Landlord Stock, Quality & Safety Proforma

30th September 2026

LONDON BOROUGH OF HARINGEY

30th September 2026

Performance as at: 30th September 2026	Total (All Assets)	Properties On Programme (No. of Records)	Properties On Programme (Void)	Off Programme	In date Number	In date %	Overdue Number	Overdue %	Last Months Performance August	DOT Trend	% Change
DOMESTIC	**Tenants & Leaseholders**										
Gas Safety (Domestic LGSR programme)	21,243	13,559	925	7,684	13,353	98.48%	206	1.52%	99.59%	↓	-1.11%
Electrical (EICR 5-year programme)	21,243	15,159	1,073	6,084	14,806	97.67%	353	2.33%	97.79%	↓	-0.12%
COMMUNAL	**No. of Blocks**										
Fire Risk Assessments programme*	1,168	1,639		-471	1,633	99.63%	6	0.37%	99.94%	↓	-0.31%
Gas Safety (Communal LGSR programme)	1,168	31		1,137	31	100.00%	0	0.00%	100.00%	↔	0.00%
Electrical (EICR 5-year programme)	1,168	872		296	871	99.89%	1	0.11%	100.00%	↓	-0.11%
Asbestos Reinspection programme (Communal)	1,168	1,134		34	1,133	99.91%	1	0.09%	100.00%	↓	-0.09%
Passenger Lift Inspections (Thorough Examinations)	1,168	166		1,002	166	100.00%	0	0.00%	100.00%	↔	0.00%
Water Hygiene (L8) (Legionella Risk Assessments)	1,168	273		895	269	98.53%	4	1.47%	98.17%	↑	0.36%

*** Please note that the negative variance shown in column G for the Fire Risk Assessment 'off programme' is due to the need to create additional sub-blocks that are not in NECH.**

Compliance is confirmation that relevant statutory, regulatory and/or policy inspections have been completed at the time of reporting and that we have diligently taken all reasonable measures to complete the inspections and resulting actions within agreed timescales, programme and procedures and that all such activity can be demonstrated through auditable evidence. NOTE: where actions resulting from inspections require significant or specialist work, and cannot be completed within the target timescales, risk mitigation will be put in place, reviewed and evidenced as appropriate.

DEFINITIONS:

1. Fire	All buildings have had an FRA survey completed and uploaded to C365 compliance management system. All actions categorised, allocated, and tracked to completion with appropriate risk mitigations in place where required.
2. Gas	All properties have a current, valid LGSR 'pass'. No overdue actions.
3. Electrical	All properties have a current, valid EICR 'satisfactory'. No overdue actions.
4. Asbestos	All communal management and reinspection surveys have been completed and inspection reports received. Actions tracked and managed in line with recommended timescales.
5. Lifts	All Passenger lifts have a current, valid thorough examination (LOLER certificate) <6months old and all lifts without one have been shut down within 24 hours of going overdue or otherwise approved.
6. Water	All sites have a valid current LRA: no high level (seven days or one month) remedials overdue.

LONDON BOROUGH OF HARINGEY

30th September 2026

Performance as at: 30th September 2026	Total	In Date		Overdue		Last Months Performance August	DOT Trend	% Change
		Number	%	Number	%			
Smoke Alarms/Detectors	15,159	14,819	97.76%	340	2.24%			
Carbon Monoxide Alarms/Detectors	13,559	13,557	99.99%	2	0.01%			
Number of Council tenants waiting for major adaptations	308							
% of Emergency Repairs within timescale	299	276	92.31%	23	7.69%	96.04%	↓	-3.73%
% of Non-Emergency Repairs within timescale	1,176	835	71.00%	341	29.00%	67.07%	↑	3.93%
Total number of Awaab's Law Damp & Mould cases	1,222							
Open Awaab's Law Damp & Mould cases assessed as Category 1 HHSRS	77							
Meet the Decent Homes Standard	16,560	13,274	80.16%	3,286	19.84%			
Stage 1 Complaints upheld	90	61	68%	29	32.22%	70%	↓	-2.22%
Stage 2 Complaints upheld	62	50	81%	12	19.35%	88%	↓	-7.35%

