

Date: 24 February 2012
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To: Members of the Housing Review Board
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Meeting of the Housing Review Board
Thursday, 8 March 2012 at 6.00 pm
Council Chamber, Knowle, Sidmouth

The above meeting will be held in the Council Chamber at East Devon District Council Offices, Knowle, Sidmouth, to consider the matters detailed on the agenda below.

Members of the public are welcome to attend this meeting.

- A period of 15 minutes has been provided at the beginning of the meeting to allow members of the public to raise questions.
- In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman of the Committee will ask if any member of the public would like to speak in respect of the matter and/or ask questions.
- All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.
- The public is advised that the Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman before the meeting.

AGENDA

PART A - Matters for Decision

Page/s

1 **Public question time** – standard agenda item (15 minutes)

Members of the public are invited to put questions to the Board through the Chairman.

Councillors also have the opportunity to ask questions of the Chairman and/or Portfolio Holders present during this time slot. Members of the public are given priority at this part of the agenda.

PART A - Matters for Decision			Page/s
2	To confirm the minutes of the meeting of the Housing Review Board held on 12 January 2012.		4 - 11
3	To receive any apologies for absence.		
4	To receive any declarations of interests relating to items on the agenda.		
5	To consider any items which, the Chairman thinks, should be dealt with as matters of urgency because of special circumstances. (Note: such circumstances need to be recorded in the minutes; any individual wishing to raise a matter under this item is requested to notify the Chairman before the meeting).		
6	To agree any items to be dealt with after the public (including the press) have been excluded. There are no items that the Officers recommend should be dealt with in this way.		
7	Housing Review Board forward plan	Head of Housing	12 - 13
Items for decision or recommendation to the Cabinet			
8	Housing Revenue Account Business Plan	Head of Housing	14 - 60
9	Homes and Communities Strategy	Head of Housing	61 - 87
10	Devon Home Choice – Statutory guidance on the allocation of accommodation	Housing Needs and Strategy Manager	88 - 104
11	Local standards update	Housing Projects Officer	105 - 134
12	Credit Unions	Head of Housing	135 - 139
13	Tenancy fraud update	Tenants and Communities Section Leader	140 - 150
14	Electricity generating technology and the Green Deal	Housing Needs and Strategy Manager	151 - 167
15	Use of community centres (Tenant Scrutiny area)	Tenant Scrutiny	168 - 181
Items for information			
16	Voids	Housing Needs and Strategy Manager	182 - 190

Members remember!

- ❑ You must declare any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- ❑ Make sure you say the reason for your interest as this has to be included in the minutes.
- ❑ If your interest is prejudicial you must leave the room unless you have obtained a dispensation from the Council's Standards Committee or where Para 12(2) of the Code can be applied. Para 12(2) allows a Member with a prejudicial interest to stay for the purpose of making representations, answering questions or giving evidence relating to the business but only at meetings where the public are also allowed to make representations. If you do remain, you must not exercise decision-making functions or seek to improperly influence the decision; you must leave the meeting room once you have made your representation. [Please note -generally speaking you cannot remain for an item in closed session (part B) because the public cannot speak on exempt business – unless a statutory procedure gives them a right to be there]
- ❑ You also need to declare when you are subject to the party whip before the matter is discussed.

Getting to the Meeting – for the benefit of visitors



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From Exeter – 52A, 52B

From Honiton – 52B

From Seaton – 52A

From Ottery St Mary – 379, 387

Please check your local timetable for times.

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The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Housing Review Board held at Knowle, Sidmouth on 12 January 2012

Present:

Councillors:

Pauline Stott (Chairman)
Christine Drew

Co-opted Tenant Members:

Victor Kemp
Christine Morrison
Sally Lancaster
Sue Saunders (Vice Chairman)

Co-opted Independent Community Representatives:

Julie Adkin
Rob Finch

Officers:

Dennis Boobier, Housing Needs and Strategy Manager
Simon Davey, Head of Finance
John Golding, Head of Housing
Giles Salter, Assistant Solicitor
Alethea Thompson, Democratic Services Officer
Mandy White, Senior Accountant
Mark Williams, Chief Executive

Also Present:

Councillors:

Jill Elson - Portfolio Holder for Sustainable Homes and
Communities
Paul Diviani
Steve Gazzard
Phil Twiss
Brenda Taylor

Apologies

Councillors:

Derek Button
David Cox
Douglas Hull
Peter Sullivan

Stephanie Jones – Deputy Portfolio Holder for Sustainable Homes
and Communities

Co-opted Tenant Member:

Pat Rous

The meeting started at 6.00pm and ended at 7.40pm.

***39 Public Question Time**

Councillor Brenda Taylor asked if there was a suitable empty garage in Exmouth to store salt as part of the snow warden scheme. The scheme wanted to use the Camperdown depot, but this facility was not available due to security restrictions. The request would be considered during a review of Council owned garages.

The Chairman informed the Board that there would be a Housing Seminar on Wednesday 29 February from 6.00 - 8:30pm. This was part of the Councillor refresher programme and would explore the role of housing and how the Council was working to delivery its key priority (sustainable communities). The session would be led by the Portfolio Holder – Sustainable Homes and Communities and the Head of Housing. All members of the Housing Review Board were invited to attend.

***40 Minutes**

The minutes of the meeting of the Housing Review Board held on 1 December 2011, were confirmed and signed as a true record, subject to minute 31, resolution 2 being amended to read '2012/13'.

***41 Declarations of Interest**

Board Member	Minute number	Type of interest	Nature of interest
Jim Knight	46	Personal	His daughter lived in a Council owned property in Courtney Drive

***42 Housing Review Board Forward Plan**

The Head of Housing presented the forward plan. The dates of the housing drop in sessions were highlighted and Board members were invited to attend these.

The Head of Housing reported that he should be able to give the results of the responsive repairs and works to void properties contract re-tendering at the next Board meeting.

It was requested that the solar photovoltaic project be amended to 'projects'.

RESOLVED: that the forward plan be noted.

43 Housing Revenue Account reform and self financing

The Board considered the Head of Housing's report. The report looked at the latest consultation paper on the Housing Revenue Account (HRA) self-financing determinations, considered the implications and effect on the thirty year financial models, together with the initial advice on borrowing tactics and servicing debt. The East Devon self-financing debt settlement was proposed at £84,782,000 and was likely to be the sum to be paid to the Secretary of State on or before 28 March 2012.

43 Housing Revenue Account reform and self financing (cont'd)
The recent Communities and Local Government (CLG) publication on HRA determinations was likely to be the final consultation on self-financing and allowed the Council to finalise preparations for the new financial regime. The Council was also reaching a position where it could complete the update of the HRA Business Plan.

The stock valuation for East Devon set out in the consultation paper on determinations was £87,603,000 and the debt settlement was £84,782,000. CLG had assumed £646,000 as existing borrowing used to fund the Council's new build last year, and had given EDDC a borrowing cap of £88,249,000. This gave an additional borrowing capacity of £3,467,000 before the borrowing cap was reached. The cap would be carefully monitored and regular reports would be brought to the Housing Review Board.

The key elements of the self-financing model were:

- Assumed rental income
- Assumed costs to manage and maintain stock
- Stock numbers

It was noted that the Government had announced that the Right to Buy scheme changes would not impact on the viability of self-financing landlords. The CLG intended to link the Right to Buy policy to actual sales rather than forecasts. This would mean that unpredictable levels of sales would not pose a risk to local authority landlords' business plans.

Final debt settlement determinations would be published in January 2012. The Head of Housing would provide a further progress report to the Board in March 2012, along with firmer assumptions on the debt settlement, interest rates, and the HRA Business Plan. The Business Plan would show reinvestment options which would prevent the HRA balance reaching high levels of surplus and enable the Council to maintain its assets and provide an excellent service to tenants.

It was recommended that a cautious approach be taken initially to additional investment items. There should be a minimum £2million surplus, which would equate to £500 per property. Greater provision should also be made for bad debt and rent loss. Welfare reform changes and changes to the Universal Credit system could mean the Council's income collection would not be as good as it was currently. These suggested changes had been built into the financial model.

Sector Treasury Services was providing the Council with treasury management advice on its borrowing strategy. The borrowing strategy was a crucial element of the business planning and integral to the future financial health of the HRA. The Government was providing what seemed to be the best deal through the Public Works Loan Board (PWLB). Sector was advising a portfolio of different loans, all to be repaid by 2037. Surpluses in the existing HRA would be used to pay off debts as quickly as possible.

The Chairman thanked the Head of Housing, the Head of Finance, the Senior Accountant, and all the other staff involved for their hard work.

RECOMMENDED: that the Council approve the Business Plan assumptions and the outline borrowing strategy.

*44 Draft Housing Revenue Account 2012/13

The Housing Review Board considered the draft Housing Revenue Account for 2012/13. The account showed the main areas of anticipated income and expenditure on landlord activities for the year ahead. It was a statutory requirement for Councils that managed and owned their housing stock to produce a Housing Revenue Account. It set a financial context for the operation of the Council's landlord service, and demonstrated some of the constraints in which EDDC operated as a local authority housing service. It was a key document for the Board to influence. The annual HRA was underpinned and influenced by a 30 year HRA Business Plan.

Due to the major reform to social housing finance and a move to self-financing, the HRA was projecting a healthy position. However, this was subject to assumptions on interest rates, amongst other factors. The HRA would meet its own capital programme requirements in the forthcoming year. The HRA for next year allowed significant investment in the housing stock on improvements and modernisation.

A rent increase of 6.1% in Council homes, in line with the Government's rent convergence formula, and a 3% increase in garage rents was assumed. This would make the average weekly rent in 2012/13 £72.42. The planned expenditure on repairs and improvements was noted, as well as staffing costs and a new housing IT software system.

The Board also noted the refreshed Housing Service Plan. This was updated annually and sat alongside the budget.

The HRA was still in draft and would go through the Overview and Scrutiny Committee, then to the Cabinet, before being finalised and agreed by Council.

A request was made for a special area in the budget to be made available for loft conversions. The Head of Housing explained that loft conversions would be included under the 'modernisation' heading or in the capital programme. It was agreed to make it clearer in the capital programme and rename the heading 'major improvements/modernisations/loft conversions'.

It was noted that the Council's landlord service was spending £7 million per annum directly into the local economy on repairs and maintenance, by employing local businesses and people.

RESOLVED: that the report on the 2012/13 Housing Revenue Account be recommended to the Cabinet, subject to 'loft conversions' being added to the capital budget heading 'major improvements/extensions'.

45 Fire risk assessments

The Board considered the report of the Housing Needs and Strategy Manager which set out the requirement for the Council to undertake Fire Risk Assessments (FRA) of blocks of flats in the housing stock. The FRA must comply with the requirements of the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005. The Council had a duty to ensure that appropriate fire precautions/measures were in place to ensure the safety of residents who resided in 'blocks' of flats in its ownership. The Council owned 222 'blocks' of flats and was required to undertake an FRA for each block. A common assessment form had been prepared and approved to be used for the assessment of each block. The assessment would identify the fire precaution measures in place and recommend any further changes or improvements to the fire safety at individual blocks of flats. The assessment process was estimated to be completed within two years.

The FRA was primarily a review of fire precaution measures the Council already had in place and to implement any changes to bring those measures up to date, if necessary. The FRA would identify any improvements that needed to be made at each block of flats. The majority of changes would relate to 'means of escape' and directional signage and Fire Notices. Once completed the FRA's would be held on the Council's IT system, available to all Housing staff that required access to this information.

It was suggested that all district councillors should be informed of the fire risk assessments so that they were aware of any issues which may arise from tenants being asked to move their personal belongings out of communal areas. It was reported that the Estate Management team were frequently informing tenants that they should not store items in communal areas. A request was made for capacity number notices to be displayed in each community centre.

- RECOMMENDED:**
- 1 that the Fire Assessment outlined in the report be approved.
 - 2 that an annual budget of £50,000 be approved to carry out the identified additional fire safety works required.

*46 Car parking

The Board considered the recommendations of the Task and Finish Forum, set up in April 2011 to look at identified car parking issues in Council housing areas. Members noted the housing areas that had been considered, the Forum's findings and the recommended action for approval by the Board.

A budget of £50,000 had been agreed for 2011/12. So far £15,000 had been committed to resolve the car parking problem at Furzehill, Sidbury. This left £35,000 uncommitted for the current financial year. It was requested that the following be undertaken in this financial year to ensure that the capital funding was spent:

- The parking area at Wytch Green, Hawkchurch to be white lined to provide proper car parking spaces.
- To provide a new sign at the bottom of the entrance to Bucknall Close, Branscombe clearly stating that the parking was for residents only.

*46 Car parking (cont'd)

- Provide double yellow lines on both sides of the road at the entrance to Dunning Court, Honiton.
- Tarmac the parking bay in front of Orchard Close, Talaton and mark two disabled spaces out in the bay for EDDC residents only.
- Put a new sign at the entrance to Albion Court, Exmouth stating that parking was for residents only, and mark out the parking area to increase the number of parking spaces available.
- At Churchill Court, Lypstone prepare a planning application to provide the off road parking along the grass area on Glebelands, and round the corner on the grassed area outside the flats in Trafalgar Road, with dropped kerbs.

In addition, Officers would progress the following:

- Consult with the tenants of Kendall House, Honiton to find out what the actual parking issues were.
- Write to all residents in Mead View Road, Honiton informing them that the entrance driveway was private property and asking them not to park in this area.
- At Arcot Park, Sidmouth consult with tenants about allocating and enforcing the parking spaces for their use only, with a cost for the necessary permits and enforcement.
- At Courtney Drive, Colyton, seek the tenants' of Nos. 33, 34 & 35 views on EDDC providing parking in their front gardens adjacent to the footpath leading to their properties, and consult the neighbouring private property owner about the opportunity for a small part of his/her land to be used to provide the above.

Members went on to consider the priority given to each scheme, and the associated costs. Overall, this was a significant programme of improvements to the identified car parking issues in housing areas. It could take three years to complete, depending on the allocated funds available each year.

The Chairman (of the Board and the TaFF) commented that the TaFF had been very interesting and comprehensive. She thanked all those involved with it.

- RESOLVED:**
- 1 that the recommendations of the Task and Finish Forum, set out in the minutes of the meeting held on 25 November 2011, be approved.
 - 2 that the suggested priority of the car parking improvement schemes set out in the report, be agreed.

(Councillor Jim Knight declared a personal interest in the above item as he had a daughter living in a Council property in Courtney Drive.)

*47 Garage management review

The Board considered the report of the Housing Needs and Strategy Manager, which provided an update on the current garage management performance. The management of garages was a key function in Housing Services. The Council had 762 garages that provided an annual rental income of £424,000. Currently there were 120 garages empty at a loss of £70,000 per annum – 16% of total debit. The economic situation and the level of rental charge had seen the number of void garages increase from an average of 70 at any one time to this increased level. The report set out the current position with regard to garage management and options for the Board to consider.

- RESOLVED:**
- 1 that a Task and Finish Forum be set up to carry out a review of garages and their management.
 - 2 that the membership of the TaFF be the same as that of the Car Parking TaFF (Councillors Stott, Drew, Hull and Knight, and tenant Pat Rous), with the addition of tenant member Victor Kemp.

*48 Systems Thinking – Housing Repairs

The Board considered the report of the Housing Needs and Strategy Manager, which set out the findings of a Systems Thinking review of day to day (responsive) housing repairs undertaken during 2011/12. The report highlighted the findings of the 'Check' phase, the key areas of success and where focus was needed to improve the service. The 'Redesign' phase had been completed and the report identified those key areas where changes in service delivery, contract management and ICT would help to improve the service for tenants.

Members discussed further options for improving the service, including looking at the whole life cost of products, and linking planned and unplanned repairs visits.

- RESOLVED:** that the proposals set out in section 3 of the report be approved.

*49 Tenant scrutiny

The Board noted the progress report on the activities of the Tenant Scrutiny Panel, which had been in operation since April 2011. The first project started in May 2011. The subject under scrutiny was housing owned and managed community centres. A full report on the community centres project would be reported to the Housing Review Board in March 2012. It was noted that the Panel currently had two vacancies.

- RESOLVED:** that the progress made by the Tenant Scrutiny Panel and the work being carried out for their first scrutiny project be noted.

*50 New tenant survey

The Board noted the results of the new tenant telephone survey. Following changes to the procedures used for new EDDC tenants, as part of the Systems Thinking review process, a rolling programme of telephone surveys was undertaken. 64 respondents answered the telephone survey during September, October and November 2011.

RESOLVED: that the new tenants telephone survey be noted.

Chairman

Date

HOUSING REVIEW BOARD – FORWARD PLAN

This forward plan identifies reports and other agenda items for future meetings of the Housing Review Board. It is also intended to assist agenda management and act as a reminder of items to come forward to future meetings.

Report title	Meeting date	Author
Housing Revenue Account Business Plan	March 2012	Head of Housing
Homes and Communities Strategy	March 2012	Head of Housing
CLG consultation on revised guidance on allocation of housing	March 2012	Housing Needs and Strategy Manager
Local Standards update	March 2012	
Credit Unions	March 2012	Head of Housing
Tenancy Fraud update	March 2012	Tenants and Communities Section Leader
Electricity Generating Technology and the Green Deal	March 2012	Housing Needs and Strategy Manager
Use of community centres (Tenant Scrutiny area)	March 2012	Tenant Scrutiny Panel
Tenant and Council Partnership Agreement 2011-2014	May 2012	Landlord Services Manager
Supporting People position and TaFF report	May 2012	Landlord Services Manager
Green Deal	May 2012	Housing Needs and Strategy Manager
Performance digest – a dashboard of performance indicators	May 2012	Housing Needs and Strategy Manager
Telecare services	TBC	Home Safeguard Manager
Responsive repairs and works to void properties – contract re-tendering		Head of Housing
Running a business from home	TBC	Landlord Services Manager
Danby House/Exbank – DCC updated proposals	Reliant on DCC timetable	Head of Housing
Review of Key Safe installations	TBC	Support Services Manager

Quarterly performance reports and regular report		
Responsive repairs	Quarterly report	Asset and Property Manager
Letting of Council homes/voids	Quarterly report	Housing Needs and Strategy Manager
Devon Home Choice	Quarterly report	Housing Needs and Strategy Manager
Rent management	Quarterly report	Landlord Services Manager
Housing Revenue Account budget	Quarterly report	Head of Housing
Systems Thinking leading & lagging measures New Tenants Survey	Quarterly report	Head of Housing
Forward Plan	Every meeting	Head of Housing
Formal Complaints	Annual report	Housing Needs and Strategy Manager
Evaluating the achievements of the Board	Annual report	Head of Housing

HRB & Housing Drop In sessions - dates and venues	Date and time
Palmer House Community Centre, Exmouth	14 March 10am - 12 noon
Millwey Community Centre, Axminster	25 May 4pm - 6pm
Talaton Parish Hall, Talaton	20 July 2.30pm -4.30pm
Beer Primary School, Beer	12 September 4pm - 6pm
Yonder Close Community Centre, Ottery St Mary	9 November 10am- 12 noon

Board Members can propose agenda items during meetings/debates that can be included on the Forward Plan for future meetings, or outside the meetings with the agreement of the Chairman and Vice chairman.

Future HRB meeting dates: 3 May 2012.

Agenda Item: 08

Housing Review Board

8 March 2012

jg



Housing Revenue Account thirty year Business Plan

Summary

This report presents the new Housing Revenue Account (HRA) Business Plan to sit with the financial models that the Board considered at the last meeting, which is part of our preparations for the reform of the social housing finance regime. The Business Plan sets out our known income and expenditure plans over the next thirty years.

The Business Plan has been produced to coincide with the reform of social housing finance and the introduction of self-financing. The significance of the change is that the Business Plan needs to incorporate the repayment of debt instead of annual housing subsidy payments.

Recommendation

That the Board consider the contents of the draft Housing Revenue Account Business Plan, propose amendments and approve the Plan.

a) Reasons for Recommendation

To have an up to date Plan in place for how we intend to run the business of operating as a Registered Provider.

b) Alternative Options

There are a variety of alternative options for the use of income and expenditure explained in the Business Plan.

c) Risk Considerations

There is a section of the Business Plan covering risk and a sensitivity analysis.

d) Policy and Budgetary Considerations

These are stated in the report.

Positive Impact Overall

Affordable Homes.

Thriving Economy.

Safe Environment.

Green Environment.

Young People.

Excellent Customer Service.

Inspirational Council.

Meeting our Diversity and Equality duties.

Providing more service at same cost.
Create Cashable Savings

e) Date for Review of Decision

The Business Plan will be reviewed annually and when major spending decisions are proposed.

1 Background

- 1.1 It is considered good practice to have a Business Plan for HRA activities and we have had one in place since the stock options exercise in 2006. The current Business Plan has served us well and stood the test of time. We have made investment and budget decisions having regard to the Business Plan and the priorities that are contained therein. The 2006 Business Plan is on the Council's website.
- 1.2 The changes in social housing finance have prompted us to update the Business Plan as our housing landlord finances take on a very different look after April 2012, when the so called self-financing regime under the Localism Act becomes live.
- 1.3 There have been a series of reports to follow the preparations for self-financing and with the Council carrying a significant debt, business planning becomes even more critical to ensure that we run the Service well.

2. HRA Business Plan

- 2.1 The various financial models were considered at your last meeting which form the basis of the Business Plan. The draft document in **annex 1** is the text that compliments and explains the financial models. I have structured the Plan with an introduction and context; a set of principles and general aims; the financial framework; explanation on how the Plan is funded; setting out major items of expenditure; operational factors; risks; and commitments.
- 2.2 We have been assisted by Sector Treasury Services in producing the financial models. We have purchased the comprehensive spreadsheet they have developed for HRA income and expenditure.
- 2.3 The Board will recognise the cautious approach being advocated in the early years of the Business Plan as we become familiar with servicing debt, assess the impact of Welfare Reform on our income streams, movement in the Retail Prices Index etc.
- 2.4 There is an emphasis on asset management in the Business Plan, which is linked closely with the stock condition survey. This is consistent with our aim of providing a decent home for all and a good quality, affordable home that is desirable to both existing and future tenants. Historically we have invested in the housing stock and operated quite lean housing management services. We should be able to afford to balance this up more over the next few years.
- 2.5 I am suggesting that we include a set of priorities for additional expenditure including new build and/or property acquisitions; carbon management/improved energy efficiency; community development; and many more items where we could usefully reinvest some of the surpluses.

- 2.6 Our borrowing strategy is outlined in the Business Plan. We are advocating a straightforward approach of a portfolio of fixed interest loans maturing over different periods. We have decided to factor into the Business Plan the cost of maintaining the housing stock (plus some additional resources for accelerated modernisation) and providing existing housing management services, then apply a significant proportion of surplus income to debt repayment, whilst allowing the surplus to accumulate which allows additional reinvestment in future years. We will need to factor into our budget the 'one off' cost of administering the loan which is likely to be 35p per £1000 borrowed therefore circa. £30k.
- 2.7 It is the intention that the Business Plan is a dynamic document that can be adjusted as spending decisions are made and when income assumptions change. The spreadsheet that underpins the Business Plan can be manipulated to model the implications of new spending decisions and other adjustments then fixed once commitments are made to new projects.
- 2.8 Following the consultation on settlement determinations we have been notified of the final settlement figure which is **£84,376,000** some £406,000 less than the last figure we were given. Our valuation figure is £87,197,000 and current level of debt shown as £646,000. The new settlement payment will need to be factored into the Business Plan with the loan handling/administration charge and the final interest rates.
3. Final adjustments to the Business Plan
- 3.1 We will draw down the loan in late March and pay this to Government. We will be able to finalise the Business Plan at that point when interest on the debt is known and fixed.
- 3.2 There is a concern in the housing sector that the Government can revisit the debt settlement and require us to pay an additional amount at some stage in the future. If this were to occur it would have an impact on the Business Plan.
- 3.3 We have expressed concern about the impact of Welfare Reform and how changes to benefit will impact on our tenants and hence our income. There has been some research and a lot of speculation on how change may adversely impact on income, particularly in relation to direct payments; under-occupation and benefits caps.
- 3.4 The housing press is reporting talks between the Local Government Association and the Treasury about concerns that all 139 local authorities borrowing on a single day could create a risk of higher interest payments. The concerns centre on how PWLB interest rates are linked with Gilts and changes (increase) to the Gilt rate would adversely impact on the cost of borrowing and potentially the viability of Business Plans.
- 3.5 We will need to improve our reporting to the Board on budget monitoring and the impact on the Business Plan. We will be developing a culture of strict budget management and being more business aware. We are also working on a new performance digest of key indicators and measures for the Board which will give a regular and clearer picture on how we are performing in relation to core housing management activities.

- 3.6 These factors may mean that we have to make adjustments to the Business Plan and emphasises the need to keep it a dynamic document that can be amended quickly without losing the main business principles and priorities.

Legal Implications

There are no legal implications requiring comment at the present time.

Financial Implications

The financial implications are indicated in the report and the Business Plan itself. There are still adjustments to be made in respect of the final level of debt, the loan portfolio to finance that debt and the administration charge made by the PWLB.

Consultation on Reports to the Cabinet

None.

Background Papers

- Previous Housing Review Board reports on self-financing March; June; and September 2011 and January 2012.
- The Housing Revenue Account Self-Financing Determinations consultation, CLG, November 2011.
- The Housing Revenue Account Self-Financing Determinations, CLG, February 2012.

John Golding
Head of Housing

Housing Review Board
8 March 2012



Housing Revenue Account Business Plan 2012

East Devon – an outstanding place

HOUSING REVENUE ACCOUNT BUSINESS PLAN CONTENTS

SECTION	TITLE	PAGE
Overview		
1	Introduction	
	East Devon area	
	Housing Demand	
	Council Owned Properties	
2	Purpose and Objectives	
3	Business Plan principles	
4	Business and asset management plan	
Financial Framework		
	Assumptions	
	Financial Statements	
	Operational Considerations: Major Repairs Stock Condition Data Responsive Maintenance Programmed and Cyclical Maintenance	
Risks and Sensitivities		
	Risk Analysis	
	Sensitivity Analysis	
Operations		
	Statement of services	
	Organisational Structure	
	Performance Monitoring Framework	
	Staff	

Housing Revenue Account Business Plan 2012

	Management and Operations	
Commitments	Local Standards	
Annexes		
1	Operating Account with graph and debt profile	
2	Planned maintenance years 1 - 30	
3	Building component notional lifecycles	
4	Stock condition survey summary of all costs	
5	Stock condition survey executive summary of results	
6	Asset Management Plan data	
7	Asset Management Plan graph	
8	Rents graph	
9	Rents data	

Overview

1. Introduction

This Housing Revenue Account (HRA) Business Plan sets out the purpose and objectives that East Devon District Council will adopt in managing and maintaining its housing stock. It demonstrates that continued management by the Council will achieve and maintain good quality homes for tenants. The Business Plan has been prepared as part of the reform of social housing finance and as the Council embarks upon the self-financing of Council homes.

We are establishing **East Devon Homes** as a business unit of the Council as a response to the reform of Council housing finance and in preparation for a new era of freedom from central control over council housing finance.

The Business Plan operates alongside the Council's Homes and Communities Strategy, and shows the main areas of income and expenditure on the housing stock and housing services that are within the Housing Revenue Account, projected over a thirty year timeframe. The management and maintenance of tenant's homes and the council's assets is a corporate and service priority. There is an emphasis on asset management recognising that Council homes are valuable resources that need to be properly run for the benefit of the current and future occupants.

In detail the Business Plan shows:

- The objectives to be achieved over the Plan period;
- The resources to be employed in delivering the objectives;
- The specific activities, continuing and time-limited, that the Council will undertake in achieving its objectives;
- The standards of performance to be measured in managing the housing service;
- The financial framework within which the housing management and maintenance activities are planned to take place.

There will not be sufficient resources available in the HRA to do all we want in terms of investment into services and tenants homes immediately, so it is important that this Business Plan sets out priorities for investment based upon stock condition and tenants aspirations.

It is the Council's intention to review the Business Plan at regular intervals to ensure that it reflects as accurately as possible the known condition of the housing stock, tenant's aspirations, and the funding available to achieve the objectives and targets set.

Throughout the Plan, it is assumed that where the term 'tenants' is used, it covers leaseholders where that is appropriate.

The Business Plan recognises that we are a social landlord with a range of legal and moral responsibilities for housing certain client groups. We are not a business driven by the need to make a profit, but we do need to service our debt and deliver a level of service that meets our commitments. It is appreciated that the selection of tenants is driven by housing need and not their ability to pay for services received.

Context for the Business Plan

The East Devon Area

The East Devon District covers an area of 314 square miles (81,477 hectares) and comprises the area between the River Exe and outskirts of Exeter to the west, Somerset (inland) and Dorset to the east. At the extremes, the district stretches 30 miles east to west and 15 miles north to south.

East Devon is one of eight Devon districts and, with a population of 132,900 (ONS 2010), the largest in Devon. The rural nature of the district is emphasised by the low population density which is 1.5 per hectare (England and Wales average is 3.8). The district is fully parished with 68 Town and Parish Councils.

Our main settlements comprise the coastal resorts of Exmouth, at 36,000 population Devon's largest town, Budleigh Salterton, Sidmouth and Seaton. In the mainly rural inland area the main settlements comprise Honiton, Ottery St Mary, and Axminster.

Key issues for the Housing Service are:

- A need for more affordable housing (demand far exceeds supply)
- The high cost of owner occupation and renting in the private sector affecting the ability to secure suitable housing
- Low wages in the district as compared to the national average
- Poor housing conditions in the private sector
- Fuel poverty and affordable warmth
- The lack of suitable housing for young people.

Some, but not all, of these issues are addressed in this Business Plan.

Housing Demand

The demand for housing within East Devon has been estimated by ORS using a Housing Market Assessment Model. It demonstrates a need for 230-250 new affordable homes per annum over five years. The Homes and Communities Strategy provides a more detail evaluation. There is also data on the housing stock in the district, both Council-owned and private. We are confident about the strong demand for Council housing over the life of the Business Plan, which gives some comfort over the security of future income streams.

Council-Owned Properties

In April 2011, the Council's housing stock consisted of 4301 dwellings, comprising:

1951 houses
989 bungalows
1361 flats

Plus 758 garages, 14 community centres and 15 play areas.

The housing stock can also be broken down as follows:

1190 1 Bedroom dwellings
1430 2 Bedrooms dwellings
1609 3 Bedrooms dwellings
72 4 or more Bedrooms dwellings

1157 of these properties were sheltered accommodation intended for older tenants.

Our Business Plan is based around the management and maintenance of these assets and the provision of housing services to tenants.

2. Purpose and Objectives

Purpose

The purpose of the East Devon HRA Business Plan is:

To set out the resources and plans to maintain good quality homes and housing services for tenants and leaseholders.

This is consistent with the Homes and Communities Strategy which seeks to ensure that a good quality, affordable home is available to all households resident in the district, and that each home is adequate in size and suitably located for the occupants - in short a decent home for all. At its simplest the Business Plan is about how we plan to manage income and expenditure on housing landlord services and the housing stock.

Objectives

The HRA Business Plan Objectives are that:

We will charge rents that are affordable to our tenants, and that are in line with government policy;

We will maintain properties on a periodic and day-to-day basis to a good standard in a way that responds to tenants' needs;

We will maintain a programme of major repairs and improvements to properties that will improve their quality and maintain our assets;

We will manage the housing operation efficiently and effectively, and strive to offer continuous improvements in service, while providing value for money;

We will make provision for tenants who are elderly, disabled or with special needs that meets tenants needs for housing related support;

We will widen housing choice for current and prospective tenants, especially for those in priority need;

We will involve tenants in all aspects of the housing service, operating in accordance with the adopted Local Offers/Standards;

We will encourage the improvement and regeneration of local communities, encouraging social inclusion and community participation.

3. Business Plan principles

The Business Plan describes the objectives, principles and operational processes that the Housing Service at East Devon intends to use to achieve its aim of providing good quality homes supported by an efficient and effective housing service. We plan to do so in the context of a financial framework that is sound for the foreseeable future, and with staff and other resources of the right calibre and quantity to ensure success.

This Business Plan has been produced just prior to the implementation of the reform of social housing finance. We have undertaken a range of financial modelling using the assumptions in the various Government consultation papers and sensitivity testing as part of our preparations to take on debt. We have incorporated the results of a recent stock condition survey in our models so have accurate and up to date information on the investment needs in relation to tenant's homes.

4. The Business and Asset Management Plan

The HRA Business Plan at its most basic is an estimate of income and expenditure over a thirty year period.

The Business Plan has been updated as part of the Councils preparations towards self-financing in April 2012 using the Sector Treasury Services model (formerly Tribal).

The Business Plan is underpinned by a comprehensive stock condition survey undertaken in 2010.

At the centre of the Business Plan is the Operating Account which shows income and expenditure, revenue contributions to capital, the annual surplus and the operating balance on the HRA. The Operating Account in table and graph form is shown in **annex 1**.

Under the self-financing arrangements the HRA subsidy has been replaced with a settlement payment to government of £84,376,000 which means that the Council is borrowing to make this payment and will now carry a significant debt. The cost of borrowing is shown in the capital charges column of the Operating Account and the principal payments are shown in the column headed provision for repayment of external loans. A debt curve is also shown in annex 1.

Management includes the supervision and management items.

Depreciation includes most of the major repairs and capital works to the housing stock and represents the replacement of asset that are wearing out.

The Business Plan includes some key assumptions around rent loss/bad debt. This rises from 1.5% of the rent roll by 0.5% per annum until it reaches 3% of the rent roll.

We have assumed inflation at 3.5% in year 2 (2013/14) and 2.5% per annum thereafter. For certain costs we have allowed for 0.50% increases above RPI.

Preliminaries on repair and maintenance costs are allowed for at 10%, 3% for contingencies and 8% for fees.

We have increased the minimum HRA surplus from £245 per unit to £500 per unit the equivalent to approximately £2 million.

It can be seen that surpluses arise annually and throughout the Business Plan period decisions will be required on how best to reinvest some of this surplus into tenant services, asset management and /or new build/acquisitions.

Priorities for additional expenditure and reinvestment include:

- New build/property acquisitions;
- Carbon management/energy efficiency measures;
- Accelerated door replacement programme;
- Accelerated boiler replacement programme;

- Additional surveying staff to specify; commission and oversee the additional works to the housing stock;
- Caretaking and communal cleaning services;
- Odd job service;
- Property MOTs and proactive maintenance;
- Community development initiatives;
- Expand the support service to the private sector;
- Additional staff to improve services to tenants;
- Welfare benefit advice for tenants following Welfare Reform;
- Mobile working. This is not an exhaustive list.

These spending priorities will come forward with a business case for consideration and if approved will be built into the Business Plan as commitments.

In year 1 we have included additional funds for modernisation (£435k) and stock condition survey works (£566k) and Change of Tenancy works (£300k). There are also increases for door replacement and heating upgrades.

Taking a cautious approach we can commit additional expenditure not exceeding £250k as the surplus is projected to be £900k over the revised minimum balance.

We need to be clear about 'one off' expenditure items and those that incur ongoing revenue support.

Financial Framework

Financial Assumptions

The Business Plan is based upon a set of financial assumptions that will inevitably need to be reviewed and updated over time. The financial aspects of the Business Plan can be amended and rerun quickly and easily. The income and expenditure plans are shown in the HRA Operating Account.

Housing Stock

Housing stock numbers have been assumed to reduce from present levels by Right to Buy sales throughout the Business Plan period. We have new build ambitions so stock numbers will be reassessed regularly and the Business Plan updated.

There is a requirement from central government to contribute a portion of Right to Buy receipts to a central pool for redistribution to other local authority housing services. This is currently set at 75% of receipts and has been assumed to remain at this level for the rest of the Business Plan period.

Rental Income

Effective and efficient rent collection is critical to our ability to deliver this Business Plan. We are awaiting the final details of Welfare Reform and need to determine the likely impact on rental income and will adjust rent collection assumptions when the full implications are known. Average rents in 2012/13 have been increased in line with parameters and limits supplied by Department of Communities and Local Government (RPI + 0.5%). The increase is above inflation because of the rent convergence requirements. Increases in subsequent years have been based on inflation assumptions.

Rent lost through void properties and bad debts has been assumed at 1% and 0.5% respectively of total rents. This is in line with experience in recent years, but is being increased to 3% over the next few years.

Good performance on rent collection is critical as it brings in income to spend on housing services. We currently collect 99.3% of rent due. Similarly good performance on allocations and voids is also vital to the effective implementation of the Business Plan. Of this some 60% is currently met by Housing Benefit payments which will form part of the Universal Credit system when introduced under Welfare Reform.

Service Charges

We plan to extend the service charge regime and de-pool certain costs to ensure that tenants pay for the services they receive. We currently operate service charges for housing related support and garden maintenance. We will consider charges for communal cleaning, maintenance and the use of communal areas.

Other Income

Garage rents make up most of the income in this category. Increases of inflation have been assumed to ensure that a reasonable charge is levied for this service.

We receive Supporting People income of circa £515k per annum towards Mobile Support Officer services and we currently pay 20% to Home Safeguard for the community alarm service. Over the early years of the Business Plan it would be prudent to plan for a significant reduction in Supporting People funding as budget pressures cause the Administering Authority to reduce costs. This has not been adjusted in the Plan at this stage until further details are known.

Management Costs

The HRA budget approved by the Council for 2012/13 was used as a basis for calculating management costs. As part of this process, each cost centre was considered in detail in terms of the resources required to meet our strategy and Service Plan aims.

Responsive Annual and Cyclical Maintenance

Responsive maintenance is considered to be the day-to-day repairs reported by tenants. Partnership arrangements are in place and the retender will see the appointment of new contractors for responsive maintenance work. The budget for the base year 2012/13 has been set at £1.4 million.

Cyclical maintenance work is that carried out on a recurring basis, such as the annual servicing of gas appliances, or that carried out on a longer cycle, such as the external decoration of properties. Annual and cyclical maintenance is estimated to cost £700k in the base year 2012/13.

Annual maintenance involves checking and servicing gas appliances and lifts. We have a budget of £400k for gas servicing in the base year of the Business Plan 2012/13; £35k for lift maintenance; £10k for emergency lighting and fire alarms; £36k for servicing of solid fuel appliances; and £15k for the maintenance of communal areas.

Expenditure in future years is projected using the base year costs with inflation uplift.

Major Repairs

Major repairs are considered as the annual cost of replacing individual building elements (e.g. windows, kitchen, bathroom, and roof) as they reach the end of their useful life.

Housing Revenue Account Business Plan 2012

Major repairs are carried out under contract and the Council's Standing Orders are followed when contracts are awarded.

We plan significant levels of investment in major repairs with £4.1m identified in 2012/13. This rises in accordance with the requirements of the stock condition survey and over 30 years has been estimated at £129 million.

It has been assumed that any necessary work to ensure properties continue to comply with the Decent Homes Standard will be carried out within major repairs programmes.

The Business Plan also contains amounts per annum of £20k per annum to enable tenants to improve elements of their homes in advance of programme dates; this will be done through the use of Home Improvement Vouchers.

A summary of the proposed investment in major repairs appears under Operational Considerations. A detailed breakdown of proposed programmed expenditure appears within **Annex 2** with the first five years items of major expenditure shown below.

Component	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Kitchen	£821,000	£766,000	£572,000	£290,000	£1,297,500	£3,746,500
Boiler	£45,000	£931,500	£516,000	£334,500	£892,500	£2,719,500
Bathroom	£116,300	£270,700	£68,800	£88,000	£840,200	£1,384,000
Main Heating System	£10,000	£102,000	£36,000	£74,000	£924,000	£1,146,000
Wiring	£12,600	£161,700	£12,600	£4,200	£413,700	£604,800
Front Door	£59,800	£118,950	£50,700	£13,000	£350,350	£592,800
Rear Door	£76,675	£78,750	£38,125	£15,625	£255,750	£464,925
Fences	£27,014	£23,563	£35,541	£5,920	£121,033	£213,071
<£200k over 5 Years	£212,660	£380,865	£242,248	£63,875	£1,631,860	£2,531,308
Total	£1,381,049	£2,833,828	£1,572,014	£889,120	£6,726,893	£13,402,904

Improvements and Other Capital Spend

The capital programme in the base year 2012/13 amounts to £785k with expenditure planned on property extensions; off street parking; remodelling sheltered housing schemes; non- feausance road repairs; and disabled adaptations. We have also made provision of £150k for a new housing IT system.

£200k per annum has been included in the Business Plan for the remodelling of sheltered units. An assessment of the properties concerned is being carried out. When it is complete, an appropriate course of action will be determined. This could involve property adaptation, disposal or reclassification. The expenditure has been phased over the next seven years.

Items of capital expenditure already approved by the Council for the years 2012/13 have been included.

Improvements and miscellaneous repairs and maintenance items amount to £876k in the base year 2012/13.

We do have a desire to spend on environmental improvements; play areas; car parking improvements, which should be feasible during the Business Plan period.

New Build/property acquisitions

We aim to maintain a modest new build programme and acquire properties where appropriate. We will finance the development costs through a combination of borrowing financed through rental income streams and HRA surpluses.

We will need to consider the affordable rent regime for new build to cover the costs of development. It is likely that development will be viable on land owned by the Council.

Specific development proposals will be reported to the Housing Review Board for consideration and approval and the Business Plan amended to reflect future commitments.

Funding

Borrowing

The Business Plan assumes that borrowing of £84.782m from year 1 (although it is likely that only £84.4 million will be required), which effectively replaces the HRA subsidy payment made each year.

The programme of investment that the Council proposes to make in its housing stock includes major elements of work scheduled for the first few years.

Over the thirty years of the Business Plan, sufficient cash should be generated to meet all investment requirements. However, because the pattern of expenditure is not even between years, there is likely to be a need to borrow funds and/or use surpluses which would be repaid in later years. It should be noted that no additional funding is being brought into the Plan, merely redistribution across years.

The most likely source of the borrowing would be the Public Works Loans Board. The Business Plan assumes that a number of maturity loans would be taken out, with repayments including an element of capital. We will profile debt to when the HRA generates resources to be able to make repayments. We have the opportunity to borrow at very low interest rates as part of the reform of the HRA. However, alternatives do exist, and these will be explored if we re-finance during the Business Plan. See debt curve in annex 1.

Capital Receipts

The Business Plan makes no assumptions regarding possible capital receipts from the sale of assets owned by the housing service, for example vacant land adjacent to Council housing properties or payments from the release of covenants..

Such receipts would be used for capital or major repair projects within the Housing Revenue Account.

We will consider the selective disposal of properties that are not fit for purpose and cannot be improved at reasonable expense.

Right to Buy receipts will make up the main areas of receipt and we have assumed a modest level of 3 sales per annum throughout the Business Plan with a valuation of £145k and a discount of £30k. This level may vary considerably when the Government increases the discounts available to purchasers so this aspect of the Business Plan will be updated regularly.

Operational Considerations

Major Repairs and improvements

The Council is committed to continuing high levels of investment into maintaining and improving the condition of the housing stock. The major repairs budget is a key element of the Business Plan and HRA reform allows for additional investment. It has been devised taking into account known stock condition, the notional lifecycles of building elements, and

Housing Revenue Account Business Plan 2012

tenant aspirations. We are keen that tenants have an increasing influence over the construction and delivery of this programme. The lifecycle assumptions are shown in **annex 3**.

Over the period of the Business Plan, considerable investment in major repairs and replacement of building elements is proposed. The table below shows the main building elements of the programme and broad investment assumptions.

