

Agenda for Housing Review Board

Thursday, 5 June 2014; 6.00pm



[Members of the Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

Contact: [Stephanie Lewis](#), 01395 571543 (or group number 01395 517546): Issued 27 May 2014

East Devon District Council
Knowle
Sidmouth
Devon
EX10 8HL

DX 48705 Sidmouth

Tel: 01395 516551

Fax: 01395 517507

www.eastdevon.gov.uk

- 1 [Public speaking](#)
- 2 Appointment of Vice Chairman
- 3 Minutes for 6 March 2014 (page 3-9)
- 4 Apologies
- 5 [Declarations of interest](#)
- 6 [Matters of urgency](#) – none identified
- 7 To agree any items to be dealt with after the public (including press) have been excluded. There is 1 item that officers recommend should be dealt with in this way.

Part A Matters for Decision

- 8 **Housing Review Board forward plan** (page 10-11)
- 9 **Fire Regulations, Fire Risk Assessments and Block of Flats** (page 12-15)
Housing Needs and Strategy Manager
- 10 **Inclement weather and damp/water penetration** (page 16-18)
Housing Needs and Strategy Manager
- 11 **Decoration scheme for vulnerable elderly and disabled tenants** (page 19-21)
Housing Needs and Strategy Manager
- 12 **Robert Heath Heating – contract extension** (page 22-23)
Housing Needs and Strategy Manager
- 13 **Property and Asset Team – staffing** (page 24-26)
Housing Needs and Strategy Manager
- 14 **Estate Management review** (page 27-30)
Tenants and Communities Section Leader
- 15 **Supporting People Contract Position** (page 31-35)
Landlord Services Manager

- 16 **Devonwide occupancy restrictions – Section 157 policy** (page 36-42)
Solicitor
- 17 **Housing Revenue Account 2013/14 outturn statement** (page 43-52)
Housing Accountant
- 18 **Centenary Fields Programme** (page 53-57)
Head of Housing
- 19 **Annual Housing Review Board report** (page 58-61)
Democratic Services Officer
- 20 **Home Truths National Housing Federation publication** (page 62-69)
Head of Housing
- 21 **The Vice Chairman to move the following:**
“that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B)”.

Part B Matters for Decision

- 22 **Sadler Close Exmouth** (page 70-75)
Paul Lowe
Reason for consideration in Part B: Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person.

[Decision making and equalities](#)

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 6 March 2014

Present:

Councillors:

Pauline Stott (Chairman)
Susie Bond
Douglas Hull
Jim Knight
Peter Sullivan

Co-opted tenant members:

Mike Berridge
Victor Kemp
John Powley
Pat Rous

Co-opted independent community representative:
Rob Finch

Officers:

Dennis Boobier, Housing Needs and Strategy Manager
John Golding, Head of Housing
Rebecca Heal, Solicitor
Paul Lowe, Housing Development and Enabling Officer
Giles Salter, Solicitor
Mandy White, Housing Accountant
Alethea Thompson, Democratic Services Officer
Stephanie Lewis, Assistant Democratic Services Officer

Also present:

Councillors:

Paul Diviani – Leader
Stephanie Jones – Deputy Portfolio Holder for Sustainable Homes and Communities
Christine Drew
Steve Gazzard

Tenants:

Eric Howard, Tenant Scrutiny Panel
Jose Ireland, Tenant Scrutiny Panel

Apologies

Councillors:

Phil Twiss – Portfolio Holder for Corporate Services
Jill Elson - Portfolio Holder for Sustainable Homes and Communities

Co-opted independent community representative:
Julie Adkin

The meeting started at 6.00pm and ended at 7.30pm.

***61 Appointment of Vice Chairman for the meeting**

The Chairman informed the Board that unfortunately, due to her husband's recent ill health, Sue Saunders (Vice Chairman) had decided to resign from all her East Devon commitments, including her position on the Housing Review Board. The Chairman read out a letter received from Sue who expressed how much she had enjoyed her time on the Board and thanked members for all their support. Sue had been a dedicated member of the Board since its inception in June 2006 and was appointed Vice Chairman in June 2011. She had served on the Sheltered Housing Task and Finish Forum and more recently the Grounds Maintenance TaFF.

The Chairman thanked Sue for all her hard work and enthusiasm. Her valuable contribution to the Board and her companionship would be greatly missed. Cllr Hull expressed his sadness at Sue's resignation as her hard work and commitment had been an inspiration to all who served on the Board. Members of the Board expressed their sympathies and best wishes to Sue and her husband, and thanked her for the years she served on the Housing Review Board.

The Chairman advised that there would be an April advertisement for new Members of the Board.

Nominations for Vice Chairman were requested.

RESOLVED: that Pat Rous be appointed Vice Chairman for the meeting.

***62 Public question time**

There were no questions raised by members of the public.

