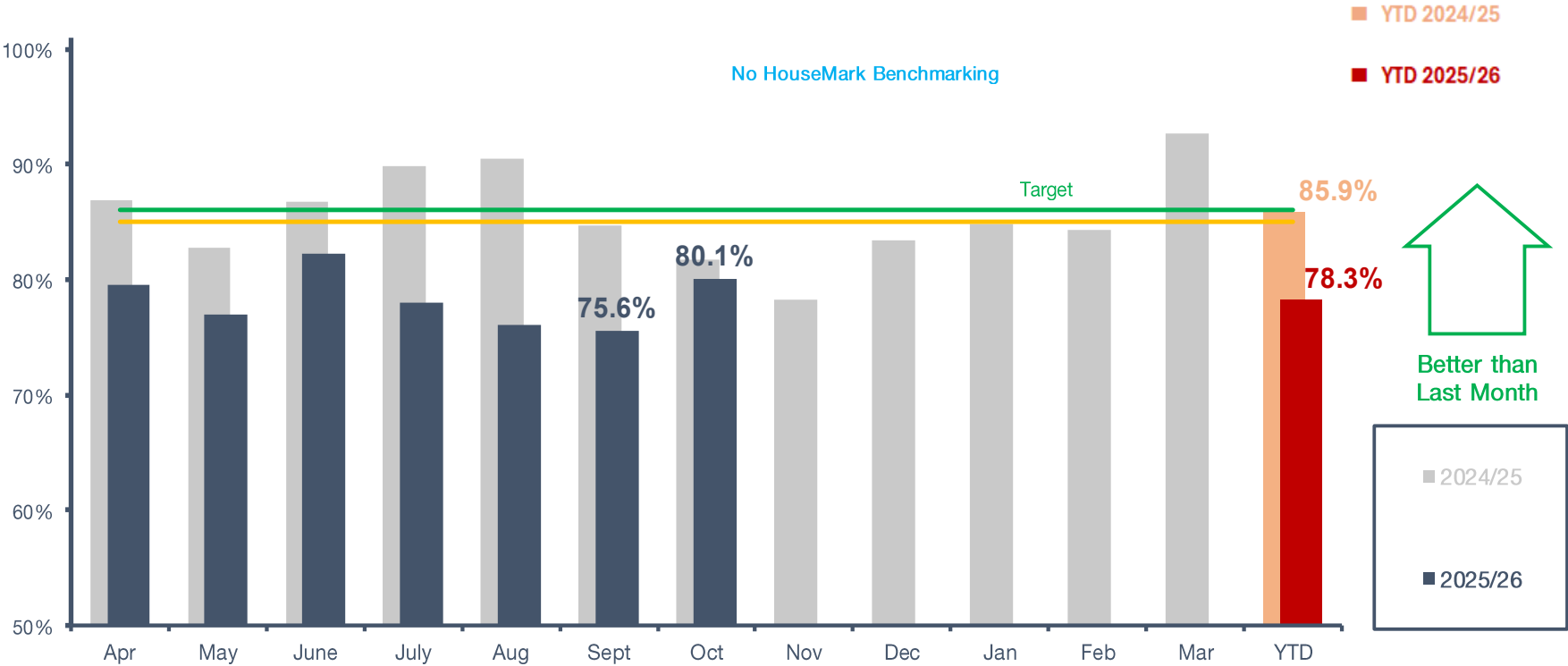
Areas of concern:

- Satisfaction with last repair, first-time fix and voids remain below target.
- Emergency repairs also dipped below target at 93.4%.
- The % of rent collected for temporary accommodation has increased to 92.8% YTD October, but remains below target.
- A delay in tenancy audits being loaded onto NEC has impacted performance in this area and is below the target profile but increased by 168 audits during October.

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

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Target	Oct	YTD	2024/25
86.0%	80.1%	78.3%	85.9%

Monthly Metrics:	
Satisfied:	161
Surveyed:	201

- This KPI is assessed as Red ragged for October 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?

We are experiencing feedback from customers which suggests that the customer journey with repairs is not a good experience from start to finish with excessive wait times being experienced in the call centre when reporting repairs and similar experiences when follow up calls are made.

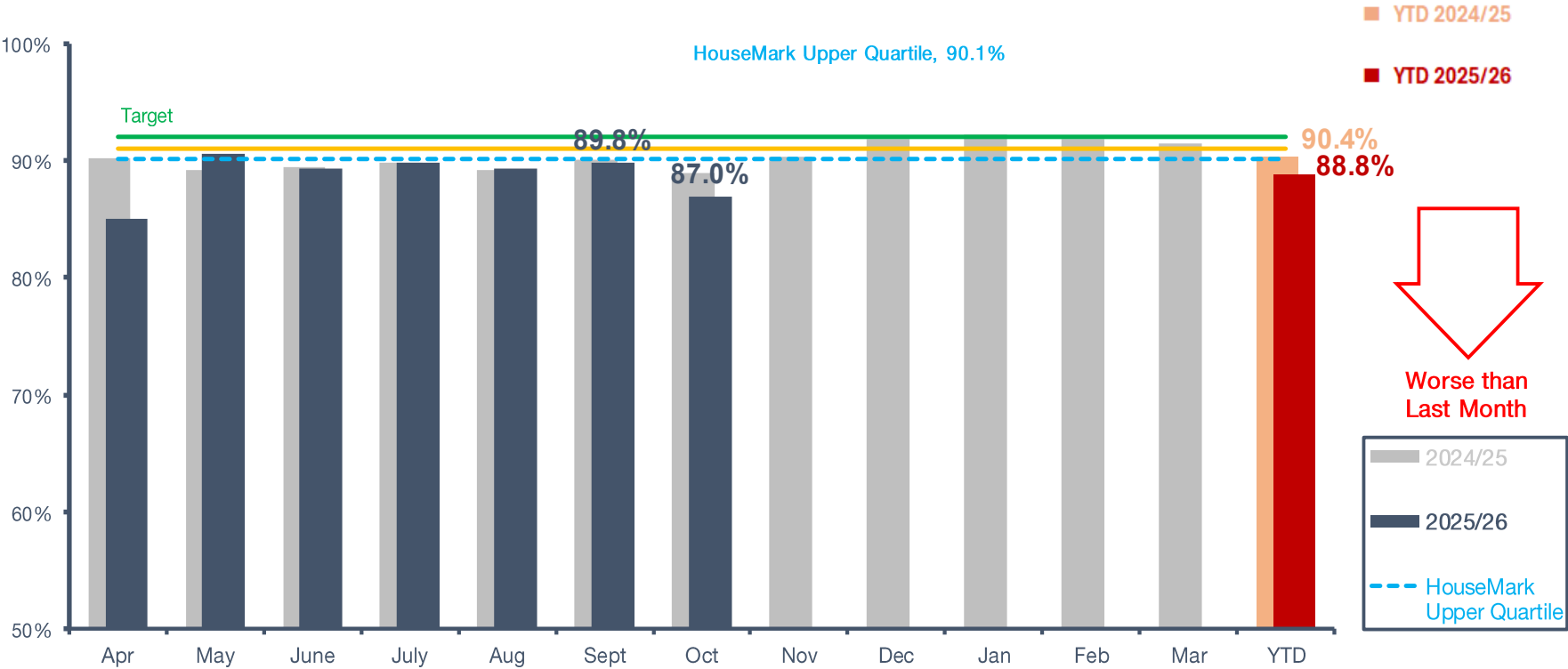
HMPI 100

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

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Target	Oct	YTD	2024/25
92.0%	87.0%	88.8%	90.4%

