

Purpose

1. The Lettings Plan outlines projections for lettings to social housing within Haringey for 2024-25; focusing on lettings for general needs housing, both for Council stock and properties supplied by Registered Housing Providers. Lettings to sheltered accommodation are subject to a separate process and are not included for the purpose of this report.
2. The delays to the new build programme in 2023-24 and the slow progression of dealing with empty Council properties meant there were fewer lets than anticipated last year. 682 were predicted but only 282 delivered in year.
3. The recent trend has seen fewer lets each year but 2024/25 is forecast to see a dramatic increase to approximately 900 available lets. This is largely down to delayed Council new build developments coming through in 2024/25, alongside a smaller number of Registered Provider developments.
4. This number includes relets created through the 'Neighbourhood Moves Scheme' (NMS), which sees existing tenants transfer into new local developments and their existing properties brought to a lettable standard. This will let us target families in temporary accommodation who have been on the housing list for longest.
5. We also anticipate an improvement in the turnaround of void properties and the projected lets in the Lettings Plan accounts for this. This has been an area of focus for the Authority and additional resources have been directed to improving performance, which we have assumed will reach a 1% void rate.
6. This number of lets offers a significant opportunity to make substantial progress against a variety of important priorities for the Council and it is imperative that these properties are used to maximum effect. Haringey, like other London Boroughs, is faced with increasing need for assistance with housing and particularly from homeless households. This not only has impacts for the health and wellbeing of families and vulnerable single people but is also causing an acute and unsustainable budgetary pressure.
7. Allocations must be made in accordance with the Council's published Housing Allocations Policy, which targets those with the assessed highest need under the policy. Most lets should be made based on properties being advertised through a choice based lettings system and offered to the applicants with the highest priority that meet the criteria for the property. As a result households in Band A generally have the best prospects of being rehoused. However, a key purpose of the Lettings plan is to identify any particular priorities for the year that may not be met solely by the advertising in accordance with the Allocations Policy and plan for targeted actions to achieve them. This plan includes details of which groups will need such action and what those actions may be.

Summary of 2023/24

8. We ended the year with 13,407 people on our Housing Waiting List. 70% are in Band C. Whilst we are required to grant them reasonable preference for housing, they are extremely unlikely to secure social housing with 3169 people in Band B and 818 in Band A.
9. A breakdown of how lets were allocated in 2023/24 is provided at Appendix 2. Households in Band A were allocated 36.5% of all lets, and households in Band B 60%.
10. The limited number of lets and high number of households assessed as having an emergency or urgent need to move has continued to result in lengthy average waiting times for those households that were rehoused, as indicated in the table below.

Average waiting time for those rehoused from Band B	1 bedroom	2 bedroom	3 bedroom	4 bedroom
2022/23	2 years 6 months	7 years 6 months	11 years 3 months	12 years 7 months
2023/24	2 years 7 months	8 years 9 months	12 years 8 months	12 years 6 months

11. There is a distinct lack of family sized accommodation, and this is reflected in the wait times for 3,4 or 5 bed units sitting at around 13 years for those in Band B.
12. Whilst 155 homelessness households were rehoused into social housing, alleviating the need for increasingly expensive temporary accommodation and providing far better housing outcomes for those households, this was not sufficient to prevent the use of temporary accommodation increasing to 2652 by the end of the year.
13. The Council did not rehouse the full number of care leavers in the quota commitment for 2023/24, but did accommodate 38 such households, avoiding the risk that they may need homelessness assistance.
14. There was less progress in achieving moves for council tenants that were under-occupying their property, which would in turn free up large properties for other families. Whilst applicants are awarded the highest priority and receive cash incentives to move, only 6 moves were achieved and it is recognised that a range of additional actions are required in order to significantly increase this number.
15. The level of 'severe' overcrowding in Council stock has also continued to increase, as it has across all tenure types, with 338 households on the housing Register lacking at least 2 bedrooms. However, as such households are only

awarded Band B under the Allocation Policy and will need larger properties, there was limited movement in this area with just 4 moves.