Programme	Description and Investment Assumptions
Window Replacement	The initial programme of PVC window replacements has been completed by the end of 2009. To ensure that no windows are over 30 years old, there will be a requirement to start the next programme towards the middle years of the Plan.
Doors – Front and Rear	All external doors will be replaced giving a maximum age of 30 years. The programme will not need to be restarted within the scope of the Plan.
Kitchens and Bathrooms	The current kitchen replacement programme is scheduled for completion in the next 10 years. At that point, no kitchen will be over 20 years old. The bathroom replacement programme will be accelerated such that no bathroom will be over 30 years old. Both programmes will be maintained such that the age of kitchens does not exceed 20 years and bathrooms 30 years.
Central Heating	The current programmes relating to gas boiler replacements and electric central heating replacements will be maintained through the Plan such that the former are replaced after 15 years and the latter after 30 years. Radiators will be replaced, but over a much longer timescale.
Rewiring	A programme of renewal will be maintained throughout the Plan, but will concentrate on individual elements rather than complete system replacement. An up-to-date provision of smoke alarms will be included in this programme. Properties should have wiring no older than 30 years.
Roofing	Roofing will be the subject of a regular age-based inspection programme, starting at 50 years old. Replacement will be carried out on a condition basis, at which time chimneys will be removed where possible to save on repair costs. No roofs should be older than 80 years.
Interior Structural Work	A small programme of work will be maintained concerned with the improvement and replacement of flooring.
External Structural Work	A small programme of work will be maintained concerned with the improvement and replacement of exterior wall structures. Where necessary, pointing and rendering will be carried out, but the bulk of this work will be done at the time of external painting, the cost being included in the cyclical maintenance programme.
Paths	No major programme of work will be maintained, with patch and repair work being carried out under the responsive maintenance budget.
Boundaries	A small programme of work will be maintained concerned with keeping walls, fences and gates in an acceptable condition rather than replacing them.
Drainage and Mains	There is sufficient provision under responsive maintenance to cover repairs as they become necessary. In the light of experience, it is not judged necessary to put in place a replacement programme.
Woodworm and Damp Treatment	There is sufficient provision under responsive maintenance to cover repairs as they become necessary. In the light of experience, it is not judged necessary to put in place a replacement programme.
Empty Property Repairs	As properties become void, they will be brought up to the current standard in each major category. The annual provision is about 10% higher than in recent years to ensure that the faster replacement of kitchens, bathrooms and doors can be maintained.
Communal Areas	There is a need for an annual programme of improvement work.
Fire Risk Assessments	There is a need for a budget to carry out work identified during Fire Risk Assessments that are being undertaken in all flats and sheltered housing schemes.

Stock Condition Data

A review of the Council's stock condition records was undertaken by an external consultancy in 2010. The information we hold on stock condition was found to be accurate, fairly reflecting the condition of the stock, and up to date. The cost of implementing the stock condition survey findings are summarised and shown in **annex 4**.

The Executive Summary of the survey findings are shown in **annex 5**.

As in the past, the Council will maintain its stock condition database by inspecting 10% of its properties internally and 20% externally each year.

A replacement IT system will be specified and sourced during 2012/13 and installed in the following year. The estimated cost of £150K will be met from the HRA. The database will be populated using the warranted stock condition survey carried out by an external consultancy. It is planned to carry a new stock survey during the first five years of the Plan.

Responsive Repairs

The Business Plan assumes that, for the first few years, expenditure will be at a slightly higher rate than in recent years. However, after several years a reduction has been assumed, on the basis that the major repairs programmes then coming to a conclusion should reduce the requirement to spend so much on responsive repairs.

The Council has partnering arrangements with building contractors for responsive repairs and works closely with partners to ensure that reported repairs are carried out quickly and to a high standard. We have also undertaken a Systems Thinking review and adopted a purpose – to do the right repair and the right time, for it to be fixed and stay fixed.

In terms of **Operating Principles** we do our best to:

- Fully understand our customers repair request.
- Obtain relevant and correct information about the repair at first contact with the customer to ensure detailed identification of work required.
- Make it clear to customers what repairs we will and won't do.
- Give our contractors clear instructions on the work required, contact details and any other relevant information.
- Clearly record repair requests and action taken.
- Focus on getting the repair work done right first time.
- Do the work and only the work required by customer.
- Do the work required on time in one visit and for it to stay fixed.
- Be accountable and responsible for dealing with issues raised by customers and finding solutions to their problems.

The **value steps** in our work that have been subject to the review are:

- Tenant knows how to report a repair;
- Clear record of repair made; works authorised and issued to contractor;
- Contractor contacts tenant to arrange an appointment;
- Work undertaken by contractor within agreed timescale and to standard;
- Work checked by Maintenance Surveyor;
- Tenant completes customer satisfaction form;

- Invoice received, checked and paid.

Performance is carefully monitored against agreed targets. We operate a repairs call centre with dedicated and experienced staff handling reported repairs and passing jobs to our contractors.

Programme and Cyclical Repairs

The two main areas of expense, the maintenance of gas boilers and the external decoration of properties, are proposed to continue at their present rates for the first few years of the Business Plan.

After 2012/13, expenditure on external decoration has been programmed to reduce slightly, resulting in a slight lengthening of the times between the redecoration of some of the properties. At no point over the thirty years is this planned cycle to exceed five years. This will be reviewed as the Business Plan rolls forward, and adjustments only being made if cost constraints dictate. The Asset Management Plan is shown in **annexes 6 & 7**.

Involving Tenants

The Council looks on a high level of tenant satisfaction as a significant indicator of its performance. In recent years, surveys have shown this to be high. The Council intends to build on this success by extending tenant involvement and by improving services. We created a Housing Review Board in 2006 that has significant tenant representation, and will develop partnerships already in existence in the shape of the Tenants Representative Group and Residents Associations.

We have a number of Service Review Groups where staff and tenants work together to improve services and monitor performance.

Widening Choice

The Business Plan allows for improving the Council's commitment to widening choice. The operation of the Choice Based Lettings scheme will be developed further. A single register of all households seeking affordable or social housing will be put in place to provide a single point of access for prospective tenants. A clear and simple approach will be adopted. The 'Welcome Pack' provided to new tenants will be reviewed regularly to ensure that it reflects current good practice. Financial and other incentives will continue to be provided to encourage existing tenants to move to more suitably sized accommodation, enabling the Council to make the best use of its housing stock.

Charging Affordable Rents

The Council acknowledges that rental levels are a major concern for most tenants. The Plan allows for rent rises that are above the rate of inflation until rent convergence. This follows the guidance given by central government that rents for local authority housing should be at broadly the same level as those charged by other registered social landlords in the East Devon area. Subsequently, rent increases are projected at a lower level; at no point are they projected to exceed the guidance levels of central government. The Council will expect tenants to meet their obligation to pay rent on time, recognising that rent arrears and write-offs impinge on the funding available to the housing service as a whole. The Plan anticipates a high proportion of rent being collected although we have made a higher provision for bad debt rising to 3% of the rent roll. Currently we would only consider charging affordable rents on new build properties where it is necessary to make the scheme financially viable. **Annexes 8 & 9** consider projected rent increases over the Business Plan period.

Maintaining Information on Stock Condition

Comprehensive and accurate information on the condition of the Council's housing stock is considered a high priority. Inspections will be carried out on a regular basis; each year, 10% of properties will be inspected internally and 20% externally, with the Council's stock condition database being updated accordingly. This will be particularly important in ensuring that no properties fall below the Decent Homes Standard at any point. A further warranted stock condition survey will be undertaken every five years or so. It is planned to carry this out when new stock management software is introduced, which will be ready during the first five years of the Plan.

Investing to Improve

A major programme of investment in Council properties is planned, particularly in the early years of the Business Plan. The most significant investment will be in new kitchens, bathrooms, central heating, wiring, roofing and doors. The aim is to reduce the maximum lives of individual elements towards those recognised as best practice within the housing sector. A scheme will be maintained to enable tenants to improve elements of their homes in advance of programme dates; this will be done through the use of Home Improvement Vouchers.

Carbon management and affordable warmth

The housing stock is relatively energy efficient at an average SAP of 64. The least favourable results are found in Pre-War and Non-traditional homes and the highest ratings in flatted accommodation.

However, there is considerable scope for improvements in the energy efficiency of tenant's homes and retrofitting technology such as solar panels.

We need to budget for these improvements over the life of the Business Plan. Only £10k has been allowed in the base year 2012/13 as a specific budget for carbon management, and the surplus can be utilised in later years to reinvest in warmer homes for tenants.

Sustaining Property Value

It is planned to improve performance in maintaining properties, either periodically or responding to an immediate need. An appointment system for property repairs will be introduced, and stretch targets for the completion of responsive repairs achieved or exceeded. The partnership arrangements with major contractors will be developed further. It is intended to reduce void and relet times; and improve the standard of properties, achieved through the investment programme. These measures will contribute towards maintaining the value of our properties.

Improving Housing Services

The Council recognises that it needs to keep under review its management and staffing structure if it is to make gains in the efficiency and effectiveness of its service provision. A review of the way in which performance is monitored will be undertaken, with targets amended where necessary and new ones introduced. A study will be undertaken in 2012 on how internal and external communications could be developed with the aim of improving customer care. Before the end of 2013, replacement software will be introduced that will provide an up-to-date system to handle estate management, repairs, and stock condition records.

Meeting Support Needs

The Council recognises that the considerable number of elderly and other vulnerable people it has as tenants present a challenge in terms of service provision. We will implement the major review of all properties covered by the 'sheltered accommodation' designation. A major programme of upgrades will be progressed, costing a potential £3m excluding

inflation, over several years, to ensure all homes meet Supporting People standards, used for other client groups, or are decommissioned. The outcome planned is that our sheltered housing stock is fit for purpose and desirable by tenants and future tenants.

The Council is also determined to meet the changing support needs of its tenants by ensuring that staff possess the skills necessary to do so.

Achieving value for money

We have an adopted position on value for money.

VFM is a TSA standard that **ensures that we manage our resources to provide cost-effective, efficient, quality services and homes to meet tenants' and prospective tenants' needs**. Our stance on this has been to consult tenants and produce a number of actions to improve our value for money position. We have set out our local interpretation in the Annual report to tenants.

In practice our embedded VFM approach has the key characteristics, behaviours and processes which are set out under the following headings:

- **governance** – the role of the governing body;
- **financial stewardship** – an increasingly broad range of practices that aim to ensure a social landlords viability;
- **performance management** – ensuring an organisation attains its objectives
- **people** – getting the best out of staff;
- **procurement** – buying goods and services with the optimum price and quality mix;
- **tenant focus** – ensuring services are shaped around *what tenants want* and that service outputs and outcomes are subject to tenant scrutiny.

We have a procurement plan and are active members of Advantage SW a procurement club of 17 social landlords who have negotiated a range of framework agreements for the supply of building materials that are available to our contractors.

Enhancing Staffing Skills

It is only through the use of sufficient staff possessing appropriate skills that many of the Business Plan objectives can be achieved. Skill deficiencies will be addressed where they are identified, largely through the development and training of existing staff.

The Service will have 90 employees in April 2012 although not all are employed on HRA funded activities.

Developing Communities

Placing Council-owned homes in the context of the communities in which they exist is a vital element of the Plan. Encouraging and, where possible and appropriate, facilitating the improvement of the environment on estates is a key on-going aim. Specific programmes will continue at Littleham, Exmouth; St Paul's, Honiton; and Millwey Rise, Axminster.

Our successful SWITCH project will be extended and additional resources will be put into community development initiatives as this is seen as a priority by the Housing Review Board.

Affording the Cost

The financial framework provided for the Business Plan ambitions is sound and robust. There will be sufficient funding available to meet all the programmes outlined above. It is planned to repay such loans over the succeeding thirty years.

The HRA surplus builds up rapidly in the Business Plan model and this will be used to meet the Business Plan ambitions. We are not assuming additional borrowing at this stage

although that will be reviewed as specific major items of expenditure come forward such as new build projects.

Acknowledging the Risks

Clearly, there are risks that threaten the achievement of key Business Plan objectives. The most obvious is the need to manage a high level of debt and repay loans as planned.

A further significant risk is the constantly changing financial environment and further central government amendments to the housing and benefit legislation.

Despite the risks, the outlook for the Housing Service presented by the Business Plan is essentially one of improvement, both to properties and to services, characterised by a significant change in the way that tenants are involved in the improvement process.

Risks and Sensitivities

Risks Analysis

While it is recognised that it is difficult to plan accurately over a thirty year period with many issues being beyond the Council's control, risks associated with the successful implementation of the Business Plan that can be identified. They are examined in this section, using the Council's corporate system to identify the likelihood and impact of risks and control measures to mitigate risks. The scoring system used in assessing risk is as follows:

Severity:	1	Minor
	2	Significant
	3	Serious
	4	Major
Likelihood:	1	Remote
	2	Unlikely
	3	Likely
	4	Very Likely

This process of analysis will be developed further.

Risk	Potential Impact	Risk Severity	Risk Likelihood	Risk Rating	Possible Action
Loans taken on to finance improvement work.	Loans will become the responsibility of the Council should it transfer its stock to another entity	3	2	6	Loans kept to the minimum required and negotiated at low interest with minimal penalties.
A cut in the funding for the community alarm system.	Service run at a deficit and/or service standards reduced.	2	3	6	New business generated and/or service charges increased.
The programme to bring sheltered housing up to fit for purpose standards.	The Administering Authority may reduce revenue funding over a period	2	2	4	Reschedule costs, bid for external funding reprioritise work planned.

Housing Revenue Account Business Plan 2012

Risk	Potential Impact	Risk Severity	Risk Likelihood	Risk Rating	Possible Action
The proceeds from the sale of Council housing assets are not ring-fenced for the benefit of the housing service.	Unplanned financial Deficits in one or more years.	2	2	4	Postponement or cancellation of improvement programmes and/or increased borrowing.
The achievement of the major repairs programme proves more expensive than anticipated.	The planned age and condition criteria of certain building elements may not be achieved.	3	3	9	Programme items may need to postponed or lengthened. Expenditure in other areas may need to be cut back, threatening other plan objectives Additional loans may be taken on to ensure slippages do not occur
The demand for responsive repairs exceeds planned levels.	Costs are greater than planned.	3	2	6	Costs in other areas could be reduced. Loans could be increased.
The cost of maintaining the planned cyclical repairs programme exceeds budget.	Costs are greater than planned.	3	2	6	Costs in other areas could be reduced. Loans could be increased.
Right to Buy sales are lower than planned.	Less funding is available for the housing service.	1	2	2	Costs could be reduced, probably in the major repairs area. Loans could be increased.
Rents do not rise or are not collected as anticipated.	Less funding is available for the housing service.	2	1	2	Costs could be reduced. Loans could be increased.
Changing cost of borrowing.	Less funding available for improvement work.	3	2	6	Reschedule borrowing and/or work programmes.
Ability to attract and retain suitably qualified staff.	Service targets and improvements not delivered.	3	3	9	Ensure that recruitment packages are attractive.
Decent Homes Standard raised significantly.	Additional unplanned costs to be met from Business Plan.	3	3	9	Business Plan to be reviews in light of changes.
Unforeseen expenditure required on Council homes.	Effects other programmes or borrowing required.	3	2	6	Programmes in other areas adjusted to compensate.
New development schemes, locally and nationally	Increased demand for tradesmen, resulting in an increase in repairs and improvement costs	3	2	6	Other costs could be reduced. Loans could be increased.

Sensitivity Analysis

Area	Variation	Impact on the Operating Account Over 30 Years
Rental Income	Average rents increase by 0.25% less than anticipated	
Interest rate changes	Change in interest rate by 0.5% more than anticipated	
Major Repairs	Costs increase by 0.5% more than anticipated	
Responsive and Cyclical Maintenance	Costs increase by 0.5% more than anticipated	
Management	Costs increase by 0.5% more than anticipated	
Right to Buy Sales	Two fewer home sales per year than anticipated	

Operations

Statement of Services

The Housing Service includes all the activities undertaken under the Housing Revenue Account, but has a wider remit than the activities contained in the Business Plan. The fundamental purpose of the Service is to improve the availability and quality of housing for those most in need.

We aim to ensure that an affordable home is available to all households in the district, that each home is adequate in size and suitably located for the occupants, and that homes will be continually improved in quality.

The Service aspirations for tackling expressed housing need within the district remains high and can be summarised into five broad themes :

- Housing needs in the district are accurately gauged and that adequate housing accommodation is available to meet those needs;
- There is choice of tenure throughout the district and in particular, an adequate supply of affordable housing;
- Housing accommodation across all tenures in the district attains the highest possible standards;
- The Council's enabling role is developed further, involving partnerships with other agencies to meet housing need within the district;
- The Council meets its statutory obligations and adopted housing policies, whilst providing a high quality housing service.

Organisational Structure

The Housing Service was restructured in 2011 and the new structure was introduced in May 2011, with the Service being split into four teams. The major areas of activity are shown in the diagram below:

Housing Revenue Account Business Plan 2012

Private Sector Housing Team	Housing Landlord Services Team	Property and Asset Team	Housing Needs and Strategy Team
Private sector housing conditions Empty property assessment Houses of Multiple Occupation Disabled Facilities Grants Energy efficiency measures Caravan and camping sites Gypsy and Travellers Private sewer and rural drainage Private Water Supply Regulation Home Improvement Agency Discretionary loans assistance for renovations	Estate management Tenancy sustainment Income management (rents, service charges) Tenant involvement Right to Buy Community development Support services (Mobile Support Officers) Home Safeguard The HRA Business Plan	Repairs and maintenance Programme/modernisation work Annual and cyclical works Gas safety Lift maintenance Adaptations Procurement Contract management Stock condition Asset management	Homelessness Housing advice and options Allocations/lettings/nominations Housing research and information Housing register Tenancy termination and 'sign up' Housing enabling Council own build Housing strategy Housing projects

Additional services are provided from the Council's support services relating to human resources, information technology, legal services, internal audit and finance.

A Housing Review Board was introduced in 2006. The Board is a body comprising Councillors, tenants and independent representatives; it is serviced by Council officers and, as occasion demands, external advisors. Tenant Scrutiny was introduced in 2011 and this will include scrutiny of income and expenditure plans.

The Board will advise the Council's Cabinet on all matters relating to the landlord aspects of the housing service. It will be responsible for informing the Cabinet on progress made in the delivery of the Housing Revenue Account Business Plan and for advising it on how the Plan may best be delivered.

Performance Monitoring Framework

Performance monitoring takes place within the context of the Business Plan. The Plan takes a thirty year view that is rolled forward annually. Although the annual review takes in the whole of the timeframe, detailed consideration is only given to the first few years of the Plan.

The annual review must produce a Plan that is not only realistic and viable, but also conforms with limitations imposed by the Council and by the requirements of central government. The Plan will be based on performance measures, both financial and non-financial. It will be used as the framework for producing the annual budget.

The Head of Housing is responsible for delivering the Business Plan and the annual budget.

Performance Indicators

The Housing Service measures all aspects of its operations, using a range of national and local performance indicators, and Systems Thinking measures. Commitments and local offers are monitored and an Annual Report to tenants shows customers how we have performed. We will use a dashboard of indicators to monitor our performance on budgets; rent collection; repairs and maintenance projects; complaints and service requests; voids; allocations; local offers/service standards etc.

Where applicable, performance has been compared with other district councils and Registered Providers nationally, although this information is not available for all PIs.

During 2012/13, a review will be undertaken of the performance indicators used and the reporting of performance. We will continue to benchmark our performance periodically against other Registered Providers.

Financial Monitoring

Monthly financial statements are provided to managers comparing actual income and expenditure with their budgets. These are at two levels: statements relating to the housing service as a whole, and more detailed statements relating to individual management areas. This allows for close budget monitoring by managers.

Staff

Staff Numbers: At the beginning of 2012/13, 68.9 full time equivalents comprising full time and part time employees were employed in the Housing Service, 75 staff provide HRA landlord services. It is planned to increase staff numbers to ensure the achievement of the key objectives in the Business Plan and Homes and Communities Strategy.

Staff Turnover: In 2011/12, voluntary staff turnover was 5.75%. Voluntary and non-voluntary turnover was 6.9%. It is anticipated that this will drop to 5% during 2012/13 and will remain at that level for the duration of the Business Plan.

Absence Rates: For the period January 2011 – September 2011, 6.9 working days were lost per person, including several long-term absences.

Stress Audits are undertaken periodically. The main themes emerged from them were: – A desire for improved communications; Need for better clarity of individual roles and job purpose; Need for improved joint working between Teams in the Service; and a desire for greater praise and recognition. Stress Action Plans are drafted and consulted upon, and implemented in an attempt to resolve the issues identified.

Recruitment and Retention Issues:

Restructuring proposals have been implemented in 2011, with the aim of producing a staffing structure better suited to meeting current and future service needs. The on-going need to recruit suitably qualified and experienced employees to fill any vacancies will remain a key issue.

A number of staff are approaching retirement. When retirements occur, consideration will be given to the best way to deliver the relevant Service rather than automatically replacing like with like as this will enable a move to more generic working.

Skilling: A review of the skills required to deliver the Plan in its first few years yielded the following needs for the Service:

- Resident involvement
- Generic housing management;
- Technical building maintenance and asset management;
- New build/development;
- Homelessness prevention and allocations housing advice;
- Housing Strategy and enabling;
- Management and leadership;
- Financial and business, treasury management;
- IT, administration, and interpersonal;
- Project management skills.

The Housing Service currently possesses an acceptable level and mix of skills, but these will need to be augmented to ensure the provision of a continuously improving service. The issue of staff capacity related to workloads may still prevent the achievement of some aims and targets.

Management and Operations

The main functions and activities that will be carried out by the Housing Service over the period of the Plan are:

- **Senior Management** – The oversight of all housing service operations in accordance with the Housing Strategy, the Business Plan, Service Plan and Council policy. The Housing Service Management Team will be a key feature in delivering service improvements.
- **Housing Needs and Strategy** – This includes:
 - Managing the Housing Register of approximately 3,600 households seeking accommodation in East Devon;
 - Making housing assessments;
 - Receiving and investigating homeless applications;
 - Providing housing advice, and operating housing advice surgeries in Exmouth twice a week;
 - Ensuring that vulnerable tenants with special needs are appropriately supported in their homes;
 - Providing a Tenancy Sustainment service;In addition, there are links with the Homelessness Strategy, which involves the assessing of the scale of housing needs, the investigation of approximately 300 homeless approaches each year and the securing of housing for typically 150 homeless households;
Responsibility for producing the Council's Housing Strategy which is a document setting out the plans for housing over a three year period. The Strategy considers housing needs and sets priorities and targets for future service delivery. The Homes and Communities Strategy is part of the Council Plan and will be delivered through partnership working.
- **Housing Repairs** – ensuring that the Council's properties are in a good condition and meet the needs of our tenants. This includes the management of:
 - Responsive maintenance;
 - Programmed and cyclical maintenance programmes;
 - Programmes of improvements and adaptations;
 - Ensuring that all properties continue to meet the Decent Homes Standard.

Housing Revenue Account Business Plan 2012

- **Estate/Property Management** – This includes:
The management of all Council properties, plus about 750 garages and 14 community centres;
Dealing with tenant's complaints, including anti-social behaviour;
Ensuring compliance with tenancy conditions and that the environment is well maintained.
- **Housing Rental** – Ensuring that tenants are charged the correct rents, and that rents and other charges are paid on time. Provide tenants with a variety of payment options and access to benefits and financial advice.
- **Supported housing** - Including Home Safeguard and the provision of housing for people with support needs. Specifically, this covers:
Providing a community alarm service to 1,160 Council sheltered housing units, as well as customers in the private sector; a total of 5,700 customers;
The Mobile Support Officer Service, supporting over 300 tenants in their own homes;
Scheme Managers service, providing support to about a further 500 tenants;
There are links to the Home Safeguard work with housing associations and other service providers to meet the special needs of vulnerable people.
- **Tenant Involvement and Participation** – This includes:
Enabling tenants to participate in the management of their homes;
Supporting the Tenant Representation Group, Village Contacts, Area Forum meetings, Leaseholder meetings and Residents Groups;
Implementing the Tenant Involvement Strategy;
Administering the sale of Council homes each year under the Right to Buy scheme.
- **Social Inclusion and community development** - Including race equality and diversity and children's issues – this involves working in partnership to devise and implement policies to ensure that residents are able to play a full and active role in their communities without fear of prejudice or discrimination. The Service will be leading on the Council's role in respect of child protection issues.

Many but not all these activities are funded through the Housing Revenue Account, which is concerned solely with landlord related activities.

Commitments

The Housing Service recognises that the next few years are crucial ones for the Service. The key issues it identifies to be faced over that period are set out in **Our Commitments to You** document. The cost of the commitments has been factored into the Business Plan and these are summarised below:

Current Local Standards – effective since April 2011

Tenant Involvement and Empowerment Standard	1.1 – When you contact us we will answer you promptly, listen carefully, and treat you with respect.
	1.2 – When you contact us about issues that are not repairs related we will put you in touch with the right person to answer your query straight away. They will keep you informed of the progress of your case.
	1.3 – We will have an easily accessible complaints process for housing. Officers will be able to help you with this on request.
	1.4 – Repeat service requests (excluding repairs) will be logged as complaints by the receiving officer.
	1.5 – Complaints will be monitored quarterly by the Customer Care Commitments Service Review Group, made up of tenants and staff. Feedback will be given in the Annual Report to Tenants.
	1.6 – We will hold meetings at small local venues throughout the district and ensure the right staff attend.
	1.7 – As well as meetings we will use a range of involvement methods which will be widely published. We will listen to what you tell us and make service improvements as a result.
Home Standard	2.1 – We will produce a rolling five-year plan to identify improvement works to our properties, prioritising areas highlighted by the stock condition survey and feedback from the local standards consultation.
	2.2 – We will ensure all our contractors treat you with respect and courtesy. We will monitor the standard of workmanship and aim for a ‘right first time’ service.
	2.3 – We will introduce a question to ask when you report a repair to establish if there is a repeat repair issue occurring.
Neighborhood and community standard	3.1 – As well as our current local estate walkabouts, we will introduce regular in-depth estate inspections. In 2011 we will pilot this in Honiton and Axminster.
	3.2 – We will engage young people in positive free time activities that help them create positive outcomes for their lives.
	3.3 – We will work with other local agencies to tackle antisocial behavior issues. Incidents reported by EDDC tenants will be monitored by housing officers who will feedback regularly to the person reporting the problem.

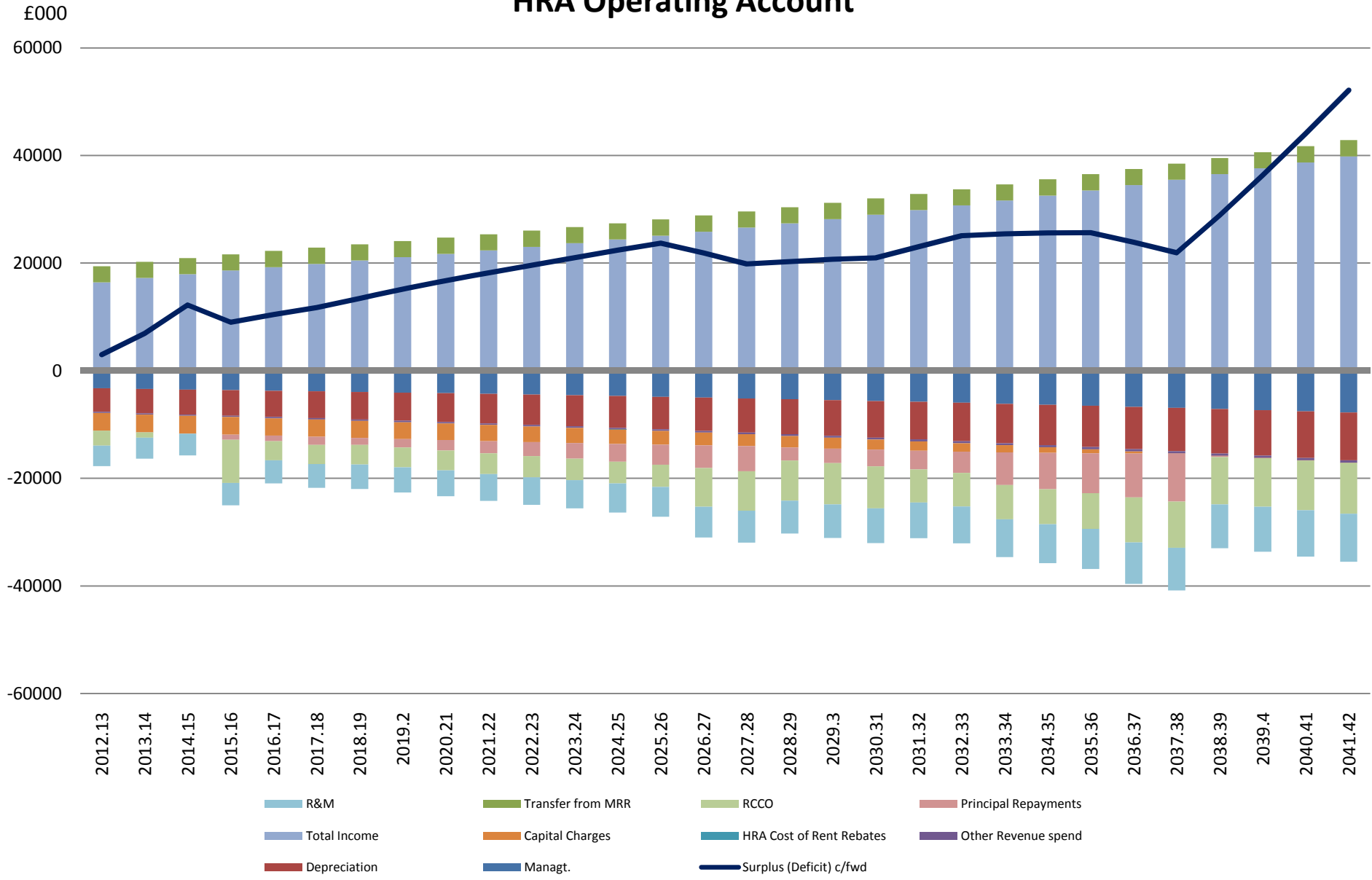
Proposed new Local Standards – to be effective from April 2012

Value for Money Standard	4.1 – We will ensure the Housing Review Board approves the annual Housing Revenue Account budget and monitors expenditure.
	4.2 – We will publish each year what we have spent your rent on, in the Annual Report to tenants.
	4.3 – We will work with the Tenant Representative Group to monitor our services to make sure that they are being carried out to your satisfaction
	4.4 - We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings.
Tenancy Standard	5.1 - We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt.
	5.2 - We will review housing applications on Devon Home Choice for bands A, B, C, and D every two years.
	5.3 - We will let our properties within twenty-five working days to ensure we maximise our rental income.
	5.4 - We will offer an accompanied viewing to all new tenants when we let an empty property
	5.5 - When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant.
	5.6 - We will let you know how much the rent and other charges of running the home will be.
	5.7 - We will provide you with a number of ways to pay your rent.
	5.8 - We will provide you with a rent statement every six months
	5.9 - We will take swift action against tenants who do not pay their rent.

**East Devon DC
Business Plan
Operating Account - Programme**
(expressed in money terms)

		Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of external loans £,000	Transfer from / (to) MRR £,000	RCCO £,000	Surplus (Deficit) for the Year £,000	Surplus (Deficit) b/fwd £,000	Interest £,000	Surplus (Deficit) c/fwd £,000
Year	Year	Net ret Income £,000	Other income £,000	Misc Income £,000	HRA Subsidy Receivable £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	Cost of Rent Rebates £,000	Misc expenses £,000	HRA Subsidy Payable £,000	Total expenses £,000	Capital Charges £,000									
1	2012.13	15,930	477	0	0	16,407	(3,269)	(4,375)	(3,775)	(223)	0	0	0	(11,642)	(3,277)	1,488	(16)	3,005	(2,775)	1,702	1,236	31	2,969	
2	2013.14	16,734	496	0	0	17,230	(3,400)	(4,535)	(3,925)	(231)	0	0	0	(12,091)	(3,276)	1,864	(16)	3,005	(978)	3,874	2,969	74	6,916	
3	2014.15	17,406	511	0	0	17,917	(3,502)	(4,643)	(4,041)	(237)	0	0	0	(12,423)	(3,275)	2,219	(16)	3,005	(29)	5,179	6,916	143	12,238	
4	2015.16	18,096	527	0	0	18,623	(3,607)	(4,756)	(4,161)	(243)	0	0	0	(12,766)	(3,258)	2,598	(989)	3,005	(8,015)	(3,401)	12,238	158	8,995	
5	2016.17	18,704	542	0	0	19,247	(3,715)	(4,871)	(4,284)	(249)	0	0	0	(13,119)	(3,238)	2,890	(1,039)	3,005	(3,535)	1,320	8,995	145	10,460	
6	2017.18	19,304	559	0	0	19,862	(3,827)	(4,990)	(4,411)	(255)	0	0	0	(13,482)	(3,205)	3,176	(1,500)	3,005	(3,576)	1,105	10,460	165	11,730	
7	2018.19	19,901	575	0	0	20,477	(3,942)	(5,111)	(4,542)	(261)	0	0	0	(13,855)	(3,171)	3,450	(1,320)	3,005	(3,617)	1,518	11,730	187	13,435	
8	2019.20	20,502	593	0	0	21,095	(4,060)	(5,235)	(4,676)	(268)	0	0	0	(14,239)	(3,127)	3,729	(1,597)	3,005	(3,661)	1,476	13,435	213	15,124	
9	2020.21	21,111	610	0	0	21,721	(4,182)	(5,362)	(4,815)	(274)	0	0	0	(14,633)	(3,069)	4,019	(1,926)	3,005	(3,707)	1,391	15,124	237	16,752	
10	2021.22	21,732	629	0	0	22,361	(4,307)	(5,492)	(4,958)	(281)	0	0	0	(15,038)	(2,997)	4,326	(2,268)	3,005	(3,874)	1,189	16,752	260	18,201	
11	2022.23	22,370	648	0	0	23,018	(4,436)	(5,625)	(5,105)	(288)	0	0	0	(15,455)	(2,909)	4,655	(2,627)	3,005	(3,927)	1,105	18,201	281	19,588	
12	2023.24	23,026	667	0	0	23,693	(4,569)	(5,762)	(5,256)	(295)	0	0	0	(15,883)	(2,807)	5,003	(2,897)	3,005	(3,983)	1,129	19,588	302	21,019	
13	2024.25	23,701	687	0	0	24,388	(4,706)	(5,902)	(5,412)	(303)	(1)	0	0	(16,324)	(2,688)	5,376	(3,295)	3,005	(4,040)	1,046	21,019	323	22,388	
14	2025.26	24,395	708	0	0	25,103	(4,848)	(6,045)	(5,572)	(310)	0	0	0	(16,775)	(2,550)	5,778	(3,725)	3,005	(4,100)	957	22,388	343	23,688	
15	2026.27	25,110	729	0	0	25,838	(4,993)	(6,192)	(5,737)	(318)	0	0	0	(17,240)	(2,391)	6,206	(4,186)	3,005	(7,171)	(2,146)	23,688	339	21,881	
16	2027.28	25,845	751	0	0	26,596	(5,143)	(6,342)	(5,907)	(326)	0	0	0	(17,719)	(2,211)	6,666	(4,681)	3,005	(7,325)	(2,334)	21,881	311	19,857	
17	2028.29	26,601	773	0	0	27,375	(5,297)	(6,496)	(6,082)	(334)	0	0	0	(18,210)	(2,116)	7,049	(2,433)	3,005	(7,483)	138	19,857	299	20,294	
18	2029.30	27,380	796	0	0	28,176	(5,456)	(6,654)	(6,263)	(343)	0	0	0	(18,715)	(2,008)	7,453	(2,714)	3,005	(7,647)	96	20,294	305	20,696	
19	2030.31	28,181	820	0	0	29,002	(5,620)	(6,816)	(6,448)	(351)	0	0	0	(19,235)	(1,884)	7,883	(3,085)	3,005	(7,817)	(14)	20,696	310	20,992	
20	2031.32	29,006	845	0	0	29,851	(5,788)	(6,981)	(6,639)	(360)	0	0	0	(19,769)	(1,743)	8,340	(3,486)	3,005	(6,119)	1,739	20,992	328	23,059	
21	2032.33	29,855	870	0	0	30,726	(5,962)	(7,150)	(6,836)	(369)	0	0	0	(20,318)	(1,582)	8,826	(3,918)	3,005	(6,246)	1,667	23,059	358	25,085	
22	2033.34	30,729	896	0	0	31,626	(6,141)	(7,324)	(7,039)	(378)	0	0	0	(20,882)	(1,332)	9,412	(6,065)	3,005	(6,377)	(25)	25,085	376	25,435	
23	2034.35	31,629	923	0	0	32,552	(6,325)	(7,502)	(7,247)	(388)	0	0	0	(21,462)	(1,051)	10,039	(6,736)	3,005	(6,513)	(205)	25,435	380	25,610	
24	2035.36	32,554	951	0	0	33,505	(6,515)	(7,684)	(7,462)	(397)	0	0	0	(22,058)	(740)	10,707	(7,413)	3,005	(6,654)	(355)	25,610	381	25,636	
25	2036.37	33,507	980	0	0	34,487	(6,710)	(7,870)	(7,683)	(407)	0	0	0	(22,671)	(398)	11,418	(8,136)	3,005	(8,395)	(2,109)	25,636	369	23,896	
26	2037.38	34,488	1,009	0	0	35,497	(6,911)	(8,061)	(7,911)	(417)	0	0	0	(23,302)	(21)	12,175	(8,909)	3,005	(8,593)	(2,323)	23,896	341	21,915	
27	2038.39	35,497	1,039	0	0	36,536	(7,119)	(8,257)	(8,146)	(428)	0	0	0	(23,949)	(11)	12,576	(225)	3,005	(8,798)	6,558	21,915	378	28,851	
28	2039.40	36,536	1,070	0	0	37,607	(7,332)	(8,457)	(8,387)	(439)	0	0	0	(24,616)	(10)	12,981	(16)	3,005	(9,010)	6,960	28,851	485	36,296	
29	2040.41	37,605	1,103	0	0	38,708	(7,552)	(8,663)	(8,636)	(450)	0	0	0	(25,300)	(9)	13,398	(16)	3,005	(9,229)	7,159	36,296	598	44,052	
30	2041.42	38,706	1,136	0	0	39,841	(7,779)	(8,873)	(8,892)	(461)	0	0	0	(26,004)	(8)	13,829	(16)	3,005	(9,455)	7,362	44,052	716	52,131	

HRA Operating Account



Planned Maintenance years 1 to 30 annex 2

Component	Year 1	Year 2	Year 3	Year 4	Year 5	Yrs 6 to 10	Yrs 11 to 15	Yrs 16 to 20	Yrs 21 to 25	Yrs 26 to 30	Totals
Kitchen	£821,000	£788,000	£572,000	£290,000	£1,297,500	£2,435,500	£1,912,500	£2,168,500	£5,092,500	£3,526,000	£18,881,500
Primary Wall Finish	£16,100	£25,261	£24,500	£0	£106,191	£1,751,685	£1,070,931	£2,632,896	£1,188,875	£3,984,939	£10,801,378
Main Roof Cover	£4,480	£16,640	£0	£0	£123,957	£855,143	£1,027,941	£3,697,112	£1,131,861	£3,543,141	£10,400,275
Boiler	£45,000	£931,500	£516,000	£334,500	£892,500	£1,105,500	£898,500	£3,052,500	£1,168,500	£915,000	£9,859,500
Wiring	£12,600	£161,700	£12,600	£4,200	£413,700	£1,144,500	£2,927,400	£1,377,600	£1,984,500	£970,200	£9,009,000
Windows	£0	£12,000	£0	£0	£28,025	£238,175	£1,565,400	£1,924,500	£3,090,000	£1,612,025	£8,470,125
Main Heating System	£10,000	£102,000	£36,000	£74,000	£924,000	£1,804,000	£1,810,000	£2,176,000	£814,000	£552,000	£8,302,000
Bathroom	£116,300	£270,700	£68,800	£88,000	£840,200	£1,450,450	£1,116,200	£1,621,900	£1,194,200	£1,429,650	£8,196,400
Front Door	£59,800	£113,950	£50,700	£13,000	£350,350	£670,800	£330,850	£91,100	£657,150	£910,000	£3,252,700
Rear Door	£76,675	£76,750	£38,125	£15,625	£255,750	£539,475	£217,700	£116,325	£523,475	£770,400	£2,632,300
Fences	£27,014	£23,563	£35,541	£5,920	£121,033	£514,638	£460,524	£771,740	£167,016	£339,100	£2,496,089
Fascia and Bargeboard	£5,000	£19,750	£7,800	£600	£48,975	£472,725	£386,275	£413,675	£261,450	£585,525	£2,231,775
Outbuilding Doors	£4,950	£16,450	£13,500	£2,250	£138,600	£504,900	£403,200	£173,700	£273,600	£517,500	£2,050,650
Rear Path	£28,144	£26,827	£9,915	£8,742	£92,836	£333,651	£329,310	£532,138	£320,934	£248,670	£1,931,167
Boundary Wall	£24,300	£40,770	£6,210	£7,695	£93,420	£131,625	£190,755	£515,025	£271,890	£528,593	£1,810,283
Rainwater Goods - Gutters	£1,200	£1,950	£9,000	£0	£74,485	£208,735	£299,605	£671,037	£221,310	£143,435	£1,630,757
Front Path	£11,018	£20,003	£10,092	£5,135	£59,092	£285,220	£296,786	£393,483	£280,296	£216,363	£1,577,488
Smoke Detectors	£15,070	£7,810	£14,960	£2,200	£152,570	£298,760	£201,850	£198,660	£303,930	£196,680	£1,392,490
CCU	£4,000	£5,000	£3,750	£250	£37,750	£165,250	£235,750	£212,750	£319,750	£304,250	£1,288,500
Secondary Wall Finish		£2,028	£7,490	£402	£24,952	£123,961	£219,641	£279,456	£99,900	£451,707	£1,212,537
Chimney Finish	£1,365	£5,100	£350	£685	£62,275	£274,930	£41,205	£193,930	£114,890	£504,725	£1,199,455
Kitchen Extractor Fans	£33,020	£23,920	£22,100	£11,700	£53,300	£97,110	£221,910	£183,300	£274,560	£226,330	£1,147,250
Bathroom Extractor Fans	£8,710	£21,970	£5,980	£6,240	£61,620	£103,740	£181,090	£198,640	£236,990	£262,470	£1,087,450
Soffit	£2,788	£13,753	£4,896		£34,612	£281,588	£222,853	£255,867	£118,269	£150,624	£1,085,450
<£1M over 30 Years	£52,515	£119,433	£101,705	£17,976	£439,200	£1,466,548	£1,048,094	£1,705,603	£1,106,738	£1,543,155	£7,590,967
TOTALS	£1,381,049	£2,833,828	£1,572,014	£889,120	£6,726,893	£17,251,609	£17,616,270	£25,557,437	£21,276,584	£24,432,682	£119,537,486

Element	Option	LifeCycle
Wall Structure	Wall Structure	100
Primary Wall Finish	Other	0
Primary Wall Finish	Panel	25
Primary Wall Finish	Tiled	40
Primary Wall Finish	Pointed	60
Primary Wall Finish	Externally Insulated	30
Primary Wall Finish	Hanging Tile	40
Primary Wall Finish	Full Render	60
Primary Wall Finish	PVC Boarding	25
Primary Wall Finish	Timber Boarding	20
Primary Wall Finish	Half Render	60
Secondary Wall Finish	Asbestos cladding	30
Secondary Wall Finish	Timber Boarding	20
Secondary Wall Finish	UPVC Cladding	25
Secondary Wall Finish	Stone	60
Secondary Wall Finish	Other	30
Secondary Wall Finish	Aggregate panels	60
Secondary Wall Finish	No Secondary Wall Finish	0
Secondary Wall Finish	Render	60
Secondary Wall Finish	Brick and mortar	60
Secondary Wall Finish	Hung tile\slate	40
Secondary Wall Finish	Timber slate	20
Windows	Aluminium	0
Windows	Single Glazed - PVCu	30
Windows	Other	0
Windows	Single Glazed - Timber	25
Windows	Double Glazed - PVCu	30
Windows	Double Glazed - Timber	25
Front Door	Composite	0
Front Door	Other	0
Front Door	Steel	35
Front Door	PVCu	20
Front Door	GRP	30
Front Door	Timber	20
Rear Door	Other	0
Rear Door	Composite	0
Rear Door	No Rear Door to Dwelling	0
Rear Door	Steel	35
Rear Door	PVCu	20
Rear Door	Timber	20
Rear Door	GRP	30
Side Door	Composite	0
Side Door	No Side Door to Dwelling	0
Side Door	Other	0
Side Door	Steel	35
Side Door	PVCu	20
Side Door	GRP	30
Side Door	Timber	20
Main Roof Cover	Asbestos Cement	35