Monthly Metrics:	
First Time Fix:	4,131
No. of Repairs:	4,751

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

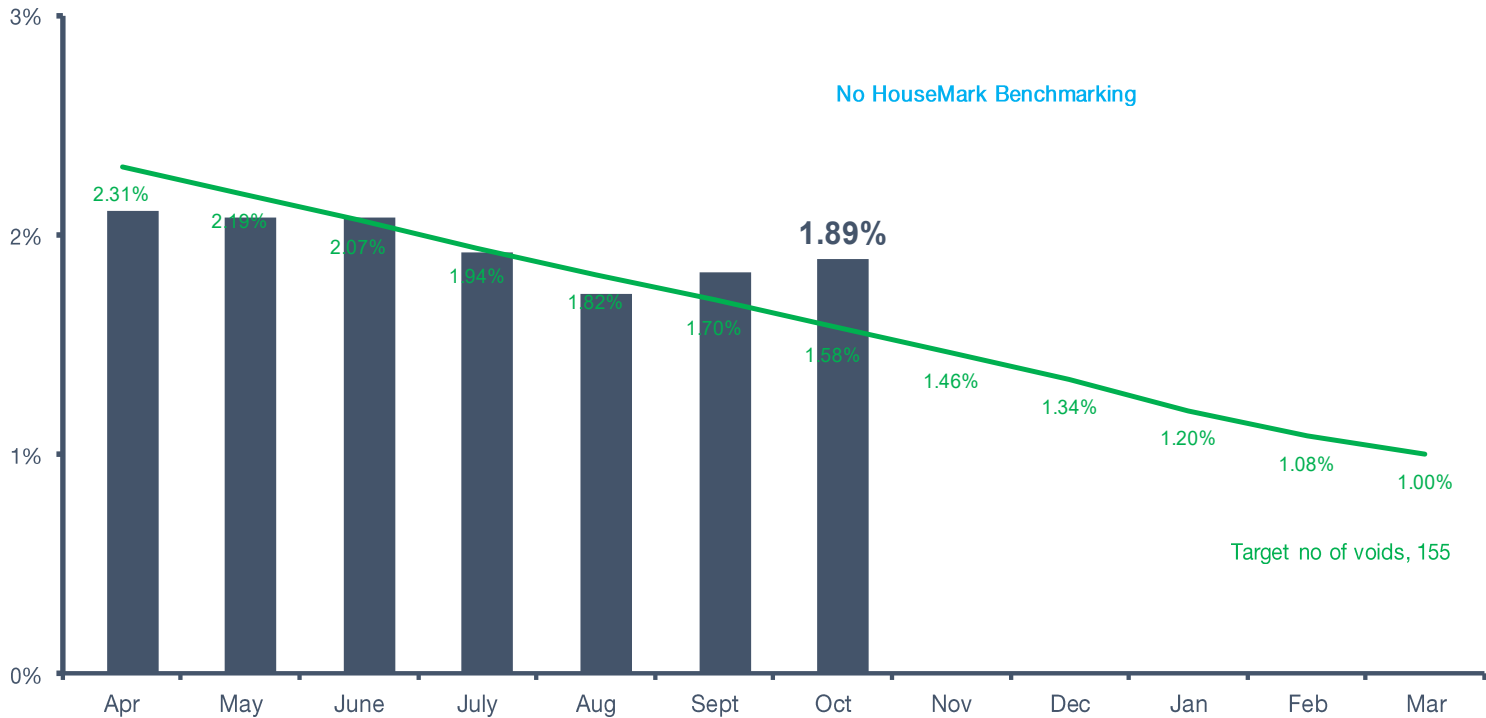
% of repairs first time fixed (not including programmed works)

Our performance in this area can be attributed to a more robust approach to health and safety, with all teams making sure that asbestos checks are completed in advance of any intrusive works.

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

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Target	Oct	YTD	2024/25
1.00%	1.89%	1.89%	NEW

Monthly Metrics:	
Total Voids:	299
Stock:	15,804

- 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 299 at the end of October.

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

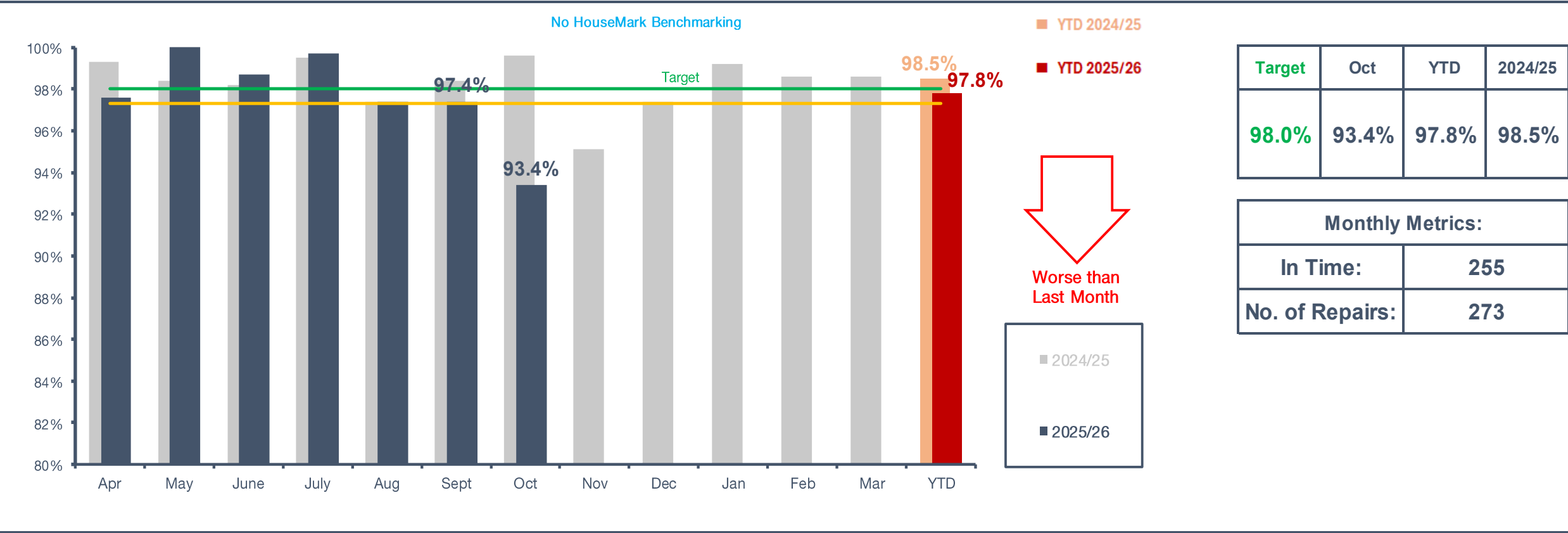
There was also a decrease in properties marked ready for let due to issues with contractor clearances; properties requiring more significant works; absences within the team.