Projected lets available for 2024/25

16. In making our projections, we have used data including past lettings, the potential new supply of properties and estimations regarding interest in schemes such as the Neighbourhood Moves Scheme. It further allows for re-letting properties vacated by tenants. This has resulted in a projection of 1054 lets, the breakdown of which is outlined in the table below:

2024/25 projected supply	1 bed	2 bed	3 bed	4 bed+	Total
Council new build	177	228	83	8	496
Housing Association supply	18	24	23	0	65
Neighbourhood Moves Scheme (TBC)	74	63	21	2	160
Empty Council properties and HA relets (est)	88	116	49	12	265
Long term Council voids brought back into use (est)	23	30	13	3	68
Total	380	460	189	25	1054

17. New build supply is projected based on the latest information available on specific schemes due for delivery and therefore comes with a higher degree of confidence. However, other projections, such as the number of properties that may become available as a result of tenants moving out, are estimates based on previous lettings information and are therefore inherently more difficult to predict.
18. It should be noted that the number of relets and breakdown of bedroom sizes that become available as a result of tenants moving through the Neighbourhood Moves Scheme is particularly difficult to project as it depends heavily on levels of applicant interest and there is very limited previous lettings data for this group. Current projections are based on expected new build schemes and levels of interest on the limited number of schemes already occupied or currently being allocated to.
19. These projections are also predicated on delivery of new build properties according to schedule. Any delay not only risks new build lets not being available within 2024/25 but also any expected relets that would occur from the Neighbourhood Moves Scheme households moving into those properties.
20. The projections also rely on voids works for both general relets and also relets from the NMS being completed in time for them to be let in 2024/25. If this does not transpire, it will have an adverse effect on the number of lets available.

21. For these reasons, it is assumed that not all projected lets will become available in reality and a reduction to the overall forecast, split proportionately across bed sizes, has therefore been built into the final number of 900 lets planned for in appendix 1.

2024/25 context

22. The Housing Allocation Policy is due for review in 2024/25 but will not be ready for implementation until 2025/26. This will be the first full review of the policy since 2016 and will offer a significant opportunity to review who is prioritised for accommodation to ensure the Council's strategic objectives in this area are met.
23. In line with the experience of other London Boroughs, demand for homelessness assistance continues to grow. Over 4700 households needed assistance in 2023/24 compared to approximately 4500 in 2022/23. As private landlords continue to exit the rental market, the availability of private rented accommodation continues to dwindle whilst the cost of what is available escalates.
24. The increasing use and cost of TA means it is imperative that the lets available in 2024/24 make a significant contribution to both mitigating cost pressures and provide better outcomes for families.
25. There are 255 households in Council housing that are currently under-occupying their accommodation and registered for a move on the Council's Housing Register. Despite existing efforts, insufficient progress has so far been made in freeing up valuable larger properties and making best use of family sized stock. This is partly related to a lack of developments providing car parking spaces or being located at ground floor level, which has limited the schemes appeal to older tenants who have concerns relating to mobility now or in the future. However, there are other significant other challenges in this area that are detailed at para 37 onwards.

The Lettings Plan 2024/25 priorities

26. Whilst allocations will continue to be made pursuant to the current Allocation Policy, the 2024-25 Lettings Plan provides an opportunity to intervene in some key areas to ensure lets are used most effectively. The Plan details projected lettings to each group of applicants on the Housing Register based on the anticipated supply of properties we expect to become available. This can be seen at appendix 1.
27. There are a number of specific priorities for 2024/25 that the Lettings Plan seeks to ensure are achieved.

Temporary accommodation (TA)

28. As set out above the increasing use and cost of temporary accommodation is causing severe financial pressure for the Council as well as providing, in many cases, very poor outcomes for families, particularly with use and length of occupation of shared accommodation increasing.
29. The Council has committed to savings within 2024/25 that will be achieved by increasing the number of moves out of TA of specific cohorts, namely vulnerable singles and households that have been in temporary accommodation for a substantial period.
30. There are currently 261 households that have occupied TA since before the implementation of the Localism Act 2011 ('pre-localism cases') and for whom there are limited alternative ways for the Council to end its homelessness duty. However, the majority of these are in larger sized accommodation and therefore where there are no pre-localism cases available for smaller properties, the oldest post-localism households may be targeted in the same way.
31. To this end 440 households occupying TA are projected to move to social housing, including those that would be expected to receive an offer through normal operation of the Allocation Policy. Of these, 140 are expected to be pre-localism cases or oldest post localism cases.
32. By moving more long standing homeless households through the Housing Register, the Council aim to free up other self-contained TA and private rented accommodation to reduce reliance on shared facilities TA.
33. Households in TA owed a homelessness duty are awarded Band B priority under the Allocation Policy. Given the number of applicants awarded Band A, it is highly unlikely that the above number of moves would be achieved without proactive intervention.
34. The Council will therefore consider three main methods of achieving this objective:
 - Selecting households who have occupied temporary accommodation the longest for 'auto-bid' by which they will automatically be registered for properties they meet the criteria for without the need to manually bid
 - Selecting some households for a direct offer including i) households that have been awarded A due to their severe need to move, ii) households that the Council has a legal obligation to provide alternative accommodation but has not been able to for a significant period of time iii) other exceptional cases due to the needs of the households or risk/ cost to the Council
 - Choosing some properties to advertise as being prioritised for certain band, e.g. Band B where homeless households sit.