LONDON BOROUGH OF HARINGEY

30th September 2026

Workstream		Total Number of dwelling units owned for which gas safety checks are required	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)
GAS SAFETY	Domestic gas (LGSR)	13,559	13,353	206	98.48%
	Communal gas (LGSR)	31	31	0	100.00%
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**	
	Dwelling unit has been non-compliant for <3 months			198	
	Dwelling unit has been non-compliant for 3-6 months			0	
	Dwelling unit has been non-compliant for 6-12 months			3	
	Dwelling unit has been non-compliant for >12 months			5	
		No. of capped properties	**No. of capped properties over 3 months**		
	Properties with a capped gas supply	35	35		
		No. of overdue checks			
	Overdue gas safety checks (<1 month)	0			
	Overdue gas safety checks (1-3 months)	0			
	Overdue gas safety checks (> 3 months)	35			
	Comments:				
	4 x properties have H&S issues and are with TMO, 11 x properties have appointments in October, 20 x property LGSR's are in the QC process with PCM, 171 x properties have been through 3 letter process and a cold call visit by contractors on a weekend and a hand delivered letter by the compliance team, they are now with TMO.				

Plans to return to compliance:

Following the removal of the warrant process, the Gas Team has implemented a number of measures to maintain gas servicing compliance and minimise overdue services. These include increasing appointment capacity, undertaking cold-calling visits, and offering weekend appointments to provide residents with greater flexibility and improve access rates. All overdue properties are reviewed, with persistent efforts made to secure appointments via phone and property attendance. The team is also cross-referencing overdue gas servicing addresses with the EICR programme to identify opportunities for joint access visits and improve efficiency. In addition, Tenancy Management has issued letters to residents reminding them that providing access for statutory gas safety inspections is a requirement of their tenancy agreement. These measures are being closely monitored and have been introduced to mitigate the impact of the loss of the warrant process while ensuring continued compliance with statutory gas safety obligations and maintaining resident safety. As part of the transition from the previous to the new contractors, where LGSRs have not been provided or original appointments kept, the new contractors are re-scheduling and completing these LGSRs.

Current Mitigations:

As above.

LONDON BOROUGH OF HARINGEY

30th September 2026

Workstream		Total Number of dwelling units that require an electrical installation condition report	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)
ELECTRICAL SAFETY	Domestic properties on a 5 Year EICR domestic testing cycle	15,159	14,806	353	97.67%
	Domestic properties on a 10 Year EICR domestic testing cycle	0	0	0	#DIV/0!
	Domestic properties that require an EICR but do not have one	0	N/A	0	N/A
	Total Domestic properties	**15,159**	**14,806**	**353**	**97.67%**
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**	
	Dwelling unit has been non-compliant for <3 months			69	
	Dwelling unit has been non-compliant for 3-6 months			30	
	Dwelling unit has been non-compliant for 6-12 months			44	
	Dwelling unit has been non-compliant for >12 months			210	
		Total Number of assets that require an electrical installation condition report	**Number Of Compliant Assets**	**Number of Non-Compliant Assets**	**COMPLIANCE (%)**
	Communal EICRs	872	871	1	**99.89%**
	For Non-compliant assets:			**Number of Non-Compliant Assets**	
	Asset has been non-compliant for <3 months			1	
	Asset has been non-compliant for 3-6 months			0	
	Asset has been non-compliant for 6-12 months			0	
	Asset has been non-compliant for >12 months			0	
	FOR BOTH COMMUNAL and DOMESTIC				
	For both communal and domestic	**Overdue high risk - No. of C1 (danger to life)**	**Overdue medium risk - No. of actions C2 (potentially dangerous)**	**Overdue low risk - No. of actions C3 (improvement recommended)**	
	Overdue electrical remedials (< 3 month)	0	2	0	
	Overdue electrical remedials (3-6 months)	0	0	0	
	Overdue electrical remedials (6-12 months)	0	0	0	
	Overdue electrical remedials (12+ months)	0	14	0	
	Comments: C3 actions are recommendations only.				