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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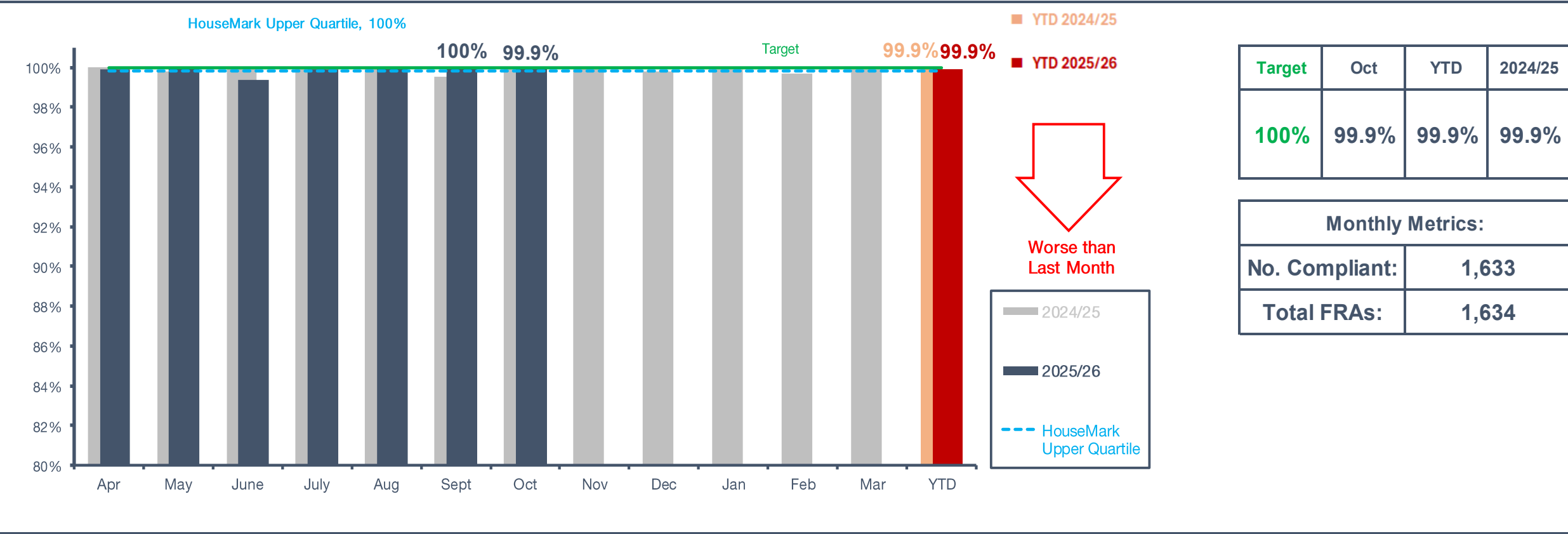
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- This KPI is assessed as **Red** ragged for the month of October 2025. We have encountered a delay with our contractor returning orders on the system, and this has resulted in repairs being closed later than expected. However, we are confident that emergency repairs are being attended to within the agreed timescales of between 4-24hrs.

Fire Risk Assessments

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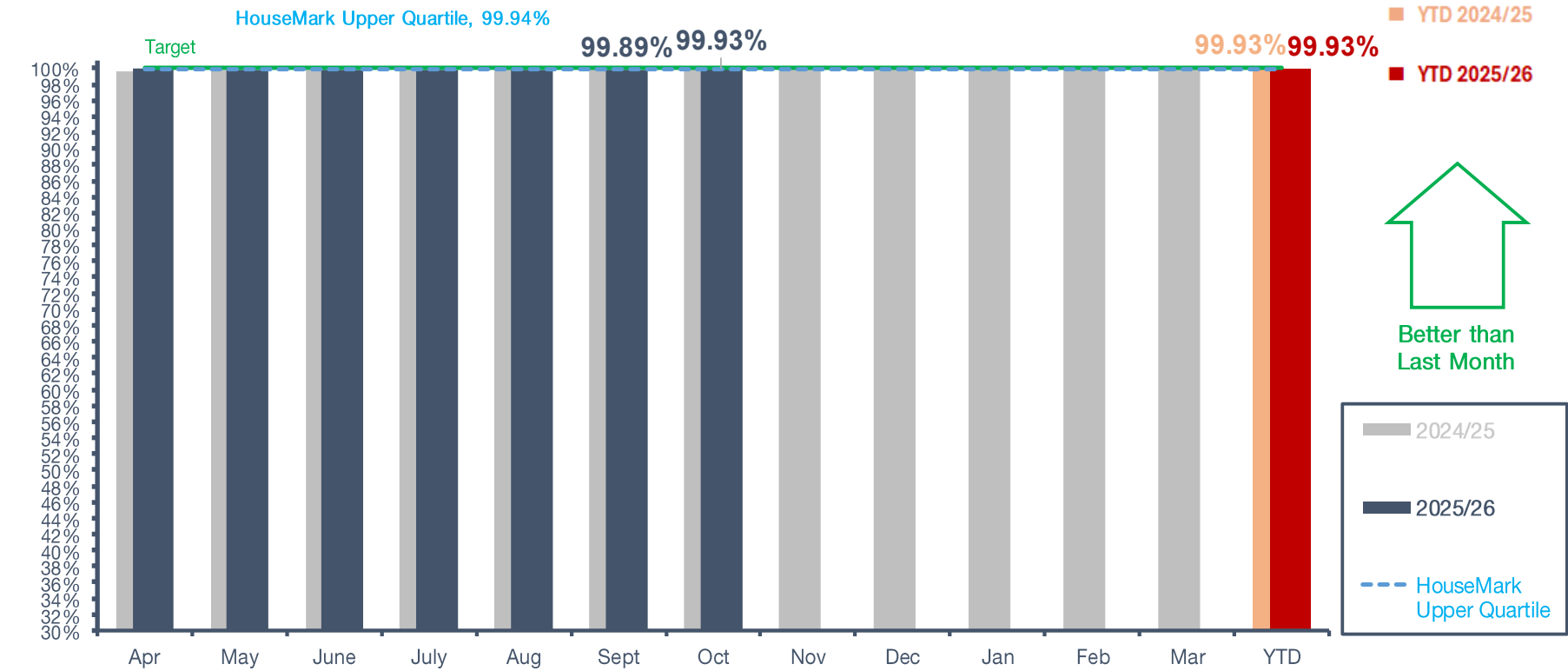
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- This KPI is assessed as **Amber** ragged for the month of October 2025. Awaiting FRA for 1 x property, not uploaded prior to assessor going on annual leave. FRA expired on 31/10/2025.

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

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Target	Oct	YTD	2024/25
100%	99.93%	99.93%	99.93%

Monthly Metrics:	
No. Compliant:	13,648
Total:	13,657

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

Gas Compliance

As of end of the October 2025, 9 x overdue properties reported out of 14,097.

15 x PSL properties have been handed back to the Landlord.

