

Homes for Haringey Management Agreement Consultation Feedback Report

1. Introduction

- 1.1 This report presents the findings of a seven-week consultation on the proposal to enter into a new Management Agreement with Homes for Haringey until 2026. This proposal would mean that Homes for Haringey continue to manage and deliver housing services to Council tenants, with Haringey Council remaining as the landlord.

2. Background

- 2.1 Homes for Haringey was set up by the council in 2006 as an 'arm's-length management organisation' (ALMO) and has been managing the council's housing on its behalf since then. In 2014, the Council commissioned the Future of Housing Review to consider future options for housing in the borough. As part of this review, a test of opinion was carried out in 2015. The methods of this test of opinion included:
- A telephone survey of just over 1,000 tenants and 150 leaseholders
 - A postal survey sent to all tenants and leaseholders, to which there were 2,300 responses (including 95 submitted online).
- 2.2 The headline findings of this test of opinion included:
- There was little support for options involving a stock transfer, such as a transfer to an existing registered provider
 - Respondents wanted to retain local provision, with the service provider based locally
 - 71% of tenants were more satisfied with HfH than in the three years preceding the test of opinion
 - Leaseholders in contrast were less satisfied
 - Both tenants and leaseholders are keen to have a say in how their service is run, and to have board level representation
- 2.3 The review subsequently recommended that the Council retain Homes for Haringey, and Cabinet agreed this recommendation in September 2015.
- 2.4 Because the recommendation was to enter into a new Management Agreement with Homes for Haringey – as opposed to an extension of the 2011 version – the Council was required to obtain statutory approval of the Management Agreement from the Homes and Communities Agency (HCA) pursuant to section 27 of the Housing Act 1985 prior to implementation. Before the HCA will grant this approval, the Council must demonstrate that it has complied with its statutory duty under section 105 of the Housing Act 1985 to consult secure council tenants on any decision the Council is proposing to make regarding housing management which “is likely substantially to affect either its secure tenants as a whole or a group of them who form a distinct social group or occupy dwelling-houses which constitute a distinct class”.
- 2.5 Therefore a second stage of consultation was carried out, on the specific proposal to enter into a new Management Agreement with Homes for Haringey until 2026. Whilst the Council is not statutorily obliged to consult leaseholders on the proposal, it was considered that it presented a good opportunity to seek the views of leaseholders at the same time. Therefore the consultation took the form of a statutory consultation with Council tenants and a non-statutory consultation with leaseholders. Both groups were however sent the same questionnaire.

3. Consultation Approach – Methodology

3.1 The Council launched the consultation on 9th October and it ran until 26th November. The methods of consultation used were:

- 19,848 tenants and leaseholders were sent a hard copy of the paper questionnaire which contained a free paid envelope for them to return the questionnaire. A copy of this questionnaire is reproduced on page 9.
- The questionnaire was emailed out 4,218 email recipients.
- A dedicated webpage explaining the consultation and access to an online version of the survey.
- Three drop in sessions were held at the following locations.
- 19th October 2017, 4-7pm - Wood Green Library
- 2nd November 2017, 4-7pm - Marcus Garvey Library
- 9th November 2017, 4-7pm- Wood Green Library

3.2 Due to a delay in some of the letters being delivered, the second drop-in at Wood Green was arranged.

4. Consultation Findings

4.1 A total of 1,501 responses were received. The following table shows the breakdown of responses

Consultation Results/Engagement	Number
Questionnaires sent out by post	19,848
Emails sent promoting the online questionnaire	4,218
Responses received	1,501
Translations requested	22
Engagement events/Drop in sessions	3

4.2 In the tables below, the responses received to the questions are shown.

If you live in Haringey, are you a Council tenant or a leaseholder/freeholder?

Q1: If you live in Haringey, are you?	Number	Percentage
A Haringey Council tenant	1,215	81%
A Haringey Council leaseholder/freeholder	222	15%
No response	64	4%
Grand Total	1,501	100%

4.3 The significant majority of respondents were Haringey Council tenants, making up 81% of respondents. 15% of respondents were leaseholders, which is still a relatively good response rate given the approximate split between tenants and leaseholders in the Council's

housing stock is 78% tenants/22% leaseholders, and some leaseholders are non-resident so may have been less inclined to respond.

- 4.4 Therefore whilst proportionately more tenants than leaseholders responded, there was still a good response rate from both groups.