Plans to return to compliance:

Haringey started to converge from a 10-year programme to a 5-year programme for all EICRs in 2021. Therefore, all EICRs are scheduled for review in a 5-year programme. This includes dwellings and communal areas. Category 1 & 2 actions are completed at the time of EICR unless they require return visits due to parts or timing of appointments. Only satisfactory certs are uploaded unless there are exceptional circumstances whereby subsequent new certificates will be completed. All compliance is subject to access. (Please note that PAT testing and other electrical maintenance safety is reported in a separate detailed report to Building Safety and Compliance Board).

Current Mitigations:

As per above.

LONDON BOROUGH OF HARINGEY

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Workstream		Total Number of dwelling units owned within properties that require a Fire Risk Assessment	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)
FIRE SAFETY	Fire Risk Assessments in high risk buildings	53	53	0	100.0%
	Fire Risk Assessments in non-high risk buildings	1,587	1,581	6	99.62%
	Overall Fire Risk Assessments	**1,640**	**1,634**	**6**	**99.63%**
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**	
	Dwelling unit has been non-compliant for <3 months			6	
	Dwelling unit has been non-compliant for 3-6 months			0	
	Dwelling unit has been non-compliant for 6-12 months			0	
	Dwelling unit has been non-compliant for >12 months			0	
	Comments:				
	6 x FRAs were overdue at the end of September: 3 x were completed at the end of September but uploaded on the 1st October 2026. 1 x FRA completed on 1st October 2026 and has been uploaded (was previously no access). 2 x FRAs with our contractor currently in QA process (these had to be re-scheduled due to additional FRAs being requested).				
		No. of high risk actions	**No. of medium risk actions**	**No. of low risk actions**	
	Overdue FRA remedial actions (<3 months)	459	911	25	
	Overdue FRA remedial actions (3-6 months)	283	491	18	
	Overdue FRA remedial actions (6-12 months)	193	315	35	
	Overdue FRA remedial actions (12+ months)	726	1,082	101	
	Comments:				
	All actions are managed through our digital C365 compliance management system. The risk is determined by the Risk Assessor taking into account a number of factors in accordance with BS9792:2025. Our Fire Safety Management Plan sets out the timescales for Urgent (24 hours), High (3 months), Medium (6 months), and Low (24 months). We have wider fire safety KPIs regarding fire door checks / remedial actions. In accordance with Fire Safety Act, we inspect all flat entrance doors annually, subject to access, and all communal doors quarterly in buildings over 11 metres in height. Performance on these programmes are reported within our wider suite of KPI information.				

Plans to return to compliance:

We have programme and plans in place to complete all overdue actions and to complete future actions within target times. All current overdue actions have been allocated to an appropriate programme.

Current Mitigations:

Haringey uses a range of mitigations, from regular inspections, increased resident engagement, focussed communications, clear communal areas, upgraded alarm systems, and evacuation strategy changes as appropriate to the situation and recommendations of the Risk Assessor.

Workstream		Total Number of dwelling units in programme	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)
SMOKE AND CO ALARMS	Smoke alarms / detectors	15,159	14,819	340	**97.76%**
	Carbon monoxide alarms / detectors	13,559	13,557	2	**99.99%**
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**	
	Dwelling unit has been non-compliant for <3 months			0	
	Dwelling unit has been non-compliant for 3-6 months			0	
	Dwelling unit has been non-compliant for 6-12 months			0	
	Dwelling unit has been non-compliant for >12 months			340	
	Comments:				
	SMOKE ALARMS: There are 340 where we haven't been able to gain access to carry out the EICR in the last 5 years, which would allow us to upgrade or install smoke detectors. 360 properties had EICRs that were completed prior to 2022, and would have been installed to the previous standard.				