- Increasing under-occupation moves to free up larger accommodation that is most in need for homeless households
35. This is justified due to substantial the reduction in expenditure on TA that this will result in and the positive impact it will have for households that have already waited for permanent housing longer than the current waiting time.
36. A savings commitment has also been attached to using 40 one and two bedroom Council properties as temporary accommodation, to reduce the need for expensive TA for those families. It is hoped that this can be achieved through meanwhile use properties marked for future demolition on the Love Lane, to avoid the need to divert permanent accommodation. However, if this becomes unachievable, temporary use of properties that would otherwise be allocated as permanent would be needed.

Under-occupation

37. The Council is eager to make maximum use of its portfolio by rehousing households that are under occupying accommodation into smaller properties that meet their needs and then reletting the larger property that becomes available.
38. Approximately only 10% of Council tenants that are under occupying their accommodation and a key plank to increasing moves must involve increasing this percentage.
39. Under occupiers will have a range of requirements and personal circumstances that are not well met by a one size fits all offer of financial assistance. Addressing this to incentivise and facilitate moves will also be important.
40. Even where there is interest and notwithstanding that under occupiers are awarded the highest priority band, many properties will be offered to applicants agreed for direct lets and those that have been waiting in band A for longer.
41. The Council will therefore seek to maximise moves by:
- Proactively targeting comms to eligible households, promoting the benefits of moving and the support available through use of data, existing publications and new literature
 - Increasing the incentives paid for freeing up larger properties
 - Creating a flexible support and financial package tailored to the requirements of the applicant
 - Reviewing staffing resource to support households and promote the scheme
 - Considering use of direct offers and ring fenced advertising where this is justifiable and complies with the Allocation Policy

42. Through these measures we are projecting an increase of moves to 50 for the year with the ambition of increasing the number of moves further in 2025/26.

Quotas

43. The Council will continue to meet its quota commitments to support vulnerable adults which include a projected 66 care-leavers, 40 adults with learning disabilities or complex needs and 10 properties for a 'Housing First' project.

Neighbourhood Moves Scheme

44. The Council's commitment to prioritising local residents for new build properties through the Neighbourhood Moves Scheme means that a substantial increase in the number of lets to this group will be made in 2025, projected to be 160, as and when new properties are delivered.
45. As the properties vacated will be available for relet to another household, the Council can essentially achieve two lets from one property.

Severely overcrowded Council tenants

46. It is unlikely to be possible to make substantial inroads into tackling severe overcrowding through Housing Register allocations. However, the Council will look to move 15 such households into suitability sized accommodation, with any households that are statutorily overcrowded being prioritised. Such households will also be supported to access other potential housing options such as mobility schemes.
47. Again such moves will create a relet opportunity for the property vacated, however, necessarily only of one or two bedroom properties.

Serious disrepair, damp and mould decant

48. Ensuring a planned and balanced approach to making accommodation available for those in urgent need against the need to enable tenants to vacate properties due to serious disrepair is a priority for 2024/25. This will require an understanding of likely demand and a robust mechanism for decisions to reduce lets for allocation, albeit only temporarily.

Monitoring and review arrangements

49. Progress against this plan will be monitored at least every quarter and reported to the Cabinet member for Housing and Planning.
50. This plan will be reviewed fully at the end of 2024/25 to inform the 2025/26 Lettings Policy.

Appendix 1 - Projected lets to each group on Housing Register 2024/25

	1 bed	2 bed	3 bed	4 bed	Total Lets	% total lets
TOTAL ANTICIPATED LETS	324	393	161	22	900	
Band A anticipated lets	192	77	22	10	301	33.44%
Move on - care Leavers	60	6			66	7.33%
Move on – complex needs	40				40	4.44%
Move-on – LD	10				10	1.11%
Housing First	10				10	1.11%
Perm decants – BWF second move	2	2	1		5	0.56%
Perm decants – Stapleford	8				8	0.89%
Perm decants – Love Lane regen	1	2			3	0.33%
Perm decants – Love Lane l’hold swap			1		1	0.11%
Permanent decants (repair)	3	1	1		5	0.56%
Succession/Grant of tenancy	6	1	1		8	0.89%
Management transfers	16	17	6	1	40	4.44%
Under occupiers	25	25			50	5.56%
Critical medical/welfare	4	8	4	2	18	2.00%
Cases with two or more housing needs in Band B		1		2	3	0.33%
Homeless applicants in ‘severe need’		7	4	4	15	1.67%
Critical safeguarding		2	1	1	4	0.44%