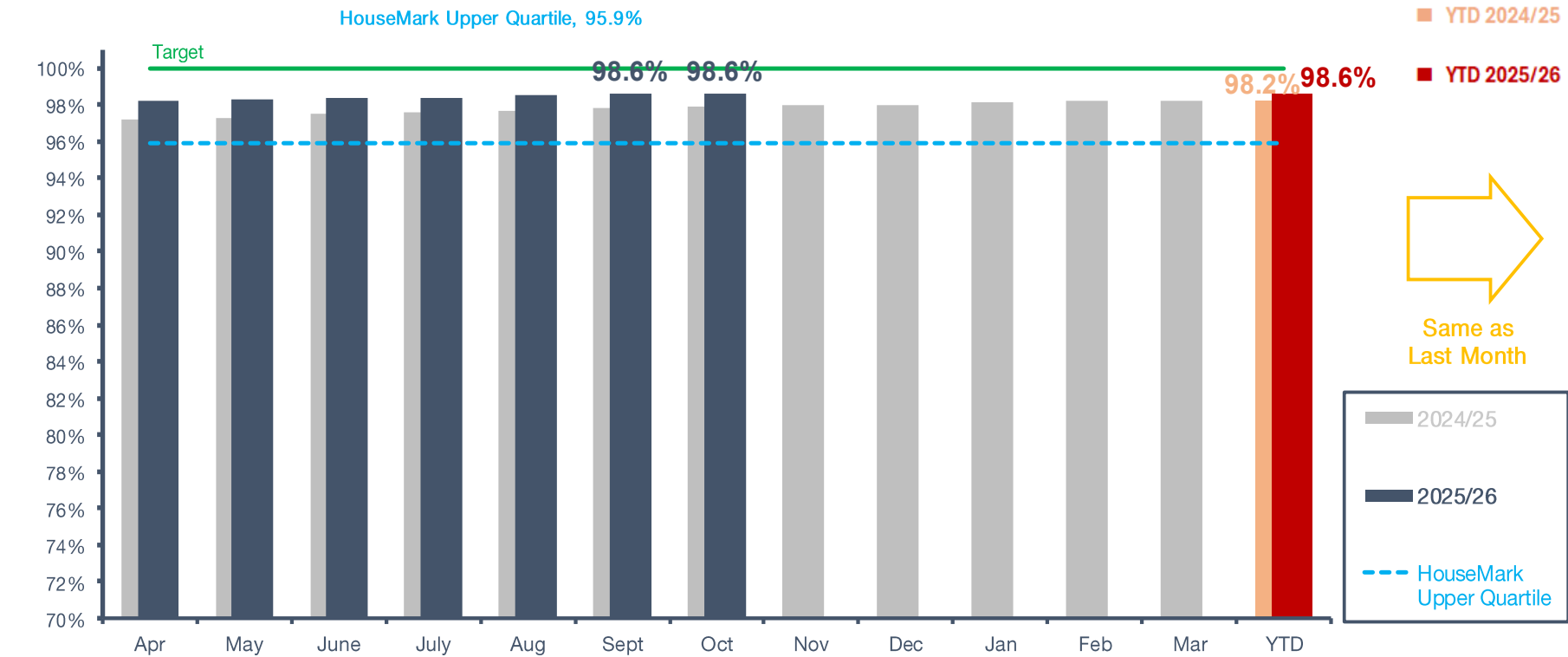
9 x Council Properties have been sold.

7 x HCBS buyback properties have been added onto gas contract.

Domestic Electrical Inspection Programme

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

Monthly Metrics:	
No. Complaint:	15,466
Total Required:	15,687

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

Domestic Electrical Inspection Programme

Of the 15,687 Domestic properties (decrease in figures for sold/RTB). As of the end of October 2025 we have 221 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, 221 have an EICR less than 10-years old, 22 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 221 overdue properties, 221 we still have no engagement from the residents despite continued efforts.

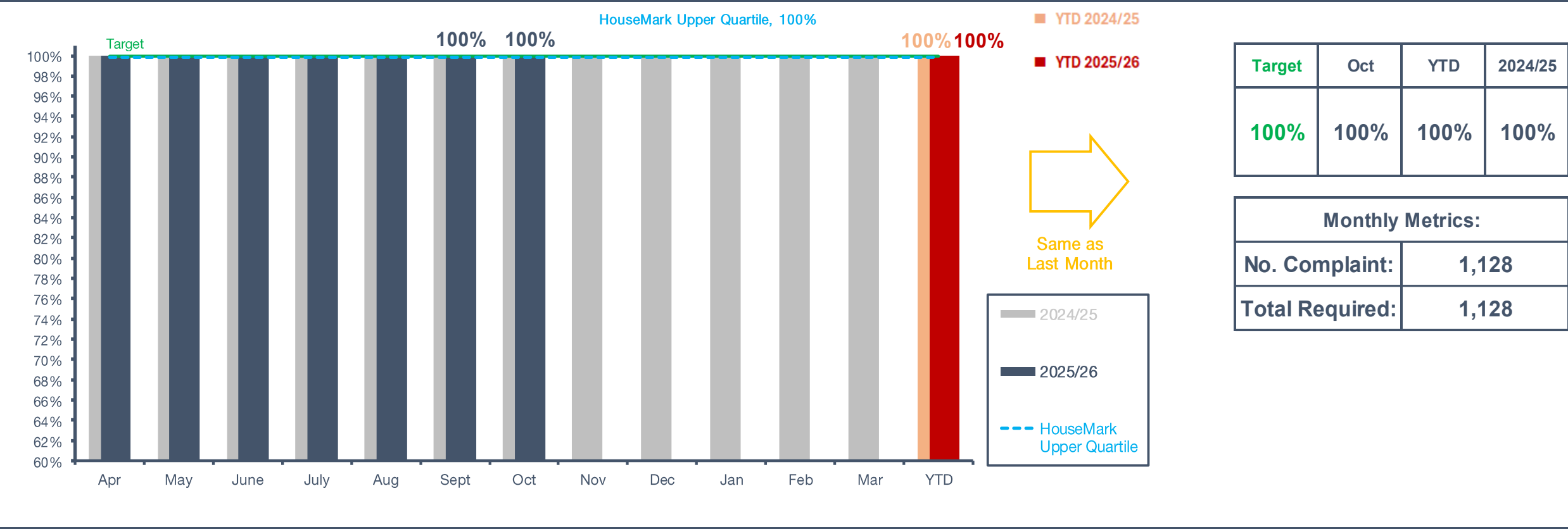
19 x addresses have been issued to Legal to prepare warrants applications. All have had a further and final warning letter, prior to finalising the legal packs. Within the above we have identified 110 residents with disabilities or vulnerabilities and are making every effort to work with support services to gain access. We are due to proceed with 19 x properties with the Magistrates' Court, for 19 warrants of entry. Forced entry under warrant will be carried out; we are doing 2 per day.

There are also 802 communal EICRs in our programme, 1 x is non-compliant due to rough sleepers, this is with the door entry team and TM to resolve.

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

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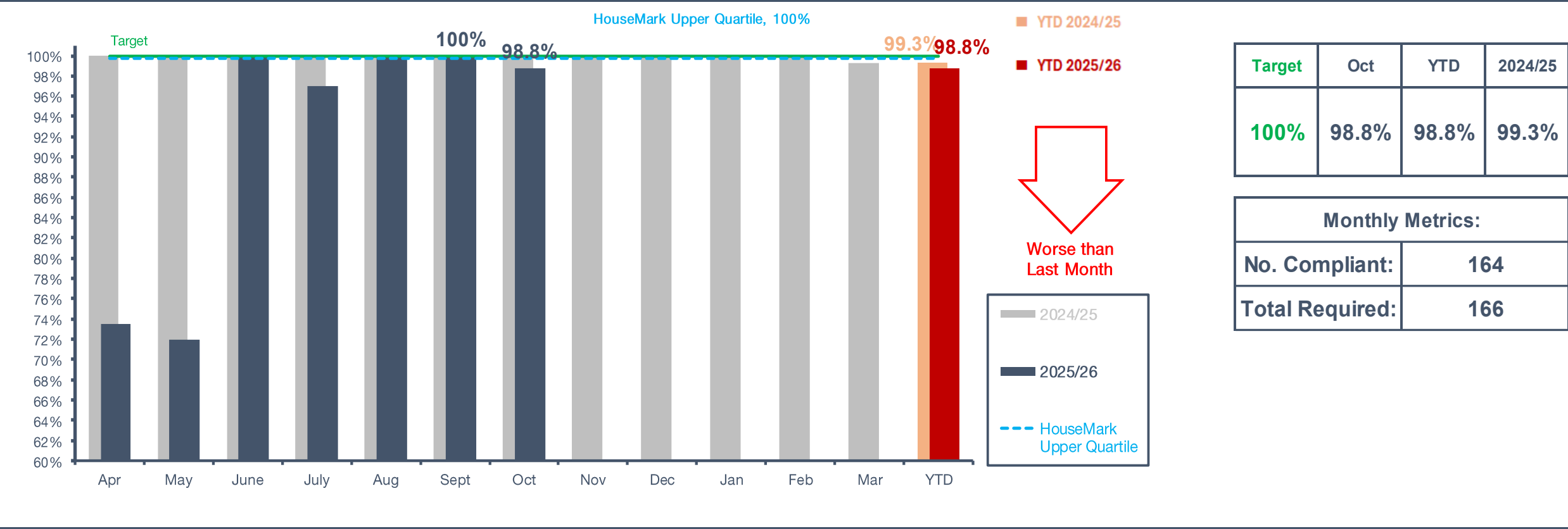
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- This KPI is assessed as **Green** ragged for the month of October 2025.