LONDON BOROUGH OF HARINGEY

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Workstream		Total Number of dwelling units owned for which a legionella risk assessments is required	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)
WATER SAFETY	Legionella risk assessments	273	269	4	98.53%
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**	
	Dwelling unit has been non-compliant for <3 months			3	
	Dwelling unit has been non-compliant for 3-6 months			0	
	Dwelling unit has been non-compliant for 6-12 months			1	
	Dwelling unit has been non-compliant for >12 months			0	
		Number of high risk overdue remedial actions	**Number of medium risk overdue remedial actions**	**Number of low risk overdue remedial actions**	
	Overdue water safety remedial actions (< 3 months)	0	0	0	
	Overdue water safety remedial actions (3-6 months)	0	0	0	
	Overdue water safety remedial actions (6-12 months)	0	0	0	
	Overdue water safety remedial actions (12 months+)	0	0	0	
	Comments:				
	4 x properties Non-Compliant 3 x asbestos in tank rooms. Unable to safely access. Confirmed on asbestos removal programme to be completed before end of 2026. 1 x door works - With HRS Carpentry team.				

Plans to return to compliance:

As above.

Current Mitigations:

Quarterly sampling from outlets being undertaken to mitigate and identify any risks.

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Workstream		Total Number of dwelling units owned within properties for which an asbestos management survey or re-inspection is required	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)	Number of properties for which an asbestos management survey or re-inspection is required
ASBESTOS SAFETY	Asbestos management surveys / re-inspections	1,134	1,133	1	99.91%	
	Overdue Asbestos management surveys / re-inspections (< 3 months)	1				
	Overdue Asbestos management surveys / re-inspections (3-6 months)	0				
	Overdue Asbestos management surveys / re-inspections (6-12 months)	0				
	Overdue Asbestos management surveys / re-inspections (12+ months)	0				
	Comments:					
	1 x overdue was due to no access. This survey was completed on the 22nd September and uploaded to the system on the 1st October 2026.					

Plans to return to compliance:

At the time of reporting in September there was 1 x overdue asbestos re-inspection. However, the inspection had taken place on 22th September 2026, but the certificate had not been uploaded to the compliance management system and was reported as overdue. This has now been uploaded.

Current Mitigations:

Not Applicable.

LONDON BOROUGH OF HARINGEY

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Workstream		Total number of dwelling units owned within properties with communal passenger lifts	Number Of Compliant dwelling units	Number of Non-Compliant dwelling units	COMPLIANCE (%)	Number of properties with communal passenger lifts
LIFT SAFETY	Passenger lifts (LOLER) servicing	166	166	0	100.00%	
	For Non-compliant dwelling units:			**Number of Non-Compliant dwelling units**		
	Dwelling unit has been non-compliant for <3 months			0		
	Dwelling unit has been non-compliant for 3-6 months			0		
	Dwelling unit has been non-compliant for 6-12 months			0		
	Dwelling unit has been non-compliant for >12 months			0		
		Number of overdue remedial actions				
	Overdue remedial actions (<3 months)	1				
	Overdue remedial actions (3-6 months)	0				
	Overdue remedial actions (6-12 months)	0				
	Overdue remedial actions (12+ months)	0				
	Comments:					
	This action sits within a new build property. Managers of this property have arranged for a contractor to attend week commencing 26 October 2026.					
Plans to return to compliance:						
Not Applicable. All sites 100% compliant.						
Current Mitigations:						
Not Applicable. All sites 100% compliant.						

LONDON BOROUGH OF HARINGEY

30th September 2026

Workstream		September
ADAPTATIONS	% of adaptations completed for Council tenants within 52 weeks of referral	33%
	Number of Council tenants waiting for major adaptations	308
	Works for Council tenants completed within 80 days (in month)	0
	Number of adaptations for Council tenants completed within 52 weeks (in month)	1
	Comments:	
	Data provided from Power BI dashboard drawing on Liquid Logic system (LAS).	