Do you agree with the Council's proposal? – response from Council tenants

Haringey Council tenants

Q2: Do you agree with the Council's proposal?	Number	Percentage
Yes	987	81%
No	213	18%
No response	15	1%
Total	1,215	100%

- 4.5 The table above shows the response from the statutory consultation with secure tenants. 81% said yes against 18% who said no.

Do you agree with the Council's proposal? – response from Council leaseholders

Leaseholder Response

Q2: Do you agree with the Council's proposal?	Number	Percentage
Yes	109	49%
No	111	50%
No response	2	1%
Total	222	100%

- 4.6 The table above shows the response of the non-statutory consultation with leaseholders. The findings show that the response is almost identical for yes and no.

- 4.7 For completeness, the table below the response of residents who not tell us whether they were a tenant or leaseholder.

Do you agree with the Council's proposal? – tenure not disclosed

Q2: Do you agree with the Council's proposal?	Number	Percentage
Yes	36	56%
No	25	39%
No response	3	5%
Total	64	100%

5. Consultation Comments

- 5.1 Respondents were given the opportunity to provide comments to give reasons why they agreed or disagreed with the proposal, and to give any alternative options they think the Council should consider.

Comments – respondents who agreed with the proposal

5.2 Over 378 comments were received from respondents who agreed with the proposal. The main themes are summarised below:

- Homes for Haringey have improved over the years, but could perform better with greater scrutiny from the Council.
- The staff are polite and helpful and are doing a good job
- "We have found Homes for Haringey very helpful
- Satisfied with the current arrangement, structure and performance
- Some residents said they would find change disruptive
- As a leaseholder I am fairly happy, but the service charges sometimes seem incorrect.

Comments – respondents who disagreed with the proposal

5.3 The following comments represent the views of people who disagreed with the proposal. Over 265 comments were received.

- Homes for Haringey need to provide better customer service and show more empathy
- Homes for Haringey are not good value for money, with high administration fees
- The repairs service is poor and needs to be improved significantly
- Lack of accountability, cannot be trusted, lack of response
- Communication with tenants and leaseholders needs to improve

Comments – alternative options

5.4 The following alternative options were proposed by respondents who disagreed with the proposal.

Comment	Number of respondents making the comment
The Council should bring housing management back in-house	59
The contract should be shorter	3
The Council should consider appointing a different company to manage its housing	9

6. Conclusions

- 6.1 There is a clear majority in support of the proposal to enter into a new Management Agreement with Homes for Haringey.
- 6.2 The comments provided by residents show that there is also clearly a desire for an improvement in the performance in a number of services provided by Homes for Haringey. The comments will be used to inform the Council's priorities for improving housing services.
- 6.3 The equal opportunities monitoring data (see tables below) shows that a wide range of residents were able to access the consultation. The translation service was used 22 times to translate the consultation document into five different languages. The equality data is analysed in more detail in the Equality Impact Assessment accompanying the consultation.

7. Equalities Monitoring Information

Age

Age	Number	Percentage
21-24	6	0.4%
25-29	20	1%
30-44	204	13%
45-59	461	31%
60-64	171	11%
65-74	294	20%
75-84	210	14%
85-89	54	4%
90 and Over	25	2%
(blank)	56	4%

Disability

Disability	Number	Percentage*
Deafness or partial loss of hearing	106	7%
Developmental disorder	6	0.4%
Long term illness or condition	374	25%
Other disability	75	5%
Blindness or partial loss of sight	40	3%
Learning disability	35	2%
Physical disability	239	16%
Mental health	151	10%
Other disability	75	5%
No disability	580	37%

*Percentage of all respondents who said they had this type of disability. Not all respondents answered this question, whilst some respondents had more than one disability

Sex

Sex	Number	Percentage
Female	755	50%
Male	603	40%
No response	143	10%

Gender Reassignment (Does your gender differ from your birth sex)

Gender Reassignment	Number	Percentage*
Prefer not to say	30	2%
Yes	5	0.3%

*Percentage of all respondents

Refugees and Asylum Seekers

Refugees and Asylum Seekers.	Number	Percentage*
A Refugee	4	0.3%
An Asylum Seeker	13	0.9%

*Percentage of all respondents

Ethnicity

White	Number	Percentage
British, English, Welsh, Scottish, N Irish.	547	36%
Irish	57	4%

White Other	Number	Percentage
Greek/Greek Cypriot	19	1%
Kurdish	32	2%
Other	70	5%
Turkish	54	4%
Turkish/Cypriot	20	1%