Passenger lift inspections (LOLER)

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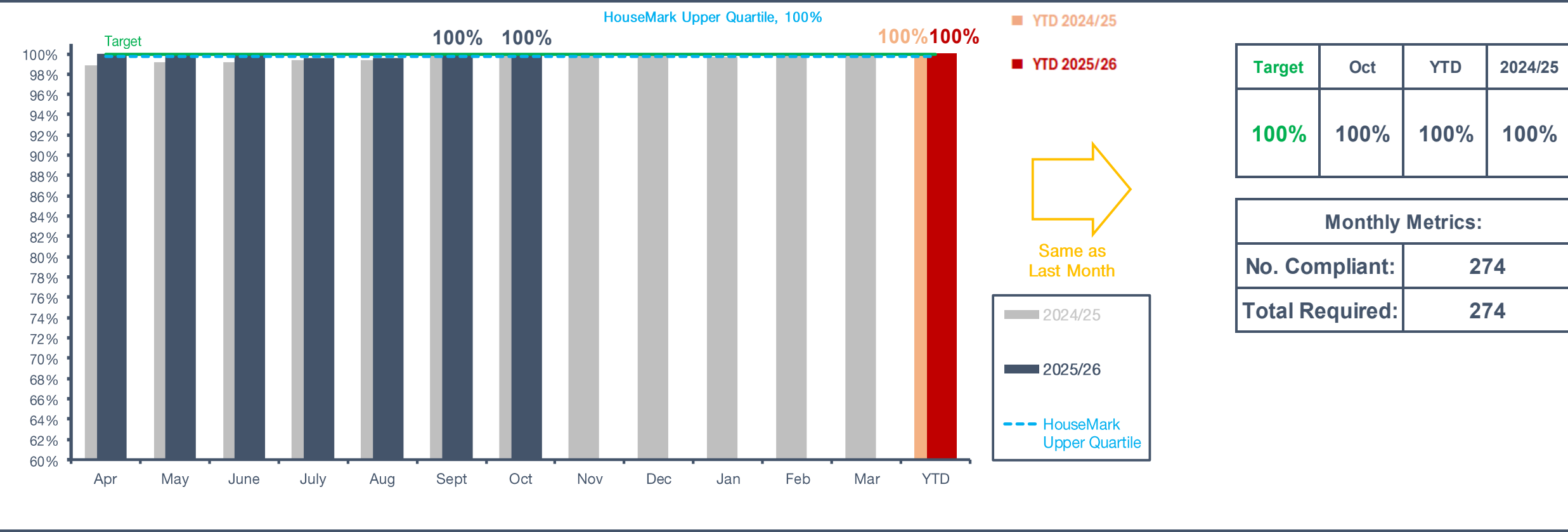
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- This KPI is assessed as **Amber** ragged for the month of October 2025. Of the 166 due, 2 x Bounds Green Court are currently non-compliant - booked 11/11/2025. This was due to a refurb but have been returned to service and require the LOLER. These lifts have been fully commissioned following the refurb. Asset number dropped by 1 as Broadwater Farm Office has been passed to FM to maintain.

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

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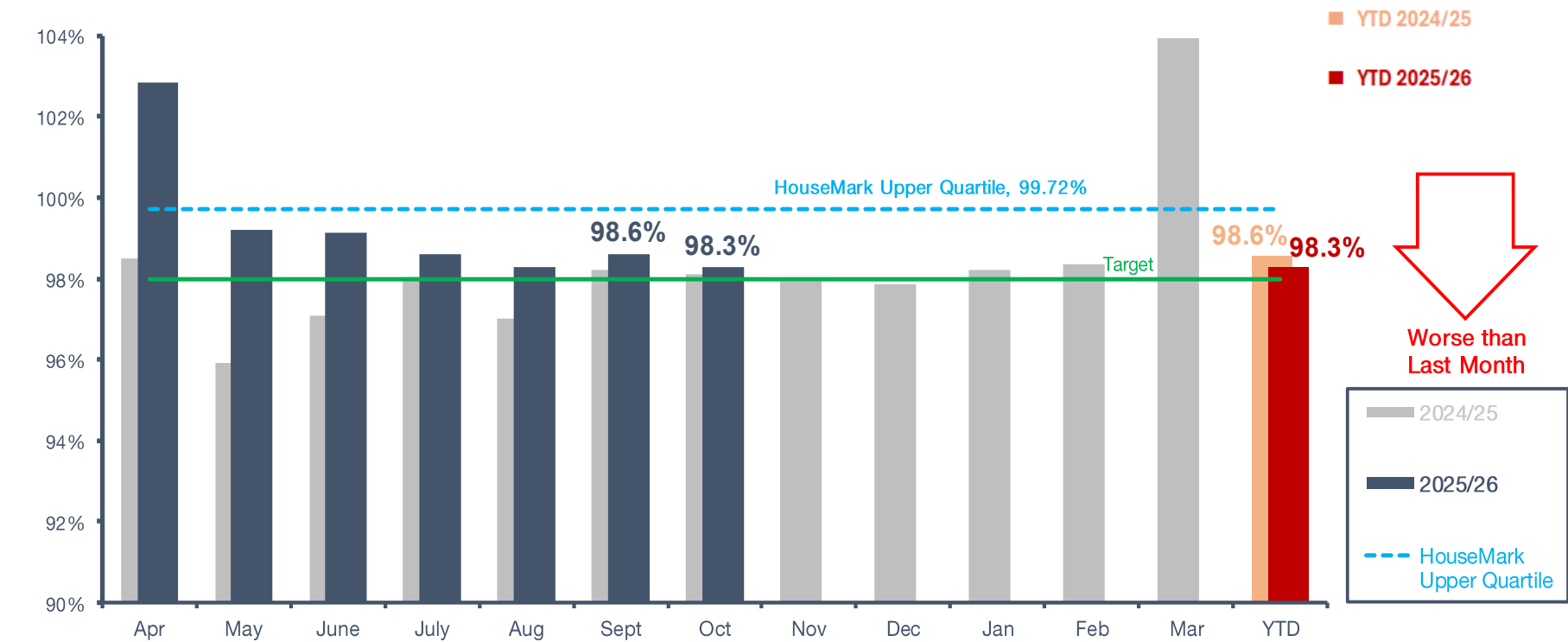
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- This KPI is assessed as **Green** ragged for the month of October 2025.