Main Roof Cover	Asphalt	35
Main Roof Cover	Bituminous Felt	20
Main Roof Cover	Decra Tile	25
Main Roof Cover	Concrete Tiles	55
Main Roof Cover	Slate	60
Main Roof Cover	Clay Tiles	55
Main Roof Cover	Fibre Cement	40
Main Roof Cover	Metal Profile	0
Main Roof Cover	Other	0
Main Roof Cover	Artificial Slate	0
Secondary Roof Cover	Bituminous Felt	20
Secondary Roof Cover	Slate	60
Secondary Roof Cover	Concrete Tiles	55
Secondary Roof Cover	Fibre Cement	40
Secondary Roof Cover	Decra Tile	25
Secondary Roof Cover	Artificial Slate	0
Secondary Roof Cover	Metal Profile	0
Secondary Roof Cover	Lead	0
Secondary Roof Cover	None	0
Secondary Roof Cover	Asphalt	35
Secondary Roof Cover	Clay Tiles	55
Secondary Roof Cover	Other	0
Secondary Roof Cover	Asbestos Cement	35
Chimney Finish	Brick/Block - Rendered	30
Chimney Finish	Other	0
Chimney Finish	Stone	30
Chimney Finish	Brick	30
Chimney Finish	Block	30
Chimney Finish	Concrete	30
Rainwater Goods - Gutters	Aluminium	35
Rainwater Goods - Gutters	Asbestos Cement	20
Rainwater Goods - Gutters	Finlock	20
Rainwater Goods - Gutters	Other	30
Rainwater Goods - Gutters	Steel	40
Rainwater Goods - Gutters	PVCu	25
Rainwater Goods - Gutters	Cast Iron	30
Soil and Vent Pipe	Asbestos	40
Soil and Vent Pipe	None	0
Soil and Vent Pipe	Cast Iron	50
Soil and Vent Pipe	Plastic	50
Soil and Vent Pipe	Concealed	50
Soil and Vent Pipe	Other	0
Fascia and Bargeboard	PVCu	25
Fascia and Bargeboard	Other	25
Fascia and Bargeboard	Steel	30
Fascia and Bargeboard	None	0
Fascia and Bargeboard	Timber	20
Soffit	Steel	30
Soffit	None	0
Soffit	Fibre Cement	30

Soffit	PVCu	25
Soffit	Other	25
Soffit	Asbestos Cement	25
Soffit	Timber	25
Fences	Timber	20
Fences	Mixed	25
Fences	Chain Link	30
Fences	Post & Wire	30
Fences	Tubular Steel	25
Fences	None	0
Fences	Other	25
Boundary Wall	Other	0
Boundary Wall	Concrete	60
Boundary Wall	Stone	60
Boundary Wall	Brick or Block	60
Boundary Wall	None	0
Front Path	Tarmac	20
Front Path	Other	0
Front Path	Brick Paviour	25
Front Path	Paving Slabs	30
Front Path	Concrete	30
Rear Path	Tarmac	20
Rear Path	Paving Slabs	30
Rear Path	Concrete	30
Rear Path	Other	0
Rear Path	Brick Paviour	25
Driveways	Brick Paviour	25
Driveways	Tarmac	20
Driveways	Other	25
Driveways	Gravel	25
Driveways	Concrete	30
Driveways	Paving Slabs	30
Outbuilding Roof	Slate	60
Outbuilding Roof	Fibre Cement	40
Outbuilding Roof	None	0
Outbuilding Roof	Decra Tile	25
Outbuilding Roof	Clay Tiles	55
Outbuilding Roof	Bituminous Felt	20
Outbuilding Roof	Concrete Tiles	55
Outbuilding Roof	Asbestos Cement	25
Outbuilding Roof	Other	0
Outbuilding Roof	Asphalt	35
Outbuilding Doors	Metal	35
Outbuilding Doors	Other	30
Outbuilding Doors	Timber	20
Outbuilding Doors	None	0
Outbuilding Walls	Rendered	60
Outbuilding Walls	Concrete	60
Outbuilding Walls	Other	0
Outbuilding Walls	Brick	60

Outbuilding Walls	None	0
Outbuilding Walls	Metal	30
Outbuilding Walls	Block	65
Outbuilding Walls	Timber	20
Garage Roof	Concrete Slab - resin finish	25
Garage Roof	Profile Metal Sheet	25
Garage Roof	Concrete Slab - bare	25
Garage Roof	Felt	20
Garage Roof	Concrete Tile	55
Garage Roof	Other	30
Garage Roof	Clay Tile	65
Garage Roof	Asbestos Cement Sheet	20
Garage Doors	Timber	20
Garage Doors	Other	30
Garage Doors	Metal up & over	30
Garage Walls	Other	0
Garage Walls	Metal	25
Garage Walls	Timber	20
Garage Walls	None	0
Garage Walls	Asbestos	30
Garage Walls	Block	60
Garage Walls	Rendered	60
Garage Walls	Brick	60
Garage Walls	Concrete	60
Gates	Other	20
Gates	None	0
Gates	Metal	20
Gates	Timber	15
Communal Entrance Door	PVCu	0
Communal Entrance Door	GRP	0
Communal Entrance Door	Timber	0
Communal Entrance Door	Other	0
Communal Entrance Door	Steel	0
Communal Entrance Door	No External Doors to Block	0
Rainwater Goods - Downpipes	PVCu	0
Rainwater Goods - Downpipes	Aluminium	0
Rainwater Goods - Downpipes	Finlock	0
Rainwater Goods - Downpipes	Asbestos Cement	0
Rainwater Goods - Downpipes	Other	0
Rainwater Goods - Downpipes	Steel	0
Rainwater Goods - Downpipes	Cast Iron	0

Element	Option	LifeCycle
Roof Structure	Roof Structure	80
Bathroom	Whb/Shower	30
Bathroom	Whb/Bath	30
Bathroom	Wetroom	20
Bathroom	Wc/Whb/Bath & Shower	30
Bathroom	Wc/Whb/Shower	30
Bathroom	Wc/Whb/Bath	30
Adjacent WC	No	0
Adjacent WC	Yes	30
Secondary WC	No	0
Secondary WC	Yes - External Access	30
Secondary WC	Yes - within Dwelling	30
Kitchen	Kitchen combined with Dining Room	20
Kitchen	No Kitchen Provision	0
Kitchen	Separate Kitchen more than 2m wide	20
Kitchen	Rudimentary (stove in bedsit)	20
Kitchen	Separate Kitchen less than 2m wide	20
Wiring	Rubber Cabling	30
Wiring	Lead	30
Wiring	PVC Cabling	30
Wiring	Cotton Cabling	30
Wiring	Other	0
CCU	MCB plus RCCD	20
CCU	Other	0
CCU	Fuses	20
CCU	MCB Only	20
Main Heating System	Storage Heaters (includes underfloor heating)	30
Main Heating System	Heat Pump	30
Main Heating System	Community Heating	30
Main Heating System	Boiler System with Radiators	30
Main Heating System	Warm Air System	30
Main Heating System	Room Heaters	30
Boiler	None - electric	0
Boiler	None - no central heating	0
Boiler	Gas	15
Boiler	Other	15
Boiler	LPG	15
Boiler	Oil	15
Boiler	Solid Fuel	15
DH Part C - Bathroom/WC Location	DH Part C - Bathroom/WC Location	0
DH Part C - Kitchen Space and Layout	DH Part C - Kitchen Space and Layout	0
DH Part D - Wall Insulation	DH Part D - Wall Insulation	0
Smoke Detectors	Battery	10
Smoke Detectors	Mains Wired	15
Smoke Detectors	None Present	0
Kitchen Extractor Fans	No	0
Kitchen Extractor Fans	Yes	10
DH Part D - Noise Insulation	DH Part D - Noise Insulation	0
Ground Floor Structure	Mixed	0

Ground Floor Structure	Unknown	0
Ground Floor Structure	Suspended - Not Timber	0
Ground Floor Structure	Suspended Timber	0
Ground Floor Structure	Solid	0
First Floor Structure	Suspended Timber	0
First Floor Structure	Solid	0
Bathroom Extractor Fans	No	0
Bathroom Extractor Fans	Yes	10
DH Part D - Roof Insulation	DH Part D - Roof Insulation	0
Flat Doors	PVCu	0
Flat Doors	Timber	0
Flat Doors	Other	0
Flat Doors	GRP	0

East Devon District Council Stock Condition Survey 2009											
Summary All Costs											
ELEMENT	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6-10	YRS 11 - 15	YRS 16 - 20	YRS 21 - 25	YRS 26 - 30	TOTALS
Catch Up Repairs	£596,363	£0	£0	£0	£0	£0	£0	£0	£0	£0	£596,363
Planned Maintenance	£1,381,049	£2,833,828	£1,572,014	£889,120	£6,726,893	£17,251,609	£17,616,270	£25,557,437	£21,276,584	£24,432,682	£119,537,486
Unaccounted Decent Homes Standard Costs	£336,550	£0	£0	£0	£0	£0	£0	£0	£0	£0	£336,550
Disabled Adaptations	£300,000	£300,000	£300,000	£300,000	£300,000	£1,500,000	£1,500,000	£1,500,000	£1,500,000	£1,500,000	£9,000,000
Environmental Improvements	£25,000	£25,000	£25,000	£25,000	£25,000	£125,000	£125,000	£125,000	£125,000	£125,000	£750,000
Cyclical, Responsive & Void	£3,669,000	£3,669,000	£3,669,000	£3,669,000	£3,669,000	£18,345,000	£18,345,000	£18,345,000	£18,345,000	£18,345,000	£110,070,000
Exceptional Extensive Works	£10,000	£10,000	£10,000	£10,000	£10,000	£50,000	£50,000	£50,000	£50,000	£50,000	£300,000
Preliminaries 10% Works Value	£263,896	£315,883	£189,701	£121,412	£705,189	£1,887,661	£1,924,127	£2,718,244	£2,290,158	£2,605,768	£13,022,040
Fees 8% Works Value	£211,117	£252,706	£151,761	£97,130	£564,151	£1,510,129	£1,539,302	£2,174,595	£1,832,127	£2,084,615	£10,417,632
Contingency Allowance - 3% All Costs	£189,539	£205,135	£167,280	£146,794	£321,927	£1,118,148	£1,129,088	£1,367,323	£1,238,898	£1,333,580	£7,217,712
GRAND TOTAL	£6,982,514	£7,611,552	£6,084,757	£5,258,455	£12,322,161	£41,787,547	£42,228,787	£51,837,599	£46,657,767	£50,476,645	£271,247,783

Catch Up Repairs - A repair requirement identified by the surveyors - only features in first 5 years of the cost tables as these repairs are required in the immediate future are not predicted long term

Planned Maintenance - Covers components falling under a planned maintenance regime. The surveyor identifies the first point of renewal based on the existing condition of the component and a cost is attributed from an agreed schedule of rates. The secondary replacement cost is then calculated based on the same schedule of rates and the predicted life expectancy of that component

Unaccounted Decent Homes Standard Costs - Those costs identified through components failing the Standard which are not included under planned maintenance, such as loft insulation.

Disabled Adaptations - Applied as an annual cost with figures supplied by EDDC

Environmental Improvements - Applied as an annual cost with figures supplied by EDDC

Cyclical, Responsive & Void - Applied as an annual cost which has been supplied by East Devon District Council

Exceptional Extensive Works - includes costs for removal and management of asbestos

Preliminaries - 10% Works Value - Based on 10% of works costs i.e. Catch up repairs, planned maintenance and unaccounted decent homes - This can be altered to suit your circumstances

Fees - 8% Works Value - Based on 8% of works costs i.e. Catch up repairs, planned maintenance and unaccounted decent homes - This can be altered to suit your circumstances

Contingency Allowance - 3% All Costs - Based on 3% of all costs within the table - This can be altered to suit your circumstances

INTRODUCTION AND EXECUTIVE SUMMARY

Michael Dyson Associates Limited (“MDA”) is a multi-disciplinary housing consultancy with offices across the UK undertaking a varied range of commissions in the Construction Industry.

East Devon District Council (“EDDC”) invited tenders for the provision of Stock Survey Services in line with a Brief and Conditions of Contract to which MDA responded with a fee bid and Method Statement.

Following acceptance of the tender submission, MDA were supplied with a copy of EDDC’s full asset register. The asset register provided to MDA for the Stock Condition Survey included 4,291Nr dwellings. Once the data capture and management strategy was agreed the stock condition survey was undertaken. The fieldwork period commenced on 15 March 2010 and completed 3 May 2010.

The number of properties surveyed as part of this Commission was 2,098Nr: some 49% of the Council’s housing stock.

Unsurveyed properties on the asset register were populated with data “cloned”, or copied, from similar properties which had been surveyed in order to produce results representative across the whole of the housing stock.

Headline Findings

The Summary of All Costs table (Appendix A) identifies Planned Maintenance Works, Catch Up Repairs, Cost to remedy Decent Homes Failures (over and above Planned Maintenance) Cyclical Maintenance, Responsive Repairs, Void Repairs & Disabled Adaptations, Exceptional Extensive Works, Environmental Improvements and an allowance for Preliminaries, Contingencies and Professional Fees.

All figures relating to Planned Maintenance and Catch Up Repairs together with Decent Homes Costs have been derived from a combination of data collected on site and a Schedule of Rates, all calculations being carried out by MDA.

The Cyclical Maintenance, Responsive and Void Repair Costs (including Environmental Improvements and Disabled Adaptations) have been provided by EDDC.

Exceptional Extensive Works Cost allowances in respect of asbestos management were provided by EDDC.

Preliminaries have been estimated at 10% of the works costs, Professional Fees at 8% of the works costs and Contingencies at 3% of all costs.

The costs associated with Exceptional Works are generally limited to specific groups of properties and the costs allowed in respect of Cyclical Maintenance, Responsive and Void repairs reflect current management practice. Therefore the condition of the

housing stock is best measured by the magnitude of Catch Up Repairs and the average cost of Planned Maintenance.

Catch up Repair costs currently stand at £596,363. The nature of catch up repairs is that they require immediate attention; therefore all costs are attributed to the first year of the Summary Table. This figure equates to an average of £139 per property.

The top 6 components requiring Catch Up Repairs are paths, outbuildings and primary wall finishings (generally pointing and render repairs), amounting to £391K, an average of £90 per property. The simplest analogy for this figure would be that at worst every property in the stock requires 0.6m² of pointing, 2m² of paving replaced and around £23 spending on outbuildings (or some combination thereof). This analogy is consistent with the Decent Homes results, specifically Part B which draws attention to a relatively low level of failure related to wall finishes.

Consideration should also be given to EDDC's published annual Responsive Repair, Void Repair and Cyclical Maintenance costs (Appendix C), a modest average of £855 per property per year. And these figures strongly suggest that in terms of disrepair the stock is in a reasonably good condition, neither pristine nor falling apart but maintained to an apparently satisfactory level.

The overall Planned Maintenance costs over the 30 year business planning period are £119,537,486 which equates to an average of £27,858 per property.

Over a 30 year business planning period, assuming regular previous investment, one would expect a typical dwelling to require at least one kitchen, one bathroom, one full heating system, two boilers, one new suite of windows & doors, possibly a rewire and possibly a new roof covering.

Based upon the rates within the reporting database this "shopping list" adds up to £19,500, which is less than the accepted "norm" of c£25K investment per property over a 30 year period for Council housing stock. However, as components fail according to a combination of both age and degree of basic tenant care the assumed cost and, indeed the ideal average cost per property can only be a general guide.

In fact the average of £27,858 per property over the 30 year business planning period resulting from this survey is only 11% higher than the norm. The implication is that a number of key components are being replaced more frequently than one would expect but not to any great degree: this is corroborated by the component renewal graphs within Section 5.3 of this report which indicate a sharp investment peak arising for kitchens, bathrooms, heating and electrics from year five which results in a high degree of second renewals within the 30 year period. Arguably this is the result of previous significant investment programmes whereby large numbers of key components fail in close proximity to each other.

There is a **£6,556,601 backlog of Decent Homes repair costs**; but this is largely accounted for within Planned Maintenance – which is reported under its own category within this Report. After adjusting for double counting the remaining liability is **£336,550**, which arises from loft and cavity wall insulation as well as repairs to common areas.

The number of failing dwellings is currently 740Nr dwellings or 17% of the total stock.

MDA have identified the average SAP within the stock as being 64. This has been calculated using MDA's proprietary energy assessment software which uses SAP 2005 RdSAP Methodology. (The national average, taken from the English Housing Survey 2008-2009 is 58).

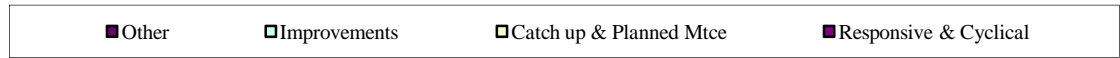
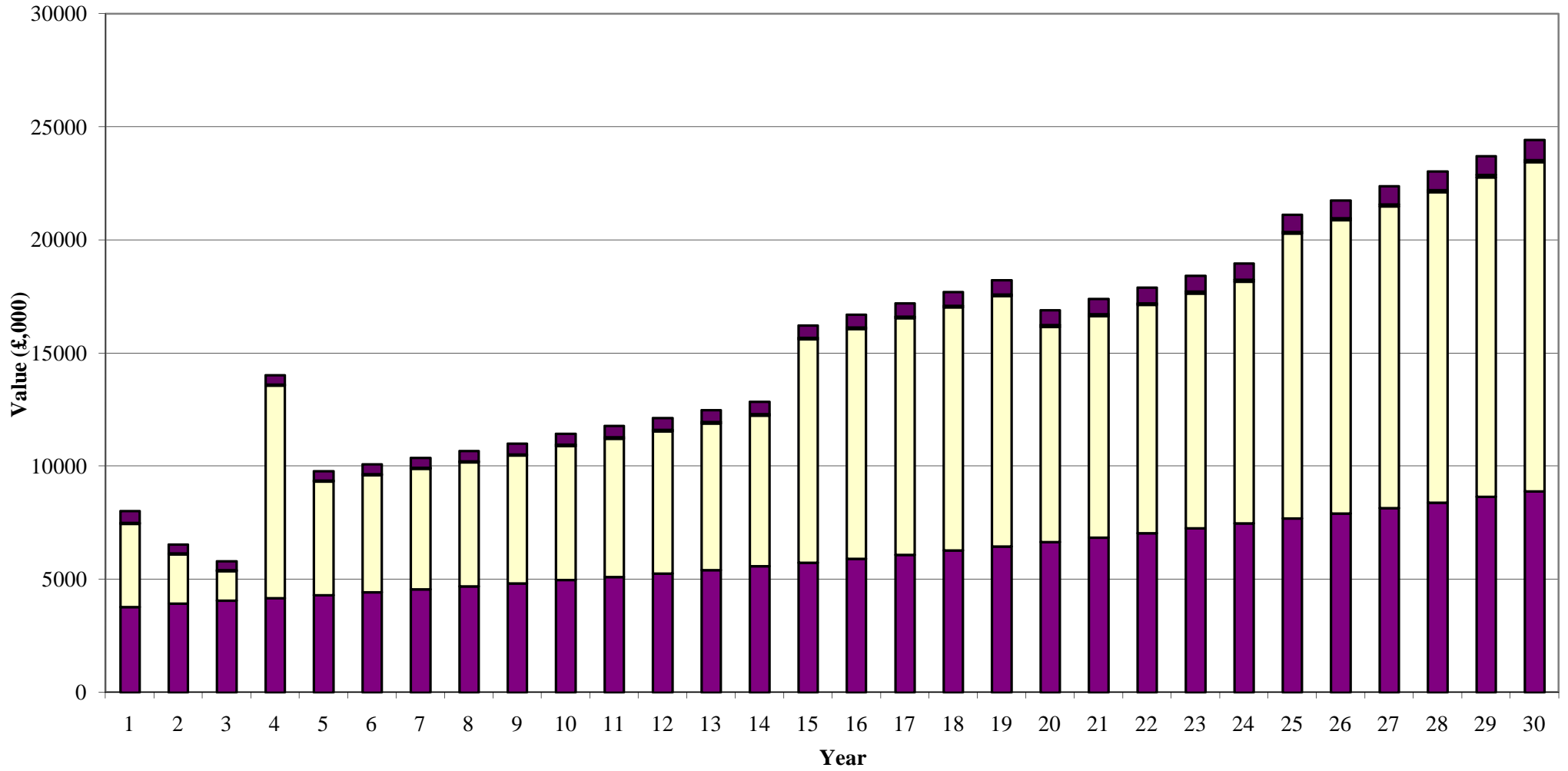
When summarising all costs for the 4,291 properties, which includes Planned Maintenance, Catch Up Repairs, Decent Homes costs over & above Planned Maintenance, Cyclical Maintenance, Responsive and Void repair costs, Exceptional Extensive Works and Preliminaries, Fees and Contingencies, the figure currently stands at **£271,247,783 over the 30 year period**, an average of £63,213 per property. This can be further broken down to an average of £2,107 per property per year.

From the foregoing we would conclude that the stock is likely to fall into poor condition unless substantial investment is made in a number of components over the course of the next five years - identifiable renewal peaks are looming and there is a requirement for continued, and in some areas increased, investment in order to prevent areas of the stock from falling into serious disrepair.

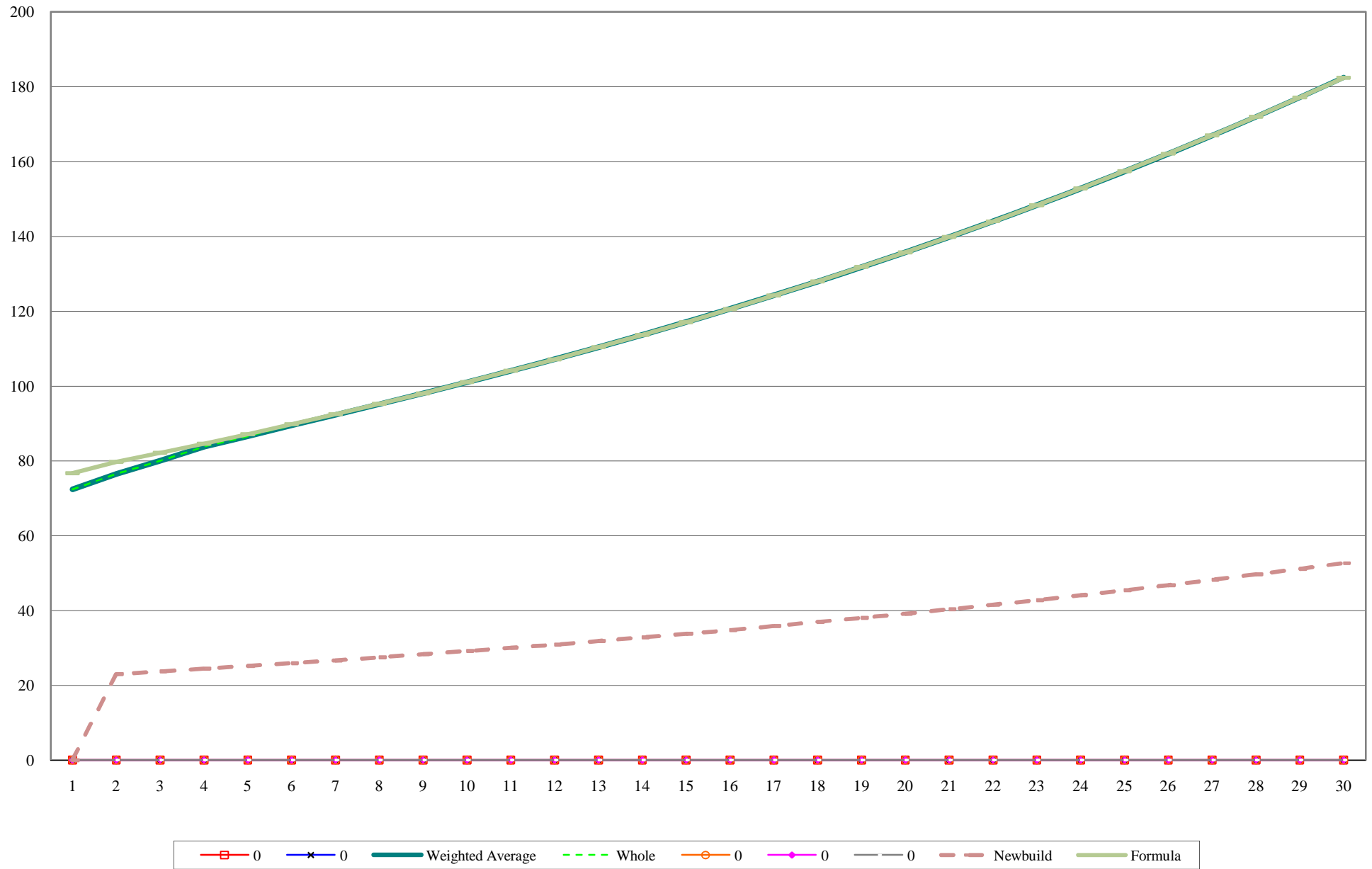
East Devon DC
Business Plan
Asset Management Plan
(expressed in money terms)

Year	Year	Repairs & Maintenance				Improvements			Total Investment £,000
		Revenue Repairs & Maint	Catch up Repairs & Maint	Future Major Repairs	Other	Improvements	Disabled Adaptations	Exceptional Extensive	
		£,000	£,000	£,000	£,000	£,000	£,000	£,000	
1	2012.13	(3,775)	0	(3,673)	(150)	(31)	(367)	(10)	(8,007)
2	2013.14	(3,925)	0	(2,174)	0	(32)	(382)	(11)	(6,523)
3	2014.15	(4,041)	0	(1,323)	0	(33)	(393)	(11)	(5,801)
4	2015.16	(4,161)	0	(9,412)	0	(34)	(405)	(11)	(14,023)
5	2016.17	(4,284)	0	(5,037)	0	(35)	(417)	(12)	(9,785)
6	2017.18	(4,411)	0	(5,184)	0	(36)	(430)	(12)	(10,073)
7	2018.19	(4,542)	0	(5,336)	0	(37)	(442)	(12)	(10,370)
8	2019.20	(4,676)	0	(5,492)	0	(38)	(456)	(13)	(10,675)
9	2020.21	(4,815)	0	(5,653)	0	(39)	(469)	(13)	(10,990)
10	2021.22	(4,958)	0	(5,938)	0	(40)	(483)	(14)	(11,433)
11	2022.23	(5,105)	0	(6,112)	0	(41)	(498)	(14)	(11,770)
12	2023.24	(5,256)	0	(6,291)	0	(43)	(513)	(14)	(12,117)
13	2024.25	(5,412)	0	(6,475)	0	(44)	(528)	(15)	(12,474)
14	2025.26	(5,572)	0	(6,665)	0	(45)	(544)	(15)	(12,842)
15	2026.27	(5,737)	0	(9,868)	0	(47)	(560)	(16)	(16,228)
16	2027.28	(5,907)	0	(10,157)	0	(48)	(577)	(16)	(16,706)
17	2028.29	(6,082)	0	(10,454)	0	(50)	(595)	(17)	(17,198)
18	2029.30	(6,263)	0	(10,760)	0	(51)	(612)	(17)	(17,704)
19	2030.31	(6,448)	0	(11,075)	0	(53)	(631)	(18)	(18,225)
20	2031.32	(6,639)	0	(9,526)	0	(54)	(650)	(18)	(16,888)
21	2032.33	(6,836)	0	(9,805)	0	(56)	(669)	(19)	(17,385)
22	2033.34	(7,039)	0	(10,092)	0	(57)	(689)	(19)	(17,897)
23	2034.35	(7,247)	0	(10,387)	0	(59)	(710)	(20)	(18,424)
24	2035.36	(7,462)	0	(10,692)	0	(61)	(731)	(21)	(18,966)
25	2036.37	(7,683)	0	(12,600)	0	(63)	(753)	(21)	(21,120)
26	2037.38	(7,911)	0	(12,969)	0	(65)	(776)	(22)	(21,742)
27	2038.39	(8,146)	0	(13,348)	0	(67)	(799)	(22)	(22,382)
28	2039.40	(8,387)	0	(13,739)	0	(69)	(823)	(23)	(23,041)
29	2040.41	(8,636)	0	(14,141)	0	(71)	(848)	(24)	(23,719)
30	2041.42	(8,892)	0	(14,555)	0	(73)	(873)	(24)	(24,417)

Asset Management Plan



Average Rents (money terms)



Average Rent Data (money terms)

	Whole	0	0	0	0	0
1	72.42	0.00	0.00	0.00	0.00	0.00
2	76.54	0.00	0.00	0.00	0.00	0.00
3	80.07	0.00	0.00	0.00	0.00	0.00
4	83.74	0.00	0.00	0.00	0.00	0.00
5	86.61	0.00	0.00	0.00	0.00	0.00
6	89.45	0.00	0.00	0.00	0.00	0.00
7	92.28	0.00	0.00	0.00	0.00	0.00
8	95.13	0.00	0.00	0.00	0.00	0.00
9	98.03	0.00	0.00	0.00	0.00	0.00
10	100.99	0.00	0.00	0.00	0.00	0.00
11	104.02	0.00	0.00	0.00	0.00	0.00
12	107.15	0.00	0.00	0.00	0.00	0.00
13	110.37	0.00	0.00	0.00	0.00	0.00
14	113.68	0.00	0.00	0.00	0.00	0.00
15	117.09	0.00	0.00	0.00	0.00	0.00
16	120.60	0.00	0.00	0.00	0.00	0.00
17	124.22	0.00	0.00	0.00	0.00	0.00
18	127.95	0.00	0.00	0.00	0.00	0.00
19	131.79	0.00	0.00	0.00	0.00	0.00
20	135.74	0.00	0.00	0.00	0.00	0.00
21	139.81	0.00	0.00	0.00	0.00	0.00
22	144.01	0.00	0.00	0.00	0.00	0.00
23	148.33	0.00	0.00	0.00	0.00	0.00
24	152.78	0.00	0.00	0.00	0.00	0.00
25	157.36	0.00	0.00	0.00	0.00	0.00
26	162.08	0.00	0.00	0.00	0.00	0.00
27	166.94	0.00	0.00	0.00	0.00	0.00
28	171.95	0.00	0.00	0.00	0.00	0.00
29	177.11	0.00	0.00	0.00	0.00	0.00
30	182.42	0.00	0.00	0.00	0.00	0.00

Newbuild	Weighted Average	Formula
0.00	72.42	76.67
23.00	76.54	79.73
23.69	80.07	82.13
24.40	83.74	84.59
25.13	86.61	87.13
25.89	89.45	89.74
26.66	92.28	92.43
27.46	95.13	95.21
28.29	98.03	98.06
29.14	100.99	101.00
30.01	104.02	104.03
30.91	107.15	107.15
31.84	110.37	110.37
32.79	113.68	113.68
33.78	117.09	117.09
34.79	120.60	120.60
35.83	124.22	124.22
36.91	127.95	127.95
38.02	131.79	131.79
39.16	135.74	135.74
40.33	139.81	139.81
41.54	144.01	144.01
42.79	148.33	148.33
44.07	152.78	152.78
45.39	157.36	157.36
46.75	162.08	162.08
48.16	166.94	166.94
49.60	171.95	171.95
51.09	177.11	177.11
52.62	182.42	182.42

Agenda Item: 09

Housing Review Board

8 March 2012

jg



Homes and Communities Strategy

Summary

This report presents a new style Homes and Communities Strategy that effectively replaces the Housing Strategy and forms part of a corporate suite of strategy documents that integrate with the Council Plan.

The new style Strategy is shorter and refers to other key housing strategy and policy documents for detailed operational considerations.

The draft Homes and Communities Strategy covers all aspects of the Council's housing work so goes beyond the landlord role and the remit of this Board.

Recommendation

To consider, comment on and agree the draft Homes and Communities Strategy.

a) **Reasons for Recommendation**

To obtain the Housing Review Board's input into the draft Homes and Communities Strategy.

b) **Alternative Options**

To adopt a different approach to producing a Housing Strategy, varying the content, or using a different format.

c) **Risk Considerations**

That we fail to deliver the ambitions of the Strategy or have missed out an important issue.

d) **Policy and Budgetary Considerations**

These are set out in detail in the strategy document.

Positive Impact Overall

Affordable Homes.

Thriving Economy.

Safe Environment.

Young People.

Inspirational Council.

Meeting our Diversity and Equality duties.

Providing more service at same cost.

e) Date for Review of Decision

An annual review of progress will be undertaken.

- 1 Framework for the Homes and Communities Strategy
 - 1.1 Over the past few months we have been working on an update of the Housing Strategy documents and taken the opportunity to integrate this with a new Council Plan and our Service Plan (presented to your last meeting).
 - 1.2 We work to a series of plans and strategies that effectively map out our direction as a Service reflecting on the challenges ahead, the local context, achievements, and typically a list of commitments. I believe that we have a robust process for ensuring that we are 'in tune' with housing needs and have produced plans that have been 'fit for purpose'.
 - 1.3 Strategic Management Team and members of the Cabinet felt that it would be useful to have a strategy for each frontline Service area and finance. Housing has always had a strategy of some description and the Council has long had a Medium Term Financial Plan, but for environment and economy this was a new venture.
 - 1.4 We have been requested to follow a corporate template for the new strategies with a set of common headings. We have included some good practice examples and the whole document will be designed in an attractive package consistent with other documents in the suite.
 - 1.5 A consultation exercise has taken place as part of the State of the District event in December 2011, the corporate consultation exercise and involvement of specific housing partners. The document incorporates the feedback we have received although it is fair to say this has been somewhat limited.
 - 1.6 The draft Homes and Communities Strategy is reproduced in **annex 1** and is being presented to Cabinet and Overview and Scrutiny Committee. I commend the document for adoption and intend to finalise the text in response to further feedback and in consultation with the Portfolio Holders.
-

Legal Implications

There are no legal implications requiring comment within the report.

Financial Implications

The budgets set for 2012/13 and, for the HRA over the longer term, the Business Plan, include the financial implications of the Strategy. These will be revised/updated on an annual basis.

Consultation on Reports to the Cabinet

The draft Homes and Communities Strategy will be reported to Cabinet.

Background Papers

- East Devon District Council Housing Strategy 2008-11.



John Golding
Head of Housing

Housing Review Board
8 March 2012

Contents

Introduction	3
Portfolio Holder short statement	Error! Bookmark not defined.
Purpose of the Plan	3
Housing in East Devon	4
Key Facts and Figures	4
The Challenges Ahead	5
Policy Context	6
National Policy	6
Strategic Aims	7
Aim 1: Provide a range of affordable housing to meet housing needs	9
What else will we be doing?	9
Aim 2: Prevent homelessness wherever possible, and otherwise ensure that accommodation is provided for those who do become homeless	11
What else will we be doing?	12
Partnership Working to Reduce Homelessness	12
Aim 3: Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service	13
What else will we be doing?	13
Aim 4: Bring sub-standard housing (of all tenures) up to current standards	15
What else will we be doing?	15
Aim 5: Improve the use and safety of housing	16
What else will we be doing?	16
Aim 6: Enable elderly persons, disabled people, and people with special needs to live as independently as possible and remain in their own homes if they so wish	17
What else will we be doing?	18
Aim 7: Improve the sustainability and energy efficiency of housing and eliminate fuel poverty	19
What else will we be doing?	19
Aim 8: Widen the choice of housing, especially for those in priority need	20
What else will we be doing?	21
Aim 9: Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities	21
What else will we be doing?	22
Tackling Social Isolation Among Older Residents	Error! Bookmark not defined.

Aim 10: Have consistently satisfied customers	23
What else will we be doing?	24
Resources Available	24
Next Steps ???	25

Abababa highlights text that James can use for 'pull quotes' etc

Glossary

CBL	Choice Based Lettings
DCC	Devon County Council
DFG	Disabled Facilities Grant
DHC	Devon Home Choice
DHS	Decent Homes Standard
EDDC	East Devon District Council
HB	Housing Benefit
HCA	Homes and Communities Agency
HRA	Housing Revenue Account
HRB	Housing Review Board
LA	Local Authority
LIP	Local Investment Plan
LHA	Local Housing Allowance
MSO	Mobile Support Officer
NA	National average
RP	Registered Provider
SAP	Standard Assessment Procedure for energy efficiency
SP	Supporting People
SRG	Service Review Group
STAR	Survey of Tenants and Residents
STATUS	Standardised tenant satisfaction survey
TSA	Tenant Services Authority
TSP	Tenant Scrutiny Panel

Introduction

By Councillor Jill Elson, Cabinet Member for Sustainable Homes and Communities

Our residents have the right to be able to access good homes, at a price they can afford and in a location that meets their needs. We seek to provide a decent home for all. As Cabinet Member with responsibility for sustainable homes and communities. I am very aware of the problems some people face in finding such accommodation. Our Housing Service works hard to try to ensure that there is an adequate supply of suitable housing of all tenures throughout the district. We have excellent links with other agencies and by working in partnership with them aim to continually improve the living conditions for all our residents. This includes working to build cohesion amongst our most deprived communities through community development initiatives. The current financial climate and changes to legislation will make the coming few years very challenging for housing providers, but we believe that by working constructively together, in consultation with local communities, we can achieve our aim of a good quality affordable home for all and vibrant, cohesive communities. I am pleased to introduce this Homes and Communities Plan which sets out our aims for the coming three years.

Purpose of the Plan

Our overriding purpose is to **ensure a decent home for all that is affordable and adequate in size and suitably located.** We support the National Housing Strategy in aiming to provide the 'right home in the right place'¹. This overarching aim has not changed from our Housing Strategy 2008-11² and still drives our service delivery. The new plan builds on this older document and sets out our key priorities and plans for housing, of all tenures, across the district for the coming three years.

Our housing activity is broad ranging, including homelessness prevention, providing, managing and maintaining our council stock, regulating and improving other social rented, private rented (including Homes in Multiple Occupation) and owner occupied housing, and the development of more affordable homes. We are pro-active in bringing 'empty homes' into use. **However providing homes is not enough in itself. It is also important that the communities in which people live are balanced and sustainable.** Getting this right contributes towards a good quality of life for our residents. The plan sets out how we plan to deliver effective housing and community services in all these areas, whilst taking into account recent changes to legislation and the current financial difficulties being faced by many individuals and organisations.

Housing conditions have a huge impact on the overall wellbeing of residents. As a Local Authority (LA) we have some key principles that we wish to pursue. We cannot achieve our ambitions in isolation. So in drawing up the plan we have consulted widely with partner agencies including other housing providers, health and social care providers, local charities and advice agencies. We will look to these agencies to work with us to deliver the aims and aspirations of this plan. We have consulted our tenants. We aim to create balanced communities within East Devon.

¹ Laying the Foundations: A Housing Strategy for England, 2011, HM Government

² EDDC Housing Strategy 2008-2011 available to view on www.eastdevon.gov.uk

This plan is necessarily a summary of our housing position and is underpinned by a number of other strategy and research documents and links are provided to these throughout.

Housing in East Devon

The **main housing issues and challenges** have remained broadly the same for many years, and many **relate to housing supply and demand**. They are:

- A need for more affordable housing (demand far exceeds supply)
- The high cost of owner occupation and renting in the private sector affecting the ability to secure suitable housing
- Low wages in the district as compared to the national average
- Poor housing conditions in the private sector
- Fuel poverty and affordable warmth
- The lack of suitable housing for young people.

East Devon District Council (EDDC) has retained its housing stock and at the beginning of 2012 has around 4,300 homes and 750 garages, and is the landlord for over 150 leasehold flats. The management and maintenance of council homes is a priority for the Council and necessarily influences this plan in a significant way. A stock options exercise carried out in 2006 confirmed that the majority of tenants wished to remain with EDDC. **Overall our stock is well maintained and the majority of our tenants are satisfied with us as a landlord.**

In recent years we have had some notable achievements, such as building new council homes for the first time in twenty years, reducing and preventing homelessness, introducing a number of community development initiatives and gaining accreditation from the Telecare Services Authority for our Home Safeguard Community Alarm Service. More details of these and other achievements are given throughout the plan.

An understanding of issues facing other tenure types is also crucial to this plan. A good overview of this is presented in the Private Sector House Condition Survey 2010³ and key points are given in the Key Facts and Figures section.

Key Facts and Figures

The population within East Devon is estimated to be 136,600; the number of households is estimated to be 61,300. East Devon's population is projected to rise to 156,700 by 2026; correspondingly, the number of households is predicted to rise to 73,600 by 2026⁴.

Compared to the national average (NA):

- Significantly lower numbers of social rented properties are available (EDDC 10%, NA 18%)⁵
- A significantly higher proportion of households are over 65 years of age (EDDC 44%, NA 25%)

³ Private Sector House Condition Survey 2010 December 2010 by Capital Project Consultancy (CPC) for EDDC

⁴ Office of National Statistics 2008 based sub-national population projections & Communities and Local Government Household Projections Model (2008-based) as quoted in East Devon Housing and Employment Study, 2011, Roger Tym & Partners

⁵ Private Sector House Condition Survey 2010 December 2010 by CPC for EDDC

- A significantly higher proportion of households are receiving benefits (EDDC 22%, NA 17%)
- Average income levels are lower (for 2010, EDDC £18,595, England £21,398)⁶
- Average house prices are higher (for 2010, EDDC £266,470, NA £240,033)
- More households in the private rented sector suffer from fuel poverty (EDDC 18.8%, NA 15.6%)⁷
- More properties in the private rented sector are in a non decent condition (EDDC 40.8%, NA 33.2%)

The Challenges Ahead

We are experiencing a period of radical change in housing policy which will affect the provision and regulation of housing. This includes the changes in the Localism Act, the government's reforms to the Housing Revenue Account (HRA), the initiatives to be introduced through the National Housing Strategy⁸, the proposed benefit changes to bring in a universal credit and other welfare reforms, and likely changes to factors affecting private sector housing. Alongside this we will be seeking to reduce the number of people on the housing register.

Key issues affecting housing are expected to become effective during the lifetime of this plan. These issues are discussed where applicable but the plan is a dynamic document and will be adapted and developed as different elements of the new legislation become effective.

The Localism Act 2011⁹ aims to shift power from government to individuals, councils and communities, bringing in major changes to housing policies and giving communities more control over housing. Alongside this, the planning system is being revised and Regional Spatial Strategies, and Local Area Agreements, have been abolished.

The Homes and Communities Agency (HCA) will become the housing regulator from April 2012, taking over from the Tenant Services Authority (TSA). Regulation will have a key role to play in the delivery of the affordable rent model by ensuring effective use of existing stock and changes to rent control and tenancy flexibility.

The move towards charging rent at the new 'affordable rent' level for some social rented properties, and the proposed changes to housing benefit payments will mean that council properties will become even more sought after as households in housing need find it more difficult to afford either housing association or private sector properties. We may also see the available supply of council housing at social rent diminish due to the proposed changes of the Right to Buy discounts. If these go ahead any new housing built to replace that sold under the Right to Buy will be let at the higher affordable rents.

For some time there has been pressure to reform the HRA and subsidy system, and it has been recognised that major repairs and management allowances are well below the amounts necessary to operate an effective HRA Business Plan. The government is finalising a self financing framework with housing authorities taking on a share of the national housing debt. These proposals will give us the freedom to run the housing service without

⁶ National Housing Federation South West: Home Truths 2010

⁷ Private Sector House Condition Survey 2010 December 2010 by CPC for EDDC

⁸ Laying the Foundations: A Housing Strategy for England, 2011, HM Government

⁹ <http://services.parliament.uk/bills/2010-11/localism.html>

annual government decisions over subsidy. We have been working with consultants on modelling different scenarios to assess the long term implications for us and to refresh our HRA Business Plan. We anticipate that these changes will lead to improvements in the amount of funding available year on year. It is anticipated that the 'settlement figure' (the amount of debt that EDDC will have to take on) will be in the region of £84.8 million.

As part of our preparations towards self financing we are currently working on **a proposal to establish a business unit, 'East Devon Homes', for landlord services.** The proposal is not intended as a move of housing away from the Council, like a stock transfer of Arms Length Management Organisation, more of a signal that self financing is a milestone for housing landlord services and **an opportunity to mark the freedoms and flexibilities** being presented with a rebranding of housing services and a new injection of energy and enthusiasm for service excellence. We hope to see this formalised during 2012.