Overriding interest cases	1	1	1		3	0.33%
Overriding interest cases – MAPPA	1				1	0.11%
Armed Forces quota	1				1	0.11%
Retiring service tenants		1			1	0.11%
North London DA/ Pan Ldn Reciprocal	3	2	1		6	0.67%
Locally agreed reciprocal	1	1	1		3	0.33%
Band B	44	179	62	4	289	32.11%
Approved Homeless households	44	171	45	1	261	29.00%
Serious medical/welfare		8	5		13	1.44%
Severely overcrowded social tenants			12	3	15	1.67%
MTFS/NHM	88	137	77	8	310	34.44%
Move on of vulnerable singles	10				10	1.11%
Additional long standing families in TA	4	74	56	6	140	15.56%
Neighbourhood Moves Scheme	74	63	21	2	160	17.78%
Grand Total	324	393	161	22	900	100.00%

Appendix 2 – Full year lettings 2023-2024

Lettings plan category	1 bed	2 bed	3 bed	4+ bed	Total Lets	% total lets
TOTAL ANTICIPATED LETS	244	249	117	7	625	
Band A LETS	78	13	10	1	103	36.5
Move on - care Leavers	38				38	13.5
Move on – complex needs	13				13	4.5
Move-on – LD					0	
Housing First	2				2	0.7
Perm decants – BWF second move					0	
Perm decants – Stapleford	1		1		2	0.7
Perm decants – Love Lane regen	1		1		2	0.7
Perm decants – Love Lane l'hold swap					0	
Permanent decants (repair)		1			1	0.35
Succession/Grant of tenancy	6				6	2.1
Management transfers	13	9	2	1	25	8.9
Under occupiers	3	2	1		6	2.1
Critical medical/welfare			2		2	0.7
Cases with two or more housing needs in Band B			1		1	0.35
Homeless applicants in 'severe need'			1		1	0.35
Critical safeguarding					0	
Overriding interest cases			1		1	0.35
Overriding interest cases – MAPPA					0	
Armed Forces quota					0	
Retiring service tenants					0	
North London DA/ Pan Ldn Reciprocal		1			1	0.35
Locally agreed reciprocal					0	
Prohibition order	1				1	0.35
Temporary Decant		1			1	0.35
Band B LETS	49	73	38	6	168	60
Approved Homeless households	46	68	33	5	154	55
Serious medical/welfare	2	1	1		4	1.4
Severely overcrowded social tenants		4			4	1.4
Neighbourhood Moves Scheme in Band B	1		4	1	6	2.1
NEIGHBOURHOOD MOVES SCHEME BAND C AND NOT BANDED	1	9	0	1	11	3.9

Neighbourhood Moves Scheme in Band C		4			4	1.4
Neighbourhood Moves Scheme not in a Band B (NMSX)	1	5		1	7	2.5

Appendix 3 – Equalities data for 2023/24 lets

No. and % of general needs lets by gender														
	0		1		2		3		4		5		Total	
Female	0	0.00	60	46.88	83	86.46	36	75.00	7	100.00	1	100.00	187	66.31
Male	2	100.00	67	52.34	13	13.54	12	25.00	0	0.00	0	0.00	94	33.33
Others	0	0.00	1	0.78	0	0.00	0	0.00	0	0.00	0	0.00	1	0.35
Total	2	100.00 %	128	100.00 %	96	100.00 %	48	100.00 %	7	100.00 %	1	100.00 %	282	100.00 %
No. and % of general needs lets by age group														
	0		1		2		3		4		5		Total	
15-19	0	0.00	9	7.03	0	0.00	0	0.00	0	0.00	0	0.00	9	3.19
20-24	0	0.00	37	28.91	1	1.04	0	0.00	0	0.00	0	0.00	38	13.48
25-29	0	0.00	12	9.38	9	9.38	1	2.08	0	0.00	0	0.00	22	7.80
30-34	0	0.00	10	7.81	13	13.54	3	6.25	2	28.57	0	0.00	28	9.93
35-39	1	50.00	8	6.25	18	18.75	13	27.08	1	14.29	0	0.00	41	14.54
40-44	0	0.00	9	7.03	13	13.54	10	20.83	1	14.29	1	100.00	34	12.06
45-49	0	0.00	6	4.69	14	14.58	12	25.00	0	0.00	0	0.00	32	11.35
50-54	0	0.00	18	14.06	13	13.54	5	10.42	1	14.29	0	0.00	37	13.12
55-59	1	50.00	9	7.03	3	3.13	1	2.08	2	28.57	0	0.00	16	5.67
60-64	0	0.00	4	3.13	7	7.29	2	4.17	0	0.00	0	0.00	13	4.61
65-69	0	0.00	4	3.13	2	2.08	1	2.08	0	0.00	0	0.00	7	2.48
70-74	0	0.00	1	0.78	2	2.08	0	0.00	0	0.00	0	0.00	3	1.06
75-79	0	0.00	1	0.78	0	0.00	0	0.00	0	0.00	0	0.00	1	0.35
85-89	0	0.00	0	0.00	1	1.04	0	0.00	0	0.00	0	0.00	1	0.35
Total	2	100.00 %	128	100.00 %	96	100.00 %	48	100.00 %	7	100.00 %	1	100.00 %	282	100.00 %
No. and % of general needs lets by ethnicity														
	0		1		2		3		4		5		Total	
	0	0.00	1	0.78	0	0.00	0	0.00	0	0.00	0	0.00	1	0.35
Any Other Ethnic Group	1	50.00	8	6.25	9	9.38	2	4.17	2	28.57	0	0.00	22	7.80
Bangladeshi/UK Bangladeshi	0	0.00	1	0.78	2	2.08	2	4.17	0	0.00	0	0.00	5	1.77
Black African	0	0.00	27	21.09	14	14.58	9	18.75	3	42.86	1	100.00	54	19.15