In response to a question raised by Cllr Knight in relation to housing land at West Underleys, Beer, the Housing Needs and Strategy Manager advised that he had been in contact with the Parish Council and Ward Member.

The Head of Housing brought the Board's attention to the slide show on display and explained that it showed the progress which had been made on a property purchased at St Andrews Road, Exmouth. This property had now been completely stripped and would go out to tender for refurbishment works for conversion into a shared house with ensuite facilities. In response to a question about the implementation of green energy at the property the Housing Development and Enabling Officer advised that officers would be looking at all options available.

The Head of Housing alerted the Board to issues relating to the recent storms which had caused water damage to a number of tenant's homes. This had resulted in damp in several houses where the cavity wall insulation had to be replaced. The Council was working as quickly as possible to rectify these problems. As an affected tenant, Cllr Gazzard thanked the Housing Team and officers, on behalf of himself and other residents, for how quickly the Council had responded to the damage.

***63 Minutes**

The minutes of the meeting of the Housing Review Board held on 9 January 2014, were confirmed and signed as a true record.

***64 Declarations of interest**

Board Member	Minute number	Type of interest	Nature of interest
Mike Berridge		Personal	Family member lives in a Council owned property.
Rob Finch		Disclosable Pecuniary	Employed by the Housing Association
Douglas Hull		Personal	Sister lives in a Council owned property.
Jim Knight		Personal	Daughter lives in a Council owned property. He was also a Devon County Council Councillor.
John Powley		Personal	Sheltered housing tenant; daughter in law lives in a council property; part of Reading Panel committee and applied to be a member of the Repairs and Maintenance Committee.
Peter Sullivan		Personal	Sheltered housing tenant.

***65 Housing review board forward plan**

The Head of Housing presented the forward plan.

RESOLVED: that the forward plan be noted.

66 Repairs priority timescales and appointments

The Board received the Housing Needs and Strategy Manager's report which followed on from a report on the repairs service performance presented to the Board in September 2013. The Housing Needs and Strategy Manager also gave a brief presentation demonstrating contractors' performance. There was constant pressure on contractors to make continuous improvements.

Officers had considered the options for changing the repairs priority timescales and the reports set out the current priority timescales and the proposal for change to allow tenants greater opportunity to decide when a repair would be carried out. The approach was consistent with the systems thinking review of day to day/responsive repairs ("to do the right repair at the right time, get it right first time and stay fixed"). It was hoped that an alternative option giving tenants a greater say in when a repair was carried out would give more flexibility to both tenant and contractor and may provide financial savings.

The Board felt it would be appropriate to pilot the proposed change in one contract area before rolling out across the district. This would give officers the opportunity to test how the proposal was received by tenants and the approach of the contractor to this new way of working.

66 **Repairs priority timescales and appointments (cont'd)**

RECOMMENDED: that the current repair priority timescales be changed to the following two options:

- a) Emergency priority (E) – contractor on site within 2 hours and work complete or made safe within 4 hours. The emergency repair criteria would be the same as the current immediate priority.
- b) Routine priority – all repairs other than (E) priority. The day/time to be agreed between the tenant and the contractor.

67 **Void standard**

The Housing Needs and Strategy Manager's report provided the Board with an update on the work of the Void Standard Task and Finish Forum (TaFF), set up by members to consider the changes to the void standard following recommendations by the Tenant Scrutiny Panel (TSP). The TaFF had met twice and developed a void standard leaflet that could be given to new tenants so that they were clear about the standard of their new home when their tenancy started. In addition, the TaFF had developed a cleaning standard, a garden standard and revised the welcome pack in line with the TSP recommendations.

Cllr Knight, Chair of the Void Standard TaFF, stated that the TaFF had covered all areas recommended by the Tenant Scrutiny Panel (TSP) and the groups had worked well together. He thanked the officers for all the work involved.

- RECOMMENDED:**
- 1 that the void standard set out in the leaflet at annex 1 to the report be adopted.
 - 2 that the void specification as set out in annex 2 to the report be approved.
 - 3 that officers undertake research into the opportunity to introduce decoration vouchers for new tenants to help them to decorate their new home.

68 **Devon Home Choice**

In November 2013 the Board received a report on the agreed changes to the Devon Home Choice (DHC) policy. Since that report had been presented, further changes needed to be introduced to meet the demands of some DHC partners who wished to introduce some flexibility in relation to banding criteria, the allocation of housing and maintaining the housing register. Many other regional choice based lettings schemes had a flexible policy that allowed partners to meet local needs and in some cases had different banding criteria.

The power for housing authorities to set their own qualification criteria for social housing allocations was introduced in the Localism Act 2011 and came into force in June 2012. In addition, the Government had recently issued guidance. The new statutory guidance encouraged local authorities to use their new qualification flexibilities to ensure that social housing was better targeted to meet the needs of local residents; and to be open and transparent about who was applying for and being allocated social housing in their local area.