We see the private sector as a major housing resource and our role is to **assist owner occupiers and landlords maintain, improve and adapt their homes.** We have a specific focus towards assisting older and vulnerable households. We intervene with our regulatory powers where standards pose a risk to health and in respect of empty homes that could provide a home for someone.

It is now, more than ever, important that we **work in partnership with other organisations** to allow us to continue to make service improvements in these more challenging times. It will be particularly necessary that we engage with our local communities, listen to their priorities, and work to deliver what they require.

Policy Context

National Policy

This plan sits within a range of national and local policies and strategies and takes account of current and expected legislation.

Published in November 2011, the National Housing Strategy¹⁰ aims to provide home ownership opportunities and create jobs through initiatives to 'unblock' the housing market. The strategy also provides proposals to transform the social housing sector that will see changes to how houses are allocated, but also encourage social mobility.

The Homes and Communities Agency (HCA) Corporate Plan 2011-15¹¹ sets out how it will focus on what local communities and councils want for their areas and how it will help them deliver this.

The Localism Act aims to **shift power from government to individuals, councils and communities.** Some of the key factors from the Localism Act that will influence housing will be:

- Maintaining tenants' homes and services through the reform of housing finance and making best use of the freedoms from the subsidy system.
- The need for councils to publish a tenancy strategy for their area.

¹⁰ Laying the Foundations: A Housing Strategy for England, 2011, HM Government

¹¹ HCA Corporate Plan 2011-15 www.homesandcommunities.co.uk/sites/default/files/aboutus/hca-corporate-plan-2011-25july11.pdf

- Registered Providers of housing (RPs) will be able to introduce flexible tenancies, so new tenants will no longer be guaranteed a lifetime tenancy. RPs will also be able to charge new tenants an 'affordable rent' (up to 80% of local market rent). These changes will not apply to existing tenants.
- LAs will no longer have to maintain an 'open waiting list' that allows anyone, regardless of housing need, to register.
- LAs will be able to discharge their main homelessness duty into the private rented sector.
- The capital funding available from the HCA is being reduced and providers will be expected to use income from affordable rent to help pay for new homes.
- Changes to Local Housing Allowance (LHA) and Housing Benefit (HB) will impact on some people's ability to find affordable housing.

Local Policy

We are now working on producing a new Local Plan for the district which will build on and supersede work that has gone into the past Local Development Framework Core Strategy. The Local Plan sets out planning policy for developments in East Devon and further details can be viewed at:

http://www.eastdevon.gov.uk/new_local_plan_publication_draft_dec_2011_lowres.pdf . It will have a significant influence on housing delivery, both affordable and open market, across the district.

Along with Exeter City Council and Teignbridge District Council, we are working on the Exe Authorities Local Investment Plan¹² (LIP). The LIP identifies several thematic priorities including housing, and new affordable housing; employment and job growth; quality places and communities; carbon and climate resilience. It outlines a development programme taken from the current emerging development and regeneration plans for the area.

The Localism Act proposes a new duty on LAs to produce a Local Tenancy Strategy. The strategy must be consistent with local homelessness strategies and allocation schemes and must take account of the tenancy and rent standards. The strategy will set out broad objectives on the grant and reissue of tenancies. We will be drawing up our Local Tenancy Strategy in line with the Devon-wide Tenancy Strategy Framework currently being produced.

Strategic Aims

Although we are about to enter a period of radical change for housing we believe that, with modest adjustment, our ten existing strategic aims are still key to delivering a first class housing service. They are to:

- **Provide a range of affordable housing to meet housing needs**
- Prevent homelessness wherever possible, and make sure that accommodation is found for those who do become homeless
- Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service

¹² www.exeter.gov.uk/CHttpHandler.ashx?id=15320&p=0

- Bring sub-standard housing (of all tenures) up to current standards
- Improve the use and safety of housing
- Enable elderly people, disabled people, and people with special needs to live as independently as possible and remain in their own homes if they so wish
- Improve the sustainability and energy efficiency of housing and eliminate fuel poverty
- **Widen the choice of housing, especially for those in priority need**
- Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities
- Have consistently satisfied customers

Aim 1: Provide a range of affordable housing to meet housing needs

There is a recognised need to provide more affordable housing in the district. The housing should be available at a cost low enough for people to afford, taking into account local incomes and house prices, and should remain at an affordable price for future eligible households.

Much of the feedback from the consultation on this plan concerned the desire to see affordable housing going to local, East Devon, residents. Wherever possible we take measures to ensure local housing does go to local people (although current government legislation means that there are certain specific groups that we have to help to find suitable housing). For example most affordable housing provided by way of a requirement through a Section 106 agreement (a legally binding planning obligation) will have a restriction that means preference must be given to someone with a local connection to the area.

Within the Devon Home Choice system a minimum of two percent of all our allocations should be made to people from outside the area. It also means that East Devon residents can apply for housing in other areas of the country and there may be particular reasons for someone wishing to move areas, for example someone fleeing from domestic violence. As long as this minimum percentage is met each month then the other 98% of properties can be restricted to applicants with a connection to East Devon.

To be able to plan to meet East Devon's affordable housing need we will be guided by the LIP. The developing Local Plan for East Devon will set policy enabling affordable housing provision specifically in East Devon. Although the three year predicted affordable housing projections for East Devon looks favourable we face a challenging future as government funding becomes scarcer.

Some of the ways in which we are seeking to meet East Devon's affordable housing need include:

- The first phase of Cranbrook, the planned new town near Rockbeare, has commenced and will provide over 1,160 affordable homes
- Provision of a guide for anyone considering developing in East Devon¹³
- Provision of a guide to delivering rural affordable housing¹⁴ that will encourage consideration for affordable housing during the development of Parish Plans
- **Building homes on suitable council owned land**
- Using our policy allowing cross-subsidy on rural sites
- Using our existing council stock to its full potential and encouraging RPs to do the same.

What else will we be doing?

- Working with partners to deliver at least 100 new affordable homes a year
- **Producing at least one rural affordable scheme a year**
- Changing local planning policy through development of the new Local Plan to enable a wider range of sites to qualify to provide higher levels of affordable housing

¹³ Building Homes in East Devon -

www.eastdevon.gov.uk/building_homes_in_east_devon__final_draft_.pdf

¹⁴ A Guide for Parish Councils - www.devonrcc.org.uk/documents/category/22/rural-housing

- Looking for opportunities to apply for grant funding, either independently or with a consortium, and also for other sources of funding to allow us to continue to build new council properties in the future
- Considering where Community Land Trusts can deliver affordable housing

Providing More Affordable Housing

EDDC built 17 new council homes between 2010 and 2011. These homes were funded by the HCA's Local Authority New Build programme and EDDC. Local builders and architects were employed to design and complete the build, supplying local employment opportunities during the course of providing new homes for those in local housing need. The homes were built to Sustainable Homes Code Level 3 so that they are ecologically sound and economical to run.

Suggested photograph – Waggs Plot – stored on I drive (Nick's images)

Aim 2: Prevent homelessness wherever possible, and make sure that accommodation is found for those who do become homeless

Homelessness continues to be a significant problem in the area and **tackling and preventing homelessness continues to be a high priority**. The threat of homelessness in East Devon is amplified by the lack of social rented sector housing and other forms of affordable housing and the huge demand for affordable housing in the area. Other factors that contribute to the problem include:

- The gulf between low wage levels and high house prices and rent levels in the private sector
- The economic climate, with more households being worse off financially in general, and an increased number of households with 'affordability' issues
- The impact of welfare reforms, such as the reduction in Local Housing Allowance (LHA) resulting in less Housing Benefit (HB) being available to households
- The 'knock-on' effect of severe cuts to the Supporting People (SP) budget for people with special/support needs, resulting in problems such as a reduction in supported accommodation available in the area
- The relatively high amount of second homes in the area

By working in partnership with other agencies and providing a more effective housing advice service, and by assisting in providing better housing solutions **we have successfully reduced homelessness in recent years**. As a result the use of temporary accommodation has fallen significantly. There are several areas where we are helping households by preventing their homelessness, alongside other agencies. Examples include:

- Funding a Young Persons Worker at Young Devon to help find accommodation for young people threatened with homelessness
- Funding workers from the Smartmove project at Community Housing Aid to help people find accommodation in the private rented sector, and get ongoing support
- Funding workers from the Westcountry Housing Floating Support Service to help people cope with and keep their homes
- Funding a worker from Homemaker South West who provides financial advice to people who are in need
- Funding an Outreach Worker from the Street Homeless Outreach Team who will be providing an outreach service for people sleeping rough in the area
- The Rent Deposit Guarantee/Bond Scheme, which helps people find accommodation in the private sector by providing a 'guarantee' to the potential landlord for the deposit
- Close working with the Domestic Violence Team to help people suffering from domestic violence and abuse
- Participation in the Devon Sanctuary Scheme, which helps victims of domestic abuse to remain safely in their homes, whenever possible
- Close working with other teams in the Council such as Estate Management, Rentals and Housing Benefits to find solutions for people who may be faced with homelessness
- An advice service to home owners who are having difficulty in maintaining their mortgage repayments and may be under the threat of repossession.

What else will we be doing?

- Continue to maintain and develop our housing options service to **make sure those threatened with homelessness are helped to find alternative accommodation**, and use our resources and expertise to prevent homelessness wherever possible
- Maintain good relationships with other agencies to provide a combined effort to prevent homelessness whenever possible through successful joint working
- Develop strategies and working practices to provide successful outcomes for people who are rough sleeping
- Maintain low levels of households in emergency and temporary accommodation as a result of successful homelessness prevention
- Work alongside our benefits team and other agencies to help people who have been adversely affected by welfare reforms
- Expand homelessness prevention and have less than 40 units of temporary accommodation
- Continue to implement the Homelessness Strategy Action Plan for 2008-2013¹⁵.

Partnership Working to Reduce Homelessness

Fred* is 17 years old and approached the East Devon Youth Housing worker as he had been asked to leave home by his mum and step dad. Fred explained that mum had an issue with alcohol and would drink on a daily basis. His mum is argumentative and aggressive when drunk and has asked him to leave several times before. Fred said he felt unhappy at home and that his college attendance had been affected.

We contacted his mum and she refused to have Fred at home. The Youth Housing worker contacted Young Devon supported lodgings and managed to secure an emergency 28 day placement. Fred said that "I came in here homeless and in a mess. Within a week they had found me somewhere to stay". This emergency placement has now turned into a permanent placement. Fred says he feels "a lot happier, safe and comfortable and I am able to stand on my own two feet. My head is a lot more clear! Thanks for everything!"

*name has been changed

Possible photograph – a generic image of young person and counsellor?

¹⁵ Homelessness Strategy Action Plan 2008-2011, East Devon District Council

Aim 3: Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service

East Devon's landlord service works hard to maintain tenants' homes to a high standard. To do this effectively **we recognise the importance of actively involving tenants in the service.** Therefore, we have a well developed culture of tenant participation, with many tenants involved in a number of different groups. We work hard to help our tenants and communities gain the confidence and skills to enable them to shape and influence where they live and the services provided. All members of staff providing a landlord service try to involve tenants in their work and we have a number of Service Review Groups (SRGs) made up of both staff and tenants. **The landlord functions of the Housing Service are overseen by the Housing Review Board (HRB)** which has five tenant members and we have recently set up an independent Tenant Scrutiny Panel (TSP).

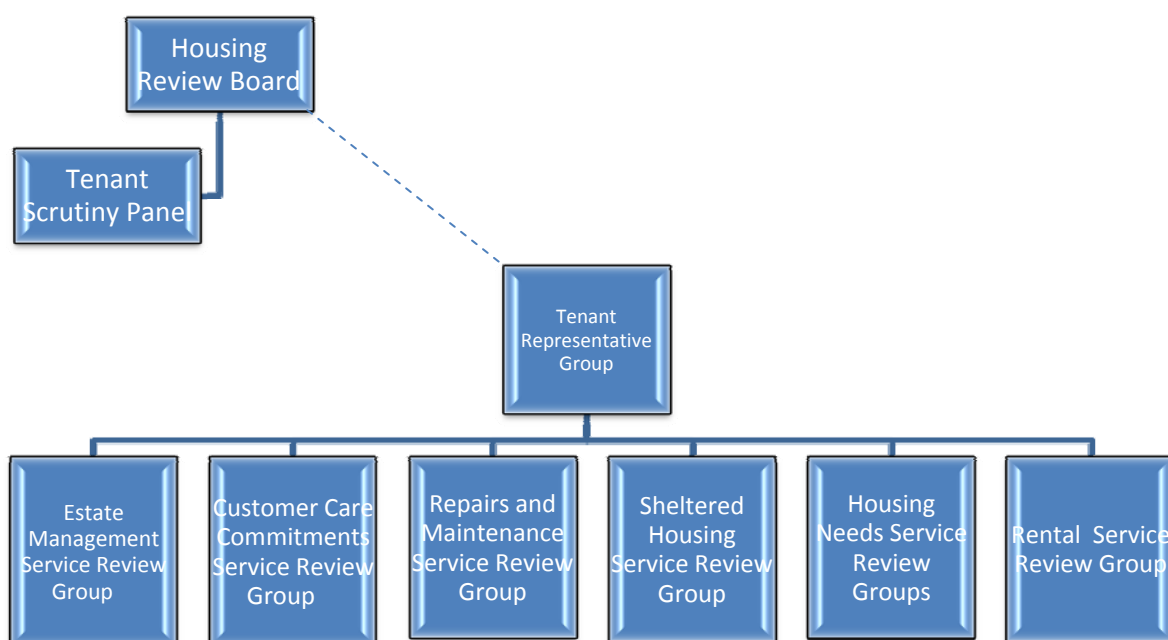
Some of the ways in which we maintain and manage our housing stock, in conjunction with tenants, include:

- Recognising and prioritising asset management
- Service Review Groups (SRGs) made up of both staff and tenants to monitor progress against local standards and other service targets
- Implementing rolling modernisation programmes for tenant's homes, guided by the stock condition survey and the HRA Business Plan, which includes door replacement and kitchen and heating system upgrades
- Programme of enhanced estate inspections during which a team of staff visit the area, speak to tenants about their home and the environment and walk about the area to identify particular problems and resolve them

What else will we be doing?

- **Fully embed tenant participation in the landlord services team** with all officers taking responsibility for tenant participation
- Tenant participation and community development workers to continue working in the community linking with estate management and support services
- Support the Tenant Scrutiny process, Tenant Representative Group and Service Review Groups.
- Upgrade play areas where equipment is worn and outdated
- Improve the environment on selected estates
- Continue the programme of in-depth estate inspections
- Deliver continuing improvements in communal cleaning
- Achieve all responsive repairs within target timescales, at tenants convenience
- **Provide a right first time, fix and stay fixed repairs service**
- Improve car parking facilities in tenanted housing areas
- Improving the standard of empty properties and involving new tenants before they move in.

Figure 1: Diagram of Governance



(get rid of this table and replace with chart which James is redesigning)

New Tenant Scrutiny Panel (TSP) set up

Setting up our TSP in April 2011 has been an exciting development for us. The Panel has just completed its first project: researching the facilities and use of our community centres. The Panel has been able to make a number of cost saving and service improvement recommendations to the Housing Review Board. It will be involved in more projects in due course and we look forward to seeing the service develop as a result of these.

Photograph of Tenant Scrutiny Panel

Aim 4: Bring sub-standard housing (of all tenures) up to current standards

We have recently completed stock condition surveys for both EDDC owned¹⁶ and privately owned homes¹⁷, which means that **we have clear knowledge about the current state of housing stock across the district.** The surveys have indicated that:

- Providing replacement kitchens and bathrooms for council properties should be our highest priority.
- 740 council properties do not meet the Decent Homes Standard (DHS).
- 73 council properties have a SAP (standard assessment procedure for energy efficiency) of less than 35 and so require urgent work to provide warm homes for these tenants.
- 28% of private homes do not meet the DHS, with 28% of homes having at least one serious hazard. **Private rented homes are more likely to be non decent than owner occupier.** The cost of making private sector homes (both owner occupier and private sector) decent has been estimated at just over £89 million.
- There are 15 RPs with housing in East Devon, with a total of 1,105¹⁸ properties, 27.2% of these properties are 'non decent'

To bring housing stock of all tenures up to current standards EDDC are:

- **Spending £6.5 million on kitchens and bathrooms in council properties over the next five years**
- Spending £600,000 on catch up repairs for council properties
- Developing links with private sector landlords through newsletters and landlord forums to be able to encourage high quality accommodation
- Updating our Private Sector Housing Renewal Strategy which sets out our approach to improving housing conditions in the private sector
- Continuing to encourage RP partners to achieve the Decent Homes Standard

What else will we be doing?

- Review the recommendations from the 2010 Private Sector Housing Condition Survey and produce an action plan to implement those relevant to the maintenance and improvement of private sector housing owned or rented by elderly or vulnerable people
- Carry out the recommendations from the stock condition survey of our council housing, through our 30 year Business Plan, concentrating on improvements to kitchens and central heating systems
- Re-tender the Partnering Agreement of responsive repairs to tenants' homes and works to empty properties
- Set up a Landlords' accreditation scheme

¹⁶ Stock Condition Survey – East Devon District Council 2010, Michael Dyson Associates Ltd

¹⁷ Private Sector Housing Condition Survey December 2010, CPC

¹⁸ Tenant Service Authority

Improving conditions in our council housing

We are particularly keen to address issues of fuel poverty and energy efficiency within our housing stock. We have recently been trialling new hybrid electrical heaters, and upgrading loft insulation wherever possible (and in all cases where there are problems with cold indoor winter temperatures), as well as insulating internal surfaces of the house where cold and mould form most often. We are also installing low usage, water efficient taps and appliances whenever possible.

Aim 5: Improve the use and safety of housing

With many pressures on both private sector and Council housing it is imperative that we make the best use of the stock that is available. This might mean addressing safety issues within houses to ensure that families can stay in their homes. It also means ensuring the right people are allocated to the right council property for them. Once our tenants are housed appropriately, we must make best use of the revenue that their rent generates in order to be able to maintain their homes to a high standard.

Some of the ways in which we are improving the use and safety of housing in East Devon include:

- Working with a contractor to ensure that all Council stock has an up to date gas safety certificate
- Decommissioning some sheltered housing schemes to make sure we have the appropriate amount of good standard sheltered housing stock to meet need
- Bringing long term empty homes back into use, using various informal and formal methods
- Introduction of an improved downsizing scheme offering up to £3,000 to encourage under-occupying council tenants to move to a smaller home
- Implementing a new asbestos policy that identifies and deals with asbestos in council homes.

What else will we be doing?

- Implement the Empty Homes Strategy and revise the Action Plan
- Manage and utilise all housing assets to best effect and consider disposal where assets are not meeting their purpose
- Continue the sheltered housing decommissioning programme
- Undertake fire risk assessments in the communal areas of blocks of council flats and implement any improvements required to comply with good practice advice
- Maintain high levels of rental and other income
- Procure services and programmes efficiently achieving value for money for service users
- Explore opportunities for introducing fair and proportionate service charges

- Promote new and innovative schemes to help owners of empty homes bring them back into use
- Work with Council Tax and Parish and Town Council's to identify empty homes and bring them back into use.

Bringing empty homes back into use

We are hopeful that we will shortly be regaining one long term derelict empty property, following the implementation of the Enforced Sale procedure in 2010. This is the result of much hard work by our private sector housing officers and we hope for a successful outcome when the County Court makes its final decision. The procedure allows us to sell long term empty homes by auction, taking from the sale price the costs incurred and providing any excess to the owner. If this case is successful we will look to carry out similar work with other derelict long term empty properties in the future.

Aim 6: Enable elderly people, disabled people, and people with special needs to live as independently as possible and remain in their own homes if they so wish

We are committed to supporting and enabling people to stay in their homes, if they so wish, by direct provision and working with other agencies. In many cases, homes are suitable but residents need care or support. EDDC not only provides support to council tenants in sheltered accommodation but also works with external partners to assist the elderly and people with disabilities who are not council tenants. Ways in which we are offering assistance include:

- Provision of the accredited Home Safeguard Community Alarm Service for EDDC tenants and over 3,600 private home owners
- Undertaking adaptations and improvements using the Disabled Facilities Grant (DFG) programme for private home owners
- Working with other partners who help people to continue to live independently, for example local occupational therapists
- Providing a garden maintenance scheme for council tenants who are disabled or receive a qualifying benefit for a small annual charge
- Working with other agencies to provide adaptations to council tenants' homes
- Preparing an individual client based support plan with each resident to identify the correct level of support based on their individual needs, and undertaking quality control checks on these
- Educating our tenants in digital technology, for example through 'Get Digital'.

What else will we be doing?

- Producing an Older People Housing Strategy which will cover issues such as extra care, downsizing, grants, early preventative actions and energy advice for council tenants
- Work with Devon County Council (DCC) to develop an extra care housing programme in East Devon. This will promote the health and well being of older people who wish to live independently and to provide an alternative to residential care
- Provide, where cost effective and appropriate, an effective and efficient adaptations service, jointly with DCC and other councils, for all people with disabilities
- Review in the light of future provision, the Home Improvement Agency contract to make sure we maintain a service for eligible residents
- Target the limited amounts of funding assistance available (through Disabled Facilities Grants and other financial assistance) to address issues of health, safety and disrepair, and help the elderly, disabled and householders on low incomes to remain in their own homes
- Move to a fully mobile related support service and cluster office arrangement for our tenants in sheltered accommodation
- Work closely with DCC Supporting People Team to look at ways of maintaining Supporting People Income and decommissioning sheltered housing that is not 'fit for purpose'
- Expand the use of Home Safeguard including lone worker monitoring and telecare opportunities to increase the Home Safeguard income
- Provide state of the art technology to help elderly and vulnerable tenants and residents remain in their own home through the provision of telecare (assisted electronic devices such as fall detectors, epilepsy sensors)
- Maximise the use of Wessex Low Cost Loan products to improve owner occupied properties occupied by elderly and vulnerable people
- Explore the provision of EDDC support services to individuals in their own homes within the wider community and not just for those in EDDC sheltered housing.

Improving the lives of our elderly tenants

74 year old Mrs Smith* had a very isolated life in private rented accommodation before she moved to one of our sheltered properties. She suffered from arthritis and had bouts of depression. When she moved to the property her Mobile Support Officer (MSO) completed a support plan and identified that she was isolated, struggling to manage and entitled to further benefits. The MSO encouraged her to join activities at the EDDC community centre where she's made new friends. She now has full benefit entitlement and uses the money to pay for a weekly help. She says: *'My life has been completely transformed, I feel so safe knowing that I have a pendant alarm which I can press if there is a problem as well as knowing I will see a MSO once a week if I do have any other problems. For the first time for many years I have made new friends here, 12 months ago I never could have dreamed my life would have improved so much.'*

*name has been changed

Aim 7: Improve the sustainability and energy efficiency of housing and eliminate fuel poverty

We are committed to the principles of sustainability in all our activities. We aim to meet the diverse needs of existing and future residents in ways that make effective use of natural resources, enhance the environment, promote social cohesion and inclusion and strengthen economic prosperity. By 2020, government has a target to decrease carbon emissions by 18% on 2008 levels; carbon emissions from homes will need to be cut by 29% on 2008 levels to contribute to this target¹⁹. East Devon must ensure that we are contributing to this target, however, the rising cost of fuel is also a driver for improving the sustainability and energy efficiency of housing in the district. **Fuel poverty occurs when a household has to spend more than 10% of its income on heating and hot water.** Overall, **fuel poverty in East Devon is 12.3%** (down from 13.2% in 2009), with the rate in the private rented sector being 18.8%²⁰.

Some of the ways in which we are improving the sustainability and energy efficiency of housing include:

- Working in partnership with all other Devon authorities to refresh the Affordable Warmth Strategy in 2010²¹
- Carry out Energy Performance surveys on all council properties which are sold or re-let
- Improved the energy efficiency of private stock in partnership with other agencies, including 'Warmfront' and Cosy Devon. To date Cosy Devon has provided energy efficiency measures to over 800 households in East Devon
- Introduced a scheme to assist private landlords with improving energy efficiency and heating measures in private rented properties. To date we have provided 60 small grants to private landlords to install heating systems, and insulation measures.

What else will we be doing?

- Continue to improve the Standard Assessment Procedure for energy efficiency of our council properties
- Research ways to fund further improvements to the energy efficiency and insulation of our council properties
- Progress a wide range of energy saving measures in partnership with other Local Housing Authorities in Devon to raise the energy efficiency of the private sector housing stock and reduce fuel poverty
- Work closely with Energy Action Devon to consider the best way of implementing the government's new 'Green Deal' initiatives and work in partnership with other Devon Authorities to implement the Green Deal across East Devon within the private rented and owner occupied stock
- Continue to operate and promote the CosyDevon scheme to improve the thermal efficiency of homes in the district, targeting rural areas in particular
- Maximise the use of Private Landlord Energy Action scheme funding to improve heating and insulation in privately rented properties

¹⁹ Low Carbon Transition Plan, 2009, HM Government

²⁰ Private Sector Housing Condition Survey December 2010, CPC

²¹ Affordable Warmth Strategy

Providing warmer homes

During the past three years over 800 properties in East Devon have received subsidised insulation measures through the Cosy Devon scheme. Customers who have benefitted from the scheme say that they can really feel the difference in how warm their houses are, and look forward to having lower energy bills in the winter months.

Aim 8: Widen the choice of housing, especially for those in priority need

Housing need can be described as 'households who are lacking their own housing or who are living in housing which is judged to be inadequate or unsuitable, who are unlikely to be able to meet their own housing needs in the market without some financial assistance²².

There are over 1000 households living in overcrowded conditions in East Devon²³ and in order to meet this, and other known housing need, we should be providing about 236 new affordable homes a year for the next five years²⁴. The high level of housing need is reflected by the large numbers on our housing register; the housing register is split into bands according to the level of assessed housing need, in December 2011 there were 1051 people registered with high to medium housing need. The number of households that require housing benefit support to live in the private sector (3250 households as of February 2011) is further evidence of the housing need in East Devon.

In order to widen the choice of housing, especially for those in priority need, we:

- House approximately 300 households a year through Devon Home Choice (DHC) – the choice based lettings (CBL) scheme for Devon
- Manage a mutual exchange register that helps tenants (both council and those housed with RPs) to swap their homes; 50 mutual exchanges took place during 2010/11
- Subscribe to Homeswapper for tenants who want to swap their homes across the country
- Have taken the decision not to charge the proposed new affordable rent on existing Council properties when they are re-let
- Help households to access housing in the private sector through our rent deposit guarantee scheme; the Private Sector Leasing Scheme (working with Exeter Empty

²² Strategic Housing Market Assessments Practice Guidance Version 2, 2007, Communities & Local Government

²³ Exeter & Torbay Strategic Housing Market Assessment, 2007, ORS

²⁴ Exeter & Torbay Strategic Housing Market Assessment 2007: East Devon Update, 2011, ORS

Homes Partnership); and funding workers from Smartmove, Young Devon and Homemaker South West.

What else will we be doing?

- Only charge the affordable rent level for new build properties, where we will have to borrow funds to build and where these funds need to be repaid over a number of years
- Monitor the effect of conversion from social rented to affordable rents within RP stock
- Monitor the effect that the introduction of fixed term tenancies will have on local housing markets
- Address the impact that the proposed forthcoming changes to HB is likely to have for those renting in the private sector
- Continue to develop the Devon Home Choice regional Choice Base Letting scheme and make sure that we **match the right people with the right home**
- Continue to reduce the average time a council property is empty so that the time between a tenant leaving a property and a new tenant moving in is shortened.

Aim 9: Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities

An active inclusive community provides people with the social interaction and security they need to live fulfilled lives. The well-being that a sense of community brings is likely to have an impact on the way that people regard their surroundings; those that gain what they need from their surroundings are more likely to look after their surroundings. In order to be able to work more effectively within our local communities to foster such well-being we have recently reorganised the housing department to bring together our estate management team with our tenant participation and community development workers, as these areas all have common links to improve community cohesion.

Other ways in which we are seeking to encourage social inclusion in our communities are by and through:

- **Introducing a number of initiatives to tackle social isolation** among our tenants in sheltered accommodation, including 'Silver Surfer' events, 'Get Digital', 'Active' workshops and a 'Mobile phone surgery'
- Encouraging close links between our sheltered housing residents and local schools to support inter-generational activities linked to the 'Get Digital' project (teaching our elderly and vulnerable residents the benefits of modern technology)
- Working with community initiatives set up by other local organisations such as 'We love Littleham' and 'We love Withycombe' in Exmouth, and the Heathpark project in Honiton

- Working closely with many local agencies such as the Children's Centres and local police
- Meeting our duties in relation to safeguarding children
- Joining the Community Safety Partnership Steering Group which is committed to making East Devon a safe place to live, work and visit
- Developing a Racial Equality Policy for rented housing and the Tenant Representative Group has its own Equal Opportunities Statement
- Supporting gypsies, travellers and residents of mobile homes
- Working with agencies such as Devon Link-up, a locally based organisation which provides social, educational, advocacy and befriending services to the learning disabled community
- Implementing the corporate Equality and Diversity Policy. All housing staff receive training on equality and diversity and we have adopted a set of Equality and Diversity Commitments for the Housing Service
- **Running the SWITCH project which is aimed at involving young people in positive activities,** so taking them off the local streets and away from potential antisocial behaviour. The project also encourages them to learn skills that will equip them for work

What else will we be doing?

- Working to address the East and Mid Devon Community Safety Partnership Plan's five priority areas
- Developing targeted community projects and facilities for young people to develop their skills
- Writing and implementing a Community Development Strategy
- **Helping to develop a sense of community at Cranbrook**
- Developing the SWITCH project for training and employment opportunities for younger people
- Increasing the involvement of young people in the Housing Service
- Supporting tenants in holding an annual tenant conference
- Continuing to embed the principles of the Digital Inclusion Agenda within the housing support services through projects such as the 'Silver Surfer' and 'Get Digital' events
- Arranging an East Devon Community Festival for tenants and their families
- **Using our housing community centres for community development activities.**

Tackling Social Isolation among Older Residents

We have introduced the Get Digital programme to support tenants to be digitally educated and help them retain their independence to stay at home for longer. It has helped residents who find it hard to get to the shops or who live in rural areas.

Here is how one of our residents has been helped: 'Get Digital has completely transformed my life; I am now able to communicate with my family through text to keep in touch. They used to get so fed up with me not being able to hear them! For the first time ever I am also in touch with family living abroad through Skype. I can't believe I actually get to see them on screen and how easy this is to do. Most importantly for me, attending Get Digital gives me something to do each week and a reason to get out the house. I have met many other residents and made friends with people that have very similar problems to me. I cannot thank the Get Digital Team enough for everything.'

Possible photograph – Get digital (on I drive) or photo Amy sent from Silver Surfers

Young people make award winning films about life in East Devon

Last year young people involved with the SWITCH project worked with First Light, a film production company based in East Devon, to make several films about how they see life in the area. One of these 'I could live yours', about three young people from the Littleham Estate in Exmouth, has been nominated for best documentary at the First Light awards 2012.. The films were showcased at the Phoenix Art Centre, Exeter in January 2012.

SWITCH has helped youth clubs and one off events for young people throughout East Devon and last summer took young people to the River Dart Country Park to find out how they would like to improve where they live.

One young resident involved with SWITCH has said 'This has been fun and a good experience – it's kept me out of trouble and given me something to look forward to.'

Due to its success the SWITCH project is now being taken to Axminster and will go to Honiton and Seaton in the next 12 to 18 months.

Possible photograph – same one as used in Partnership News Summer 2011 P11 – River Dart Country Park

Aim 10: Have consistently satisfied customers

We are continually aiming to improve customer satisfaction, which can be used as a measure of how effectively and efficiently we are working. Some of the ways in which we are working to improve customer satisfaction include:

- Since 2009, we have been using the 'Systems Thinking' approach to improve our services to customers. This is the process of understanding how things influence one another within a whole system of work and changing the system to do what matters to customers and eliminate wasteful processes. We have used this system to improve the letting of our empty properties, and also our repairs and rental service
- In 2010 the TSA introduced five standards which LA housing providers have to meet. These local standards are aimed at meeting tenant aspirations with our service. We have set three local standards and are now in the process of agreeing, with tenants, local standards for the remaining two

- Adopted a number of clear statements of purpose that drive our service delivery following Systems Thinking reviews. These are:
 - Allocations – to match the right people with the right home
 - Rents – to collect the right amount of rent at the right time
 - Repairs – to do the right repair at the right time, get it right first time and stay fixed
 - Gas servicing – do the right service /repair at the right time and leave safe
 - Home Safeguard – to deal with customer emergencies promptly
 - Private Sector – better homes – better health
- Development of the Tenant Scrutiny Panel to give tenants the formal opportunity to take part in strategic performance monitoring and service reviews, to improve performance and increase transparency.

What else will we be doing?

- Undertake the STAR survey (a discretionary survey for housing providers), which is a replacement for the STATUS survey and will be used to measure tenant satisfaction
- Deliver service efficiencies and improvements through the application of Systems Thinking principles and **make sure that we do 'what matters' for customers**
- Embed value for money and risk management in the housing service culture
- Undertake benchmarking with other providers and import good practice from elsewhere
- Comply with the regulatory framework produced by the TSA and evidence achievement of the standards
- Meet the local standards commitments to tenants contained in 'Our Commitments to You'

Resources Available

We operate a HRA with an annual turnover of £16 million and **from April 2012 we will have greater freedom to set our budget having regard to local circumstances and needs**. Our long term financial plans for our landlord services are set out in the HRA Business Plan, which considers the main income and expenditure items over the next 30 years.

To deliver other aspects of this plan we need to secure resources from key partners such as the Homes and Communities Agency, Registered Providers of housing and developers. The Exe Authorities Local Investment Plan needs to provide sufficient resources to help the delivery of our ambitions.

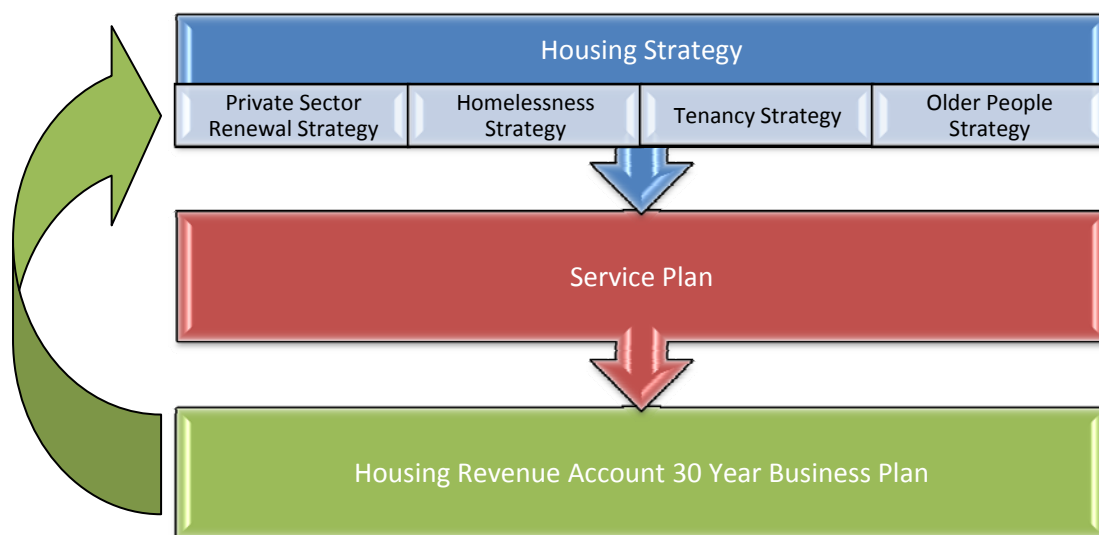
The Council's Capital Budget provision to meet the demand for Disabled Facilities Grants and improvement loans is also an important element of this plan.

Revenue budgets support the services the Council delivers directly such as Home Safeguard; homeless prevention and housing options; and private sector housing activities.

Next Steps

We will review this plan every year and update it accordingly. Our Service Plan contains the measures we use to see how well we are progressing in achieving the actions mentioned throughout this document. This diagram illustrates how the various documents discussed in this plan work together to deliver the aims:

Figure 2: Delivering our Plan



It is important to remember that we cannot and should not deliver this plan alone and **delivery of the aims requires effective partnership working**. We are grateful to all our partner agencies that have helped with drawing up the plan and who will work with us to deliver the key aims.

Agenda Item: 10

Housing Review Board

8 March 2012

DB



Devon Home Choice – Statutory Guidance on the Allocation of Accommodation

Summary

The report outlines the Government's proposed changes relating to the allocation of accommodation by the Council. The draft statutory guidance introduces changes to the law that will impact on the Devon Home Choice Policy and require some changes to who is eligible for housing; how transfers by existing tenants are dealt with; additional priority for certain groups of applicants; and a greater flexibility to make allocation decisions locally.

The proposals reflect the Localism Act 2011 and the national Housing Strategy and the report sets out the main issues for consideration and makes recommendations on changes to the Devon Home Choice Policy, where necessary. As the Devon Home Choice scheme is a Devon wide partnership it is necessary to try and gain approval to any significant changes to the Policy. However, this may not be possible and the Council may feel strongly that it would like to diverge from the Policy on certain key issues. These may be included and would require amending our Local Lettings Policy that sits alongside the Devon Home Choice Policy. A review of the Devon Home Choice Policy is currently being conducted by the Devon Home Choice Board and it is recommended that certain decisions be postponed until a further report is presented to the Board in June 2012.

Recommendation

Members are requested:

1. To agree the recommendations contained in Annex B to the report and agree that a further report is presented to the next meeting of the Board.
2. To approve the draft reply at Annex D to the consultation on the draft statutory guidance.

a) Reasons for Recommendation

The Government has issued a consultation paper on draft statutory guidance on the allocation of accommodation that proposes changes to the current Devon Home Choice policy that need to be considered by the Board.

b) Alternative Options

None.

c) Risk Considerations

None identified.

d) Policy and Budgetary Considerations

Any significant budgetary implications are included in the report.

Positive Impact Overall

Affordable Homes.

Safe Environment.

Green Environment.

Excellent Customer Service.

Inspirational Council.

Providing same service at less cost.

e) Date for Review of Decision

June 2012.

1 Background

- 1.1 The Devon Home Choice (DHC) Scheme provides the policy and framework for the Council to allocate accommodation to those in housing need. In addition, the Council has a Local Lettings Policy that sits alongside the DHC Scheme and sets out how certain allocations will be facilitated in 'isolated areas' of East Devon to ensure allocation of accommodation to those with a local connection to that area.
- 1.2 The Government has published a consultation paper on new draft statutory guidance on social housing allocations for local authorities in England. The new guidance reflects the provisions in the Localism Act 2011 and the Government's Housing Strategy published in November 2011.
- 1.3 A report on the key aspects of the Localism Act was presented to the Board on 1 December 2011. The Board has also received regular reports from the Head of Housing on the Housing Revenue Account reform and self financing aspects of the Localism Act.
- 1.3 The Devon Home Choice Scheme sets out clearly those who are eligible or not eligible to apply for housing; how priority is assessed and awarded; how local connection is decided; how an applicants' health and wellbeing is awarded; how priority is awarded due to housing defects; how empty properties are advertised; how to 'bid' for an advertised property; how vulnerable can access housing and get help and advice; the selection process and offers of accommodation.
- 1.4 An exhaustive consultation process prior to the introduction of Devon Home Choice in 2010 including legal advice ensured that the scheme was as comprehensive and fair as was possible within the existing law and statutory guidance at that time. The Localism Act and the proposed revised statutory guidance allow for local authorities to consider and approve changes to their allocation scheme.
- 1.5 Devon Home Choice is a partnership of ten local housing authorities in Devon, including Plymouth and Torbay and many Registered Providers (RP's). The Devon Home Choice Board is undertaking a review of the policy and will be considering any proposed changes and how these will impact on both the policy and the

partnership. Some Local Housing Authorities (LHA) have already indicated the need for change and if this cannot be achieved through the partnership they may well consider other options for allocating accommodation in their area. The Devon Home Choice Board is considering moving from a rigid policy that dictates the same approach in all LHA's to allocating accommodation based on a more flexible 'framework' that would allow each LHA to have its own 'local lettings' policy that reflects the needs of that area.

2. Issues and Recommendations

2.1 A detailed report on the key issues for consideration by Members is at **Annex A**. This sets out the contents of the consultation paper and the changes proposed. Two important changes put forward is giving greater priority in allocations to ex-service personnel and those in work or seeking work. The impact of providing additional priority to tenants under-occupying by one bedroom is set out in **Annex C**.

2.2 Proposals/options and recommendations for Members to consider relating to the issues raised are at **Annex B**. Members are asked to approve the recommendations.

3. Response to the Consultation and the next steps

4.1 A draft response to the statutory guidance in the consultation paper is at **Annex D** for Members approval.

4.2 The next step is for the Housing Needs and Strategy Manager to present a further report to the Board at your meeting in June 2012 on the outcome of the review of the Devon Home Choice policy being undertaken by the DHC Board, and present any further proposals for change to meet the needs of applicants for housing.

Legal Implications

The proposed changes to the law of allocation are set out within the report and require no further comment at this stage.

Financial Implications

There are no identified financial implications.

Consultation on Reports to the Cabinet

None.

Background Papers

Consultation Paper – Allocation of accommodation: guidance for local housing authorities in England. CLG January 2012.

The Devon Home Choice Policy.

Annex A

Key Issues for Members to Consider

1. The aim of the provisions in the Localism Act and the draft guidance is to provide local authorities with the freedom to manage their own housing registers, and to make it easier for them to enable transfers of existing social tenants. It also encourages authorities to make use of the flexibilities within the legislation to ensure that social homes go to people who not only need them the most but also who deserve them the most.
2. The Localism Act takes existing tenants out of the statutory allocation framework (unless they are in one of the reasonable preference groups). Landlords may choose to operate a separate transfer list outside of Devon Home Choice.
3. The consultation paper also suggests that local authorities may wish to review the priority given to under-occupying tenants, given the proposals contained in the Welfare Reform Bill to reduce Housing Benefit entitlement for working age tenants in social housing who are under-occupying from April 2013. **Annex C** shows the impact of providing additional priority to tenants under-occupying by 1 bedroom (e.g. placing such applications in Band B)

Questions:

**Should transfers continue to be facilitated through Devon Home Choice?
Should the priority awarded to tenants under-occupying by 1 bedroom be increased?**

4. The Localism Act provides local authorities with the power to determine who qualifies for social housing, and who can therefore join the housing register.
5. The power for local authorities to determine that applicants are ineligible if they have been guilty of unacceptable behaviour has been repealed. This is because local authorities may now set their own qualification criteria, including whether to disqualify people who are guilty of unacceptable behaviour.
6. New draft regulations published by the Government on 5 January 2012 propose that local authorities must not disqualify members of the Armed Forces on residency grounds. The proposal is that this includes applications from former Service personnel where the application is made within 5 years of discharge.

Questions

Should some groups be prevented from registering with Devon Home Choice?

Should applicants who have been guilty of unacceptable behaviour continue to be ineligible?

What changes are required to reflect the proposal that members/ former members of the Armed Forces must not be disqualified on residency grounds?

7. Whilst allocation schemes must continue to include a statement of choice, the draft guidance proposes that local authorities can decide, in light of local circumstances and after consultation with stakeholders, what their policy is on providing a choice of accommodation or the ability to express preferences about accommodation.

Question

Is Choice based letting still the most appropriate way to let social housing in Devon?

8. The draft guidance makes it clear that in the light of case law (Ahmad v Newham LBC), there is no requirement to provide greater priority to applicants who have more than one housing need in the same band over those who just have one housing need in that band.

Question

Should Devon Home Choice continue to provide additional priority to applicants who have two or three needs in the same band?

9. The draft guidance proposes the bedroom standard as an appropriate measure of overcrowding for allocation purposes, and recommends that local authorities adopt this approach. The bedroom standard allocates a separate bedroom to each:
 - Married or cohabitating couple
 - Adult aged 21 years or more
 - Pair of adolescents aged 10-20 years of the same sex
 - Pair of children aged under 10 years regardless of sex.

Question

Should Devon Home Choice adopt the bedroom standard?