Black British	0	0.00	13	10.16	10	10.42	2	4.17	0	0.00	0	0.00	25	8.87
Black Caribbean	0	0.00	10	7.81	15	15.63	6	12.50	0	0.00	0	0.00	31	10.99
Black Caribbean and White	0	0.00	3	2.34	0	0.00	2	4.17	0	0.00	0	0.00	5	1.77
British Asian	0	0.00	0	0.00	0	0.00	1	2.08	0	0.00	0	0.00	1	0.35
Chinese	0	0.00	1	0.78	1	1.04	0	0.00	0	0.00	0	0.00	2	0.71
East African Asian	0	0.00	0	0.00	1	1.04	1	2.08	0	0.00	0	0.00	2	0.71
Indian or UK Indian	0	0.00	0	0.00	0	0.00	1	2.08	0	0.00	0	0.00	1	0.35
Mixed Black	0	0.00	2	1.56	1	1.04	0	0.00	0	0.00	0	0.00	3	1.06
Mixed Other	0	0.00	3	2.34	2	2.08	1	2.08	0	0.00	0	0.00	6	2.13
No Response	0	0.00	7	5.47	2	2.08	1	2.08	0	0.00	0	0.00	10	3.55
Other Asian	0	0.00	2	1.56	1	1.04	2	4.17	0	0.00	0	0.00	5	1.77
Other Black	0	0.00	2	1.56	0	0.00	0	0.00	0	0.00	0	0.00	2	0.71
Other White	0	0.00	3	2.34	8	8.33	4	8.33	1	14.29	0	0.00	16	5.67
Other White European	1	50.00	5	3.91	6	6.25	1	2.08	0	0.00	0	0.00	13	4.61
Pakistani / UK Pakistani	0	0.00	0	0.00	0	0.00	1	2.08	1	14.29	0	0.00	2	0.71
Refused	0	0.00	0	0.00	4	4.17	2	4.17	0	0.00	0	0.00	6	2.13
Traveller	0	0.00	0	0.00	1	1.04	0	0.00	0	0.00	0	0.00	1	0.35
Unknown (data taken)	0	0.00	11	8.59	6	6.25	1	2.08	0	0.00	0	0.00	18	6.38
White British	0	0.00	23	17.97	8	8.33	1	2.08	0	0.00	0	0.00	32	11.35
White Greek Cypriot	0	0.00	0	0.00	0	0.00	1	2.08	0	0.00	0	0.00	1	0.35
White Irish	0	0.00	2	1.56	1	1.04	0	0.00	0	0.00	0	0.00	3	1.06
White Kurdish	0	0.00	2	1.56	1	1.04	1	2.08	0	0.00	0	0.00	4	1.42
White Turkish	0	0.00	2	1.56	2	2.08	3	6.25	0	0.00	0	0.00	7	2.48
White Turkish Cypriot	0	0.00	0	0.00	1	1.04	3	6.25	0	0.00	0	0.00	4	1.42
Total	2	100.00 %	128	100.00 %	96	100.00 %	48	100.00 %	7	100.00 %	1	100.00 %	282	100.00 %