% of rent and service charges collected (including arrears and excluding water rates) (GN & SH only) (YTD, not in-month)

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Target	Tolerance	YTD Oct	2024/25
98.0%	97.0%	98.3%	98.6%

YTD Metrics:	
YTD Collected:	£65,954,031
YTD Charged:	£67,117,291

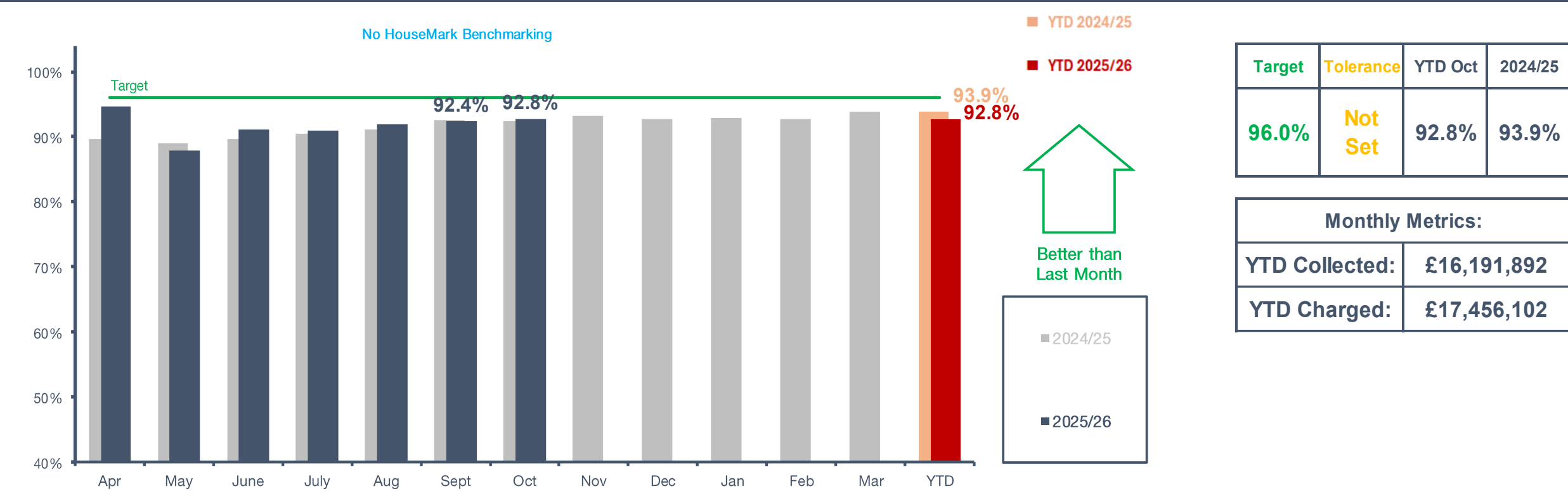
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- This KPI is assessed as **Green** ragged for the month of YTD October 2025.
- This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate.

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 October 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) started on 22/10/25. 1 x Income Management Officer (FTC) started 21/10/25.

Update on Sign up officers

New officers in place and all teams have received refresher training. Some alteration to the editable form was identified as needed. Completion of forms will fully commence on 24th November 2025 with intensive monitoring taking place of outcomes and issues.

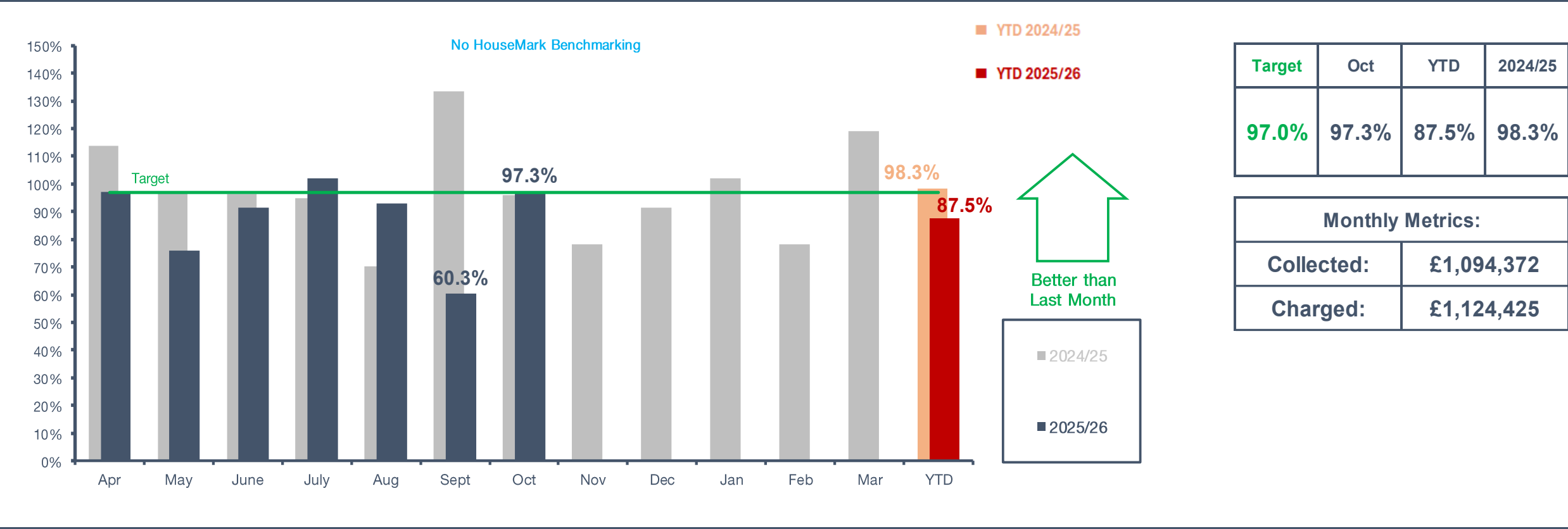
Activity in progress to improve performance

Rent patch re-allocation to help us better manage collection activity is still not accurate so Digital Services to support on this. This is work in progress and a temporary arrangement is currently in place.

% of day to day Leasehold service charges collected

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Target	Oct	YTD	2024/25
97.0%	97.3%	87.5%	98.3%

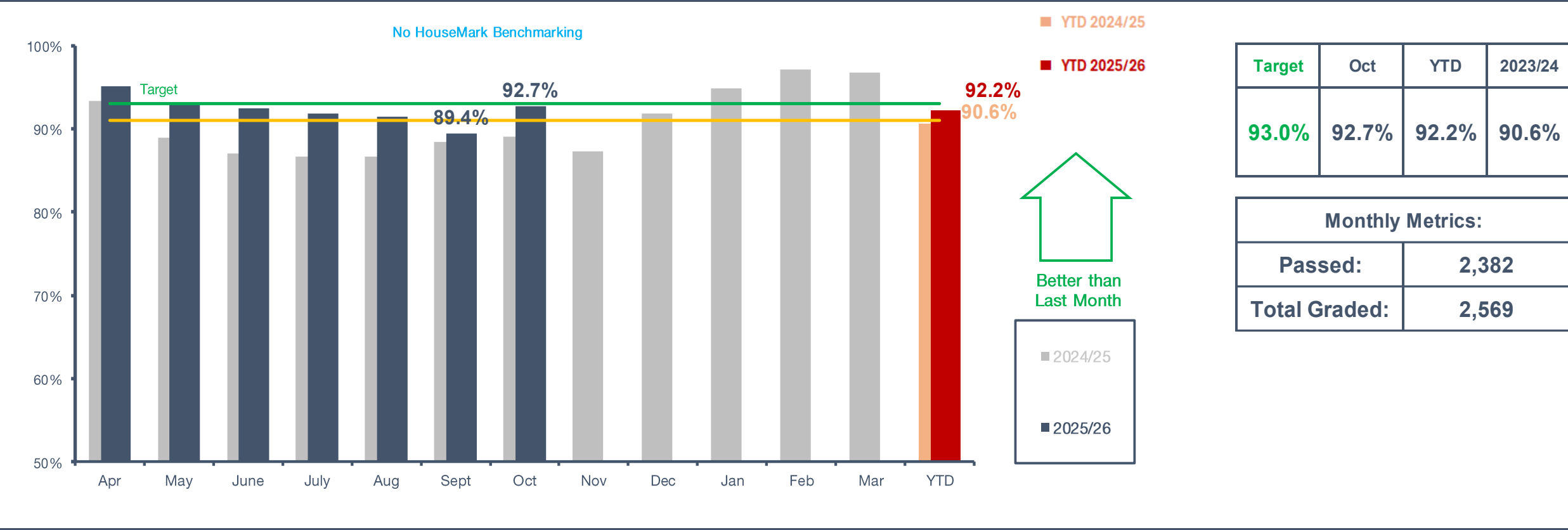
Monthly Metrics:	
Collected:	£1,094,372
Charged:	£1,124,425