10. The draft guidance proposes that local authorities must provide additional preference to former members of the Armed Forces who fall in one or more of the reasonable preference categories and who have urgent housing needs. There is no detail as to any minimum length of military service that must have been served or when that military service must have occurred.
11. Local authorities are also strongly encouraged to provide additional preference to other serving or former Service personnel. For example,
 - By giving preference to those who have recently left, or are close to leaving, the Armed Forces
 - Giving priority to former Service personnel in housing need when determining priority between applicants in the reasonable preference categories
 - Disregarding any payment received by a member of the Armed Forces as compensation for an injury or disability sustained on active service when carrying out a financial assessment

- Setting aside a proportion of properties for former members of the Armed Forces under a local lettings policy

Questions

If the Government's proposal for additional preference for former members of the Armed Forces is agreed, how should this be reflected in Devon Home Choice?

Should additional preference be provided to other serving and former Service personnel?

12. Given the case law established in *Ahmad v Newham LBC*, allocation schemes must give preference overall to those in the statutory reasonable preference categories, but can identify other factors to be taken into account when determining priority.
13. Local authorities are urged to consider how they can support those in low-paid work, who want to work or are contributing to their community through voluntary work. It suggested that this could be done by:
 - Giving some priority to households who are in low-paid work, employment-related training or taking part in voluntary work, even where they are not in the reasonable preference categories
 - Giving greater priority to those in housing need who are working or are actively seeking work
 - Identifying a proportion of properties to be allocated to those in employment
14. It is also suggested that local authorities consider good behaviour in determining priorities between households with a similar level of housing need. For example providing greater priority to applicants who have been model tenants or benefited the community.
15. Local authorities are encouraged to consider how they can support prospective adopters and foster carers. For example by providing additional priority; and/or providing an additional bedroom requirement.

Question

Should additional preference be provided to certain groups, such as:

- Those in low-paid employment, training or volunteering?
- Tenants who have maintained a good rent account etc?
- Prospective adopters and foster carers?

Options and Recommendations for consideration and approval

1. The Devon Home Choice scheme is transparent and accessible to applicants. Existing tenants are able to move within East Devon and to other areas of Devon if a suitable property is available for letting and they are successful in applying to be the tenant of the property. A proportion of properties are advertised by the Council and other landlords in Devon for existing tenants only. Most of the properties advertised are to facilitate downsizing or in some cases to enable tenants to move to a larger property because of overcrowding. Maintaining a separate 'waiting list' for transfers would be administratively cumbersome and is not necessary. The current approach maximises choice for tenants and is the most efficient way of meeting tenants housing needs.

Recommendation:

To continue to facilitate all transfers through Devon Home Choice by inclusion in the 'reasonable preference' groups.

2. Should additional priority be given to those under occupying by one bedroom? At present applicants under occupying by one bedroom are placed in the 'C' band, whereas those under occupying by two or more bedrooms are placed in the 'B' band. Should all applicants under occupying by one bedroom or more be given the same priority? Like other aspects of Devon Home Choice there is some distinction between applicants with similar housing need through the banding system. This issue is being considered by the Devon Home Choice Board and will form part of a report to the HRB in June 2012.

Recommendation:

Continue to distinguish through the banding system between downsizers giving up one bedroom compared with those giving up two or more bedrooms. Await further consideration of this issue by the Devon Home Choice Board.

3. The growth of housing registers and particularly the numbers of households with little or no realistic chance of being successful has led some to argue that access to the housing register should be restricted. It is argued that this will:
 - Prevent applicants from having unrealistic expectations
 - Reduce the workload for local authorities and enable them to focus on households in housing need, rather than dealing with applications and queries from applicants who have little or no housing need
 - Present a true picture of housing need

This is reflected in the Localism Bill as local authorities will have the power to determine which applicants do or do not qualify for social housing.

It has been suggested that groups including the following could be prevented from registering:

- Those in No housing need (band E)
- Households with rent arrears or ASB issues

- Households accepted as being intentionally homeless
- Applicants who have refused a number of offers
- Owner occupiers
- Those with savings or income above a certain level
- Households living outside the local authority area (possibly including those with a local connection to a Devon local authority).

The following are options that could be taken.

Continue to enable all (eligible) households to register

Advantages	Disadvantages
<ul style="list-style-type: none"> - Support from landlords - Can set up systems so as minimum input required with Band E households - Could only use data on Bands A-D to provide picture of housing need 	<ul style="list-style-type: none"> - Staff time in registering applicants who have little or no chance of being housed - Raises unrealistic expectations for applicants - Present a false picture of housing need

Prevent Band E applicants (& others?) from registering

Advantages	Disadvantages
<ul style="list-style-type: none"> - Doesn't raise unrealistic expectations for applicants - Reduced workload for local authorities - Enables local authorities to focus on those in housing need - Presents a true picture of housing need 	<ul style="list-style-type: none"> - Concern from landlords that it will lead to some homes being difficult to let (e.g. affordable rent, s106, sheltered etc) - Encourage landlords to maintain their own transfer and/ or waiting lists? - Might increase workload (have to write to & maintain a list of those prevented from registering, provide opportunity for appeal, applicants can re-apply at any time) - Agreed during the last policy review in January 2011 to continue to register Band E households

Prevent applicants living outside Devon from registering (including those with a local connection?)

Advantages	Disadvantages
<ul style="list-style-type: none"> - Reduced workload for local authorities - Seen by some as securing homes for local people 	<ul style="list-style-type: none"> - Reduced mobility for people seeking social housing - If this adopted and extended to include those with a local connection it could lead to adverse PR and complaints as households will not be able to move to be close to family etc - If Devon adopts such a measure this could lead to reduced choice and mobility for people seeking social housing outside Devon

	<p>- A number of lower demand homes have been let to applicants from outside Devon as there were no bids/ interest from applicants in Devon</p>
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Recommendation:

To maintain band E applications but minimise the resource implications of allowing applicants to register with no housing need.

The rationale for this recommendation is that the application process must be completed to determine whether an applicant is in 'no housing need'. That cannot be avoided; however, it is proposed to make it clear to applicant that they are unlikely to ever be housed through Devon Home Choice. The applicant will be expected to maintain their application on line; they will not be on auto bid or be provided with a newsletter advertising empty properties. Their application will not be 'renewed' on a regular basis like other applications. Publicity on the Devon Home Choice website will make this clear to applicants.

To continue to apply and enforce the policy rules on “who is not eligible” to apply for housing as set out at paragraph 2.4 of the Devon Home Choice policy relating to

- **certain households from abroad**
- **households guilty of unacceptable behaviour including rent arrears and ASB issues, and**
- **household with sufficient financial resources to meet their own housing need**

4. The current Devon Home Choice policy does allow the Council to 'review' an applicant for refusing an offer of 'a number of homes'. This needs to be made more explicit and it is suggested that with such a limited supply of accommodation any unreasonable refusal of the offer of accommodation should be cause to review an applicant's priority. If the refusal is unreasonable the application should be placed in the 'E' band.

Recommendation

To introduce an incentive to applicants to accept a suitable property they have previously bid for, viewed and subsequently refused for no acceptable reason.

5. The Localism Act and the proposals in the draft Statutory Guidance proposes that local authorities can decide, in light of local circumstances and after consultation with stakeholders, what their policy is on providing a choice of accommodation or the ability to express preferences about accommodation. The East Devon Choice Based Lettings scheme operating before Devon Home Choice provided a greater degree of transparency and openness than the previous Allocation Policy. Devon Home Choice has enhanced these attributes and significantly reduced the concerns and complaints made by applicants, staff and Members on the allocation of our limited supply of empty homes available for letting.

Recommendation:

To agree to the continued use of the Devon Home Choice Policy to allocate accommodation in East Devon, subject to consideration and approval of the changes proposed following the outcome of the Devon Home Choice Board’s review of the Policy.

- 6. It has been argued that low income working households should receive additional priority for social housing. In addition some commentators advocate providing additional preference for those who are making a positive contribution to their community (e.g. are volunteering, undertaking training etc). There are other groups, such as ex-service personnel and key workers that are being considered by some local authorities for additional preference.

The following are options that could be taken.

Amend the Devon Home Choice policy to provide additional priority to certain groups (e.g. low income working households)

Advantages	Disadvantages
<ul style="list-style-type: none">- Additional priority is already provided for certain groups (e.g. existing tenants, applicants needing adapted properties, S106 etc)- If done as part of the advertising/ short listing process this makes it easy to understand and very transparent for applicants (as long as there was a clear and fair approach adopted)- Broad support from politicians and the wider community?	<ul style="list-style-type: none">- Reduce the stock available for non working households in high housing need

Local authorities to reflect any additional priority for certain groups within their own local allocation policy to sit alongside the Devon Home Choice

Advantages	Disadvantages
<ul style="list-style-type: none">- Local flexibility within Devon Home Choice	<ul style="list-style-type: none">- Lack of a consistent approach across Devon- Confusing for applicants?

It may be possible to meet the needs of low income working households through advertising homes for this group of applicants only, rather than giving them a specific priority status with the Devon Home Choice policy. It is possible for the Council to introduce at any time in future changes to the local lettings policy to reflect additional priority to specific groups or excluding groups from registering for housing or other appropriate criteria to allocate housing in the area.

Recommendation:

At this stage it is not proposed that any further additional priorities are introduced, other than those relating to ex service personnel and possibly low income working households resident in the private rented sector, as set out below.

7. To help with applicants understanding of the way the Council allocates housing and prioritises applications it is proposed that wherever possible the policy and processes are simplified. This includes the application form; accessibility and banding criteria. The Devon Home Choice Board is undertaking a number of ad hoc reviews for completion by end of March 2012 to recommend changes to the policy and processes to make the scheme as 'lean' as possible and eliminate any unnecessary customer actions. The current policy gives greater priority to applicants who have more than one housing need in the same band over those who have just one housing need in that band. The law has changed over the last year so that is no longer a requirement. Again, to make it simpler to understand it is proposed that all applicants in the same band have the same priority.

Recommendation:

Agree to the Devon Home Choice Board's reviews to improve understanding, accessibility and banding criteria and consider any proposed changes at the next meeting.

Approve the changes in priority so that applicants placed in the same band have equal priority.

8. The Government proposal in the draft guidance to use a common bedroom standard as an appropriate measure of overcrowding should be adopted by the Council. – see Annex B for detail.

Recommendation

The Devon Home Choice Board is reviewing this bedroom criteria and a recommendation will be presented to the Housing Review Board in a future report.

9. The proposal for ex service personnel is welcomed and removes the need for this group of applicants to qualify for a housing allocation on residency grounds. This provides ex service personnel with a significant advantage to other application with no local connection.

Serving service personnel can register for housing, but because they are 'suitably' housed whilst in the armed forces their application is normally placed in the no housing need band. Other applicants with no local connection to Devon have their application placed in either band D (if they have a housing need – band A, B or C) or band E (no housing need). Their application is banded on housing need criteria and then adjusted to reflect 'no local connection'.

This proposed change will give ex service personnel who register a better opportunity to be offered accommodation. Their application will be placed in the appropriate band depending on their housing need and for this not to be adjusted to reflect the lack of a local connection to Devon. It will allow ex service personnel to 'compete' with other applicants on a level playing field.

It is not clear whether further additional priority should be given for ex service personnel at this stage as this relatively simple change will significantly improve their chances to be housed. It would be appropriate to await the outcome of further consideration by the Devon Home Choice Board and this issue will be brought back to the Board at their next meeting.

Recommendation:

Agree to the proposal to remove the need for ex service personnel to qualify for an allocation of housing on residency grounds and to await the outcome of further work by the Devon Home Choice Board before approving any additional priority for ex service personnel and how this may be facilitated.

10. Should any additional preference be provided to certain groups – see Annex B for details. The key issue is that by giving additional priority to one group you are disadvantaging other groups of applicants. This issue is one that most local housing authorities in Devon Home Choice are considering. Most favour given additional priority to ex service personnel and possibly those on low incomes and who are working, but there is no consensus on other groups of applicants.

Members must note that the principle objective of allocating our limited supply of accommodation is to accommodate those in greatest housing need. The more you prioritise certain groups the less opportunity other groups have to be housed.

It is laudable that other groups who contribute something to society or their local community or are in work or volunteering can now be considered for additional priority above other less worthy groups. But, not everyone is capable of work or contributing to their community either because of a disability, health or mental health problems, poverty or by having limited intellect/attributes that do not allow them to give something back to society.

By giving some groups of applicant's additional priority you will limit the ability of other vulnerable groups of applicants to access affordable housing.

Low income working households currently residing in the private rented sector is one group of applicants that may well see a further impact on their disposable income and quality of life following the changes to welfare benefits. This group of applicants could benefit significantly from accessing social rented housing and minimising any affordability issues they may have.

We can take advantage of the flexibility introduced by the draft statutory guidance to meet the needs of some groups of applicants. This can be done by identifying and advertising empty properties for a specific group such as low income working households living in the private rented sector. This will exclude other households such as those on welfare benefits from applying even if they are in the same or higher banding stream.

Recommendation:

To agree to consider additional priority for ex service Personnel and those on low incomes who are working and to receive a further report once the work of the Devon Home Choice Board is complete on the level of priority and how this will be implemented.

Impact of providing additional priority to tenants under-occupying by 1 bedroom (e.g. placing such applications in Band B)

	1 Households in Band C under-occupying by 1 bedroom	2 % increase on the current numbers in Band B	3 Households in Band C under-occupying by 1 bedroom where main applicant is under 60	4 % increase on the current numbers in Band B	5 Current number of households in Band B
East Devon	86	38%	43	19%	228
Exeter	117	22%	79	15%	522
Mid Devon	41	34%	27	23%	120
North Devon	40	26%	18	12%	151
Plymouth	338	47%	207	29%	722
South Hams	71	52%	33	24%	136
Teignbridge	102	28%	59	16%	366
Torbay	60	21%	42	15%	282
Torrige	30	28%	16	15%	108
West Devon	25	26%	14	15%	96
Total	910	33%	538	20%	2,731

Note:

Column 1 - The number of households in Band C who are under-occupying by 1 bedroom.

Column 2 - The percentage increase in the number of households in Band B if the policy was changed so that all under-occupiers have their applications placed in Band B.

Column 3 - The number of households in Band C who are under-occupying by 1 bedroom and where the main applicant is under 60 years old (e.g. of working age).

Column 4 - The percentage increase in the number of households in Band B if the policy was changed so that tenants of working age who are under-occupying by 1 bedroom have their applications placed in Band B.

Column 5 - The current number of households in Band.

Consultation on the draft Statutory Guidance on the Allocation of Accommodation and proposed Regulations Armed Forces Personnel

Thank you for the opportunity to comment on the above consultation document and the proposed regulations. I have tried to answer the key consultation questions that you provided on page 38 of the consultation document below as well as a general comment about the proposals.

Overall the changes proposed give the Council the freedom to apply local variations to its allocation policy. We are a partner in Devon Home Choice – a choice based lettings scheme - a successful partnership of 10 local housing authorities, including Plymouth and Torbay unitary councils and a multitude of Registered Providers in Devon. We work together under a single housing register and allocation policy. We use the same IT system which enables many aspects of the policy to be applied objectively making the process fairer and easier to understand as well as limiting variations in decision making on banding and priorities.

We use on line application form, publicity and advertising of empty properties across Devon. There are local variations on the use of paper application forms and the advice and assistance to applicants particularly those who are vulnerable. Every effort is made to provide a level playing field for those with accessibility difficulties. Generally the current Devon wide allocation policy works well and meets the requirements of good practice in the allocation of limited social rented housing.

1. Does your allocation scheme/transfer policy already provide for social tenants who are under-occupying to be given priority?

Yes. Priority is given to applicants who wish to downsize from family housing to smaller accommodation. We have a Downsizing Policy that provides financial and other incentives to tenants to move to smaller properties. From April 2012 a dedicated member of staff will promote and support tenant who wish to downsize.

2. Do you intend to revise your allocation scheme in order to make it easier for under-occupying social tenants to downsize to more appropriately sized accommodation?

No need to make any changes. The Devon Home Choice allocation scheme promotes, prioritises and supports tenants downsizing.

4. Do you agree that members of the Armed Forces and former Service personnel should not be disqualified on residency grounds? Is 5 years from the date of discharge an appropriate time limit for this restriction? If not, what would be a more appropriate period?

The Council supports the proposal to remove the residency requirement for ex armed forces personnel. Five years is an appropriate time limit to impose.

5. Does the draft guidance provide sufficient clarity on how to implement the new power for housing authorities to set their own allocations qualification criteria? If not, in what areas would more guidance be useful?

The draft guidance gives the Council the flexibility to make any essential changes to the allocation scheme. It is not our intention to make wholesale changes to the Devon Home Choice scheme, but it will enable us to make those changes that local stakeholders feel are important for our community. It may be that this is done through changes to our Local Lettings Scheme that sits alongside Devon Home Choice.

6. Do you agree that the bedroom standard is an appropriate measure of overcrowding for the purpose of according reasonable preference? If not, what measure do you consider would be more appropriate?

Yes.

7. Should this guidance provide advice on how to define 'overcrowding' for the purpose of according additional preference? If so, would an appropriate measure be two bedrooms or more short of the bedroom standard?

No.

8. How does your allocation scheme currently define 'overcrowding' for allocation purposes? Does it, for example, use the bedroom standard, the statutory overcrowding standards in Part 10 of the Housing Act 1985, or another definition? If the last of these, please provide brief details.

We use the statutory overcrowding standards in Part 10 of the Housing Act 1985.

9. The Government proposes to regulate to require housing authorities to frame their allocation scheme to provide for former Service personnel with urgent housing needs to be given additional preference for social housing. Do you agree with this proposal?

It very much depends on what the additional preference over and above the removal of the residency requirement is trying to achieve. It is important to remember that giving an additional priority to one group reduces the opportunity for other groups of applicants to access social rented housing. For example giving additional priority to ex armed forces personnel similar to those who are statutorily homeless or overcrowded would increase the length of time these applicants would wait for an offer of suitable accommodation. This would impact on the length of time people live in temporary accommodation and the costs to a local authority.

Is an additional preference for ex armed forces personnel necessary in light of the removal of the residency grounds? This in itself significantly improves the opportunity for ex armed forces personnel to access suitable housing.

10. Does your allocation scheme already make use of the flexibilities within the allocation legislation to provide for those who have served in the Armed Forces to be given greater priority for social housing? If so, how does your scheme provide for this?

No.

11. If not, do you intend to take advantage of the flexibilities in the allocation legislation to provide for former members of the Armed Forces to be given greater priority for social housing? If so, what changes might you be considering?

Possibly. We are committed to the Devon Home Choice partnership and a common policy and housing register. A review of the policy is underway and this may propose changes to give additional priority to ex armed forces personnel.

The draft proposal to remove the residency grounds for ex armed forces personnel will significantly improve the opportunity for this group of applicants to be housed in future. The question we need to consider is whether it is necessary to give further priority to this group of applicants. The Council will consider this following the outcome of the review of the existing allocation policy by the Devon Home choice Board.

12. Does your allocation scheme already provide for some priority to be given to people who are in work, seeking work, or otherwise contributing to the community? If so, how does your scheme provide for this?

No.

13. If not, do you intend to revise your allocation scheme to provide for more priority to be given to people who are in work, seeking work, or otherwise contributing to the community? If so, what changes might you be considering?

We are considering the possibility of giving some additional priority to those on low incomes residing in the private rented sector. How this is done through our Devon wide scheme may be a challenge. But, changes to the framework of the Devon wide scheme may enable each LHA to develop a 'Local Lettings' scheme that covers the local variations that each Council wishes to introduce outside of the Devon wide scheme

14. Are there other ways in which housing authorities can frame their allocation scheme to meet the needs of prospective adopters and foster carers?

Of course there are. The key issue is whether the Council feels it is absolutely necessary to give this group of applicant's additional priority. I believe it would be more appropriate for this particular group of applicants to be allowed to have a different bedroom requirement

15. Does the draft guidance provide sufficient clarity on the extent of flexibilities available to housing authorities when framing their allocation scheme?

Yes.

Yours sincerely

Agenda Item: 11

Housing Review Board

8 March 2012

EC



Monitoring local standards, new proposed local standards and the proposed revised regulatory framework for social housing

Summary

An update paper on Local Standards was considered by the Housing Review Board at their meeting on 13 January 2011 where the Board agreed the proposed standards and monitoring arrangements. Local standards were agreed for the Tenant Involvement and Empowerment, Home, and Neighbourhood and Community Standards.

Further local standards have now been proposed for the remaining two standards – Value for Money, and Tenancy Issues.

We have consulted with tenants, via a postal questionnaire and online survey, as to their views on how we are meeting some of our current local standards, and the new standards proposed for Value for Money and Tenancy Issues. This report outlines the findings from this survey.

The Tenant Services Authority (TSA) has recently undertaken a consultation on a revised regulatory framework for social housing and it is planned that this new framework will come into effect on 1 April 2012. This report also outlines the potential implications to local standards arising from this revised framework.

Recommendations:

- a. That the progress being made against the Tenant Involvement and Empowerment Standard is noted; and
- b. That the proposed new local standards on Value for Money and Tenancy are adopted (to come into place from April 2012); and
- c. That the proposed changes to the regulatory framework, and our response to this, are noted.

a) Reasons for Recommendation

To comply with the regulatory framework. There is a target for all housing providers to agree local standards for all of the standards by April 2012.

b) Alternative Options

Not to set any local offers or to set different ones.

c) Risk Considerations

Not to comply with the regulations and therefore risk criticism and potential for a short notice inspection.

d) Policy and Budgetary Considerations

Local offers will be financed largely within current budgets, but will offer an enhanced service as they will be targeting tenants' aspirations.

Positive Impact Overall

Safe Environment.

Clean Environment.

Young People.

Excellent Customer Service.

Inspirational Council.

Meeting our crime and disorder duties.

Meeting our Diversity and Equality duties.

Providing more service at same cost.

e) Date for Review of Decision

The success or otherwise of the local standards will be monitored in part in the next Annual Report to Tenants (October 2012) and in full at the end of the financial year (March 2013).

1 Background

1.1 Following consultation with tenants, we established local standards for the Tenant Involvement and Empowerment, Home, and Neighbourhood and Community Standards. These became effective from April 2011 and are set out in **annex 1**.

1.2 These local standards have been monitored and information about how we are meeting the standards has been given in our Annual Report to Tenants October 2011 www.eastdevon.gov.uk/annual_report_2011-3.pdf

1.3 Under the present TSA guidance, new standards for Value for Money and Tenancy Issues need to be agreed with tenants and will become effective from April 2012.

1.4 The Housing Needs and Strategy Manager drafted some proposed standards for these areas (see **annex 1**) and consulted on them with a sub group of tenants and staff.

1.5 We have sought the views of all tenants on these proposed new standards via a questionnaire sent out with the Annual Report. We received a good response rate of 24% (1021 responses).

1.6 The questionnaire was split into three parts:

1. Part One asked questions about the Tenant Involvement and Empowerment Standard established in April 2011. The responses will help us monitor how well this is being achieved.

2. Part Two asked tenants whether they agreed with the two new local standards being proposed.
3. Part Three asked tenants to comment on the Annual Report to Tenants, to help us make improvements to the next Annual Report.

2 Analysis of the responses and key findings

2.1 The Information and Analysis Officer has produced a detailed analysis of the results from the questionnaires (**annex 2**). Details of the key findings are given in this report.

2.2 Part One:

The survey results indicated that EDDC is making good progress towards achieving the Tenant Involvement and Empowerment Standard. Of those that responded to each question:

- 92% of respondents felt EDDC had dealt with their housing issue in a positive manner
- 95% of respondents felt EDDC had answered their queries clearly in a way that they could understand
- 93% of respondents felt EDDC had treated them fairly, without discrimination
- 89% of respondents had been put through to the right member of staff to deal with their non-repairs related housing query
- 74% of respondents were given the name of the officer dealing with their non-repairs related query
- 89% of those that had been given the name of the officer dealing with their query were kept informed about what was happening to their request
- 65% of respondents would know how to make a complaint about the housing service or its performance.

2.3 There appear to be two main areas that could be improved upon: that of ensuring officers provide tenants with their name when they are dealing with a query; and promoting the complaints procedure so as to make tenants more aware of how to make a complaint.

2.4 Further promotion on how to make a comment, compliment or complaint is being provided in the April edition of the new Housing Matters newsletter.

2.5 Part Two:

All the housing standards are strongly agreed with by tenants who have responded to this survey, as the table below indicates:

	Do you agree with this standard?	
	% Yes	% No
Value for Money Standard		
We will ensure the Housing Review Board (HRB) approves the annual Housing Revenue Account budget and monitors expenditure.	98.8	1.2
We will publish each year what we have spent your rent on, in the Annual Report to tenants.	99.2	0.8
We will work with the Tenant Representative Group (TRG) to monitor our services to make sure that they are being carried out to your satisfaction and to identify opportunities for improvement.	99.1	0.9
We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings.	99.2	0.8
Tenancy Standard		
We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt	99.1	0.9
We will review housing applications on Devon Home Choice for bands A, B, C and D every two years.	97.8	2.2
We will let our properties within twenty-five working days to ensure we maximise our rental income.	98.7	1.3
We will offer an accompanied viewing to all tenants when we let an empty property.	99.5	0.5
When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant.	97.0	3.0
We will let you know how much the rent and other charges of running the home will be.	99.7	0.3
We will provide you with a number of ways to pay your rent.	99.7	0.3
We will provide you with a rent statement every six months.	98.0	2.0
We will take swift action against tenants who do not pay their rent.	97.9	2.1

2.6 It is therefore recommended that these new standards are adopted, with no proposed changes to the wording.

2.7 Part Three:

The majority of those tenants that responded indicated that they found the Annual Report to be interesting and informative (96%) and attractive and easy to read (97%). The majority of tenants did not want anything more to be included in the Annual Report (91% of 926 tenants). Twenty five of the 86 tenants who did want to see other information made suggestions that are summarised in the table below:

	Count	%
Information about allocation system/local allocations that have been made	3	12.5
Information about when programmed works will take place	4	16.67
Figures about crime and ASB and how EDDC is tackling this	5	20.83
Information about home swapping	2	8.33
Tenants rights and responsibilities	3	12.5
Other	7	29.17
Total	24	100

3 Informing tenants of the new standards

- 3.1 All tenants were sent information about the proposed new standards in the Annual Report to Tenants 2011. We will let tenants know that these standards have now been adopted and will come into operation from April 2012 by an article in the April edition of the Housing Matters newsletter.

4 Monitoring the Local Standards

- 4.1 Information on how we are performing against the local standards will be given in the Annual Report to Tenants 2012.
- 4.2 Responsibility for monitoring the Value for Money standards will be given jointly to the Tenant Representative Group and the Housing Review Board.
- 4.3 Responsibility for monitoring the Tenancy standards will be given to the relevant service review groups (SRG) as shown below.

Tenancy standards	To be monitored by
We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt.	Housing Needs SRG
We will review housing applications on Devon Home Choice for bands A, B, C, and D every two years.	Housing Needs SRG
We will let our properties within twenty-five working days to ensure we maximise our rental income.	Housing Needs SRG
We will offer an accompanied viewing to all new tenants when we let an empty property	Housing Needs SRG
When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant.	Housing Needs SRG
We will let you know how much the rent and other charges of running the home will be.	Rental Service Review Group
We will provide you with a number of ways to pay your rent.	Rental Service Review Group
We will provide you with a rent statement every six months	Rental Service Review Group
We will take swift action against tenants who do not pay their rent.	Rental Service Review Group

5 Revised regulatory framework for social housing

- 5.1 The TSA is proposing a new regulatory framework for social housing, commencing on 1 April 2012. This will coincide with the abolition of the TSA and the transfer of its regulatory function to a special committee of the Homes and Communities Agency (HCA).
The framework incorporates some significant changes to take account of the new investment framework, ministerial directions to the regulator, and provisions in the Localism Act 2011 that amend the regulator's powers.

- 5.2 The regulation of finance and governance is largely maintained as under the previous regulatory regime. But there are major changes in the regulation of housing management and service delivery. There will be far less day-to-day regulatory involvement in matters of service delivery and the regulator will take more of a 'backstop' role in these areas.
- 5.3 There are seven standards:
- three 'economic' standards (governance and financial viability, value for money, and rent) which do not apply to local authority landlords, and
 - four 'consumer' standards (tenant involvement and empowerment, home, tenancy, and neighbourhood and community), which do apply to LA landlords.
- 5.4 **Tenant involvement and empowerment standard:** Landlords are still required to offer suitable choices, information and communication to their tenants and maintain effective and accessible mechanisms to receive and resolve complaints. They must also provide mechanisms for tenants to influence and be involved in housing management and service delivery. The requirement to have 'local standards' in place remains. There is a significant new requirement to allow tenants the opportunity to be involved in undertaking a range of repair tasks and to share in savings made, via a 'Tenant Cashback' scheme. We will need to give this further consideration once the results of the consultation are made public and the requirement comes into force.
- 5.5 **Home standard:** There are no significant changes to this standard under the new framework.
- 5.6 **Tenancy standard:** Changes are proposed regarding access to a mutual exchange service, fixed term tenancies, succession and security of tenure. We are beginning to work on introducing these changes through the drafting and adoption of a tenancy strategy. Again these will need to be considered once the framework is adopted.
- 5.7 **Neighbourhood and community standard:** There are no major changes to this standard under the new framework.
- 5.8 The TSA has undertaken a period of consultation on the new framework (ending 10 February 2010) and details of the results of this consultation are expected shortly. Overall the revised framework is welcomed by tenants, officers and members. We submitted a response to the consultation and this is attached as **annex 3**.

6. Recommendations

- a. That the progress being made against the Tenant Involvement and Empowerment Standard is noted;
- b. That the proposed new local standards on Value for Money and Tenancy are adopted (to come into place from April 2012);
- c. That the proposed changes to the regulatory framework, and our response to this, are noted.

Legal Implications

The changes to the regulatory framework are set out within the report.

Financial Implications

There are no significant financial implications.

Consultation on Reports

As outlined in the report all tenants have been consulted on the Local Standards via a questionnaire sent out with the Annual Report to Tenants. Some tenants were also consulted prior to the circulation of this questionnaire.

The findings of the questionnaire will be discussed with the Tenant Representative Group at their meeting on 21 February 2012.

Background Papers

Report to the Housing Review Board on 29 April 2010 entitled 'Regulatory framework for social housing in England'.

Report to the Housing Review Board on 9 September 2010 entitled 'Local Offers'.

Report to the Housing Review Board on 13 January 2011 entitled 'Local Standards – update report'.

Emma Charlton

Housing Projects Officer

8 March 2012

Current Local Standards – effective since April 2011

Tenant Involvement and Empowerment Standard
1.1 – When you contact us we will answer you promptly, listen carefully, and treat you with respect.
1.2 – When you contact us about issues that are not repairs related we will put you in touch with the right person to answer your query straight away. They will keep you informed of the progress of your case.
1.3 – We will have an easily accessible complaints process for housing. Officers will be able to help you with this on request.
1.4 – Repeat service requests (excluding repairs) will be logged as complaints by the receiving officer.
1.5 – Complaints will be monitored quarterly by the Customer Care Commitments Service Review Group, made up of tenants and staff. Feedback will be given in the Annual Report to Tenants.
1.6 – We will hold meetings at small local venues throughout the district and ensure the right staff attend.
1.7 – As well as meetings we will use a range of involvement methods which will be widely published. We will listen to what you tell us and make service improvements as a result.
Home Standard
2.1 – We will produce a rolling five-year plan to identify improvement works to our properties, prioritising areas highlighted by the stock condition survey and feedback from the local standards consultation.
2.2 – We will ensure all our contractors treat you with respect and courtesy. We will monitor the standard of workmanship and aim for a ‘right first time’ service.
2.3 – We will introduce a question to ask when you report a repair to establish if there is a repeat repair issue occurring.
Neighbourhood and community standard
3.1 – As well as our current local estate walkabouts, we will introduce regular in-depth estate inspections. In 2011 we will pilot this in Honiton and Axminster.
3.2 – We will engage young people in positive free time activities that help them create positive outcomes for their lives.
3.3 – We will work with other local agencies to tackle antisocial behaviour issues. Incidents reported by EDDC tenants will be monitored by housing officers who will feedback regularly to the person reporting the problem.

Proposed new Local Standards – to be effective from April 2012

Value for Money Standard
4.1 – We will ensure the Housing Review Board approves the annual Housing Revenue Account budget and monitors expenditure.
4.2 – We will publish each year what we have spent your rent on, in the Annual Report to tenants.
4.3 – We will work with the Tenant Representative Group to monitor our services to make sure that they are being carried out to your satisfaction
4.4 - We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings.

Tenancy Standard
5.1 - We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt.
5.2 - We will review housing applications on Devon Home Choice for bands A, B, C, and D every two years.
5.3 - We will let our properties within twenty-five working days to ensure we maximise our rental income.
5.4 - We will offer an accompanied viewing to all new tenants when we let an empty property
5.5 - When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant.
5.6 - We will let you know how much the rent and other charges of running the home will be.
5.7 - We will provide you with a number of ways to pay your rent.
5.8 - We will provide you with a rent statement every six months
5.9 - We will take swift action against tenants who do not pay their rent.

Local Standards Questionnaire

Survey Results, January 2012

In October 2011 a copy of the Annual Report to Tenants was sent to each of East Devon's 4,300 council homes. The Local Standards Questionnaire was sent along with the report. This questionnaire was split into three parts: Part One asked questions that will help to monitor East Devon District Council's (EDDC) progress in achieving one of the two Local Standards established in April 2011; the second section of the survey was used to gauge tenant consensus with another three standards to be launched in 2012; the final part of the survey asked questions to find out what tenants think of the Annual Report so as to be able to make improvements for next year's report.

There were 1,021 responses to the survey, giving a good response rate of 24%. The majority of respondents were female (63.8%), over 60 years old (69.4%) and of British white origin (98.4%). Results tables are provided in Appendix 1.

Part One

This section of the survey asked a series of questions to gauge EDDC's progress against achieving commitments that were set against the Tenant Involvement and Empowerment Standard established in April 2011. The first commitment under this standard is:

When you contact us we will answer you promptly, listen carefully and treat you with respect.

Under this commitment were the following aims:

EDDC will try to respond to your request positively but on occasions we may have to say no. We will always explain our decision to you.

EDDC will make sure that we do not knowingly treat you differently due to your race, ethnic or national origin, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, or political beliefs.

To be able to measure progress against these aims tenants were initially asked to indicate whether they had been in touch since the standard had been introduced in April 2011.

Over half of respondents (56%) had been in touch with EDDC about a housing issue since April 2011. Of those that had been in touch, 92% had been responded to in a positive manner. Thirty-eight of the 42 tenants who felt that they had not been responded to in a positive manner provided reasons for this feeling. Twelve (32%) indicated that their communication with EDDC had not been positive because EDDC staff had not taken action or been in touch after messages had been sent or left. The table below summarises the results to this question.

Table 1: If you feel that we did not respond in a positive manner, why was this?

	Count	%
Unresolved repair	5	13.2
No call back/action taken	12	31.6
EDDC unable to help/refused to help	5	13.2
Confusion from communication with EDDC staff	2	5.3
Staff attitude flippant/rude	4	10.5
Waiting/wanting programme works to be done	4	10.5
Other	6	15.8
Total	38	100

Tenants were then asked if EDDC had answered their query clearly, in a way that they could understand. Of the 546 tenants who responded to this question, 95% indicated that the response they received had been clear and understandable.

The final question asked if tenants felt that they had been treated fairly and in an unprejudiced manner when they had contacted the council with their housing issue. A total of 536 tenants responded to this question, 93% of this number responded positively. Of the 30 tenants that felt that they had been discriminated against, or treated unfairly, 21 provided comments. Four of these comments were in relation to a feeling of mistreatment on disability or medical grounds. Another three tenants felt that they had been treated unfairly because they had not received work to their property that other council tenants had had done to their homes.

The second commitment under the Tenant and Involvement and Empowerment Standard is that:

When you contact us about issues which are not repairs related we will put you in touch with the right person to answer your query straight away. They will keep you informed of the progress of your case.

Under this commitment EDDC aims to:

Give the name of the officer dealing with your query. If we are not able to answer your query straight away we will agree with you how frequently and in what way you wish to be informed of progress.

To monitor progress against this standard, EDDC asked tenants to indicate whether they had been in contact with the council about a non repairs related housing issue since April 2011. Of the 654 tenants that responded to this question, 39% (254 tenants) indicated that they had been in touch with EDDC about a non repairs related housing issue.

These tenants were then asked if they had been put through to someone who could deal with their issue straight away. 252 tenants responded to this question, 86% of this number

responded positively, leaving 29 tenants that had not been put through to the appropriate member of staff straight away. Twenty five of this number explained what had happened; 28% (7 tenants) indicated that when they contacted EDDC there was no one in the office to deal with their housing issue. A further five tenants had been put through to the wrong department or member of staff and had been transferred; while another five had had to leave a message or wrote in and had not had any reply.

Tenants were also asked if they had been given the name of the officer who was dealing with their enquiry. A total of 246 responses were received to this question, 74% were positive, leaving 64 tenants who had not been given the name of the officer who was dealing with their enquiry. Finally, tenants were asked if that officer had kept them informed about what was happening with their request. Eighty-nine per cent of the 173 tenants who responded indicated that the officer dealing with their request had kept them updated.

The final commitment under the Tenant Involvement and Empowerment Standard to be monitored by this survey was:

We will have an easily accessible complaints process for housing. Officers will be able to help you with this on request.

The question used to assess the accessibility of the complaints process was: *If you should wish to make a complaint about our service or performance would you know how to do this?*

A total of 915 tenants responded to this question – this was a good response rate. While over 65% indicated that they did know how to make a complaint, 316 tenants did not, this is a substantial figure.

Summary

The survey results indicated that EDDC is making good progress towards achieving the Tenant Involvement and Empowerment Standard:

- 92% of respondents felt EDDC had dealt with their housing issue in a positive manner
- 95% of respondents felt EDDC had answered their queries clearly in a way that they could understand
- 93% of respondents felt EDDC had treated them fairly, without discrimination
- 89% of respondents had been put through to the right member of staff to deal with their non-repairs related housing query
- 74% of respondents were given the name of the officer dealing with their non-repairs related query
- 89% of those that had been given the name of the officer dealing with their query were kept informed about what was happening to their request
- 65% of respondents would know how to make a complaint about the housing service or its performance.

Therefore, there are two main areas that could be improved upon: that of ensuring officers provide tenants with their name when they are dealing with a tenant's query; and promoting the complaints procedure so as to make tenants more aware of how to make a complaint.

Part Two

The second section of the survey asked tenants to tell EDDC whether they agreed with the two new local standards: the Value for Money and Tenancy Standards. If tenants did not agree with the standard they were invited to comment as to what they think the standard should be.

Value for Money

The first commitment under this standard reads:

We will ensure the Housing Review Board (HRB) approves the annual Housing Revenue Account budget and monitors expenditure meaning that we will take a report to the HRB each year called The Housing Revenue Account Outturn. This explains in detail how money has been spent and what the position is regarding the budget. The HRB will be asked to approve the report. In addition to this we will keep the HRB briefed on expenditure throughout the year.

Of the 965 tenants that responded, **98.8%** indicated that they did agree with this standard. Several suggestions and comments were made as to what the standard should be by some of the twelve respondents that did not agree with the proposed standard, these included:

- As well as the HRB getting this report so should the TRG
- Is there the possibility of the HRB seeing where the money will/may be spent before it is actually spent. This would allow them some input into the decision making
- It's only paper work for the likes of yourself or watchdogs to show that everything is rosy and above board - no good to those can't understand it or don't care
- Realising disabled people need more cash
- The standard should include expenditure on all properties no matter what they are. I have had nothing done in 7 years.

Also under this standard is the commitment to:

Publish each year what we have spent your rent on, in the Annual Report to tenants, meaning that: in the Annual Report, which is sent to all tenants every October, we will explain how we spend the rent you pay.

982 tenants responded to this question, of this number **99.2%** said that they agree with this standard. Comments and suggestions from the eight tenants that did not agree with the standard included:

- I pay same rent as other houses but get nothing in return
- People will only care or understand when they see things change for better ie with their own eyes! A report does not show peoples life changing for the better, physical improvement is the only way you'll get people interested of monies being spent
- The standard should be more detailed or the general public can see where their money is spent. Many explanations as to where peoples' money goes is often just printed out as pie charts
- Very helpful to see how our rent is spent but I would also like to see the total income from council tax and how that is spent.

The third commitment under the Value for Money standard is:

We will work with the Tenant Representative Group (TRG) to monitor our services to make sure that they are being carried out to your satisfaction and to identify opportunities for improvement, meaning that: The TRG will receive regular reports from Housing officers about the services provided. The reports will show how we think we are performing against the local standards. These regular reports will enable the TRG to question and monitor the services we provide.

Of the 958 tenants that responded, **99.1%** indicated that they agreed with the standard. Nine respondents disagreed with the standard, their comments and suggestions for what the standard should be included:

- Each tenant should be informed not just TRG. Or put a letter on each notice board in flats
- I have never had any representative act on my behalf
- If the so called TRG are happy what strength have they got to improve or even change certain situations?
- Would like to know how members are appointed and how often. What training do they have?

The fourth and final commitment under the Value for Money standard reads:

We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings meaning that: Every year in the Annual Report and in tenants' newsletters, we will explain how we are performing against identified value for money savings. We will explain this in detail and ask for your views on our plans for future savings.

A total of 973 tenants responded, **99.2%** of this number indicated that they agreed to this standard. Comments and suggestions from the eight that disagreed with the standard included:

- I don't think you should be doing savings unless you are covering all matters that need addressing
- Most people I know have no savings at all, how do you help the poor. I am worried I have no money for electric, gas now and in the winter time I will have to put a duvet round me and my daughter! You may laugh but it will soon be snowing and I have done
- Waste of money
- You've got to understand that a small majority of people will understand!

Tenancy Standard

The first of nine commitments under the Tenancy Standard is that:

We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt. This means that: An application can be made online or on a paper form and we will aim to register it on to our system within ten working days of receipt.

The majority of the 968 tenants who responded agreed to this standard (**99.1%**). Comments and suggestions from the nine tenants who disagreed with this standard included:

- Because I recently phoned Housing Needs Dept and explained that I do not own a computer but I was told that I would have to firstly have to apply on line (this was to be moved to another council property)
- Only if there is regular communication with yourselves and the applicants. Taking people for granted does not bold well. Communication is king
- Ten days is too long - 5 should be easily attainable.

The second commitment is that:

We will review housing applications on Devon Home Choice for bands A, B, C and D every two years, meaning that: we will have a rolling programme of reviewing applications in bands A, B, C and D. You will not need to complete a new application form, but you must complete the short review form we send you to confirm that the details we have are correct and that you wish to remain on the list. Alternatively, you can complete the review online. If you do not complete the review within the time specified, your application will be cancelled.

A total of 941 tenants responded, of this number **97.8%** agreed with the standard. Of the 21 tenants who did not agree with the standard, 18 left comments and suggestions. Eleven of the suggestions indicated that tenants want a more regular review of their Devon Home Choice application – yearly or six monthly. The remaining comments included:

- As above communication, put your time into keeping in touch with people rather than letting things go for a while, greater response means better feedback
- Because if you are on a down sizing programme it should not need to be updated by tenant it's for you to update why is still online
- How long is time specified? Will phone contact be made if no response? Some people have disabilities that make responding to letters, questionnaires etc very difficult. If a reply has not been made then attempts should be made to contact by phone. The whole system has become computer centred and is not people friendly
- I think the banding system is rubbish and the council does not take into account personal situations to banding which is appalling
- Needs to look are younger members who have always live and worked in the area? Also young couples would be looking to start a family so would need a bigger place than 1 bedroom
- Not everyone has a computer.

The third commitment under the Tenancy Standard reads:

We will let our properties within twenty-five working days to ensure we maximise our rental income. With the meaning that: when a property becomes vacant we nearly always have to carry out some repair work. We want to be able to carry out the work and get a new tenant in the property within an average of twenty-five working days.