Black/Black British	Number	Percentage
African	217	14%
Caribbean	187	12%
Other	22	1%

Asian/Asian British	Number	Percentage
Bangladeshi	14	1%
East African Asian	8	0.5%
Indian	29	2%
Other	26	2%
Pakistani	4	0.3%

Chinese or other ethnic group	Number	Percentage
Any other ethnic background	17	1%
Chinese	14	1%

Sexual orientation	Number	Percentage
Bisexual	13	1%
Gay	22	2%
Heterosexual	1049	70%
Lesbian	2	1%
Prefer not to say	151	10%
No response	260	17%

Religion

Religion.	Number	Percentage
Buddhist	19	1%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	820	55%
Hindu	25	2%

Jewish	7	0.5%
Muslim	181	12%
No religion	164	11%

Prefer not to say	87	6%
Rastafarian	5	0.3%
Sikh	4	0.3%
No response	183	12%

Marriage and Civil Partnership.	Number	Percentage
Co-habiting	36	2%
Divorced	163	11%
In a same sex civil partnership	4	0.3%
Married	355	24%
Separated	46	3%
Single	505	34%
Widowed	150	10%

Language	Number	Percentage
Albanian	14	0.9%
Arabic	6	0.4%
English	1,086	72%
French	5	0.4%
Lingala	12	0.9%
Other	52	3%
Somali	9	0.6%
Turkish	79	5%



Consultation on the Homes for Haringey Management Agreement Background

Homes for Haringey was set up by the Council in 2006 as an 'arms-length management organisation' and has been managing the Council's housing on its behalf since then. The Council is now proposing to extend this arrangement by entering into a new agreement (called a Management Agreement) with Homes for Haringey until 2026.

The Council requires consent from the Homes and Communities Agency permitting it to enter into the new agreement, and before we seek this permission we need to hear your views on the proposal.

Under this proposal, there will be no changes in the types of services you currently receive from Homes for Haringey and no changes in any of your tenancy or leasehold terms and conditions. The Council will continue to be your landlord, and Homes for Haringey will continue to provide the same services such as housing (and leasehold) management, repairs and maintenance, estate management and rent/service charge collection.

Proposal

The Council is proposing to enter into a new agreement with Homes for Haringey, which will mean that Homes for Haringey will continue to manage the Council's housing until 2026. This includes their continuing to manage the Council's leasehold properties.

This proposal follows consultation the Council carried out in 2015 - which looked at how it would manage its housing stock in the future. Two specific options for ongoing management were considered, with the Council remaining the landlord in both cases. The first option was to retain Homes for Haringey to carry out management on the Council's behalf, whilst the second option was to bring the management of housing services back 'in house'.

The Council is proposing to take the first option. More information on the background to this, and the reasons for preferring the first option can be found on our website at <https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=46305> . If you do not have access to a computer and would like hard copies of these documents, please contact us at XXXX.

The consultation is Open from Monday 9th October 2017 until Sunday 26th November 2017.

If you want to complete the questionnaire online, please go to www.haringey.gov.uk/homes-for-haringey-management-agreement

There will be two drop in sessions.

- Thursday 19th October at Wood Green library (187-197 High Road, Wood Green, London N22 6XD). Between 4:00pm – 7:00pm
- Thursday 2nd November at Marcus Garvey library (1 Philip Ln, London N15 4JA). Between 4:00pm - 7:00pm

The Council is now seeking your views on the proposal to enter into the new agreement.

As you may know, the Council is also looking at how it can provide more housing in the borough, and is considering estate regeneration on some of its estates as a way of doing this. This current consultation is *not* about possible estate regeneration. Any decisions regarding estate regeneration will be subject to separate consultations with all those residents involved and will need to go through the formal Council decision-making

processes.

Homes for Haringey will continue to manage all Haringey Council estates until any decisions regarding individual estate renewal schemes are made, should the current proposal go ahead.

Consultation Question

Do you agree with the Council’s proposal to enter into a new Management Agreement with Homes for Haringey until 2026?

What does this mean:

- Homes for Haringey continues to provide your housing management services in the way it does currently
- Council retains ownership – no transfer
- Tenants’ rights as now
- Leaseholder relationship as now
- Board and resident structure remain
- National rent guidelines in place

Yes No

Please tick one box only.

If you said No, (1) what are your reasons and (2) what option do you believe the Council should consider for the management of its stock?

If you said Yes, what are your reasons?

Thank you for taking part in this consultation.