68 **Devon Home Choice (cont'd)**

DHC Partners had requested changes to the DHC policy and to the way the housing register was managed. The key issues were set out in the report and noted by the Board.

- RECOMMENDED:**
1. that Band E be retained and that the council continue to register, maintain and review applications that fall within this banding
 2. that the Devon Home Choice policy be amended to confirm that Band A would only be awarded where there were no appropriate housing options available and where risk could be managed at the current home.
 3. that a new Band D category called 'Local Priority' be added.

*69 **Right to Buy update**

The Housing Needs and Strategy Manager updated Members on the sale of Council housing and Government proposals to change the rules/criteria for RTB sales. It is anticipated that these changes will increase the number of sales and will result in a reduction in East Devon housing stock.

An increase in RTB sales would increase the capital receipts available to fund capital projects, including the provision of new social housing. Conversely it would reduce the rental income available to fund the revenue costs of maintaining the stock.

The Board was concerned over the amount of money retained by Government as a result of the sale of EDDC Council houses under the Right to Buy scheme. A request was made for a report to be brought to a future Board meeting detailing Government policy on the retention of funds from Right to Buy sales. The Chairman suggested that it would be beneficial to know the position of other local authorities and to create a joined up approach in order to put pressure on the government.

RESOLVED: that the Right to Buy report be noted.

70 **HRA financial monitoring report 2013/14 – month 10 January**

The Board received a report from Head of Housing, presented on behalf of the Housing Accountant giving a summary of the overall financial position on the housing revenue account (HRA), HRA capital programme and the business plan for 2013/14 at the end of month ten (January 2014). Regular monitoring would highlight any areas of concern or unforeseen expenditure in the HRA and associated capital programme and enable corrective action to be taken as required. Any significant variances would be reflected in the business plan.

Current monitoring indicated that:

- The housing revenue account balance would be maintained at or above the adopted level.
- The position on the HRA business plan remained in a healthy position.

70 **HRA financial monitoring report 2013/14 – month 10 January (cont'd)**

RESOLVED: that the variances identified as part of the HRA revenue and capital monitoring process up to month ten be acknowledged.

RECOMMENDED: that £35,000 of the S106 receipts received for affordable housing in Exmouth be used towards the purchase of 105 Bradham Lane in order to maximise the use of retained Right to Buy receipts for the St Andrews Road (shared house) scheme.

*71 **Home Safeguard Logo**

The Board received an updated version of the Home Safeguard logo, with amended wording (minute 50, 9 January 2014 refers).

RESOLVED: that the new Home Safeguard amended logo be approved for use.

*72 **Targeted Families Support Project**

The Head of Housing presented the report of the Tenant and Communities Manager which gave an update on the Targeted Families Support Project across Devon and locally in East Devon.

In the last 12 months there had been changes to the way in which the programme was delivered across the county and administered and managed in East Devon. It was noted that a new Coordinator had been appointed in November 2013.

The Chairman stated that this was a worthwhile project and thanked the Officers involved.

RESOLVED: that the Targeted Families Support Project report be noted.

*73 **Affordable Homes briefing note**

The Head of Housing referred the Board to the Affordable Homes programme 2015/18 briefing note included with the agenda papers. The Head of Housing reported that he was currently considering the council's position regarding bidding for HCA funds and would report back to a future Board meeting.

*74 **Exclusion of the public**

RESOLVED: that under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press) be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).

75 **Potential Development of three Council Houses at Normandy Close, Exmouth**

The Housing Development and Enabling Officer's report sought support to change a previous recommendation made by the Housing Review Board on the 21 June 2012 to dispose of two properties in Normandy Close, Exmouth on the open market and use the receipts to construct or secure housing in Exmouth. Instead it was recommended that the Council appoint suitable contractor(s) to construct an additional house, demolish and rebuild and refurbish the two existing properties so that they could be added to the Council's housing stock.

RECOMMENDED: that the request to change a previous decision enabling Officers to proceed to construct, refurbish and demolish and rebuild the identified properties at Normandy Close Exmouth be agreed.

76 **Affordable Housing – proposed acquisition of 19 Midway, Exmouth EX8 2PG**

The Housing Development and Enabling Officer's report outlined a proposal to purchase a property using Housing Revenue Account funding and Right to Buy receipts. The property was a former council house situated in Littleham, Exmouth and would, if the proposal was supported, provide much needed additional Council owned accommodation.

RECOMMENDED:

- 1 that it is agreed that this type of accommodation would be a beneficial addition to the current Council property portfolio.
- 2 that funding from the Housing Revenue Account and Right to Buy receipts be used to purchase the proposed property.