Of the 972 tenants that responded, **98.7%** indicated that they agreed with the standard. Comments and suggestions from the 13 tenants that did not agree with the standard were mixed:

- 25 days sounds like a long time that's 5 weeks! I think it should be a shorter period unless a large amount of work is required on the property
- Due to the waiting list this should be quicker. I have seen properties where we live the workmen in @ 8.30 gone by 3pm

- I am sure people as myself (who live alone) need extra time i.e. to get any help available to co-ordinate. Thank you
- Surely not repairs done and a new tenant "in" in 25 working days - more flexibility should be given in cases of bereavement to allow the executors time to arrange bequests and to organise removal of house contents
- The standard of my property when I got it wasn't great, so no I think the work done is not to a sufficient standard
- To even further maximise rental income, why not try for twenty working days!

The fourth commitment reads:

We will offer an accompanied viewing to all new tenants when we let an empty property. Meaning that: When an offer of a property is made to someone on the waiting list we will always offer that person the opportunity to view the property with officers from the Council and our contractors. At this stage the prospective tenant will be told what repairs are going to be carried out and an estimate of how long this will take.

Of the 977 tenants that responded, **99.5%** indicated that they agreed with this standard. There were only two comments received from the five tenants that did not agree with this standard. These comments were not relevant to the standard.

The fifth commitment under the Tenancy Standard is that:

When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant. Meaning that: *When a property becomes empty it is inspected by a Housing Officer, who will assess and make a judgement about the condition of any fixtures and fittings left in the property by the outgoing tenant. When possible the new tenant will be given the opportunity to take on the responsibility for any fixtures and fittings left in a good and safe condition and will be asked to sign a disclaimer form accepting responsibility for these.*

The majority of the 965 tenants that responded agreed with this standard (**97%**). Twenty nine respondents did not agree with the standard; their comments and suggestions indicated an anxiety over fixtures and fittings becoming the responsibility of the tenant:

- All fixtures and fittings should be the responsibility of the landlord
- All new tenants should not have to take on the responsibility of the last tenants EDDC has the responsibility
- As I never got asked if I wanted to keep fixtures ie indoor xxx socket which would have liked to be left
- Council should fix things and make place a home to live in (health/safety)
- Do not agree to have to have to sign
- Do not agree with the responsibility of fixtures and fittings left by previous tenant
- Fixtures and fittings left behind by previous tenants should be removed before new tenants move in
- For the safety of others and yourselves should test/pass or fail any fixtures or fittings with certificate
- I think all should be done by you that's part of the reason we pay you rent
- I think the council should be responsible not the tenant
- If a future tenant 'is desperate' to move into a new home they may be tempted to sign a disclaimer without really thinking through the legalities and consequences

- If a new tenants situation changes. i.e. financially, the responsibility for fixtures and fittings may fall below standard. Also in the future what other responsibilities would the tenant have within the property?
- Maybe stronger penalty should be handed out to tenants who do not leave their homes in a good and safe condition. Why should they be allowed to get away with this, or why should they have a council property when there are many out there that would take a lot more pride in their homes
- Tenants should be asked to look after the property no differently than if fixtures have been provided by EDDC
- These should be replaced and checked by Council
- To me this sounds like any fixtures and fittings say the bathroom sink gets cracked then you won't replace it?

The sixth commitment is that:

We will let you know how much the rent and other charges of running the home will be. Meaning that: *We will make sure that all new tenants are told in advance exactly how much the full rent will be plus any additional service charges on their tenancy.*

Of the 973 tenants that responded, 99.7% agreed with this standard. There were no relevant comments or suggestions from the three tenants that did not agree with the standard.

The seventh commitment reads that:

We will provide you with a number of ways to pay your rent, this means that: *Before starting their tenancy, we will explain to all tenants the different methods that are available for paying their rent.*

A total of 968 tenants responded, **99.7%** of them agreed with this standard. Of the three tenants that disagreed with this standard, one left the following comment:

- You should also check to ensure that the tenant is receiving all the benefits to which they are entitled.

The eighth commitment under the Tenancy Standard is that:

We will provide you with a rent statement every six months. Meaning that: *Every six months we will send all our tenants a detailed statement showing, for each week, the full rent due and the payments received, plus any entitlement to Housing Benefit. This will give you the opportunity to check that your rent account is up-to-date, and identify and remedy any problems.*

Of the 973 tenants that responded, **98%** indicated that they agreed with this standard. Seventeen of the nineteen tenants that disagreed with the standard left a comment or suggestion, these were very much divided with six tenants commenting that rental statements should be more frequent and the remainder commenting that they should be sent less frequently, or only to those tenants who are in debt. A couple of comments also indicated a desire to be able to see their rental statement online.

The ninth and final commitment under the Tenancy Standard reads:

We will take swift action against tenants who do not pay their rent, meaning that: *You will be told quickly if your rent is not paid and when necessary recovery action such as court*

proceedings will be taken. This will give you and us the opportunity to identify any problems you may be having with paying your rent and also help us to manage rent accounts in an efficient and effective way.

The majority of the 963 tenants who responded agreed with this standard (**97.9%**). Twenty tenants disagreed with this standard, with a general feeling that the Council should be more understanding to those who have fallen behind in paying rent; comments and suggestions were as follows:

- Are to take into account the current political and economical problems facing young families today. Do not think you are being realistic and know by reading the local paper you are not loyal to us here at Millwey
- At time companies are very quick to turn to court proceedings, without having investigated the problem fully. This can then lead to clients unnecessarily receiving poor credit/debt records
- Depending on circumstances/reasons for getting behind on payment i.e. loss of job, sicknesses and length of time it takes to claim any benefit puts tenant at risk of eviction through no fault of their own
- Every case certainly must be judged individually? Swift court action may not be appropriate
- Given the present situation with the current climate of the country things are only going to get worse. Having the right people in place to understand the current climate and different problems that will arise from oney shortages
- Having had times of financial difficulties the letters are threatening, frightening, worrying and add to the problems that exist in a household
- I don't agree with the Court proceeding taken, most tenants will have too much pressure on top of dealing with lack of finance
- I don't think you should seek court proceedings unless in extreme cases!!
- I was working then I was made redundant. I claimed housing and council tax. It took a while to sort out! A man from the Council came and stuck a letter to my front door and would not believe I was on benefits until I showed him proof. He was rude and angry and too quick to judge. It was very upsetting
- If having problems paying rent - a added cost of court costs only makes the problem worse. There should be a way of sorting the problem without court costs
- Mediation should be provided earlier not leave until problems arise
- More communication with tenant, to find out why rent isn't paid on time
- More time given
- Not fair if they haven't got money and lose their jobs and have children to support
- This isn't fair if you only send a rent statement every 6 months
- Though evaluation in the tenants finds needs to be evaluated with the tenant, to see where budgeting can help the tenant. Simple support
- Very often a computer generated letter is sent out when rent is only a few days late threatening eviction. Before this is sent contact/phone call should be made to find out about the payment.

Summary

All the housing standards are strongly agreed with by tenants who have responded to this survey, as the table below indicates:

Table 2: Summary of results for the new Local Standard survey

	Do you agree with this standard?	
	% Yes	% No
Value for Money Standard		
We will ensure the Housing Review Board (HRB) approves the annual Housing Revenue Account budget and monitors expenditure.	98.8	1.2
We will publish each year what we have spent your rent on, in the Annual Report to tenants.	99.2	0.8
We will work with the Tenant Representative Group (TRG) to monitor our services to make sure that they are being carried out to your satisfaction and to identify opportunities for improvement.	99.1	0.9
We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings.	99.2	0.8
Tenancy Standard		
We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt	99.1	0.9
We will review housing applications on Devon Home Choice for bands A, B, C and D every two years.	97.8	2.2
We will let our properties within twenty-five working days to ensure we maximise our rental income.	98.7	1.3
We will offer an accompanied viewing to all tenants when we let an empty property.	99.5	0.5
When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant.	97.0	3.0
We will let you know how much the rent and other charges of running the home will be.	99.7	0.3
We will provide you with a number of ways to pay your rent.	99.7	0.3
We will provide you with a rent statement every six months.	98.0	2.0
We will take swift action against tenants who do not pay their rent.	97.9	2.1

Part Three

The final section of the survey asked tenants to comment about the Annual Report to Tenants which was sent out along with the survey. Initially, tenants were asked if they found the report to be interesting and informative. Of the 961 tenants who responded, 96% did so positively. Comments and suggestions from the 38 tenants who did not find the report interesting and informative included:

- A bit dry - could it be available on line and thus save money on printing costs etc and paper
- A bit more clearer would be helpful
- Best garden magazines not needed can save money
- Break down the jargon
- Cannot see it properly due to poor sight
- Could offer more variety and information to help tenants
- Difficulty reading - sight problems
- Have already stated if only small majority only understand then not enough is being done for the rest
- I dont read it - to many facts and figures for me
- Often tenants are only interested in their own day to day survival, paperwork frequently sent out is money and time wasted plus more to be recycled, often un-read
- People don't have time to sit and read just highlight major points only.

Tenants were asked if there was any other information that they would like to see in the Annual Report. The majority of tenants did not want anything more to be included in the Annual Report (91% of 926 tenants). Twenty five of the 86 tenants who did want to see other information made suggestions that are summarised in the table below:

Table 3: What other information would you like to see in the Annual Report?

	Count	%
Information about allocation system/local allocations that have been made	3	12.5
Information about when programmed works will take place	4	16.67
Figures about crime and ASB and how EDDC is tackling this	5	20.83
Information about home swapping	2	8.333
Tenants rights and responsibilities	3	12.5
Other	7	29.17
Total	24	100

The suggestions under the category 'other' ranged from information about council tax expenditure, incentives offered to assist tenants in improving their properties, to information

about improvements being made to local areas and help that we are providing tenants regarding benefits.

Finally, tenants were asked if they thought the Annual Report was attractive and easy to read. A total of 955 tenants responded, 97% did so positively. Of the 25 tenants that did not find the report easy to read or attractive to read, eight left comments. One comment was from an elderly lady who had found the report difficult to understand. Two comments were from tenants who wanted the report to be written with what they felt was less 'waffle' and in 'plain English'. Further comments were from a tenant that did not like the charts and another that wanted the report to be in colour. Interestingly, two tenants who indicated that they found the report to be attractive and easy to read left comments to say that they were pleased that it was not in full colour.

Summary

The majority of those tenants that responded to part three of the survey indicated that they found the Annual Report to tenants to be interesting and informative (96%) and attractive and easy to read (97%). Few respondents wanted other information to be added to the Annual Report (91%).

Appendix 1

Demographic Results

Table 1.1: Gender

	Count	%
Female	586	63.8
Male	333	36.2
Total	919	100.0

Table 1.2: Age

	Count	%
Under 20	2	0.2
20-29	35	3.6
30-39	43	4.5
40-49	97	10.1
50-59	117	12.2
60-69	230	24.0
70+	435	45.4
Total	959	100.0

Table 1.3: Ethnicity

	Count	%
White British	938	98.4
White Irish	6	0.6
Any other white background	6	0.6
Black or Black British African	2	0.2
Any other Asian background	1	0.1
Total	953	100.0

Part One

Table 1.4: Have you contacted EDDC about a housing issue in the last seven months?

	Count	%
Yes	562	55.6
No	449	44.4
Total	1011	100.0

Table 1.5: Did we respond in a positive manner?

	Count	%
Yes	511	92.4
No	42	7.6
Total	553	100.0

Table 1.6: If we did not respond in a positive manner, why was this?

	Count	%
Unresolved repair	5	13.2
No call back/action taken	12	31.6
EDDC unable to help/refused to help	5	13.2
Confusion from communication with EDDC staff	2	5.3
Staff attitude flippant/rude	4	10.5
Waiting/wanting programme works to be done	4	10.5
Other	6	15.8
Total	38	100

Table 1.7: Did we answer your query in a way that you could understand?

	Count	%
Yes	516	94.5
No	30	5.5
Total	546	100.0

Table 1.8: Did you feel we treated you fairly and did not discriminate against you in any way?

	Count	%
Yes	506	92.7
No	30	5.5
Total	536	98.2

Table 1.9: Have you contacted EDDC about a non repairs related housing issue in the last seven months?

	Count	%
Yes	254	38.8
No	400	61.2
Total	654	100.0

Table 1.10: Were you put through to a member of staff who could deal with your issue straight away?

	Count	%
Yes	223	88.5
No	29	11.5
Total	252	100.0

Table 1.11: Were you given the name of the officer who was dealing with your enquiry?

	Count	%
Yes	182	74.0
No	64	26.0
Total	246	100.0

Table 1.12: If 'Yes' – did that officer keep you informed about what was happening to your request?

	Count	%
Yes	154	89.0
No	19	11.0
Total	173	100.0

Table 1.13: If you should wish to make a complaint about our service or performance would you know how to do this?

	Count	%
Yes	599	65.5
No	316	34.5
Total	915	100.0

Part Two

Table 2.1: We will ensure the Housing Review Board (HRB) approves the annual Housing Revenue Account budget and monitors expenditure. Do you agree with this standard?

	Count	%
Yes	953	98.8
No	12	1.2
Total	965	100.0

Table 2.2: We will publish each year what we have spent your rent on, in the Annual Report to tenants. Do you agree with this standard?

	Count	%
Yes	974	99.2
No	8	0.8
Total	982	100.0

Table 2.3: We will work with the Tenant Representative Group (TRG) to monitor our services to make sure that they are being carried out to your satisfaction and to identify opportunities for improvement. Do you agree with this standard?

	Count	%
Yes	958	99.1
No	9	0.9
Total	967	100.0

Table 2.4: We will inform tenants of our value for money savings through the Annual Report and the newsletters and set out future plans for savings. Do you agree with this standard?

	Count	%
Yes	965	99.2
No	8	0.8
Total	973	100.0

Table 2.5: We will aim to register your fully-completed Devon Home Choice application form within ten working days of receipt. Do you agree with this standard?

	Count	%
Yes	959	99.1
No	9	0.9
Total	968	100.0

Table 2.6: We will review housing applications on Devon Home Choice for bands A, B, C and D every two years. Do you agree with this standard?

	Count	%
Yes	920	97.8
No	21	2.2
Total	941	100.0

Table 2.7: We will let our properties within twenty-five working days to ensure we maximise our rental income. Do you agree with this standard?

	Count	%
Yes	959	98.7
No	13	1.3
Total	972	100.0

Table 2.8: We will offer an accompanied viewing to all tenants when we let an empty property. Do you agree with this standard?

	Count	%
Yes	972	99.5
No	5	0.5
Total	977	100.0

Table 2.9: When possible, you will be given the opportunity to take on responsibility for fixtures and fittings left by the previous tenant. Do you agree with this standard?

	Count	%
Yes	936	97.0
No	29	3.0
Total	965	100.0

Table 2.10: We will let you know how much the rent and other charges of running the home will be. Do you agree with this standard?

	Count	%
Yes	970	99.7
No	3	0.3
Total	973	100.0

Table 2.11: We will provide you with a number of ways to pay your rent. Do you agree with this standard?

	Count	%
Yes	965	99.7
No	3	0.3
Total	968	100.0

Table 2.12: We will provide you with a rent statement every six months. Do you agree with this standard?

	Count	%
Yes	954	98.0
No	19	2.0
Total	973	100.0

Table 2.13: We will take swift action against tenants who do not pay their rent. Do you agree with this standard?

	Count	%
Yes	943	97.9
No	20	2.1
Total	963	100.0

Part Three

Table 3.1 Did you find the Annual Report interesting and informative?

	Count	%
Yes	923	96.0
No	38	4.0
Total	961	100.0

Table 3.2: Is there any other information that you would like to see in the Annual Report?

	Count	%
Yes	86	9.3
No	840	90.7
Total	926	100.0

Table 3.3: Was the report attractive and easy to read?

	Count	%
Yes	929	97.4
No	25	2.6
Total	954	100.0

Date: 24 February 2012
 Contact number: (01395) 517469
 E-mail: dboobier@eastdevon.gov.uk
 Direct Fax: (01395) 517534
 Our Reference: DB/TSA
 Your Reference:

Amanda Newton
 Statutory Consultation Project Officer
 The Social Housing Regulator
 Fourth Floor
 One Piccadilly Gardens
 Manchester
 M1 1RG

Dear Amanda

A Revised Regulatory Framework for Social Housing in England from April 2012 –
 A Statutory Consultation

Thank you for the opportunity to comment on the above consultation document.

Overall the revised framework is welcomed by tenants, Officers and Members in East Devon. The key issues we would like to comment on are as follows:

1. The reduced role of the regulator is very much welcomed as we believe that it is important that appropriate mechanisms are put in place to scrutinise landlord performance and resolve problems with housing services locally. In East Devon there is a good working relationship between tenants and officers and members which is based on openness, transparency and honesty. Although at times this can cause tensions, there is a willingness on all parties to work together, where necessary make compromises and resolve issues that improve services for tenants.
2. Although the Governance and Financial Viability principles in the revised standard apply to private RP's only, the proposals are considered to be reasonable and something that this Council would like to adopt. With the changes to the HRA financial regime following the increased debt the Council will have after April 2012 it is important that we constantly monitor and review the use of our housing assets and our financial viability. Our governance arrangements have been reviewed over the last year and minor changes made. It is key that the way we make decisions and involve tenants evolves to reflect new thinking or better business principles.
3. The Value for Money standard will no longer apply to 'social' landlords. However, the tenants of East Devon feel that having considered as appropriate specific 'local offers' previously within this standard and put these in place to monitor regularly, it does not intend to terminate their use simply because there is no longer a requirement for us to do so. The value for money standards adopted in East Devon will continue to be part of our local offers.
4. We are not able to comment in detail on the 'tenant cashback' proposals as we are awaiting the outcome of the pilots that are in progress. However, it does seem to be a very complex issue and the key to its success would be something that everyone understands. Without that clarity it is unlikely to be successful initiative.

Again, thank you for the opportunity to comment.

Yours sincerely

.....
John Golding
Head of Housing

.....
Pat Rous
Vice Chair Tenant Representative Group

Agenda Item: 12

Housing Review Board

8 March 2012

JG



Credit Unions

Summary

This report outlines the work of Credit Unions and proposes a way of raising awareness of their work amongst our tenants and low income households who may benefit from the savings schemes and the ethical lending policies.

We are aware of the difficulties many of our tenants face in household budgeting and how so called 'Loan Sharks' are operating in the area where illegal lending can cause misery for those unable to meet the cost of loans.

Recommendation

That the Head of Housing investigate the benefits of local Credit Unions in more detail with a view to raising awareness of locally based Credit Unions to the Councils tenants and other low income groups, and consider offering to provide another Service Point in East Devon.

a) **Reasons for Recommendation**

To raise awareness of and help tenants access ethical savings and loan products.

b) **Alternative Options**

Not to get involved.

c) **Risk Considerations**

That promoting Credit Unions encourages low income households to borrow more.

d) **Policy and Budgetary Considerations**

These are set out in the report.

Positive Impact Overall

Young People.

Excellent Customer Service.

Meeting our Diversity and Equality duties.

Providing more service at same cost.

e) **Date for Review of Decision**

Following any promotional campaign.

1 Introduction

- 1.1 A **credit union** is a member-owned financial cooperative, democratically controlled by its members, and operated for the purpose of promoting thrift, providing credit at competitive rates, and providing other financial services to its members.
- 1.2 Many credit unions also provide services intended to support community development on a local level and could be considered community development financial institutions.
- 1.3 Credit unions differ from banks and other financial institutions in that the members who have accounts in the credit union are the owners of the credit union and they elect their board of directors in a democratic one-person-one-vote system regardless of the amount of money invested in the credit union.
- 1.4 Generally speaking, credit unions see themselves as of "higher moral ground" than banks; they feel that they are "community-oriented", and "serve people, not profit. Surveys of customers at banks and credit unions have consistently shown a significantly higher customer satisfaction rate with the quality of service at credit unions.
- 1.5 A credit union's policies governing interest rates and other matters are set by a volunteer Board of Directors elected by and from the membership itself. Credit unions offer many of the same financial services as banks, often using a different terminology; common services include: share accounts (savings accounts), share draft accounts (checking accounts), credit cards, share term certificates (certificates of deposit), and online banking.
- 1.6 Normally, only a member of a credit union may deposit money with the credit union, or borrow money from it. As such, credit unions have historically marketed themselves as providing superior member service and being committed to helping members improve their financial health.
- 1.7 In the credit union context, "not-for-profit" should not be confused with "non-profit" charities or similar organisations. Credit unions are "not-for-profit" because they operate to serve their members rather than to maximize profits. But unlike non-profit organisations, credit unions do not rely on donations, and are financial institutions that must turn what is, in economic terms, a small profit (i.e. surplus) to be able to continue to serve their members.
- 1.8 The modern Credit Union movement traces its origins to Germany and to Friedrich Wilhelm Raiffeisen, the Mayor of a small town in southern Germany, who in 1849 formed societies, which later evolved in to Credit Unions. The purpose of these Credit Unions was to enable people to help themselves in relieving debt and poverty.
- 1.9 Credit Unions in the UK were in existence for some time before the movement gained momentum in 1979, when the Credit Unions Act was passed.
- 1.10 Since then, the Credit Union philosophy of mutual self-help has proved very popular, and there are now over 400 Credit Unions affiliated to the Association of British of Credit Unions (ABCUL) throughout England, Scotland and Wales.

- 1.11 In the UK over 360 thousand members have recognized the value of credit unions, and have savings approaching 300 million pounds with their credit unions. There are thousands employed in the sector and many more thousands are volunteers involved in the movement.

2. Loan Sharks

- 2.1 We recently attended a Department for Business Innovation and Skills (BIS) seminar on Loan Sharks. The event involved the BIS Illegal Money Lending Team working with Trading Standards highlighting some of the practices used by illegal money lenders and the very high interest rates charged on such loans.
- 2.2 We have gathered some useful publicity material from the event and plan to use some of it to raise awareness amongst tenants of the dangers of lending from unregulated sources who may use intimidation and inappropriate collection methods to recover the loan.
- 2.3 We are seeing increased activity as the economic climate puts pressure on household finances with Pay Day loans being advertised widely and many target vulnerable people with their promotions.

3. Credit Unions - application locally

- 3.1 A number of local authorities operate or promote Credit Unions because of the social and financial inclusion benefits. Many low income households cannot or do not operate a bank account and are denied access to financial institutions and mainstream banking services.
- 3.2 I am aware of a good number of housing associations who promote Credit Unions to their tenants recognising the benefits for their customer group who are likely to be low income. Devon County Council promotes and supports the value of Credit Unions. Encouraging the use of Credit Unions would be consistent with our social inclusion responsibilities.
- 2.3 Credit Unions promote the ethos of saving rather than borrowing money and many operate a regular payment from salary as a preferred method of saving to encourage regular saving. Saving of small amounts is also encouraged.
- 3.4 In the current difficult financial climate we are seeing restraint on bank lending and the emergence of a variety of high interest or unscrupulous lenders and 'loan sharks' where there is the potential to exploit low income households desperate for short term finance. We know from our Tenant Profiling work that many of our tenants are on fixed or low income
- 3.5 There are several options that we might consider if we want to progress a Credit Union initiative. We could establish a Credit Union ourselves, but that would involve considerable administration and financial commitment. Alternatively we could promote one of the existing Credit Unions.
- 3.6 In 2010 in a move to further strengthen their services, Devon's four Credit Unions merged to create the largest Credit Union in the South West. The Plough and Share Credit Union is regulated by the Financial Services Authority.

- 3.7 Devonlane, Tawside, and Westcountry Savers Credit Unions have now joined the **Plough and Share Credit Union**, combining a membership of 3,700 people. There are a number of Service Points throughout Devon (23) run by volunteers, including Exmouth Volunteer Bureau; Teignbridge DC and Teign Housing. We could offer to provide a Service Point at Council offices.
- 3.8 I know that the Devon based Plough and Share Credit Union is looking to increase their membership. We have recently received an approach from Plough and Share suggesting how we might work with them in promoting the benefits of their services (letter attached **annex 1**).

Legal Implications

There are no apparent legal implications set out within the report.

Financial Implications

There are no apparent financial implications.

Consultation on Reports to the Cabinet

None.

Background Papers

- ❑ Stop Loan Sharks promotional material, BIS.
- ❑ Plough and Share Credit Union promotional material.

John Golding Ext 2364
Head of Housing

Housing Review Board
8 March 2012



Anchorman House
19 East Street
Okehampton
Devon
EX20 1AT

Tel: 01837 658123

www.ploughandshare.co.uk
info@ploughandshare.co.uk

Incorporating: Devonlane • Tawside • West Country Savers Credit Unions

Council Offices
Knowle
Sidmouth
Devon
EX10 8HL

Dear Mark

Plough and Share Credit Union

The purpose of this letter is to seek the help of your Council.

In 2010 I became chairman of the Plough and Share Credit Union which itself was created from the amalgamation of four smaller Credit Unions all of which were Devon based. We now operate in all Districts of the County.

In essence Credit Unions are not-for-profit financial institutions, mutually owned and democratically controlled. Member savings provide a pool of funds to make low cost loans to other members. Membership is limited to people sharing a common bond of residence, employment or association.

We offer a sound ethical alternative for savers, with a dividend paid to members in most years. We also offer an ethical form of borrowing, particularly to those who for whatever reason cannot obtain a loan from a bank; this may be because they only want to borrow a small sum of money.

As the credit crunch bites people in Devon are increasingly turning to door step lenders when they are unable to obtain a conventional loan. These "loan sharks" often charge interest at over 2000%. Our interest charges are similar to those of a credit card reflecting the risk inherent in the loan.

We are however struggling to achieve critical mass both in terms of membership and loans . Overhead costs are low but at the moment are not being covered by income. We cannot spend money on advertising. This is not a situation peculiar to our Credit Union.

How can you help? We need to get our message over to, for example, tenants and the wider public and encourage employees to join payday saving schemes. Devon County Council and Teignbridge District Council already participate in schemes. Your Council could help by allowing us to place an article in your tenants newsletter (if you still have housing stock) members briefings and presentations to staff.

I enclose some background information which I hope you will find of interest. If you would like to know more please contact me or Paula Anscorb at the above address.

With best wishes

Paul
Paul Edwards
Chairman

Agenda Item: 13

Housing Review Board

8 March 2012

JR/EC



Tenancy Fraud – an update report

Summary

At your January 2010 meeting the Board received a report on the Government's national drive to crackdown on tenancy misuse and fraud. The report set out a series of practical measures that we could adopt to detect tenancy fraud in our own housing stock. This report updates the Board on the measures taken so far and further work planned for the future.

Recommendation

To note the progress made to date with addressing tenancy fraud and approve the suggested next steps.

a) **Reasons for Recommendation**

To tackle any local tenancy fraud effectively and efficiently.

b) **Alternative Options**

To ignore the issue or adopt a different approach to the problem.

c) **Risk Considerations**

Tenancy fraud is a risk to our reputation as a social landlord and where it occurs it prevents households in housing need being housed.

d) **Policy and Budgetary Considerations**

The report updates the HRB on the steps already taken towards implementing the policy and how the CLG grant of £10,000 has been and will be spent.

Positive Impact Overall

Affordable Homes.

Safe Environment.

e) **Date for Review of Decision**

A two yearly review is suggested unless guidance following consultation indicates otherwise.

1 Background

- 1.1 The January 2010 report set out our position (at that time) with tackling tenancy fraud and also highlighted the campaign that had been put in place by the Communities and Local Government (CLG) department to combat tenancy fraud.
- 1.2 The report also highlighted some areas of good practice which it was anticipated we would adopt in the near future.
- 1.3 When the report was written we had just received a grant of £10,000 from the CLG to deal with local tenancy fraud issues.
- 1.4 This report highlights the steps that have been put in place following the January 2010 report, and suggests further steps which should be taken.

2 A new Government consultation on tenancy fraud

- 2.1 The Government has recently launched a consultation exercise that proposes strengthening legislation around social housing fraud, increasing the deterrent to tenants considering cheating the system and allowing those who do cheat to be detected more easily and punished more severely.
- 2.2 The consultation runs from 11 January to 4 April and can be found at: <http://www.communities.gov.uk/publications/housing/socialhousingfraud>. The consultation questions are attached as **Annex 1**.

3 Using the CLG grant money

- 3.1 The conditions attached to the CLG grant covered three areas:
 - Confirmation of our commitment to work with Registered Providers (RPs) in the area of identifying unlawfully-occupied properties.
 - Agreement to share information on the measures they have put in place, the number of properties recovered and any useful lessons for other authorities and RPs.
 - Confirmation of the number of social rented properties in the area (including homes owned by other social landlords).
- 3.2 To date we have:
 - Undertaken a publicity campaign (see 4.3 below).
 - Highlighted the need to tackle tenancy fraud with RPs attending our Wider Housing Strategic Partnership meeting on 22 April 2010. We discussed what other RPs were doing to tackle fraud. Sovereign Housing Association carry out 20% audits of their stock each year and Sanctuary Shaftsbury undertake 100% check each year.
- 3.3 In total there are 5766 social rented properties in East Devon (1481 Housing Association and 4285 Council)¹.
- 3.4 So far we have spent less than £100 of the grant money (although we have expended a lot of staff time). It is

¹ National Housing Federation South West: Home Truths 2011

proposed to run another publicity campaign shortly and funds from the grant will be used towards this.

4 Measures we are currently taking to combat tenancy fraud

4.1 **Sign up, and follow up, interviews**

4.1.1 We carry out comprehensive 'sign up' interviews during which we undertake a series of identification and verification checks. We require photo identification and if this is not forthcoming we take photographs of tenants at 'sign up'. A copy of the tenancy 'sign up' checklist is attached as **Annex 2**. Photo ID is stored on the house file. Birth certificates are also required for all children living at the property.

4.1.2 At present we are not able to insert copies of photo ID on to tenancy agreements, but new technology may allow this to be done in future (possibly when the housing management computer system is replaced).

4.1.3 Staff involved in the sign up process are well trained in the importance of the 'sign up' process for preventing tenancy fraud.

4.1.4 Within six weeks of moving in all sheltered housing tenants are visited by a Mobile Support Officer and all vulnerable tenants in general purpose housing are visited by a Tenancy Sustainment Officer. To date we have not been able to visit all other new tenants in general purpose housing, but with the appointment of a fourth Estate Management Officer this will shortly be possible. It is important that records of these visits are maintained.

4.1.5 We do not routinely visit all tenants whose introductory tenancy is about to come to an end. However, any that are causing concern, for whatever reason, are considered at the Legal Matters Forum.

4.2 **Tenancy Audits**

4.2.1 Since 2011 we have carried out in-depth estate inspections which involve visiting every property within a designated area and checking on who is living in the home. Our officers ask to see proof of identification from the tenants and pick up on any problems that they may be having for example with paying rent or repairs. The tenancy audit checklist form is attached as **Annex 3**.

4.2.2 We piloted these inspections in Seaton and carried out the first full audit for Honiton (excluding the St Paul's area) in July 2011. A similar inspection was recently carried out in Axminster on 2 March 2012. The visits were unannounced.

4.2.3 Estate Management Officers are joined on the day by other housing staff, which gives some office based staff the opportunity to get out and meet tenants in their own homes. Officers visit properties in pairs. To date no visits have been made outside office hours. Where no one is in at the property we do not leave a 'calling card' (although we did do this during the pilot inspection).

4.2.4 It is not physically possible to take all the required housing files on the inspections, so reference to photo ID from files is not available to officers on the day.

- 4.2.5 During the inspections we try to visit as many properties as possible, but we have not to date targeted 'high risk' tenancies (tenancies where particular triggers may indicate the potential for tenancy fraud).
- 4.2.6 We could consider targeting properties where no contact has been made with the Housing Service for 12 months. For the period end of July to end of December 2011 figures indicate there may be just over 1000 properties where this is the case. However, figures for the period July 2010 to July 2011 indicate a much lower figure. Further analysis is required to gain an accurate figure.
- 4.2.7 A record of the visit and details recorded are loaded on to the Tenancy Audit spreadsheet. However, due to staff time there is a backlog of data to be entered. A new housing management computer system and a fourth Estate Management Officer should make this less of an issue.

4.3 Publicity campaign

- 4.3.1 We undertook a small scale publicity campaign in the spring of 2010 which included producing leaflets and flyers advertising the campaign, issuing a press release, and an article in the Spring Edition of the Housing Standard newsletter.
- 4.3.2 We will shortly be issuing another press release and will include information on our website. Both will explain how incidents of suspected tenancy fraud can be reported and give the telephone under for the confidential fraud line.
- 4.3.3 We do not have any information on tenancy fraud in our current Tenant Handbook, but will include this in the next redraft.
- 4.3.4 We have not carried out any targeted mailshots. However, we will be including information on tenancy fraud in our next rental statements.
- 4.3.5 The Tenant and Leaseholder Customer Panel was briefed on tenancy fraud at their meeting on 23 August 2011, and their replacement, the TRG (Tenant Representative Group) and the Estate Management Service Review Group will be informed about the Government's latest consultation (see Section 2 above).

4.4 Reporting incidents

- 4.4.1 We encourage staff and tenants to report any suspected incidents of tenancy fraud and have a confidential fraud line available (01395 517454). This was advertised in the Housing Standard article (Spring 2010) and will be readvertised shortly.
- 4.4.2 Our Estate Management Officers follow up any reported incidents. To date we have repossessed no properties as a result of tenancy fraud.

5. The next steps

- 5.1 Over the coming months we will:
 - i. Carry out another publicity campaign to raise awareness of the confidential fraud line, including a reminder to all EDDC staff.
 - ii. Include information on the website and in our next redraft of the Tenant Handbook.
 - iii. Fully embed our programme of in-depth estate inspections, consider any changes that need to be made to their format, and ensure all information gathered is adequately recorded and acted on.

- iv. Consult with the TRG on the Government's latest consultation on tackling tenancy fraud.
- v. Consider how we can best spend any funds remaining from the CLG grant.
- vi. Ensure that all tenants receive a follow up visit between six to eight weeks of moving into their property.
- vii. Investigate further data sharing with Council Tax to compare records of deceased persons and single person discount.

5.2 Once the new housing management computer system is available we will aim to set up more sophisticated tenancy audit records so that all officers can easily access, view and amend the data. This can also be used to flag up any high risk tenancies.

Legal Implications

There are no current legal issues highlighted within the report.

Financial Implications

The financial implications are included in the report.

Consultation on Reports to the Cabinet

The Tenant and Leaseholder Customer Panel were consulted on tenancy fraud at their meeting on 23 August 2011. The Estate Management Service Review Group was briefed on the Government consultation at the meeting on 25 January 2012 and members have been sent a copy of this report. The new Tenant Representative Panel, was briefed on the Government consultation at their meeting on 21 February 2012.

Background Papers

Housing Review Board report – Tenancy Fraud Initiative – 14 January 2010.

Jane Reading
Tenants and Communities Section Leader

Housing Review Board
8 March 2012

Social Housing Fraud – Consultation Questions

Q1. Do you agree that a new criminal offence should be created?

Q2. What would you consider to be a suitable maximum penalty for a Crown court conviction for tenancy fraud?

Q3. Do you agree with our core proposal to give a broad definition to ‘tenancy fraud’? Which forms should be included?

Q4. Do you agree that restitutionary payments should be introduced and, if so, should they be available in both the civil and the criminal court?

Q5. Should local authorities have the power to prosecute for tenancy fraud?

Q6. Do you agree that a mandatory gateway should be introduced?

Q7. Do you agree that a mandatory gateway should cover banks, building societies and utility companies? Should other data holders be included?

Q8. How should the ‘intention to return’ be amended? What would be an appropriate period of time for which a tenant could be absent? What would constitute a necessary absence and what would constitute a voluntary absence?

Q9. Should assured tenancies be brought into line with secure tenancies, meaning that status cannot be regained once the whole of the property has been sublet?

Q10. As a social landlord, which factors would you consider when deciding whether to pursue a case using the criminal rather than civil route, e.g. strength of evidence, length of time the home had been unlawfully occupied, amount of money involved, history of the tenant, etc.? How often do you think you would pursue cases using the criminal rather than civil route?

Q11. As a social landlord, how would the creation of a new criminal offence influence the likelihood of you taking cases of tenancy fraud to court rather than simply accepting a tenant’s voluntary termination of their tenancy?

Q12. As a local authority, how many requests for data for matters related to tenancy fraud would you envisage submitting per year, and to what type of organisation would you expect the majority of your requests to be submitted?

Q13. As a data-holder, what do you believe would be the unit cost of processing a data request?

Sign Up : Name _____

Date _____ Time _____

EAST DEVON DISTRICT COUNCIL

Housing Needs

Tenancy Sign Up Checklist

Address of property offered _____

Tenancy Agreement	Passport	Photo Driving Licence	Wage Slips	Birth Certificates
Credit Card	Letter of offer	Counterpart Driving Licence	Utility Bills	Benefit Entitlement

Terms and Conditions of the tenancy agreement and the rights and responsibilities of each party under the agreement	
How to pay rent and other charges, accessing Housing Benefit, rent increases, rent statements, debt advice	
Provide copies of Tenant Handbook and Welcome Pack	
Domestic Pets- Type and number	

Core Form	
Declaration of Termination of Tenancy (completed and signed where applicable)	
Current household make up checked with new tenant(s)	
Style of documentation Large Print / Audio / Brail	Yes No

Supported Housing

Determine any support needs or need for ongoing tenancy support (supported housing needs assessment form completed and signed by tenants)	
Sheltered Tenants Handbook (where applicable)	
The role of Scheme Managers and Mobile Support Officers	
Large Print Documents required	Yes No
If Partially sighted Registration Number. All those who are registered blind or partially sighted will be registered. This allows for further supported concessions.	

Additional items to be explained to tenant(s) at sign up

Tick here if explained

Highlight the opportunities for tenant participation and involvement in the management of their homes _____

How to report repairs, response times and contractors _____

Explanation of service standards (Tenant Handbook) _____

Garages, parking, grounds and garden maintenance
Including communal cleaning where applicable _____

Services available outside normal office hours _____

Other Council services such as refuse _____

Website information _____

Loft space useage _____

Tenant repair responsibilities _____

Signature of tenant(s)

Tenants Signature

Joint Tenant (if applicable)

To be signed by Housing/Clerical Officer _____

Date _____

TENANCY AUDIT FORM

Date of audit		
Name of officer undertaking audit		
Address		
Name of person seen at the property?		
Is this the tenant?	Yes/No	
If not please get name of tenant (s)		
Is it a joint tenancy		
Tenant's date of birth	1.	2.
Ask to see identification – this can be driving licence, benefit book, passport, etc	Note down what identification was seen	
Telephone number		
Type of property (flat, house, bungalow etc)		Number of bedrooms

Other occupants living at the property

Full Name	DOB	Sex	Relationship to tenant – if not related to the tenant confirm status eg lodger

Are there any pets at the property?

Do you have any housing problems or concerns?	YES/NO If yes, please get details – and fill in Actions agreed section below	
Condition of the property	Good/Poor	Comments
Condition of the garden	Good/Poor or Communal	Comments
Actions necessary		
Other comments – eg advised re tenancy conditions, downsizing etc		

Actions agreed – complete if applicable

Actions the tenant would like the Council to undertake	Actions the Council would like the tenant to undertake

Signed by the tenant _____

Signed by the officer _____

Supplementary questions

Are you satisfied with the services you receive from East Devon District Council?	YES/NO If not, why?
Is there anything within your neighbourhood that concerns you or your family? For example, do you have concerns with any of the following: <ul style="list-style-type: none"> - Dog fouling - Litter - Crime or antisocial behaviour - Noise or pollution - Pests - Waste or recycling 	YES/NO If yes, please get further details
To be asked if it appears that tenant cannot manage their garden For a small charge we are able to offer certain tenants a garden maintenance scheme which helps with grass cutting and hedge trimming. Would you be interested in this?	YES/NO If yes, give details/leaflet and pass details to Landlord Services
To be asked if tenant obviously underoccupying the property We have a downsizing scheme which helps tenants to move from properties which have become too large for them, to smaller properties. Would you like details?	YES/NO If yes, give details/leaflet and ask if tenant would like a phone call from Housing Needs
Home Safeguard offer a 24 hour personal emergency response service for vulnerable adults who may need to summon help urgently. Would you like details?	YES/NO If yes – please give leaflet and pass name to Home Safeguard
Would you like a home security check from the police?	YES/NO
Is there anything else you would like to tell us?	YES/NO Details

Agenda Item: 14

Housing Review Board

8 March 2012

DB



Electricity Generating Technology and the Green Deal

Summary

This report sets out the options available to the Council to provide electricity generating technology to tenant's homes to help improve the energy efficiency. The report also sets out a brief introduction to the Government's Green Deal proposals contained in the Energy Act 2011.

Further research needs to take place to understand whether tenants will actually benefit from electricity generating technology and the Green Deal, and whether we should invest in our properties to boost energy efficiency and help reduce our tenants energy cost. This is the first in a series of reports on energy efficiency/impact of climate change on our homes – a second report will be presented to the Board on the Green Deal with a third report on 'retrofitting' improvements to our homes and how this will benefit tenants.

Recommendation

Members are asked to:

1. Note the report and the position relating to electricity generating technology opportunities available to the Council, and
2. Invite a more detailed report to be presented to the Board on the Green Deal once the Government has finalised its proposals.

a) Reasons for Recommendation

To inform Members of the opportunities/options available to improve the energy efficiency of the Council housing stock.

b) Alternative Options

To continue to provide energy efficient improvements to tenant's homes in the same way as we have always done.

c) Risk Considerations

None identified at this stage.

d) Policy and Budgetary Considerations

Any significant budgetary implications are included in the report.

Positive Impact Overall

Affordable Homes.
Safe Environment.
Green Environment.
Excellent Customer Service.
Inspirational Council.
Providing same service at less cost.

e) Date for Review of Decision

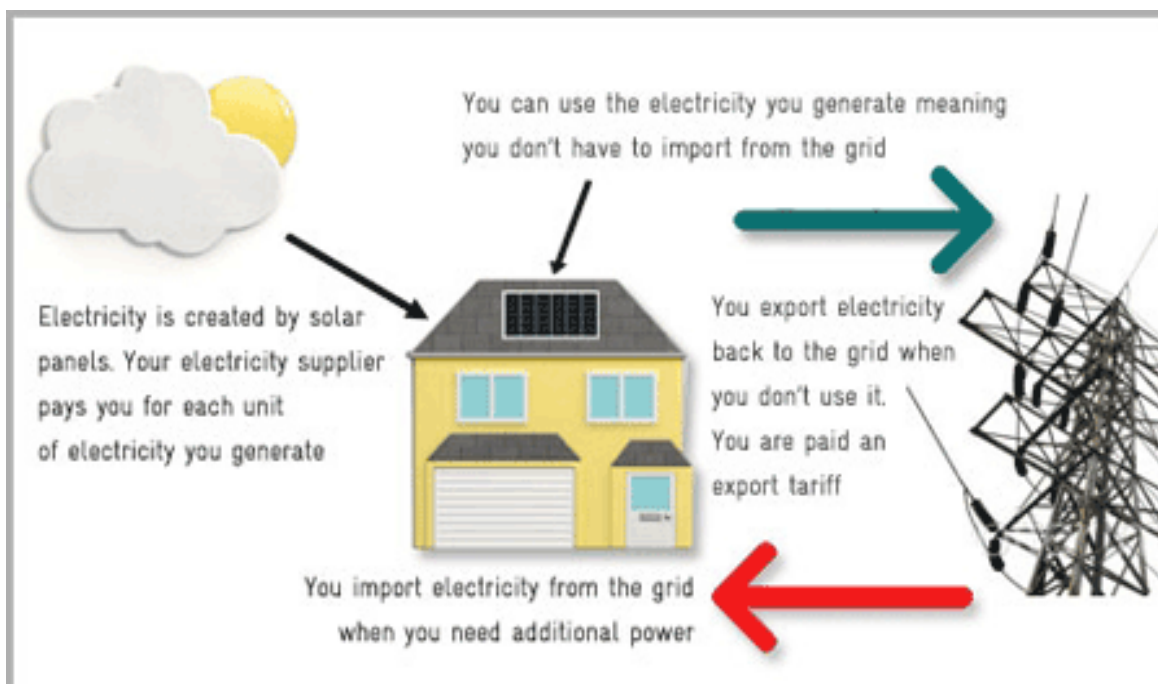
September 2012.