Workstream		September
COUNCIL ADAPTATIONS OVERDUE	Overdue (< 3 months)	7
	Overdue (3-6 months)	9
	Overdue (6-12 months)	107
	Overdue (12 + months)	185
	Total number overdue by classification	**308**
	Comments:	
	Data provided from Power BI dashboard drawing on Liquid Logic system (LAS).	

Plans to clear backlog:

Aids and Adaptations team is currently working on an approach to clearing the backlog. They are engaging with AD of Asset Management within Housing Services to get constructor partners to assist with surveying capacity on the backlog. A finance package is being put in place relating to this. There are also six delivery contracts that are at end of tender process and should be going live in November, with procurement putting JTC contracts together.

Context on OT approach to Council Homes:

OTAs will call tenants to go through mini triage / assess risk / find out if their needs have changed / offer signposting to mobility aids, meals on wheels, care needs, social work assessment re: increased care (if needs have changed while they are on waiting list). OTA will do risk assessment against priorities 1, 2, and 3 so people can be prioritised on list. We have an OT duty team so residents can approach us if their needs have changed and that can re-assess needs. Monitoring of complaints and associated actions also in place.

LONDON BOROUGH OF HARINGEY

30th September 2026

Workstream		September	October	November
EMERGENCY AND NON-EMERGENCY REPAIRS	Number of Emergency Repairs within timescale	276		
	Total Number of Emergency Repairs	299		
	% of Emergency Repairs within timescale	**92.31%**		
	Number of Non-Emergency Repairs within timescale	835		
	Total Number of Non-Emergency Repairs	1176		
	% of Non-Emergency Repairs within timescale	**71.00%**		

Workstream		WIP Emergency	WIP Urgent	WIP Routine	WIP Planned	WIP Total	Legacy Emergency	Legacy Urgent	Legacy Routine	Legacy Planned	Legacy Total	WIP+Legacy TOTAL
OVERDUE REPAIRS	Overdue (< 3 months)	515	56	1,535	748	**2,854**	0	7	260	150	**417**	**3,271**
	Overdue (3-6 months)	3	32	152	77	**264**	4	33	990	488	**1,515**	**1,779**
	Overdue (6-12 months)	0	0	152	106	**258**	0	9	1,621	651	**2,281**	**2,539**
	Overdue (12 + months)	0	0	58	66	**124**	0	2	599	362	**963**	**1,087**
	Total number of overdue repairs by classification	518	88	1,897	997	**3,500**	4	51	3,470	1,651	**5,176**	**8,676**

Comments:

Repairs Timescales by Priority:
Emergency (1-day)
Urgent (7-day)
Routine (28-day)
Planned (28-days or more).

WIP Overdue: 3,500
Legacy Overdue: 5,176

Current Works In Progress (WIP) to be completed by Housing Repairs Service (HRS) and Legacy repairs that are now on a different contract for external Contractors to complete. Please note that the WIP repairs figure can fluctuate (increase/decrease), whereas the Legacy repairs is a static number and can only decrease until they've all been completed. Please note that all communal repairs are included in the above figures.

Plans to clear backlog:

A dedicated Legacy Repairs Programme has been established to manage a specific recovery project. Although this project will have its own reporting and management focus, oversight will remain through the current governance structure.

The project includes:
- Allocating historic cases to specialist contractors.
- Employing dedicated surveying resources.
- Utilising M&E contracts and resources.
- Dedicated programme monitoring and tracking.

Current mitigations:

The programme is prioritising overdue repairs, Ombudsman related casework and complex works.

Workstream	

Investigations and Enforcement Action:

In addition to the RSH judgement, there are currently 23 Ombudsman cases relating to the Repairs and Maintenance Service open as at 28th October (which are monitored by the Corporate Feedback team). There are also 22 Notice of Deficiency (NOD) open as at 29th October being managed by the Fire team who are in dialogue with the LFB and keeping them up-to-date. Should any further regulatory action arise, this will be reported to the Regulator.