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

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

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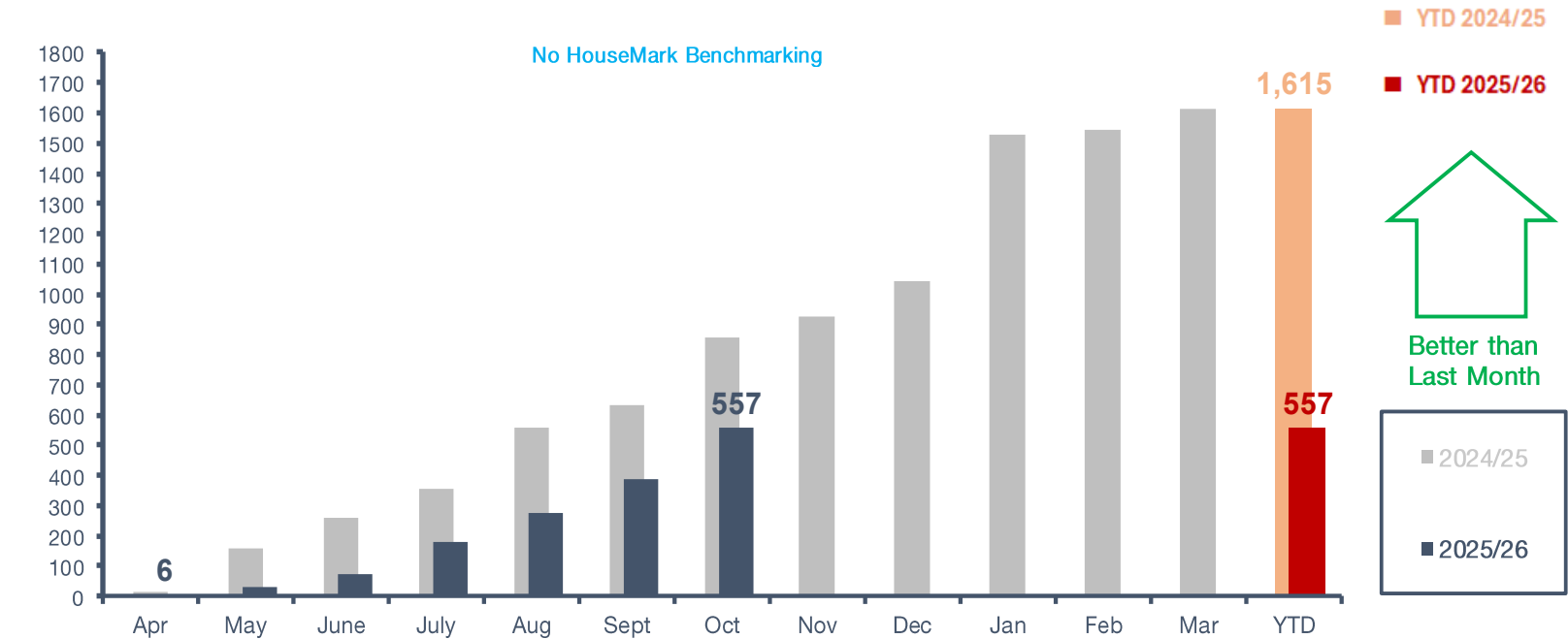
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- This KPI is assessed as **Amber** ragged for the month of October 2025.

Tenancy Audits (cumulative)

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Target	Oct	YTD	2024/25
2,622	557	557	1,615

Monthly Metrics:	
Audits to date:	557
% completed:	21%

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	557	0	0	0	0	0

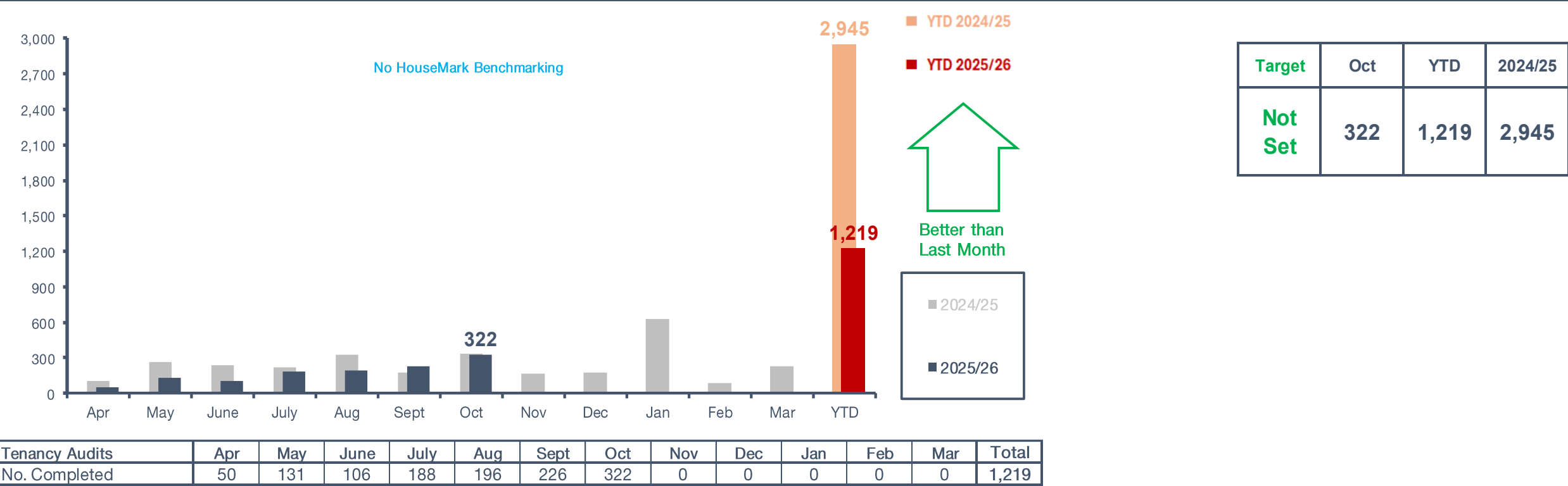
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- Each year, the service will complete the audits until all 15k properties have been audit checked. This represents 2,622 audits needed per year.
- There was an issue with the programme of tenancy audits being loaded late onto NEC. This issue was raised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

Tenancy Activity & Visits (AUD, INTRO, 6 WK, WELF, ASB)