- 1 Background
 - 1.1 There are a number of initiatives/improvements that can be made to a home to reduce the use/cost of electricity –see below.
 - 1.2 Solar PV or solar electricity is one such technology and uses the energy from the sun to produce electricity which you can then use in your home and/or export into the grid. Solar PV is an expensive technology (a typical 3kWp solar system costs around £10,000), but financial support is currently available. Although expensive, a government scheme (called Feed-in Tariffs or FIT) means you can now receive cash for the electricity you generate using photovoltaic solar panels.
 - 1.3 The FIT is a scheme launched in April 2010 to reward households who install their own electricity-generating 'micro generation' technology with regular and guaranteed payments from an energy supplier.
 - 1.4 The Government is going to cut the FIT rate for the generation tariff - the fixed rate element of the FIT that is payable to households who generate their own electricity, calculated per unit - **by half from 43.3p/kWh to 21p/kWh**. Systems installed after 3 March 2012 will get the lower rate of 21p/kWh from 1 April 2012.
 - 1.5 **The Energy Act 2011 provided for the Green Deal**, which the Government says is its “flagship piece of legislation, which will deliver energy efficiency to homes and buildings across the land”. A quarter of the UK’s carbon emissions come from the energy used in homes and a similar amount comes from our businesses, industry and workplaces. The UK government's target is to reduce those emissions by 2050.
 - 1.6 Green Deal will enable energy customers in England, Wales and Scotland to receive low cost loans to make energy efficiency improvements. The repayments will attach to the energy bill at a property, rather than to an individual, passing to any new occupier or bill payer. The “golden rule” is that the instalment payments should not exceed the savings on an average bill.
 - 1.7 A new energy company obligation (ECO) to reduce carbon emissions from homes will underpin the Green Deal. This will take over from several Government energy efficiency schemes due to end in 2012. The “Affordable Warmth” element of ECO will focus on hard-to-treat homes, the vulnerable and the fuel poor.
 - 1.8 A consultation on the Green Deal was issued on 23 November 2011 along with a draft Code of Practice and Impact Assessment, and draft Regulations covering

issues such as consumer protection, financing, and the certification of green deal providers. Consultation closed on 18 January 2012 and the Green Deal should be available from late 2012.

- 1.9 There is uncertainty about the opportunities available to the local authority and other Registered Providers (RP's) and whether there will be any limits on what we are able to do through the Green Deal to improve the housing stock to benefit tenants.
2. Solar Photovoltaic Project and Feed in Tariffs
 - 2.1 If you install electricity-generating technology from a renewable or low-carbon source such as solar PV or wind turbine, the government's Feed-In Tariff scheme (FIT) could mean you get payment from your energy supplier.
 - 2.2 You can be paid for the electricity you generate, even if you use it yourself, and for any surplus electricity you export to the grid. You also save money on your electricity bill, because you will be using your own electricity.
 - 2.3 Most domestic technologies (and larger systems up to 5 megawatts) qualify for the scheme, including:
 - solar electricity (PV) (roof mounted or stand alone)
 - wind turbines (building mounted or free standing)
 - hydroelectricity
 - anaerobic digesters
 - micro combined heat and power (CHP).
 - 2.4 The opportunities for installing, wind turbines, hydroelectricity, anaerobic digesters and micro combined heat and power initiatives to benefit tenants is very limited.
 - 2.5 It is energy suppliers that will pay you the FITs payments with the 'big six' energy suppliers required by law to provide these payments. Some smaller electricity suppliers may not offer FITs payments as it is not compulsory for them though many have opted to offer the payments. The tariffs available and the process for getting them depend on when the technology was installed, and whether the system and the installer were certificated under the Micro generation Certification scheme.

2.6 How it works



Electricity is created by solar panels. Your electricity supplier pays you for each unit of electricity you generate.

You can use the electricity you generate meaning you don't have to import from the grid
You export electricity back to the grid when you don't use it. You are paid an export tariff
You import electricity from the grid when you need additional power.

2.7 If you are eligible to receive FITs you will benefit in three ways:

Generation tariff - your energy supplier will pay you a set rate for each unit (or kWh) of electricity you generate. Once your system has been registered, the tariff levels are guaranteed for the period of the tariff (up to 25 years) and are index-linked. For a full list of generation tariffs, see FIT payment rates published by the Government.

Export tariff - you will get a further 3.1p/kWh from your energy supplier for each unit you export back to the electricity grid, so you can sell any electricity you generate but don't use yourself. This rate is the same for all technologies. At some stage smart meters will be installed to measure what you export, but until then it is estimated as being 50% of the electricity you generate.

Energy bill savings - you will be making savings on your electricity bills, because generating electricity to power your appliances means you don't have to buy as much electricity from your energy supplier. The amount you save will vary depending how much of the electricity you use on site.

2.8 A typical domestic solar electricity system with an installation size of 3kWp could earn £670. This is based on the proposed 21p/kWh rate.

- £530 a year from the Generation Tariff
- £40 a year from the Export Tariff
- £100 a year reduction of current electricity bills.

2.9 The benefits and disadvantages of solar PV are:

Pros

- Only daylight is needed to create energy – not sunshine.
- Can be connected to the national grid and any excess electricity sold back to an electricity company.
- Can cut an average household electricity bill by about 40%.
- The Feed-in Tariff provides additional income (unlike solar thermal).

Cons

- A large roof area is needed to generate significant amounts of energy.
- More expensive to buy and install than solar water systems.
- High initial outlay – typically between £8,000 and £14,000.
- Efficiency depends on the number of solar light hours and climate.
- Initial costs are higher than for conventional electric and gas-heater systems.
- Unshaded, south-facing location is needed for installation.
- Solar panels can be heavy, so your roof must be strong enough to take their weight, especially if the panel is to be installed on top of existing tiles.

2.10 During the early part of last year officers began discussing the possibility of installing solar panels on Council housing and the opportunities and options available with two potential partners. One of these companies' was introduced to the Council by Robert Heath Heating – our gas servicing contractor. A proposal was sought from the potential partners to install solar panels on the roof of many of our housing stock properties that were suitable, including costings, timescales and benefits to tenants and the Council.

2.11 To date no proposals have been submitted by these potential partners, even though officers have provided details of the housing stock to enable an evaluation to be made of the number of Council properties that could receive an installation of solar panels.

2.12 Officers are continuing to investigate the possibility of a large scale installation of solar panels on our properties. However, it is likely that the business opportunity developed following the introduction of the FIT will not continue at the same rate. The demand for this technology may well diminish following the cut in the FIT rate. The original return on investment predicted at 8-10 years is unlikely to be available in future. The opportunity for the Council to invest in this type of energy efficiency technology is likely to have passed and the Board should consider other ways to improve the energy efficiency of our homes.

3. What is Green Deal?

- 3.1 The Green Deal is the government's flagship energy policy aiming to retrofit 14m homes by 2020, cut CO₂ emissions in housing by 29% and generate 250,000 jobs.
- 3.2 It will allow private energy firms to provide domestic and commercial customers with double glazing, loft and wall insulation and other structural improvements designed to boost the energy efficiency of their buildings and reduce heating bills.
- 3.3 The full cost of the measures will be recovered through instalments on the energy bill over several years, and because the Green Deal is not a personal loan or an advance payment scheme, there is no obligation to continue paying the instalments if you move house.
- 3.4 Suitability for the scheme will be assessed on a simple calculation, known as the "golden rule" of the Green Deal - the predicted savings from the energy efficiency improvements to your property must equal or exceed the cost of installation.
- 3.5 Framework regulations governing the scheme allow for a Code of Practice and assessor and provider certification. Green Deal plans attached to properties must be disclosed if the property is sold or let out, as they will pass to the new bill payer.
- 3.6 A property will be assessed by a 'Green Deal Assessor' to show the property's energy efficiency and recommend measures, resulting in a **Green Deal assessment** and **energy performance certificate (EPC)**. The customer can take the assessment to one or more '**Green Deal providers**' for a quote for the finance and installation of one or more of the recommended measures. The provider and customer will agree a '**Green Deal plan**' to set out the agreed amount and term of repayments. The customer will in effect be paying for the energy efficiency improvements by instalments, through a charge on their electricity bill.
- 3.7 Once Green Deal measures have been installed and signed off, a Green Deal provider will give the customer a Green Deal plan document and a new EPC. Any Green Deal plan attached to a property will be disclosed to future potential bill payers through providing them with the EPC, which will contain key financial information about the Green Deal plan.
- 3.8 Further detailed information is attached at **Annex A – The Green Deal – A summary guide to the big decisions for Registered Providers and Local Authorities.**

4.0 Progress so far

- 4.1 It is doubtful that any one Devon housing authority can achieve the critical mass for successful Green Deal delivery unless it enters into a partnership of sufficient scale. Torbay, Devon and Cornwall, through the joint programme of SWEEG are undertaking research to provide:
 - A brief overview of the success of existing CERT delivery arrangements [to compare the current scale of delivery with the "ramping up" that will be required]
 - An analysis of the housing stock/scale of opportunity
 - The thresholds at which Green Deal delivery becomes viable
 - The balance of funding required to deliver both Green Deal and ECO
 - The scale at which benefits can be locked in to the local economy
 - Potential partnership vehicles/delivery models

4.2 Members of the Cosy Devon partnerships [Districts, Unitaries, County, and EON] have been discussing the potential for Cosy Devon to evolve into a Green Deal partnership. The energy efficiency agenda at District level tends to belong in the Housing Renewal/Environmental Health services.

4.3 The Green Deal is of interest to the Devon County Council because:

- There are synergies with other work [vulnerable households; the Warmer Homes, Healthy People bid currently being led by the People Directorate; the Supporting Domestic Energy Efficiency and Micro Generation (SDEEMS) project to benefit the energy efficiency and renewables sector by stimulating demand from households] the Authority is doing. Vulnerable households and health are important priorities in the emerging Strategic Plan.
- The opportunity to influence procurement and commissioning to lock as much of the benefit as possible into the Devon economy.
- Devon is already a partner in the Cosy Devon partnership. The Green Deal is the next logical step. Devon could offer the strategic leadership to convene the District and Industry interests to navigate the best delivery option for the County and its partners.
- Green Deal is also available to non-domestic properties; the focus of discussion to date has been on housing, but Devon, through its economic development interests may be in a position to raise awareness of Green Deal in the business community.
- The new Climate Local framework sees work to upgrade housing as a key element of the Local Authority role, addressing fuel poverty and simultaneously helping meet carbon reduction targets.

5. Next steps

5.1 Following the consultation exercises the Department of Energy and Climate Change (DECC) will publish final proposals for both Green Deal and the Energy Company Obligation (ECO) which will be reflected in secondary legislation in 2012. The Board should wait until the final proposals are published and the outcome of the Devon wide research/consultation to understand the appetite to work jointly across Devon. A further report will be presented to the Board later in the year on the opportunities for us as a landlord to benefit from the Green Deal proposals and to receive a recommended way forward.

Legal Implications

There are no apparent legal implications at this stage.

Financial Implications

There are no immediate financial implications and any future implications are unclear at this stage.

Consultation on Reports to the Cabinet

None.

Background Papers

- DECC – LA and the Green Deal – Information Note – November 2011
- House of Commons Library – Standard Note SN/SC5763 – The Green Deal
- EDDC Climate Change Strategy – March 2008

The Green Deal

A summary guide to
the big decisions for
Registered Providers
and Local Authorities

Contents

The Green Deal is the government's flagship consumer-focussed energy and climate change policy, aiming to drive the take-up of energy efficiency measures in 14 million homes by 2020, generate £7bn of investment annually, and create as many as 250,000 new jobs. While the scheme has, to some extent, been designed with an eye more on privately owned homes, it will have potentially enormous implications for the social housing sector. It represents both a new source of finance for large-scale domestic retrofit programmes, and a further set of rules and regulations that will govern their implementation.

This guide follows on from a series of Green Deal workshops for Registered Providers and Local Authorities where the key question you asked us was "what does it mean for us?" This document aims to address that need. This guide aims to provide some of the answers and focus on the practical implications of the Green Deal for Register Providers and Local Authorities rather than be an exhaustive guide to the detail of the policy. The guide also provides a quick reference to some of the most common questions that were asked over the course of the events.

A What is the Green Deal?

The Green Deal is the government's flagship energy policy aiming to retrofit 14m homes by 2020, cut CO₂ emissions in housing by 29% and generate 250,000 jobs. How will the Green Deal work?

B How can RPs & LAs access the new Energy Company Obligation?

The new Energy Company Obligation is expected to provide £1.3Bn/yr of support for affordable warmth and works to hard to treat homes. What will ECO offer LAs & RPs and how can you access it?

C Do you need a Green Deal offer and what could it look like?

The Green Deal will go live in October 2012, all Registered Providers need to have a Green Deal offer of some sort in place to maintain control of their stock. What is the right Green Deal option for your organisation?

D Should you become a Green Deal provider?

Green Deal Providers will be ultimately responsible for all aspects of the Green Deal offer from marketing and selling, assessment and advice, installation and ongoing guarantees and warranties. Should you be taking steps to become a provider?

E Can you finance your Green Deal offering?

The Green Deal is a new finance mechanism taking away the upfront cost of energy saving works from householders. Registered Providers & Local Authorities are likely to be able to raise finance at more attractive rates than the private sector, but is that the right option for your organisation?

F What supply chain do I need for the Green Deal?

A strict accreditation framework is being developed for all key partners in the Green Deal from providers to assessors to installers. Many roles could be met in-house or through existing supply chains. What else should you be doing to get yourself ready?

G Would you like some support?

Keepmoat, Parity Projects and Sustainable Homes can all help your organisation develop your Green Deal strategy and offering. Find out how.

A What is the Green Deal?

How will the Green Deal work for consumers?

The Green Deal is based on a “Pay As You Save” model, allowing consumers to have energy-saving measures installed in their property at no up-front cost. Green Deal charges (loans) will be attached to the property rather than the customer. This is to encourage the take-up of the scheme by those who might otherwise have failed to invest in energy saving measures for fear of not realising the benefits (should they leave/sell the property within expected “payback periods”).

approved software. It is designed to be objective, and will lead to the consumer receiving a report which outlines the energy saving measures that are appropriate for their property, which satisfy the Green Deal’s “Golden Rule” (see box 1).

Consumers will then have the opportunity to use their Green Deal report to seek quotes from any number of potential Green Deal Providers, who will offer a more detailed and specific view as to the measures they can offer which meet the Golden Rule, and

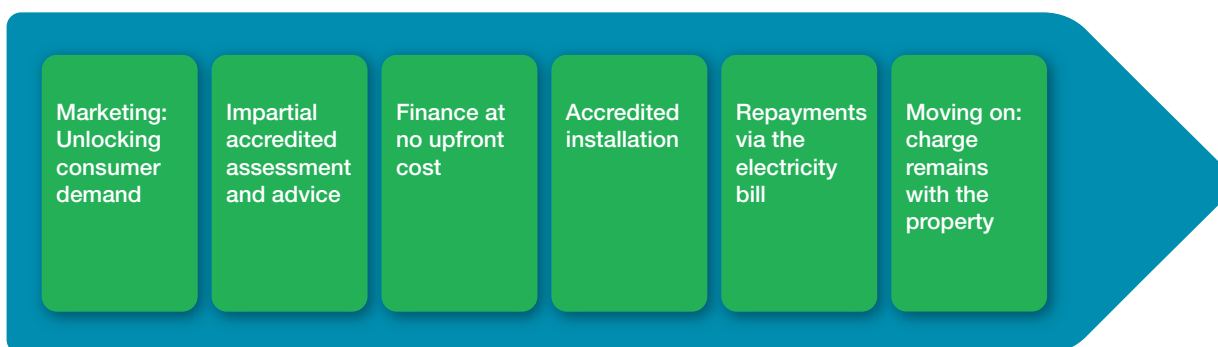


Figure 1: The Green Deal Customer Journey

Marking a move away from direct Government support for domestic energy efficiency advice and measures, the Green Deal is instead a market framework that will see large-scale retrofit delivered and funded largely by the private sector. At the centre of the scheme will be “Green Deal Providers”, who are expected to be involved in many or all stages of the process: from marketing the scheme and arranging assessments, to quoting for and delivering installations, providing customer services and registering completed Green Deals with Energy Companies.

Providers are expected to range from high street retailers and Local Authorities to contractors and Registered Providers. Under the scheme, both homeowners and tenants of rented properties will start on their Green Deal customer journey by requesting an assessment of their property. Registered Providers could also seek an assessment of the properties they own. The assessment will be based on an improved version of the RdSAP methodology, undertaken by an accredited adviser using

identifying the costs and potential savings to be made. Once the consumer or in the case of social housing, the resident and the Registered Provider has chosen a quote and the measures they want, the Green Deal Provider will then arrange for the installation of those measures and put in place the finance to pay for the work to be done.

When the work is complete, the provider will pass details of the deal to the energy companies, who will add the agreed charge to the householder’s electricity bill for the duration of the Green Deal plan (which could be up to 25 years).

Where a resident or tenant moves the charge stays with the property, Green Deal charges will not impact on a resident’s credit rating. When a property is void a registered provider will be liable for the Green Deal charge.



B How can RPs & LAs access the new Energy Company Obligation?

The Energy Company Obligation (ECO) is expected to provide around £1.3 bn/year of support, split between “affordable warmth” (c. £325m/yr) and energy efficiency improvements for “hard to treat”, largely solid wall homes (c. £975m/yr).

ECO will replace both of the current schemes, CESP and CERT, placing a new requirement on UK energy suppliers to deliver against both CO₂ and fuel poverty reduction targets.

Other than £200m of introductory support recently announced by the Government, ECO is expected to be the only form of long-term subsidy available in support of Green Deal and it will be utilised where homes might otherwise fail to achieve the Golden Rule either because they are currently under-heated (and so the scope for savings are low), or where the necessary measures to reduce energy use are very high cost (such as solid wall insulation). Government proposals suggest that 75% of the available funding will be focussed on hard-to-treat, solid wall homes.

For Registered Providers, it is proposed in the consultation document that access to ECO will be limited to just the solid wall element of ECO, with the affordable warmth funding restricted to private rented and owner occupied properties. However, a number of organisations – including the National Housing Federation and Sustainable Homes – are lobbying strongly for this restriction to be lifted due to the number of fuel poor households in social housing.

In order to promote competition, the Government has proposed that all Green Deal providers will have access to ECO funding via a “brokerage” system (see diagram 3 below). It is envisaged that 50% of ECO funding will need to be made available via this mechanism.

Box 1: Green Deal key terms

Green Deal Assessor

Refers to the surveyor that will undertake the initial assessment of a home, using an improved RdSAP methodology and approved software. The resulting report will set out broad measures that are likely to meet the Golden Rule for that property and are eligible for Green Deal finance.

Green Deal Provider

Expected to be the key organisations in the scheme, Providers will undertake a number of roles, from marketing the scheme, to arranging installations. It is likely that some Registered Providers will choose to become Green Deal Providers (see section D).

Green Deal Installer

All installations of measures under the Green Deal and ECO will have to be undertaken by accredited installers if they are to be eligible for the scheme’s finance mechanism.

The “Golden Rule”

The idea of the “Golden Rule” is a founding principle of the scheme, which states that expected savings resulting from measures should meet or exceed the repayments.

Green Deal Measures

Any energy saving measure has the potential to become a Green Deal measure. However, to be installed in practice, a measure will have to meet the Golden Rule and be on the list of potential Green Deal measures.

Energy Company Obligation (ECO)

ECO will replace the current CERT and CESP schemes, providing a subsidy to the Green Deal focussed on “hard to treat” homes and “affordable warmth”.

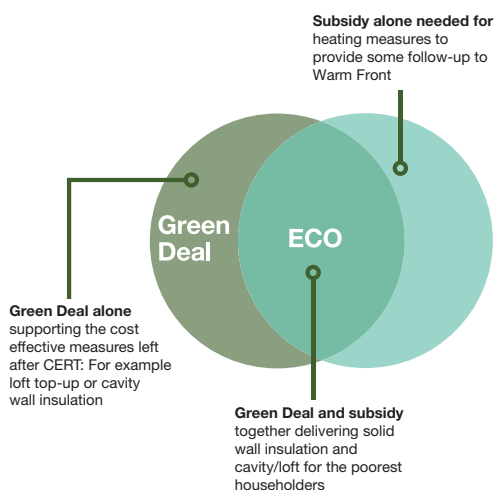
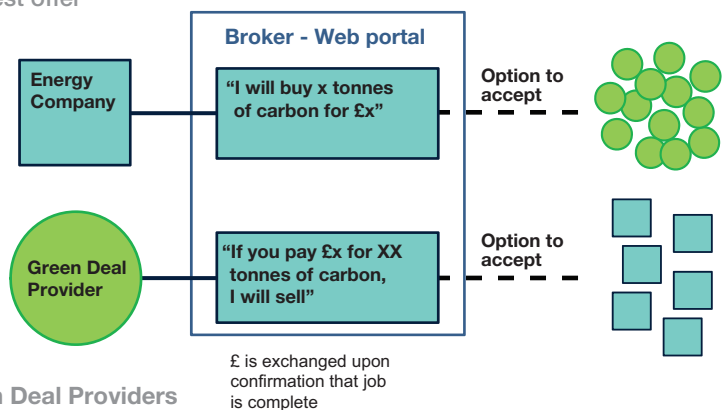


Figure 2: How ECO interacts with Green Deal

Energy Companies compete to create the best offer



Green Deal Providers compete to create the best offer

Figure 3: Proposed ECO brokerage model

C Do you need a Green Deal offer and what could it look like?

From October 2012, a wide range of Green Deal providers could be offering to carry out works at no upfront costs to the tenants of your properties (see box 2) which could create a range of issues for Registered Providers. These include maintenance (who repairs the boilers fitted under Green Deal), complaints handling (who do tenants call if boiler breaks down), stock value (will Green Deal charges impact on lending) and interaction with planned works.

There are two key decisions which will influence what your Green Deal offering could look like and the associated risks and levels of control that brings (see figure 4). For more information on these two key questions, see the next two sections (D and E).

More generally, there are a number of other key decisions to consider when looking at your potential Green Deal offer:

- Q Do you just want to offer Green Deals to your social housing stock or also the right to buys in the same areas or even the wider community?
- Q Do you want to offer Green Deals to local non-domestic buildings?
- Q Do you want to subsidise works to your stock so that energy savings are shared with tenants?
- Q Do you want to simply act as a referral service for partner Green Deal providers to deliver works, potentially under your branding?
- Q How will you engage with your social housing tenants who will be asked to effectively pay for works which may have been provided for free until now?

Box 2: Potential Green Deal Providers

- > **Energy Companies** – all the major energy companies are expected to offer their customers works under a Green Deal Plan.
- > **Retailers** – a wide range of retailers from B&Q to M&S to Tesco have expressed an interest in becoming a Green Deal provider.
- > **Installers** – some major contractors and home refurbishment specialists are considering becoming Providers.
- > **Local Authorities** – major city councils will be procuring Green Deal Provider partners while others are expected to support a range of Providers.
- > **Registered Providers** – some national Housing Associations are looking to become Providers for their stock as well as the surrounding areas.
- > **Communities** – some local community organisations have set out to become Green Deal providers for their areas.

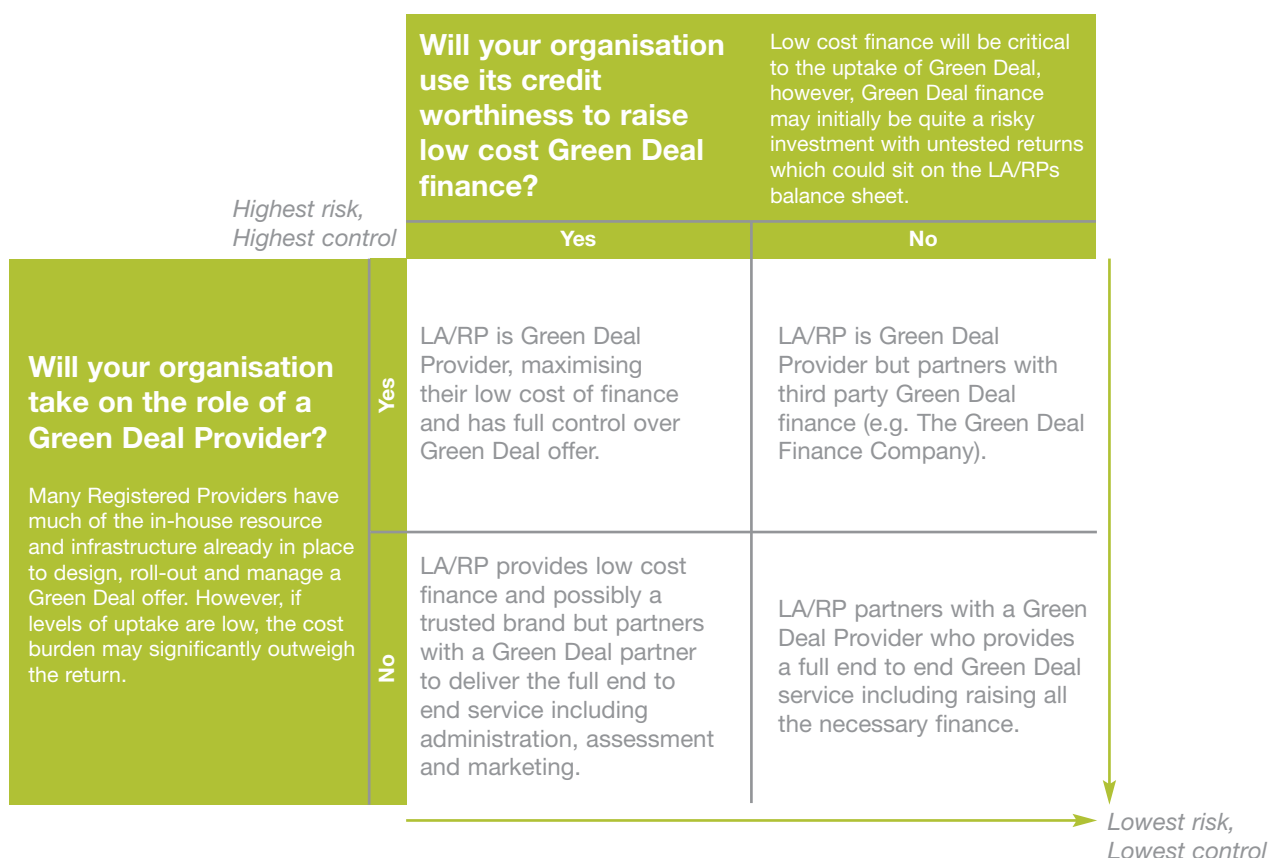


Figure 4: Two key decisions which dictate your Green Deal offering

D Should you become a Green Deal Provider?

Green Deal Providers are responsible and liable for all aspects of a Green Deal offer including Consumer Credit Act licensing. Becoming a provider does have numerous potential benefits. These include but are not limited to:

- > **Carbon savings**
Provides you the opportunity to lead on reducing carbon in your homes and potentially the homes of others.
- > **Fuel poverty**
Potential to focus the funding to reduce fuel poverty and ensure that behaviour change is improved while undertaking these works.
- > **Job creation**
Ensuring that local people are employed in the drive to improve homes. By being a provider you are likely to have a greater say over which organisations are involved and who is employed to carry out assessments and works.
- > **Low carbon economy**
As a provider you will be able to stimulate the local economy and ensure local providers tap into this business opportunity.

However, becoming a provider also brings a number of risks and liabilities:

- > Energy efficiency is not always an easy sell: good marketing and attractive incentives will be vital and could be costly with uncertain returns.
- > A limited number of works can be realistically funded under the golden rule, ECO subsidy and other sources of funding will be needed.
- > Providers may need to take on the default risk with Green Deal charges. They will also be liable for any guarantees and warranties put in place.
- > Green Deal providers will play the central role in the Green Deal, with responsibilities including:
 - Marketing the Green Deal
 - Organising finance (and CCA)
 - Customer advice and service
 - Delivering installation works
 - Adhering to the Code of Practice
 - Liaising with energy companies

This could therefore add a significant financial and administrative burden on the Green Deal provider. Some Local Authorities and Registered Providers are well positioned with call centres and supply chains already in place.

It is important that Local Authorities and Registered Providers consider the benefits, understanding the risks and take a view on whether they will be looking to provide the Green Deal fully in their own right or in partnership with others.

Green Deal providers have an opportunity to be at the heart of improvements to homes and galvanise a low carbon local economy. The exact nature of the role will be developed over the next year and may be flexible but there is likely to be significant administrative burdens.

It should be noted that the Green Deal is unlikely to be a panacea, and wider policies may be needed to get to the level of carbon reduction required.

Box 3: Home Energy Conservation Act

What is HECA?

The Home Energy Conservation Act came into force in England in 1996. This Act sets local authorities a challenging target of increasing the energy efficiency in domestic housing within their boundaries. The focus was reducing carbon dioxide emissions.

How was it expected to be achieved?

In the past a goal of 30% was set to be achieved within 10 - 15 years. Local authorities looked to improve the energy efficiency of homes through a range of measures and report on progress to the Secretary of State.

What is happening now?

There had been questions about the effectiveness of the policy. It had been announced that HECA would be repealed as part of the Energy Bill 2011. Gregory Barker has confirmed that this will now not be the case and that instead new life will be breathed into HECA. This is likely to mean new strengthened requirements on local authorities to report and improve the energy efficiency of homes within their boundaries.



E Can you finance your Green Deal offering?

The Green Deal legislation sets the framework for a new financial product which takes away the upfront cost of energy saving works from householders and also provides high levels of consumer protections. The product is very different from a personal loan for a number of reasons:

- > the repayment charge is attached to the electricity meter of the property.
- > the repayments are collected by the electricity supplier as an integral part of the energy bill such that any part payment of a bill would be split between Green Deal and electricity bill.
- > the charge is paid by the current householder who is paying the electricity bill (this would be the landlord if a rented property is void).
- > a Green Deal finance offer can only be provided by a Green Deal Provider.
- > the golden rule (savings on the energy bill should exceed the charge) means that having a Green Deal charge should not affect the credit worthiness of the householder.

Critical to the works meeting the Golden Rule and the Green Deal financial product being attractive to consumers is a low interest rate on the charge. The Great British Refurb found that the Green Deal was attractive at around 4.5% APR but people lost interest as the APR went up to around 7.2%.

Due to their strong financial standing and credit rating, RPs and LAs can raise finance at more attractive rates than the private sector leading to greater uptake.

Box 4: The impact of interest rates

- > For every 1% increase in the cost of finance, energy efficiency measures will have to reduce fuel bills by 7% to meet the Golden Rule.
- > At 6.25% APR, over 25 years, the interest repayment costs equal the cost of the original loan, i.e. you end up paying back twice as much as you borrowed.

There are currently three main funding models being discussed to provide the necessary finance for Green Deal offers. It is important to note that the interest rate offered to the customer may be higher than that borrowed by the Green Deal provider to allow for default risks, administration costs and other costs associated with managing the programme.

Funding model	Summary	Expected interest rate
1 Public Sector borrowing – probably in some form of consortia	Options include prudential borrowing, the public works loan board, the Green Investment Bank (GIB) and the European Investment Bank (EIB). The EIB and possibly GIB are likely to look for sizeable loans (c. 100m euros) and may only lend 50%. Some RPs may need to create consortia to create a loan of that size. HAs already borrow through bonds at reasonable rates, High Street Banks may also be an option.	5% to 6% to customers
2 The Green Deal Finance Company – looking to access the bond market	A not for profit company established by PwC aiming to minimise the cost of capital, set up costs and administration costs. TGDFC will aggregate Green Deals from any Green Deal provider at a universal cost of finance and will seek to refinance in the capital markets at strong investment grade. Seed funding is expected to come from the Green Investment Bank, with ultimate funding coming from warehouse debt and bond market.	6% to 7% to customers
3 Accessing the life fund market – via initial seed funding	The life fund/pension fund market looks for low risk, long term returns, the option of accessing the life fund market once the green deal concept has been tested may present a good source of long term low cost finance but it will need seed funding potentially from the Green Investment Bank.	5% to 7% to customers

Table 1: Main Green Deal funding models

F What supply chain do I need for the Green Deal?

There are a number of roles that will need to be filled in preparing for and delivering Green Deal offers. RPs and LAs have many of these teams in house or through existing local supply chains. These teams could be developed to help deliver the Green Deal.

In selecting your Green Deal supply chain partners, it is important that they are able to deliver on your wider aspirations and the benefits that the Green Deal could bring to your communities (such as local employment, training and manufacturing; tackling youth and long-term unemployment; upgrading non-decent homes across all homes in the community; tackling fuel poverty and delivering true community regeneration).

It will be important that assessors and installers are able manage and deliver the full range of measures which could be available under Green Deal (from simple measure such as loft insulation, heating controls or tap aerators to more complex measures such as external wall insulation, new heating systems or solar PV).

Box 5: Lessons learnt from retrofit pilots

- > **Decent Homes** and the associated retrofit works to non-traditional and hard to treat homes over the past 10 years is the closest example of works at the scale Green Deal aspires towards. The efficiency of delivery, supply chain experience and liaison during works led to improved customer satisfaction.
- > **TSB Retrofit for the Future** tested deep carbon savings and whole house retrofits, many schemes were very expensive but others highlighted cost effective routes to whole house refurbishment.
- > **CESP and CERT** are the precursor to ECO, with CESP strongly promoting Solid Wall Insulation (SWI) as expected with ECO. Delivery of SWI schemes are now ramping up giving insights into the various challenges this presents.
- > **Private Sector Renewal** schemes in some areas saw quite high levels uptake of loan based home improvement works, works varied considerably across homes requiring good scheme management.
- > **Solar PV** highlighted the opportunities and challenges (particularly in raising finance and legal issues) that this sort of scheme can present for RPs and LAs.

Role through the customer journey	Green Deal accreditations required	LA/RP in-house resource?	LA/RP existing supply chains?
Procuring partners and supply chain	-	Procurement teams/depts.	Procurement consortia
Marketing	Green Deal Code of Practice	Marketing/Comms team/depts.	Marketing/Comms companies
Arranging visits	Green Deal Code of Practice	In-house call centre	Outsourced call centre
Assessment & advice	Green Deal Advisor (DEA+)	In-house surveyors/DEAs	Surveying/DEA companies
Surveying & quotation	Green Deal Surveyor Accreditations (PAS2050)	In-house surveyors/DEAs	Surveying/Install companies
Finance & contracts	Licensed under Consumer Credit Act	In-house legal & finance depts.	Solicitors & Consultancies
Installation & liaison	Green Deal Installer Accreditations (PAS2050)	Direct Labour Organisation?	Main contractors and liaison staff
Handover & EPC	DEA+ for EPC	In-house surveyors/DEAs	Surveying/DEA companies
Maintenance	-	Direct Labour Organisation?	R&M contractors
Monitoring performance	-	In-house energy management?	Outsourced monitoring
Behavioural Change	-	Maintenance/ liaison teams	R&M contractors and liaison staff
Moving on, advice for new households	Green Deal Code of Practice	Housing management	Outsourced management

Table 2: Roles and resources for the Green Deal

G Would you like some support?

Green Deal preparation checklist:

Have we...

- Undertaken a stock assessment
- Run retrofit pilot projects and measured their success
- Checked our supply chain is prepared and that they have the necessary accreditation
- Put in place the necessary systems to become a Provider, or sought a Provider partner
- Engaged with our residents on the Green Deal?

Keepmoat, Parity Projects and Sustainable Homes can all help you prepare for the arrival of the Green Deal. Each company offers a range of services including:

- > Understanding the retrofit potential of your housing stock – expert analysis of available data to develop a cost effective retrofit strategy.
- > Supporting and training your staff and supply chain – bespoke training and advice to develop your in house capabilities.
- > Designing and delivering retrofit pilots – experienced teams who can help you develop and test your Green Deal delivery model.
- > Engaging with and advising tenants – robust and detailed Green Deal assessment and energy advice trained liaison staff to support tenants.

Box 6: Why a proper understanding of the retrofit options for your stock is vital ahead of the Green Deal

A comprehensive understanding of the energy performance of properties in your stock and how to improve it is essential ahead of any major retrofit programme, whether or not it is funded by the Green Deal. Such strategic analysis will not only help you to ensure that you make the most of your budgets and meet your objectives, but also help you to better integrate your programme with wider investment priorities.

Parity Projects' and Sustainable Homes' "Carbon Reduction Options for Housing Managers" (CROHM) service is the UK's leading stock assessment. The service makes use of your organisation's unique housing data to generate bespoke recommendations on which retrofit measures would be the most cost effective for the homes you manage (see <http://www.parityprojects.com/crohms-stockassessment.html>).

Within the context of the Green Deal, detailed information of this kind will enable you to prioritise properties to be tackled, design appropriate pilot projects, and prepare your supply chains. These activities will be all the more important if you are considering becoming a Green Deal Provider.

"The [CROHM] assessment has given us a much better understanding of how to deal with our hard to treat stock both efficiently and cost-effectively. We are now in a position to translate our strategy for these properties into a deliverable programme, including how we might integrate funding from the Green Deal into our plans."

Iain Henderson, Programme & Planning Manager,
Catalyst Housing Group

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Keepmoat is a leader in delivering community regeneration across the United Kingdom and is passionate about creating vibrant, sustainable communities that people are proud to live and work in. Our success is founded upon our expertise, people and capacity to deliver a diverse range of innovative and quality products and services. We have delivered over 250,000 home refurbishments that have included Green Deal retrofit measures in the last 10 years resulting in estimated savings for our client's customers of £159,000,000/yr, 4,340,000,000 kWh of energy and 900,000 tonnes of CO₂.



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Parity Projects is an award-winning provider of services to the retrofit industry. These include market-leading analysis of individual homes, stock assessment, building energy monitoring and retrofit training courses.



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Sustainable Home have 15 years experience in helping the sector refurbish and build homes sustainably. Our award winning consultancy and Sustainable Homes Index For Tomorrow best practice group are assisting registered providers and local authorities reduce their impacts across the UK. Upskill your staff or residents with training on understanding energy use in the home, retrofitting homes, passivhaus, or the Code for Sustainable Homes.

Frequently Asked Questions

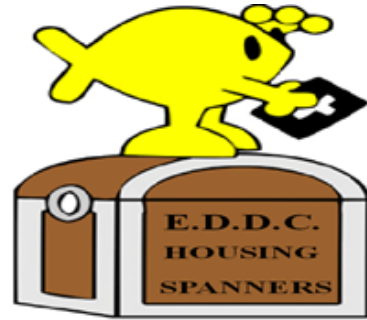
The following questions represent the most frequently asked questions from our recent Green Deal workshop series.

- > Will all retrofit programmes in the future need to be delivered under the Green Deal?
No, the Green Deal is just one of a number of finance mechanisms available to deliver retrofit programmes. ECO can be accessed outside of Green Deal finance but will need to be installed by Green Deal accredited installers.
- > Does my organisation need to become a Green Deal Provider?
Not necessarily, but it is recommended that all Registered Providers have a Green Deal offer they are comfortable with to offer to their tenants so that they maintain control of the works in their properties.
- > Will there be incentives for take-up in the social housing sector?
There are no direct financial incentives proposed that are specific to the social housing sector. The only confirmed general incentive is a £200m early adopters fund, Government are considering other incentives such as a reduction of VAT to 5%, council tax rebates and stamp duty rebates.
- > Will Registered Providers have access to ECO funding?
Only in part, the consultation proposes that Registered Providers will only have access to the carbon (hard to treat) element of ECO and not the affordable warmth (fuel poverty) element of ECO. This restriction is being strongly resisted by various lobby organisations representing the social housing sector.
- > Will there be a link with Feed in Tariffs and the Renewable Heat Incentive?
No, FIT & RHI income cannot, at this stage, be accounted for in golden rule calculations. However, in order to claim FIT or RHI from April 2012, homes will either need to meet an EPC of C or have had all reasonable Green Deal fundable measures installed.

- > Can my tenants take out a Green Deal without my permission?
No, Green Deal plans need to be signed by both the electricity bill payer (the tenant) and the property owner (the landlord). However, it will be important to be able to respond to requests from your tenants with a reasonable proposal for the improvement of their property, either through your own Green Deal offer or some other retrofit programme.
- > Can I put a Green Deal in place in a property when a tenant refuses?
No, as above, the electricity bill payer (tenant) will need to approve the Green Deal plan, so it will be important to develop a tenant engagement plan ahead of implementing your Green Deal (or wider retrofit) programme.
- > Who will be responsible for paying the Green Deal charge when one of my properties is void?
The landlord will be responsible for paying the Green Deal charge in the same way as they are liable to pay the electricity bill when the property is void and will have to repay the charge in full upon demolition. As a result landlords may not wish to take out Green Deal finance on properties that likely to void for long periods.
- > If remedial works are discovered during the installation of Green Deal works and the occupant cannot afford to pay for them, what happens?
The Green Deal provider can include additional costs up to the golden rule limit, if this does not cover the costs, the Green Deal provider either has to complete the works at their cost or put the property back to its original state at their own cost. This promotes the need for detailed and accurate assessment and surveying.



Agenda item: 15



SCRUTINISE
PERFORMANCE
ANALYSE
NEGOTIATE
NETWORK
EVALUATE
REPORT
SUPPORT

Tenant Scrutiny Panel Report

SCRUTINISING COMMUNITY CENTRES

March 2012

Contents:

Introduction	3
Who we are		
What we do		
Why we chose to scrutinise Community Centres		
How we did our investigations	4
What we found	5
Our recommendations	6
Conclusion	13
Acknowledgements	14
Appendix A – Scoping paper	14

Introduction

Who we are:

We are the Tenant Scrutiny Panel, known as 'Spanners', made up of 5 tenants and chaired by Roger Pell.

'Spanners' stands for:

- Scrutinise
 - Performance
 - Analyse
 - Negotiate
 - Network
 - Evaluate
 - Report
 - Support

What we do:

We investigate our chosen topics and report recommendations to the Housing Review Board on our findings. Whilst we are independent of the council, we liaise with officers and tenants to gain information. This enables us to give a balanced perspective to support the Housing and Inclusion Service to regulate and improve its performance.

Why we chose to scrutinise Community Centres:

As a new group we wanted to choose as our first topic something that was not being reviewed by the council and was reasonably straight forward to achieve.

We brainstormed a list of potential topics and chose Community Centres as it best met our criteria as a new group.

How we did our investigations

We developed a **scoping paper**¹ which outlined the areas to explore and set boundaries around the topic to make sure we stayed focused.

We then agreed which methods we wanted to use to complete our investigations. This included:

- Site visits
- Tenants' survey
- Mobile Support Officers' survey
- Streetclean survey
- Open Forums with tenants
- Staff interviews/meetings/paper trails
- Staff reports (eg Housing Review Board reports 28th September 2006/8th March 2007)
- Speaking to Fire Service

Copies of all our findings can be found in our A4 folder evidence file.

All recommendations are based on evidence provided by officers and tenants. It may be that there is information that we were not made aware of, which may impact on our findings.

¹ See Appendix A

What we found

Community Centres largely seem to have been neglected and looked sad, out-dated and unwelcoming. There seemed to be no internal co-ordination to make sure these centres are managed efficiently and concerns were raised about the management of fire, health & safety and other regulations. Our recommendations focus on addressing these issues and promoting the centres to increase their use, potentially creating a revenue stream.