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Workstream		Number of open D&M cases pre-27th October 2025	Open cases assessed as Category 1 HHSRS
Pre 27th October 2025 Damp and Mould cases	**Damp and Mould cases**	**71**	**5**
		Number of overdue cases	**Number of overdue cases assessed as Category 1 HHSRS**
	Cases overdue by <1 month	0	0
	Cases overdue 1-3 months	0	0
	Cases overdue by 3-6 months	42	0
	Cases overdue by 6+ months	29	5
	Comments:		
	Figures from case management system as at 30th September 2026.		

Workstream		Total number of open Emergency Awaab's Law D&M cases	
27th October 2025 onwards Awaab's Law Damp and Mould cases	Total number of open 'Emergency' Awaab's Law D&M cases	105	
	Total number of open 'Significant' Awaab's Law D&M cases	1,117	
	Total number of Awaab's Law D&M cases	**1,222**	
	Open Awaab's Law D&M cases assessed as Category 1 HHSRS	**77**	
		Number of open cases assesed as Category 1 HHSRS	
	Cases open <1 month	2	
	Cases open 1-3 months	21	
	Cases open by 3-6 months	22	
	Cases open by 6+ months	32	
	Comments:		
	Figures from Awaab's Law case tracker as at 30th September 2026.		

Plans to return to compliance:

We are working to reduce the number of overdue cases through the work of specialist multi-trade teams that manage D&M and complex repairs, and close working with our specialist Disrepair team to ensure quicker resolution of open and overdue cases for customers. Our dedicated Damp & Mould Case Management System allows reporting of D&M cases by residents. Open CAT 1 cases are tracked and managed through a process between the Asset Management and Repairs and Compliance services. All Awaab's law cases are tracked and reported by KPIs in our monthly KPI set. The damp and mould case management system is being re-developed into an Awaab's Law case management system as one of our priority digital projects and the aim is that this will be in place to allow reporting against all the hazards covered by Phase 2 of Awaab's Law from November 2026 onwards.

Current Mitigations:

For CAT 1 or emergency cases where it is not possible to remove the risk because of the extent of the works required, we move residents out of their homes under our temporary moves policy. We consider household members' vulnerabilities as part of this process; for example, if the household contains children or people with conditions making them particularly susceptible to illness following exposure to any mould.

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Workstream		Total Number of Assets	Number Of Compliant Assets	Number of Non-Compliant Assets	COMPLIANCE (%)
STOCK CONDITION	Meet the Decent Homes Standard	16,560	13,274	3,286	**80.16%**
		Number of Assets			% of Total Number of Assets
	Assets that have had a stock condition survey within the last 2 years	4,469			26.99%
	Assets that have had a stock condition survey within the last 5 years	8,724			52.68%
	Assets that have had a stock condition survey within the last 10 years	305			1.84%
	Assets that have had a stock condition survey over 10 years ago	1,068			6.45%
	Assets that have no stock condition survey on record	1,994			12.04%
	Total Number of Assets	**16,560**			**100.00%**
	Comments:				
	Stock Number is as per Local Authority Housing Statistics (LAHS) 2026.				

Plans to return to compliance:

Achieving 100% Decent Homes:
Four long-term partnering contracts have been procured and are being mobilised to deliver our major works investment programme for the next 10 years. A funded programme is in place to achieve 100% decency by the end of 2028 informed by our stock condition data.

Increasing the number of homes with recent stock condition survey data:
We have implemented a rolling stock condition survey to cover 20% of the stock annually to ensure data is refreshed every 5 years. This commenced in November 2025 with Baily Garner appointed to carry out the survey programme for the first 18m. This will focus on all homes where we do not have data less than 5 years old. We have taken additional measures in respect of engagement with tenants to ensure access is provided and, where no access is being allowed, we are following the council's access for emergencies, safety or welfare policy and referring tenants to their tenancy agreement that sets out the right for us to reasonably access homes. Legal is involved and pre-legal letters have been sent to some tenants who have failed to provide access. This approach is proving successful in maximising the number of homes we have been able to survey that have previously proven difficult to access. We have also now added an additional c1,200 dwellings to the survey where data will become 5 years old this year. In addition to the partnering contracts we have also procured four Multi Disciplinary Consultants giving us extra capacity to carry out future tranches of the rolling stock survey.