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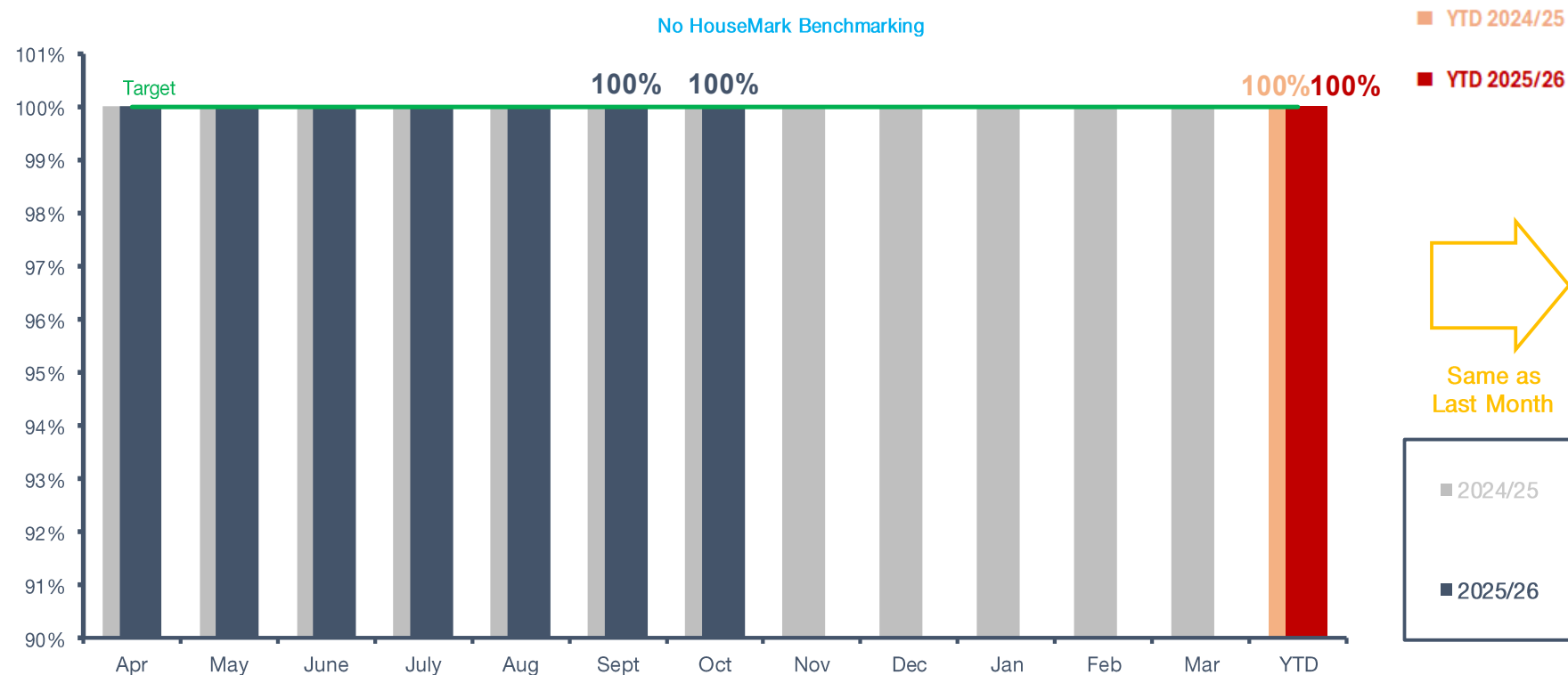
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- This is an illustration of Tenancy Management Activities & Visits, which includes Tenancy Audits, Introductory Tenancies, 6-weekly visits, Welfare Checks, Anti Social Behaviour & Person-Centred Fire Risk Assessments.

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Target	Oct	YTD	2024/25
100%	100%	100%	100%

Monthly Metrics:	
Compliant:	#
Total:	#

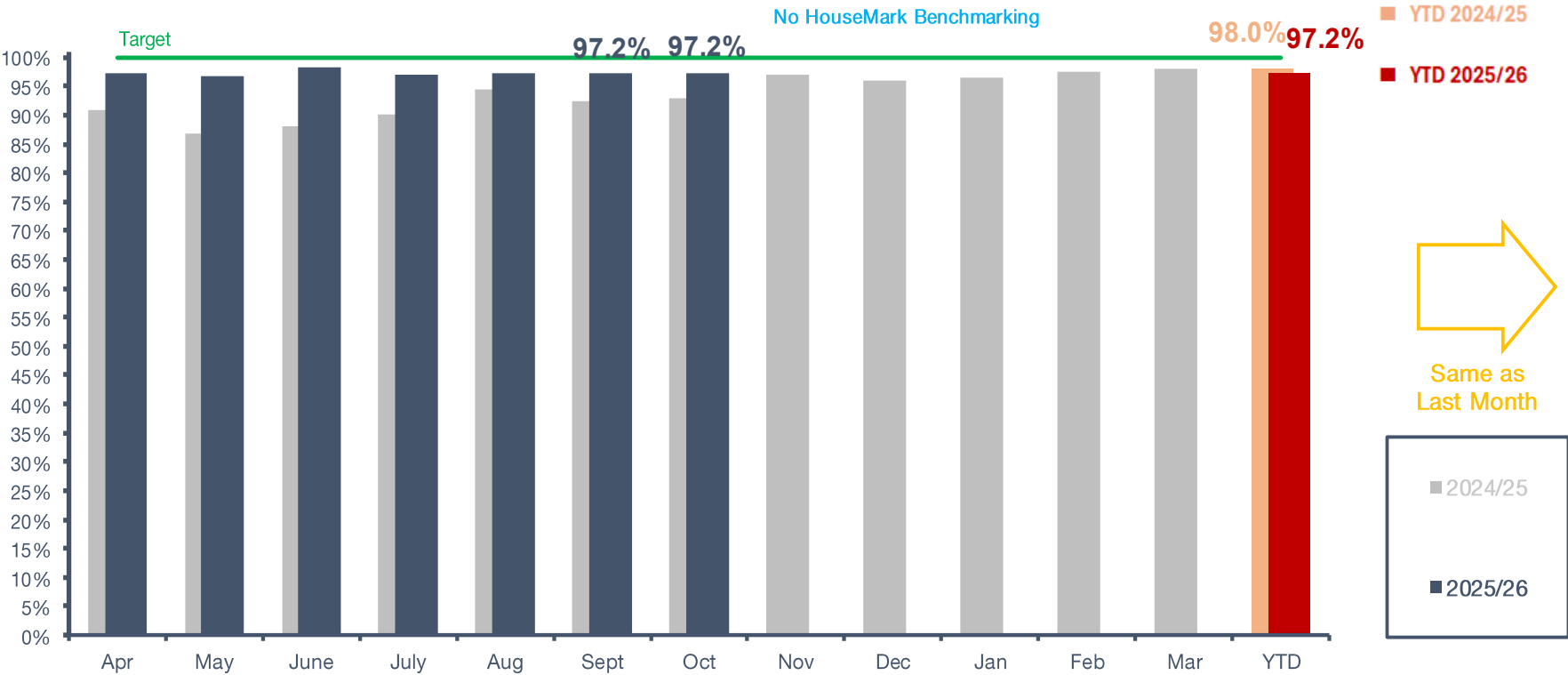
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- This KPI is assessed as **Green** ragged for the month of October 2025.

% of Support Plans in date

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Target	Oct	YTD	2023/24
100.0%	97.2%	97.2%	98.0%

Monthly Metrics:	
Compliant:	#
Total Plans:	#

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