To balance this, we were pleasantly surprised to find the following:

- The proposed extension to Park Close Community Centre, Woodbury will provide more flexible, larger space, which will be appreciated by people using the centre.
- Clayton House in Littleham and Churchill Court, Lymstone running 'Click-it' (Get Digital) sessions, using young people to teach computer skills to older people
- Clayton House is used to provide lots of activities for younger people eg cooking, art work, homework club, job club
- Polly and Victoria are very enthusiastic, driving involvement forward, developing activities for younger people (film, music etc)
- Community Centres do appear to be appreciated as essential meeting places
- Yonder Close Community Centre is exceptional should be used as template for other centres for cleanliness and decoration
- Although the council are comfortable that Community Centres may not make a profit (or even cover cost of running), there is a revenue stream crying out to be used if promoted effectively
- Millway Community Centre, Axminster is well-used and has been re-carpeted by a local private company and re-decorated by volunteers, (using donated equipment/products) which has created a stunning change at no cost to the council

Our recommendations

RECOMMENDATION ONE				
Make fire risk and health and safety assessments a matter of urgency ²				
Further recommendations	Evidence	Priority 1	Priority 2	Priority 3
1.1 Make this the specific responsibility of one officer (see recommendation two) and ensure all legal responsibilities are met/files kept up to date	Staff e-mails - highlighting confusion over responsibility; Information supplied by fire service Site visit – information not displayed; fire muster points mostly not displayed; fire extinguishers in wrong place			
1.2 Invite the fire service to inspect community centres, recommend maximum numbers and highlight any other factors required	Information supplied by fire service Site visit – information not displayed; fire muster points mostly not displayed; fire extinguishers in wrong place			
1.3 Assess each community centre for equality of access and develop a prioritised plan to address needs	Site visit – observation Difficult to get clear information from officers			
1.4 Assess each community centre for health & safety/health & hygiene risks and produce a plan to address	Information supplied by fire service Site visit – observation Difficult to get clear information from officers			

² We are pleased to note the report to the Housing Review Board on 12th January 2012 regarding fire risk assessment of blocks of flats and recommend this includes community centres

1.5 Develop and instigate a plan for energy audits in line with any legal/ regulatory requirements or good practice guidance	Staff interview (last audit 2008)			
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RECOMMENDATION TWO

Appoint an officer to oversee the Community Centres to include:

- Oversee the Community Centres
- Perform fire risk and other health & safety assessments according to legislation
- Administer bookings,
- Keep notice boards up to date,
- Set up e booking system via website and maintain up to date web site,
- Carry out weekly inspection,
- Inspections after bookings,
- Check equipment etc,
- Publicity,
- Organise repairs,
- Arranging cleaning to centres

Further recommendations	Evidence	Priority 1	Priority 2	Priority 3
2.1 Introduce centralised booking system via one telephone number (direct to officer's mobile) to make it easy for people to use	Council booking system – very ad hoc Tenants survey – didn't know who to contact Focus group – struggled to find who to contact/social committees acting as barrier to booking Site visit – no information displayed			

<p>2.2 Keep notice boards up to date and visual (ie windows or external notice board). To include all legally-required notices such as evacuation procedures</p>	<p>Site visit – out of date, cluttered, not visual, couldn't always find legal notices Tenants survey – couldn't find notice boards or were locked inside centres</p>			
<p>1.3 Provide white board/pens as solution to instant information ie list of events; can be used for training</p>	<p>Site visit – lacking; use of calendars (small print – need to know where to find them) Tenant survey – not aware of events being held at centres</p>			
<p>1.4 Promote inter-community centre events to increase take up</p>	<p>Tenants survey – didn't know this could be done Focus group – didn't know what other centres did or that they could invite other centres to join in</p>			
<p>1.5 Complete regular booking schedules in advance (up to a year)</p>	<p>Streetscene – so they can get in to clean Staff e-mail – having to change booking at short notice because regular event had not been booked in</p>			
<p>1.6 Book cleaning schedules in advance as regular booking</p>	<p>Streetscene – so they can get in to clean</p>			
<p>1.7 Simplify booking process, making it customer friendly, to include:</p> <ul style="list-style-type: none"> • Booking form (first come first served) • What is available to the hirer ie crockery • Acceptable Hirer Standard ie clean up after event • Key code (refundable deposit required) • Cancelation policy 	<p>Tenant survey – didn't know where to go to book; kitchen needs regular cleaning Staff interview – takes up to 4 people (plus insurance officer) to make a booking; not talking to each other) Site visit – old fashioned approach – needs modernising</p>			

<p>1.8 Complete user audit/review the role of social committees and their remit</p>	<p>Focus group/Tenants Survey – social committees controlling booking, telling you what nights you could have or not letting them run desired events Staff interview – audit process has started but needs to be completed</p>			
<p>1.9 Draw up simple risk assessment form for each booking</p>	<p>Staff interview – not carried out at present, not sure who now responsible, information conflicting</p>			
<p>1.10 Organise cleaning or replacement of laundry/towels/tea towels/washing up cloths</p>	<p>MSO Job description – not included Staff survey - toilets/kitchens dirty, could do with better cleaning; no-one responsible for hygiene, washing tea towels etc Staff interview – MSO's not responsible for these tasks</p>			

RECOMMENDATION THREE

Promote and make better use of community centres

Further recommendations	Evidence	Priority 1	Priority 2	Priority 3
2.1 Survey local community to establish what activities they'd like in their community centres	Tenants survey – don't know what's on; nothing to inform them; could be used for computer skills, cooking lessons Focus group - turned down by social committee; not enough for youngsters, especially during school holidays; feedback is needed on what tenants want in their centre Clayton House experience – younger people using centre and working with older people			
2.2 Promote community centres as useful meeting point for tenants/community	Mobile Support Officers questionnaire – more younger tenants could support the centre; good for group meetings; promote for the community not just the social committee			
2.3 Promote community centres via new tenants welcome pack	Tenant survey - Been here for a year – didn't know we could use it; keep fit and exercise classes could be held			
2.4 Mix young and older residents for example young people teaching computer skills/older residents teaching cooking skills	Focus group – 'adopt a granny' to teach skills such as cooking, knitting, carpentry Clayton House/Churchill Court – young people teaching computer skills to older residents			

<p>2.5 Complete the review of publicity to include opportunities for promoting community centres locally</p>	<p>Staff interview – review of publicity needs to be completed Tenant survey – not knowing what’s going on; couldn’t read the notices; would attend if given more notice of events</p>			
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RECOMMENDATION FOUR

Inspect and survey all community centres to establish a 3-5 year work plan (on-going maintenance programme) and inspect/update equipment/furniture

Further recommendations	Evidence	Priority 1	Priority 2	Priority 3
<p>3.1 Assess fire risk assessments/disabled access and take any appropriate actions</p>	<p>Staff interview – fire risk assessments need completing Site visit – doors not wide enough for wheelchair, steps outside fire doors, fire doors leading into private gardens</p>			
<p>3.2 All equipment and furniture to automatically become the property of the council as soon as it is in the community centre</p>	<p>Site visit – too many locked cupboards (belonging to ...) Tenant Interview – what’s put into the hall becomes the property of the council</p>			
<p>3.3 Develop a forward plan to upgrade and refurbish community centres (example – proposed Park Close, Woodbury extension); modernise decoration</p>	<p>Site visit – mismatched, tired, drab décor; not welcoming; support at Park Close, Woodbury for extension Tenant survey – décor dirty Tenant feedback (Park Close, Woodbury) – main function room too small, centre inadequate to prepare and serve food</p>			

3.4 Equipment to be standardised ie all white crockery (bulk purchase cost savings)	Site visit – mismatch, cheap, cracked cups			
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RECOMMENDATION FIVE

Develop community centres' self sufficiency

Further recommendations	Evidence	Priority 1	Priority 2	Priority 3
4.1 Identify cost of running each community centre	Staff interview – no information appears to be collected on costs since 2008			
4.2 Create centralised ring-fenced pot for community centres use only	Staff interview – currently all goes into housing pot, not used purely to improve/benefit community centres			
4.3 Review charges to ensure these are appropriate	Staff interview – charges not changed for three years (HRB report)			
4.4 Charge private individuals/companies for advertising in community centres	Site visit – notice boards ad hoc, messy, out of date information Tenant survey – not useful			

Conclusion

This was our first scrutiny activity and was very interesting to do. It was good to examine an area not being examined by the council.

The process was different to what we expected – there was much more work involved than we first thought – but it has been very enjoyable and satisfying. Staff and tenants were very supportive and we learned a lot about how the council operates.

Training (often free) at Trafford Hall, Taunton, Swindon and locally helped considerably and the networking made us realise we were more competent than we thought.

We have enjoyed the process of scrutinising and have learnt a lot. With on-going training and the experience gained we will refine the process to make it more efficient next time, for example developing a method for cross-referencing recommendations with evidence and recruiting at least 2 more members.

We are pleased to find positive practices to balance our recommendations.

To recap, our top five recommendations are:

1. Make fire risk and health and safety assessments a matter of urgency
2. Appoint an officer to oversee the Community Centres
3. Promote and make better use of community centres
4. Inspect and survey all community centres to establish a 3-5 year work plan (on-going maintenance programme) and inspect/update equipment/furniture
5. Develop community centres' self sufficiency

If brought up to standard, advertised properly and made easy to book, Community Centres could be used more regularly thus increasing revenue, eventually becoming cost neutral/ cost positive.

Acknowledgements

We would like to thank the following for their contribution and support during this project:

- Officers of the council who supported us and patiently searched for information in answer to our questions
- Tenants and other staff who took part in our surveys and open forums
- Trafford Hall and TPAS for the free training
- Various experts who guided us on our way

A special thank you goes to Jane Reading and her team for their unwavering help facilitating this project

Appendix A – Scoping Paper

Agenda Item: 16

Housing Review Board

8 March 2012

DB/JG



Empty Properties (Voids) Performance

Summary

This report sets out the performance in respect of letting void properties required by the Housing Review Board for the period April – December 2011 (1st, 2nd and 3rd quarters). The report shows the average length of time taken to relet properties. Performance for the year so far shows that it has taken on average 23 days to relet each empty property compared with a target for 2011/12 of 25 days.

Recommendation

Members are asked to note the report.

a) Reasons for Recommendation

To inform the Board about the current number and type of empty properties available during the quarter and the length of time taken to relet the properties.

b) Alternative Options

To inform the Board less frequently on void performance.

c) Risk Considerations

Poor performance in void turnaround times impacts on rental income to the Housing Revenue Account and maintains households in temporary accommodation longer than is reasonable.

d) Policy and Budgetary Considerations

Any variation to current Council policy or any budgetary considerations are included in the report.

Positive Impact Overall

Affordable Homes.

Excellent Customer Service.

Meeting our Diversity and Equality duties.

e) Date for Review of Decision

Regular reports of void performance are submitted to the Board.

1. Introduction

- 1.1 The letting of Council and nomination to housing association homes is one of our core functions as a Housing Authority. This aspect of work is monitored regularly. The Council introduced a Choice Based Lettings Scheme in 2010 in accordance with Government guidance.
- 1.2 The Council has a performance indicator – average time to relet Local Authority housing with a target for 2011/12 of 25 days. The average time to relet an empty property from April 2011 to December 2011 is 23 days.
- 1.3 The length of time taken to relet properties impacts on other areas of performance such as the length of time homeless households stay in temporary accommodation and the loss of rental income to the HRA because properties may remain empty longer than necessary.

2. Relet times for void properties April 2011 to December 2011

- 2.1 A list showing the number and type of empty properties let from April to December 2011/12 is at **Annex A** for information. It has not been possible to provide the information to the Board in the same way as in previous years, as the information is now prepared electronically from the Anite system. A “capability chart” showing the length of time each property has been empty in a diagrammatical format is at **Annex B**.
- 2.2 Members will see the key timescales to successfully relet an empty property in the shortest time is from the end of tenancy to the accompanied viewing/inspection (AV) (Housing Needs team) and from the AV to completion of repairs work (the contractor). In most case the timescale from end of tenancy to the AV is a few days, but there are occasions when this timescale is longer, for the following main reasons:
 - Evictions – usually the property is left in a poor condition and in some cases there is criminal damage by the outgoing tenant. Personal belongings and furniture are usually still in the property and occasionally there are dangerous materials such as syringes that need to be safely disposed off by specialist contractors. All this must be resolved prior to viewing.
 - Some properties are returned in a poor condition – similar to above – that require works before either staff or tenant can view the property.

In both the above cases, it is important we remind tenants at the pre termination stage to give us back the property in a good condition and free from belongings and furniture. We will recharge outgoing tenants the cost of removing their possessions in every case.

- Lack of applicants ‘bidding’ for some of our properties result in no tenant available for the arranged AV. These properties are readvertised and in many cases this needs to be undertaken more than once before a suitable new tenant is found.

It is proposed that the arranged AV will go ahead without a tenant so that we can keep timescales to a minimum.

This does not allow a small number of tenants the opportunity for view the property prior to acceptance of an offer of accommodation. However, it is possible to arrange to view the property whilst repair work is being carried out if necessary.

2.3 The average void turnaround times for each month in 2011/12 are given below:

- April - 19 days
- May - 21 days
- June - 23 days
- July - 27days
- August - 24 days
- September - 20days
- October - 29 days
- November - 24 days
- December - 29 days

2.4 The figures have been calculated in accordance with the Audit Commission guidance for BV212. This figure is calculated from the day the property became empty (Sunday of each week) to the day the 'new' tenancy started (Monday of each week). The guidance sets out clearly the criteria to enable a local authority to discount a property from the calculation for BV212 if the property required 'major' works. The property should be included in the overall number of void properties, but the local authority should only include the number of days it takes to let the property following completion of the work to bring the property up to a lettable standard. During this period we are able to exclude 30 void properties from the performance figures.

2.5 A detailed analysis of the 173 void properties from April to December 2011 shows:

2.5.1 Reasons for terminating the tenancy are:

Deceased tenant	- 50
Evicted tenant	- 10
Moved to care home	- 20
Move to private sector	- 57
Transfer	- 36

2.5.2 Main locations where tenancy terminated during period (more than five) are:

Burnside, Exmouth
Custance House, Honiton
Powell Close, Seaton
Lymebourne Park, Sidmouth

3. Void Performance

3.1 The void performance is within the target set for 2011/12. Every effort is made to relet void properties as quickly as we can in accordance with our Systems Thinking principles. Much depends on the Contractors performance and you will see from the information at Annex A that in most cases the timescale taken by the contractor to complete repairs

determines the length of time the property is void. But it also depends on the accompanied viewing taking place immediately after the keys are returned by the outgoing tenant and the tenancy start is immediately after the return of keys by the contractor on completion of the void works.

4. Summary and Conclusion

- 4.1 The relet of empty properties is a core function of our service. Our aim is to provide efficient and effective services to minimise the time properties are empty. The current timescale for reletting void properties is within the target of 25 days for 2011/12.

Legal Implications

There are no legal implications requiring comment.

Financial Implications

There are no financial implications arising from the recommendation. Any improvement in void turnaround timescales directly reduces the rent loss to the HRA.

Consultation on Reports to the Executive

This is an information item and no consultation is required.

Background Papers

- The Housing Needs Manager maintains detailed monthly performance information on voids.

Dennis Boobier
Housing Needs and Strategy Manager

Housing Review Board
8 March 2012

Annex A

Void Performance April to December 2011

ID	Tenancy End Date	Days to AV	Accomp'd Viewing (AV) (Keys to contractor)	Repair Complete (RP)	Contractor Timescale	Tenancy Start Date	Total Void Days	BVPI Exclusion	Reason for Ending Tenancy	Address
3334	7-Mar-11	1	08-Mar-11	31-Mar-11	23	4-Apr-11	28		Moved To Care Home	LYMEBOURNE PARK SIDMOUTH DEVON
3344	28-Feb-11	2	02-Mar-11	31-Mar-11	29	4-Apr-11	35		Transfer	NORMANDY CLOSE EXMOUTH DEVON
3302	14-Feb-11	1	15-Feb-11	31-Mar-11	44	4-Apr-11	49	YES	Deceased	POWELL CLOSE SEATON DEVON
3326	7-Mar-11	1	08-Mar-11	31-Mar-11	23	4-Apr-11	28		Transfer	SALTERTON ROAD EXMOUTH DEVON
3341	7-Mar-11	2	9-Mar-11	7-Apr-11	30	11-Apr-11	35		Moved to Private Sector	BIDMEAD CLOSE EXMOUTH DEVON
3350	14-Mar-11	4	18-Mar-11	07-Apr-11	20	11-Apr-11	28		Deceased	BLACKMORE COURT EXMOUTH DEVON
3411	25-Apr-11	15	11-May-11	9-Jun-11	29	11-Apr-11	49	YES	Moved To Care Home	BURNSIDE EXMOUTH DEVON
3346	14-Mar-11	1	15-Mar-11	7-Apr-11	24	11-Apr-11	28		Moved To Care Home	FRASER ROAD EXMOUTH DEVON
3337	28-Feb-11	4	4-Mar-11	7-Apr-11	35	11-Apr-11	42	YES	Deceased	MANSTONE AVENUE SIDMOUTH DEVON
3252	28-Feb-11	2	2-Mar-11	7-Apr-11	37	11-Apr-11	42		Transfer	NORTH STREET AXMINSTER DEVON
3371	28-Mar-11	1	29-Mar-11	7-Apr-11	10	11-Apr-11	14		Transfer	POWELL CLOSE SEATON DEVON
3319	28-Feb-11	2	2-Mar-11	14-Apr-11	44	18-Apr-11	49	YES	Evicted	LEE CLOSE HONITON DEVON
3310	28-Feb-11	1	1-Mar-11	14-Apr-11	45	18-Apr-11	49	YES	Moved to Private Sector	SOUTH LAWN SIDFORD SIDMOUTH DEVON
3376	14-Mar-11	9	23-Mar-11	21-Apr-11	30	25-Apr-11	42	YES	Moved to Private Sector	CAPEL LANE EXMOUTH DEVON
3355	21-Mar-11	2	23-Mar-11	21-Apr-11	30	25-Apr-11	35		Moved to Private Sector	DUNNING COURT HONITON DEVON
3236	10-Jan-11	2	12-Jan-11	21-Apr-11	71	25-Apr-11	105	YES	Transfer	MILLWEY AVENUE AXMINSTER DEVON
3366	28-Mar-11	1	29-Mar-11	21-Apr-11	24	25-Apr-11	28		Moved to Private Sector	POWELL CLOSE SEATON DEVON
3353	21-Mar-11	5	26-Apr-11	21-Apr-11	1	25-Apr-11	35	YES	Transfer	ST PAULS ROAD HONITON DEVON
3362	28-Mar-11	1	29-Mar-11	21-Apr-11	24	25-Apr-11	28		Moved to Private Sector	SUMMERSBY CLOSE SEATON DEVON
3347	14-Mar-11	8	22-Mar-11	21-Apr-11	2	25-Apr-11	42		Transfer	TURNER CLOSE NEWTON POPPLEFORD SIDMOUTH
3380	11-Apr-11	1	12-Apr-11	28-Apr-11	17	2-May-11	21		Moved To Care Home	CAPEL LANE EXMOUTH DEVON
3387	11-Apr-11	1	12-Apr-11	28-Apr-11	17	2-May-11	21		Deceased	HAREPATH ROAD SEATON DEVON
3308	28-Feb-11	1	1-Mar-11	28-Apr-11	59	2-May-11	63	YES	Deceased	PARKWAY EXMOUTH DEVON
3378	4-Apr-11	2	6-Apr-11	28-Apr-11	23	2-May-11	28		Moved to Private Sector	WINTERS LANE OTTERY ST MARY DEVON
3356	21-Mar-11	2	23-Mar-11	5-May-11	44	9-May-11	49	YES	Moved to Private Sector	HILLHOUSE YARCOMBE HONITON DEVON
3325	28-Feb-11	2	2-Mar-11	5-May-11	65	9-May-11	70	YES	Deceased	HILLSIDE PAYHEMBURY HONITON DEVON
3388	11-Apr-11	3	14-Apr-11	5-May-11	22	9-May-11	28	YES	Deceased	LANGFORD AVENUE HONITON DEVON
3385	11-Apr-11	0	29-Mar-11	5-May-11	38	9-May-11	28		Moved to Private Sector	MEADOW ROAD BUDLEIGH SALTERTON DEVON
3430	2-May-11	2	4-May-11	12-May-11	9	16-May-11	14		Moved to Private Sector	LANGFORD AVENUE HONITON DEVON
3407	25-Apr-11	8	4-May-11	12-May-11	9	16-May-11	21		Deceased	MANSTONE AVENUE SIDMOUTH DEVON
3421	25-Apr-11	2	27-Apr-11	12-May-11	16	16-May-11	21		Moved to Private Sector	MOSSOP CLOSE OTTERY ST MARY DEVON
3391	18-Apr-11	1	19-Apr-11	12-May-11	24	16-May-11	28		Deceased	RODNEY CLOSE EXMOUTH DEVON
3429	2-May-11	1	3-May-11	19-May-11	17	23-May-11	21		Deceased	BURNSIDE EXMOUTH DEVON
3398	18-Apr-11	1	19-Apr-11	26-May-11	37	23-May-11	35		Deceased	ORCHARD CLOSE TALATON EXETER DEVON
3339	7-Mar-11	2	9-Mar-11	19-May-11	72	23-May-11	77	YES	Deceased	ST ANDREWS DRIVE AXMINSTER DEVON
3431	2-May-11	1	3-May-11	26-May-11	24	30-May-11	28		Deceased	ALBION COURT EXMOUTH DEVON
3456	16-May-11	2	18-May-11	26-May-11	9	30-May-11	14		Deceased	DELIA GARDENS ROCKBEARE EXETER DEVON
3428	2-May-11		22-Jun-11	22-Jun-11		30-May-11	28		Moved to Private Sector	MOORMEAD BUDLEIGH SALTERTON DEVON
3381	11-Apr-11	7	19-Apr-11	26-May-11	38	30-May-11	49	YES	Evicted	ORCHARD CLOSE WILMINGTON HONITON DEVON
3394	18-Apr-11	1	19-Apr-11	26-May-11	38	30-May-11	42		Deceased	PHEAR AVENUE EXMOUTH DEVON
3463	18-Apr-11	10	29-Apr-11	26-May-11	28	30-May-11	42		Transfer	PHILLIPS SQUARE HONITON DEVON
3442	2-May-11	1	4-May-11	2-Jun-11	30	6-Jun-11	35		Moved To Care Home	BROAD VIEW BROADCLYST EXETER DEVON
3440	2-May-11	9	11-May-11	2-Jun-11	23	6-Jun-11	35	YES	Moved to Private Sector	DUNNING COURT HONITON DEVON
3452	9-May-11	2	11-May-11	2-Jun-11	23	6-Jun-11	28		Transfer	DUNNING COURT HONITON DEVON
3379	18-Apr-11	1	19-Apr-11	2-Jun-11	45	6-Jun-11	49	YES	Transfer	NUTBROOK EXMOUTH DEVON
3437	9-May-11	1	10-May-11	2-Jun-11	24	6-Jun-11	28		Moved to Private Sector	ST GREGORYS COURT SEATON DEVON

3461	16-May-11	2	18-May-11	9-Jun-11	23	13-Jun-11	28		Moved to Private Sector	CUSTANCE HOUSE HONITON DEVON
3447	16-May-11	1	17-May-11	09-Jun-11	24	13-Jun-11	28		Deceased	MOORHAVEN BUDLEIGH SALTERTON DEVON
3412	25-Apr-11	2	27-Apr-11	9-Jun-11	44	13-Jun-11	49	YES	Transfer	NORTHCOTE LANE HONITON DEVON
3418	2-May-11	2	4-May-11	9-Jun-11	37	13-Jun-11	42	YES	Deceased	ST DAVIDS CLOSE AXMINSTER DEVON
3464	9-May-11	8	17-May-11	9-Jun-11	24	13-Jun-11	35		Deceased	ST GREGORYS COURT SEATON DEVON
3396	16-May-11	7	24-May-11	16-Jun-11	23	20-Jun-11	35		Deceased	LYMEBOURNE PARK SIDMOUTH DEVON
3526	23-May-11	1	24-May-11	16-Jun-11	23	20-Jun-11	28		Evicted	MEADWAY SEATON DEVON
3515	23-May-11	14	6-Jun-11	16-Jun-11	11	20-Jun-11	28		Transfer	MOUNTAIN CLOSE EXMOUTH DEVON
3449	16-May-11	2	18-May-11	16-Jun-11	30	20-Jun-11	35		Moved to Private Sector	ST MARKS ROAD HONITON DEVON
3441	9-May-11	1	10-May-11	23-Jun-11	45	27-Jun-11	49	YES	Moved To Care Home	BURNSIDE EXMOUTH DEVON
3485	23-May-11	7	31-May-11	23-Jun-11	24	27-Jun-11	35		Deceased	GRIBBLEMEAD COLYTON DEVON
3501	13-Jun-11	2	15-Jun-11	30-Jun-11	16	4-Jul-11	21		Moved to Private Sector	CUSTANCE HOUSE HONITON DEVON
3484	6-Jun-11	1	7-Jun-11	30-Jun-11	24	4-Jul-11	28		Transfer	FLAT CHESHIRE ROAD EXMOUTH DEVON
3494	6-Jun-11	1	7-Jun-11	30-Jun-11	24	4-Jul-11	28		Moved to Private Sector	HIGH MEADOW SIDMOUTH DEVON
3476	30-May-11	1	31-May-11	30-Jun-11	31	4-Jul-11	35		Deceased	LYMEBOURNE PARK SIDMOUTH DEVON
3543	6-Jun-11	1	7-Jun-11	30-Jun-11	24	4-Jul-11	28		Transfer	MEADOW ROAD BUDLEIGH SALTERTON DEVON
3474	30-May-11	28	28-Jun-11	23-Jun-11	1	4-Jul-11	35		Deceased	POWELL CLOSE SEATON DEVON
3490	6-Jun-11	2	8-Jun-11	7-Jul-11	30	11-Jul-11	35		Moved to Private Sector	ALLERGROVE WHIMPLE EXETER DEVON
3408	9-May-11	0	3-May-11	8-Jul-11	67	11-Jul-11	63	YES	Transfer	BRIMPENNY ROAD EXMOUTH DEVON
3513	13-Jun-11	1	14-Jun-11	7-Jul-11	24	11-Jul-11	28		Deceased	EYEWELL GREEN SEATON DEVON
3468	23-May-11	2	25-May-11	7-Jul-11	44	11-Jul-11	49	YES	Transfer	LASHBROOK ROAD TALATON EXETER DEVON
3467	13-Jun-11	2	15-Jun-11	7-Jul-11	23	11-Jul-11	28		Deceased	LITTLE CLOSE OTTERY ST MARY DEVON
3509	6-Jun-11	2	8-Jun-11	7-Jul-11	30	11-Jul-11	35		Moved to Private Sector	MOSSOP CLOSE OTTERY ST MARY DEVON
3520	23-May-11	15	7-Jun-11	7-Jul-11	31	11-Jul-11	49		Evicted	SHALFORD TERRACE WHITFORD AXMINSTER
3487	6-Jun-11	0	1-Jun-11	9-Jun-11	9	11-Jul-11	35		Moved to Private Sector	YONDER CLOSE OTTERY ST MARY DEVON
3499	13-Jun-11	1	14-Jun-11	14-Jul-11	31	18-Jul-11	35		Deceased	BIDMEAD CLOSE EXMOUTH DEVON
3529	27-Jun-11	0	07-Jun-11	14-Jul-11	37	18-Jul-11	21		Transfer	GROVE ROAD WHIMPLE EXETER DEVON
3517	20-Jun-11	2	22-Jun-11	21-Jul-11	30	25-Jul-11	35		Deceased	CHURCHILL COURT LYMPSTONE EXMOUTH DEVON
3565	18-Jul-11	10	28-Jun-11	21-Jul-11	24	25-Jul-11	7		Moved to Private Sector	FLATCHESHIRE ROAD EXMOUTH DEVON
3542	4-Jul-11	2	6-Jul-11	21-Jul-11	16	25-Jul-11	21		Transfer	STOOKS CLOSE BRAMPFORD SPEKE EXETER DEVON
3570	18-Jul-11	2	20-Jul-11	28-Jul-11	9	1-Aug-11	14		Moved to Private Sector	DOG VILLAGE BUNGALOWS BROADCLYST EXETER
3571	11-Jul-11	2	13-Jul-11	28-Jul-11	16	1-Aug-11	21		Transfer	MILLWEY AVENUE AXMINSTER DEVON
3539	4-Jul-11	1	5-Jun-11	28-Jul-11	54	1-Aug-11	28	YES	Moved to Private Sector	NORMANDY CLOSE EXMOUTH DEVON
3537	4-Jul-11	1	5-Jul-11	28-Jul-11	24	1-Aug-11	28		Moved to Private Sector	NORTHFIELD MUSBURY AXMINSTER DEVON
3432	4-Jul-11	2	6-Jul-11	28-Jul-11	23	1-Aug-11	28		Moved to Private Sector	PARK CLOSE WOODBURY EXETER DEVON
3567	18-Jul-11	1	19-Jul-11	4-Aug-11	17	8-Aug-11	21		Moved to Private Sector	BROOKFIELD ROAD EAST BUDLEIGH BUDLEIGH SALTERTON
3538	4-Jul-11	18	22-Jul-11	14-Jul-11	1	8-Aug-11	35		Moved to Private Sector	HAREPATH ROAD SEATON DEVON
3612	18-Jul-11	2	20-Jul-11	04-Aug-11	15	8-Aug-11	21		Transfer	HUNTLEY CLOSE AXMINSTER DEVON
3560	11-Jul-11	1	12-Jul-11	4-Aug-11	24	8-Aug-11	28		Moved To Care Home	PEAZEN FLATS BEER SEATON DEVON
3589	1-Aug-11	0	26-Jul-11	4-Aug-11	10	8-Aug-11	7		Moved to Private Sector	QUEENS ROAD BUDLEIGH SALTERTON DEVON
3575	27-Jun-11	16	13-Jul-11	4-Aug-11	23	8-Aug-11	42		Evicted	RIDGWAY COURT AXMINSTER DEVON
3564	11-Jul-11	2	13-Jul-11	28-Jul-11	16	8-Aug-11	28		Moved to Private Sector	YONDER CLOSE OTTERY ST MARY DEVON
3597	8-Aug-11	0	27-Jul-11	11-Aug-11	15	15-Aug-11	7		Moved to Private Sector	BONNERS CAUSEWAY AXMINSTER DEVON
3599	11-Jul-11	16	27-Jul-11	11-Aug-11	16	15-Aug-11	35		Transfer	CUSTANCE HOUSE HONITON DEVON
3587	1-Aug-11	2	3-Aug-11	11-Aug-11	9	15-Aug-11	14		Moved to Private Sector	LONGDOGS LANE OTTERY ST MARY DEVON
3569	18-Jul-11	1	19-Jul-11	11-Aug-11	24	15-Aug-11	28		Transfer	MIDWAY EXMOUTH DEVON
3582	25-Jul-11	2	27-Jul-11	11-Aug-11	16	15-Aug-11	21		Transfer	RIDGWAY COURT AXMINSTER DEVON
3593	25-Jul-11	9	3-Aug-11	18-Aug-11	16	22-Aug-11	28		Deceased	HEALS FIELD AXMINSTER DEVON
3594	1-Aug-11	1	2-Aug-11	18-Aug-11	17	22-Aug-11	21		Transfer	ORCHARD CLOSE SIDFORD SIDMOUTH DEVON
3536	25-Jul-11	4	29-Jul-11	18-Aug-11	21	29-Aug-11	35		Moved to Private Sector	BROAD VIEW BROADCLYST EXETER DEVON
3586	25-Jul-11	2	27-Jul-11	25-Aug-11	30	29-Aug-11	35		Deceased	POUNDSLAND BROADCLYST EXETER DEVON
3626	1-Aug-11	16	17-Aug-11	1-Sep-11	16	5-Sep-11	35		Evicted	CUSTANCE HOUSE HONITON DEVON

3600	8-Aug-11	1	9-Aug-11	1-Sep-11	24	5-Sep-11	28		Moved to Private Sector	CUSTANCE HOUSE HONITON DEVON
3613	8-Aug-11	8	16-Aug-11	1-Sep-11	17	5-Sep-11	28		Deceased	FRASER ROAD EXMOUTH DEVON
3601	8-Aug-11	3	12-Aug-11	1-Sep-11	21	5-Sep-11	28		Moved To Care Home	HARWOOD CLOSE EXMOUTH DEVON
3611	8-Aug-11	2	10-Aug-11	1-Sep-11	23	5-Sep-11	28		Moved to Private Sector	LIVERMORE ROAD HONITON DEVON
3620	15-Aug-11	1	16-Aug-11	1-Sep-11	17	5-Sep-11	21		Transfer	NORMANDY CLOSE EXMOUTH DEVON
3605	11-Jul-11	30	10-Aug-11	1-Sep-11	23	5-Sep-11	56	YES	Evicted	PHILLIPS SQUARE HONITON DEVON
3608	18-Jul-11	23	09-Aug-11	08-Sep-11	30	12-Sep-11	56	YES	Evicted	GREEN CLOSE EXMOUTH DEVON
3557	30-May-11	79	17-Aug-11	1-Sep-11	16	12-Sep-11	105	YES	Transfer	MOSSOP CLOSE OTTERY ST MARY DEVON
3553	4-Jul-11	2	6-Jul-11	18-Aug-11	44	12-Sep-11	70	YES	Moved to Private Sector	STATION ROAD FENITON HONITON DEVON
3622	22-Aug-11	2	24-Aug-11	8-Sep-11	16	12-Sep-11	21		Deceased	WESTCOTT WAY HONITON DEVON
3615	29-Aug-11	2	31-Aug-11	15-Sep-11	16	19-Sep-11	21		Moved to Private Sector	FOXHILL AXMINSTER DEVON
3631	29-Aug-11	1	30-Aug-11	22-Sep-11	24	26-Sep-11	28		Deceased	ALBION COURT EXMOUTH DEVON
3647	29-Aug-11	0	23-Aug-11	22-Sep-11	31	26-Sep-11	28		Deceased	BIDMEAD CLOSE EXMOUTH DEVON
3598	8-Aug-11	1	9-Aug-11	22-Sep-11	45	26-Sep-11	49	YES	Deceased	BURNSIDE EXMOUTH DEVON
3640	29-Aug-11	3	2-Sep-11	22-Sep-11	21	26-Sep-11	28		Transfer	ELIZABETH ROAD SEATON DEVON
3632	29-Aug-11	1	30-Aug-11	22-Sep-11	24	26-Sep-11	28		Deceased	FRASER ROAD EXMOUTH DEVON
3652	12-Sep-11	1	13-Sep-11	22-Sep-11	10	26-Sep-11	14		Moved to Private Sector	POWELL CLOSE SEATON DEVON
3644	5-Sep-11	2	7-Sep-11	22-Sep-11	16	26-Sep-11	21		Moved to Private Sector	WILLHAYES FLATS NORTH STREET AXMINSTER
3651	5-Sep-11	9	14-Sep-11	12-Sep-11	1	3-Oct-11	28		Deceased	BURNSIDE EXMOUTH DEVON
3654	19-Sep-11	1	20-Sep-11	29-Sep-11	10	3-Oct-11	14		Moved to Private Sector	WHITTON COURT SIDMOUTH DEVON
3650	12-Sep-11	3	15-Sep-11	6-Oct-11	22	10-Oct-11	28		Moved To Care Home	CHURCHILL ROAD EXMOUTH DEVON
3665	19-Sep-11	1	20-Sep-11	6-Oct-11	17	10-Oct-11	21		Moved to Private Sector	LOWER BROOK MEADOW SIDFORD SIDMOUTH
3672	19-Sep-11	2	21-Sep-11	6-Oct-11	16	10-Oct-11	21		Deceased	TUCKER COURT HONITON DEVON
3658	12-Sep-11	8	20-Sep-11	6-Oct-11	17	10-Oct-11	28		Moved To Care Home	WARRENS MEAD SIDFORD SIDMOUTH DEVON
3675	26-Sep-11	0	25-Sep-11	13-Oct-11	19	17-Oct-11	21		Transfer	CHESHIRE ROAD EXMOUTH DEVON
3671	19-Sep-11	1	20-Sep-11	13-Oct-11	24	17-Oct-11	28		Deceased	CHURCHILL COURT LYMPSTONE EXMOUTH DEVON
3678	26-Sep-11	2	28-Sep-11	13-Oct-11	16	17-Oct-11	21		Transfer	KAY CLOSE EXMOUTH DEVON
3655	19-Sep-11	2	21-Sep-11	13-Oct-11	23	17-Oct-11	28		Transfer	PARKWAY EXMOUTH DEVON
3648	15-Aug-11	0	15-Aug-11	13-Oct-11		17-Oct-11	63		Evicted	YONDER CLOSE OTTERY ST MARY DEVON
3661	19-Sep-11	1	20-Sep-11	20-Sep-11	1	24-Oct-11	35		Deceased	BROAD VIEW BROADCLYST EXETER DEVON
3689	10-Oct-11	0	4-Oct-11	20-Oct-11	17	24-Oct-11	14		Moved To Care Home	COOKS MEAD UPLYME LYME REGIS DORSET
3662	19-Sep-11	8	27-Sep-11	20-Oct-11	24	24-Oct-11	35		Deceased	MILLMOOR VALE NEWTON POPPLEFORD SIDMOUTH
3660	19-Sep-11	1	20-Sep-11	20-Oct-11	31	24-Oct-11	35		Moved To Care Home	ORCHARD COURT WHIMPLE EXETER DEVON
3693	10-Oct-11	2	12-Oct-11	27-Oct-11	16	31-Oct-11	21		Moved to Private Sector	LANGFORD AVENUE HONITON DEVON
3694	10-Oct-11	1	11-Oct-11	27-Oct-11	17	31-Oct-11	21		Moved to Private Sector	VINNICOMBES ROAD STOKE CANON EXETER
3698	26-Sep-11	17	13-Oct-11	20-Oct-11	8	31-Oct-11	35		Moved to Private Sector	WHITTON COURT SIDMOUTH DEVON
3701	17-Oct-11	2	19-Oct-11	3-Nov-11	16	7-Nov-11	21		Moved To Care Home	ALBION COURT EXMOUTH DEVON
3682	10-Oct-11	2	12-Oct-11	3-Nov-11	23	7-Nov-11	28		Transfer	EDWARDS CLOSE COMBE RALEIGH HONITON
3700	17-Oct-11	2	19-Oct-11	3-Nov-11	16	7-Nov-11	21		Moved to Private Sector	FLAT 8 CHESHIRE ROAD EXMOUTH DEVON
3702	31-Oct-11	0	26-Oct-11	2-Nov-11	8	7-Nov-11	7		Deceased	MANOR CLOSE SEATON DEVON
3690	10-Oct-11	3	13-Oct-11	3-Nov-11	22	7-Nov-11	28		Deceased	RODNEY CLOSE EXMOUTH DEVON
3686	10-Oct-11	1	11-Oct-11	3-Nov-11	24	7-Nov-11	28		Moved to Private Sector	SEDEMUDA CLOSE SIDMOUTH DEVON
3703	17-Oct-11	1	18-Oct-11	10-Nov-11	24	14-Nov-11	28		Deceased	COUNTRY HOUSE SIDFORD SIDMOUTH DEVON
3692	10-Oct-11	0	5-Oct-11	10-Nov-11	37	14-Nov-11	35		Deceased	GLEBELANDS LYMPSTONE EXMOUTH DEVON
3681	3-Oct-11	30	2-Nov-11	7-Nov-11	6	14-Nov-11	42		Moved to Private Sector	HUNTLEY CLOSE AXMINSTER DEVON
3719	31-Oct-11	1	1-Nov-11	10-Nov-11	10	14-Nov-11	14		Moved to Private Sector	POWELL CLOSE SEATON DEVON
3707	10-Oct-11	8	18-Oct-11	17-Nov-11	31	21-Nov-11	42	YES	Transfer	HIGH MEADOW SIDMOUTH DEVON
3711	24-Oct-11	1	25-Oct-11	17-Nov-11	24	21-Nov-11	28		Moved to Private Sector	HIGH STREET STOKE CANON EXETER DEVON
3708	10-Oct-11	8	18-Oct-11	15-Nov-11	28	21-Nov-11	42	YES	Transfer	LOWER BROOK MEADOW SIDFORD SIDMOUTH
3819	14-Nov-11	1	15-Nov-11	21-Nov-11	7	21-Nov-11	7		Moved To Care Home	LYMEBOURNE PARK SIDMOUTH DEVON
3819	14-Nov-11	1	15-Nov-11	21-Nov-11	7	21-Nov-11	7		Moved To Care Home	LYMEBOURNE PARK SIDMOUTH DEVON
3704	17-Oct-11	1	18-Oct-11	17-Nov-11	31	21-Nov-11	35		Deceased	ORCHARD COURT WHIMPLE EXETER DEVON

3735	7-Nov-11	2	9-Nov-11	24-Nov-11	16	28-Nov-11	21		Moved to Private Sector	FRASER ROAD EXMOUTH DEVON
3684	10-Oct-11	2	12-Oct-11	22-Nov-11	42	28-Nov-11	49		Moved To Care Home	HEALS FIELD AXMINSTER DEVON
3738	31-Oct-11	1	1-Nov-11	22-Nov-11	22	28-Nov-11	28		Moved To Care Home	MEADWAY SEATON DEVON
3729	31-Oct-11	0	26-Oct-11	24-Nov-11	30	28-Nov-11	28		Moved to Private Sector	PERRIAMS PLACE BUDLEIGH SALTERTON DEVON
3762	21-Nov-11	2	23-Nov-11	1-Dec-11	9	5-Dec-11	14		Moved to Private Sector	BURNSIDE EXMOUTH DEVON
3712	7-Nov-11	3	10-Nov-11	1-Dec-11	22	5-Dec-11	28		Moved to Private Sector	CUSTANCE HOUSE HONITON
3750	31-Oct-11	8	8-Nov-11	1-Dec-11	24	5-Dec-11	35		Deceased	MEADWAY SEATON DEVON
3770	21-Nov-11	1	22-Nov-11	02-Dec-11	10	5-Dec-11	14		Deceased	POWELL CLOSE SEATON DEVON
3778	7-Nov-11	2	9-Nov-11	1-Dec-11	23	5-Dec-11	28		Deceased	QUEENS ROAD BUDLEIGH SALTERTON DEVON
3754	14-Nov-11	1	15-Nov-11	8-Dec-11	24	12-Dec-11	28		Deceased	HIGHER DOATSHAYNE MUSBURY AXMINSTER
3740	31-Oct-11	1	1-Nov-11	8-Dec-11	38	12-Dec-11	42		Transfer	LOWER BROOK MEADOW SIDFORD SIDMOUTH
3732	31-Oct-11	9	9-Nov-11	8-Dec-11	30	12-Dec-11	42		Deceased	MIDWAY EXMOUTH DEVON
3766	21-Nov-11	2	23-Nov-11	15-Dec-11	23	19-Dec-11	28		Moved to Private Sector	DUMPDON VIEW MONKTON HONITON DEVON
3756	21-Nov-11	2	23-Nov-11	15-Dec-11	23	19-Dec-11	28		Transfer	FOXHILL AXMINSTER DEVON
3759	21-Nov-11	2	23-Nov-11	15-Dec-11	23	19-Dec-11	28		Moved To Care Home	HUNTLEY CLOSE AXMINSTER DEVON
3799	7-Nov-11	14	21-Nov-11	15-Dec-11	25	19-Dec-11	42		Transfer	ROSEWAY EXMOUTH DEVON
3812	21-Nov-11	16	7-Dec-11	15-Dec-11	9	19-Dec-11	28		Evicted	WHITEBRIDGES HONITON DEVON
3757	21-Nov-11	0	15-Nov-11	22-Dec-11	37	26-Dec-11	35		Deceased	CHURCHILL ROAD EXMOUTH DEVON
3774	28-Nov-11	2	30-Nov-11	22-Dec-11	16	26-Dec-11	28		Moved to Private Sector	CUSTANCE HOUSE HONITON DEVON
3760	14-Nov-11	2	16-Nov-11	22-Dec-11	36	26-Dec-11	42		Moved To Care Home	FIRST AVENUE AXMINSTER DEVON
3552	4-Jul-11	2	6-Jul-11	22-Dec-11	169	26-Dec-11	176	YES	Moved to Private Sector	HILL CREST KILMINGTON AXMINSTER DEVON
3796	5-Dec-11	1	06-Dec-11	22-Dec-11	16	26-Dec-11	21		Moved To Care Home	LYMEBOURNE PARK SIDMOUTH DEVON
3777	28-Nov-11	2	30-Nov-11	22-Dec-11	16	26-Dec-11	28		Moved to Private Sector	MILLWEY AVENUE AXMINSTER DEVON

30 x BVPI exclusions = 1716 days

Total days 5671
Total voids 173
Average days 33

Total days excl BVPI 3955
Total voids 173
Average days 23

Annex B

Housing Voids: Property Type=Dwelling,Area=EDDC
Capability Chart - End to End Time to Start of Tenancy
from 01-Apr-11 to 31-Dec-11