Current Mitigations:

Managing the risks posed to tenants in non-decent homes in the intervening period whilst they remain non-decent:
We have a process in place to ensure any cat 1 hazards identified in homes are dealt with effectively as soon as they are identified. Homes are maintained through the repairs service pending inclusion in the major works programme.
We have processes in place for all compliance areas including regular gas and electrical safety testing.

Managing the risks posed to tenants in homes that have not had a recent stock condition survey, in the period before the home has a new stock condition survey:
Of the 1,994 homes that do not have any stock condition data, 1,228 of these are new build homes that have been handed over within in past 5 years and for which we have handover 'as built' data. These addresses will be added to future tranches of the stock survey to ensure data is not more than 5 years old. A further 292 are buy-back properties or acquisitions which will have been through the voids process prior to let and these will also be incorporated into future survey cycles. Of the 474 remaining, 292 are flats in blocks where we have the external survey data for the block. As noted above, we are prioritising all homes with a stock condition survey older than 5 years and taking steps to ensure we gain access to achieve up to date information. We also use other sources to update the stock condition database such as pre works validation surveys, post works completion data, our Electrical Testing (EICR) programme and boiler renewals carried out through our gas contracts and disrepair works.

LONDON BOROUGH OF HARINGEY

30th September 2026

Workstream	Stage 1 Complaints	July 2026	August 2026	September 2026
COMPLAINTS	Number of Stage 1 complaints received	168	152	222
	Percentage of Stage 1 complaints acknowledged in time	39%	4%	20%
	Percentage of Stage 1 complaints responded to in time	71%	52%	70%
	Number of Stage 1 Complaints upheld	60	26	61
	Total Number of Stage 1 Complaints	75	37	90
	% Stage 1 Complaints upheld	**80%**	**70%**	**68%**
	Stage 2 Complaints			
	Number of complaints escalated to Stage 2	86	76	80
	Percentage of Stage 2 complaints acknowledged in time	5%	2%	3%
	Percentage of Stage 2 complaints responded to in time	9%	3%	2%
	Number of Stage 2 Complaints upheld	51	57	50
	Total Number of Stage 2 Complaints	66	65	62
	% Stage 2 Complaints upheld	**77%**	**88%**	**81%**
	Comments:			
	Stage 1 – Service Investigation. Acknowledge complaint within 5-working days. Send a full response within 10-working days. Stage 2 – Review. Acknowledge within 5-working days. Reply within 20-working days. Signpost to Housing Ombudsman if complainant wants further review.			

Plans to return to compliance:

Haringey's Cabinet recently agreed a Complaints Improvement Plan, supported by a Housing Services Improvement Sub-Plan, that sets out targeted actions to address weaknesses in complaint handling and achieve sustained regulatory compliance. The plan focuses on improving response times, reducing escalations, strengthening the quality of investigations, embedding learning from complaints and Ombudsman findings, and improving resident experience. Clearer accountability, staff training, improved performance monitoring and senior management oversight will support delivery. Progress will be evidenced through improved complaint handling timescales, fewer upheld and escalated complaints, and demonstrable service improvements arising from resident feedback.

Current Mitigations:

All overdue complaints are subject to regular review and oversight through monitoring by management and the Feedback team. Cases are assessed according to the nature and severity of the reported issue, with particular attention given to health and safety concerns, damp and mould, safeguarding risks, vulnerabilities, and households with young children or residents with identified medical conditions. Any required inspections, temporary measures, repairs, or remedial works continue independently of the complaint process and are progressed through operational service teams.