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
Fire Risk Assessments	5 June 2014	Housing Needs and Strategy Manager
Inclement weather and damp/water penetration	5 June 2014	Housing Needs and Strategy Manager
Decoration scheme for vulnerable elderly and disabled tenants	5 June 2014	Housing Needs and Strategy Manager
Robert Heath Heating – contract extension	5 June 2014	Housing Needs and Strategy Manager
Property and Asset Team - staffing	5 June 2014	Housing Needs and Strategy Manager
Estate Management review	5 June 2014	Tenants and Communities Section Leader
Older Peoples Targeted Support (Supporting People) contract position	5 June 2014	Landlord Services Manager
Devonwide occupancy restrictions- Section 157 policy	5 June 2014	Solicitor
Housing Revenue Account 2013/14 outturn statement	5 June 2014	Housing Accountant
Centenary Fields Programme	5 June 2014	Head of Housing
Annual Housing Review Board report	5 June 2014	Democratic Services Officer
Home Truths National Housing Federation publication	5 June 2014	Head of Housing
Telecare services	TBC	Home Safeguard Manager
Danby House/Exbank – DCC updated proposals	Reliant on DCC timetable	Head of Housing
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
Systems Thinking leading & lagging measures	Quarterly report	Head of Housing
New Tenants Survey		
Forward Plan	Every meeting	Head of Housing
Formal Complaints	Annual report	Housing Needs and Strategy Manager

Benchmarking survey	Annual report	Head of Housing
Evaluating the achievements of the Board	Annual report	Head of Housing

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.

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 9

Subject: **Fire Regulations, Fire Risk Assessments and Block of Flats**

Purpose of report: This report sets out the current position relating to the Council meeting the Fire Regulations in terms of Fire Risk Assessments (FRA) in our blocks of flats. The report also explains the Fire and Rescue Service enforcement action in respect of Dray Court, Exmouth.

Recommendation:

Recommendation

Members are asked to:

- 1. Note the report; and**
- 2. Approve the additional funding for essential fire protection work.**

Reason for recommendation: To seek additional funding for the work and improvements to our blocks of flats that has been identified by the Fire Risk Assessment process.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk

Financial implications: The financial implications are indicated in the report. The HRA balance is currently well above the recommended amount however it must be remembered that this balance needs to be built up in the early years in order to meet the high debt repayments in later years.

Legal implications: The Council has a duty of care to all residents of our residential flats to ensure that the property is safe and complies with fire regulations and particularly any enforcement notices issued by the Fire Service. Legal Services will continue to work with Estates Management to ensure tenants and owner/occupiers to ensure that all residents comply with tenancy agreements.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • None

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. We have been undertaking Fire Risk Assessments (FRA) on our blocks of flats over the last two years. An update report was presented to Members in March 2013.

2. The FRA's were completed recently and each FRA recommends the work that needs to be done to bring the fire safety within each block up to the required standard.
3. The Council owns 225 blocks of flats, including sheltered schemes and community centres. The blocks of flats range from converted semi detached houses into four flats – two up and two down, to purpose built blocks of up to 28 flats. These buildings have appropriate fire precaution measures that were in place at the time the property was built. If significant improvements/building works have been undertaken since the property was built additional fire precaution measures will have been put in place.
4. Each FRA identifies the fire precaution measures in place and recommends any further changes or improvements to the fire safety at individual blocks of flats. This may include:
 - a. Upgrade or provide 'emergency' lighting;
 - b. Provide up to date Fire Action signs;
 - c. Provide additional signage to clearly show the exits and means of escape to residents and visitors;
 - d. Ensure existing doors and door closures are fit for purpose including half hour fire protection.
5. We are progressing this work and a programme was established that would take 1-2 years to complete. The essential urgent work would be prioritised at each block of flats and undertaken in the early part of the programme. Although the work is spread across a number of blocks of flats we have been concentrating on Dray Court, Exmouth. This is because the Fire Officer had shown an interest in this block of flats following a number of fire alarm calls and lift failures.
6. The Dray Court, Exmouth FRA recommended certain actions that required the cooperation of tenants. In most cases tenants have responded well to our request to stop storing personal items and combustible materials in communal areas or underneath stairways as well as no longer parking wheelchairs, mobility scooters and walking aids in communal areas and corridors. This is a key part of the fire safety measures that we must impose in all blocks of flats for the safety of residents. However, some residents are not cooperating with Officers and have recently contacted the media and the Fire Service. The Fire Protection Officer visited Dray Court, Exmouth following a complaint and was surprised by the amount of personal belongings such as mobility scooters in corridors and escape routes as well as combustible materials in communal areas. This inspection resulted in the Fire Officer issuing the Council with an "Enforcement Notice" (The Regulatory Reform (Fire Safety) Order 2005) giving us 6 months to bring all aspects of Fire Safety up to standard.
7. An Officer Group led by the Housing Needs and Strategy Manager has been progressing the FRAs and the recommended work across all blocks of flats. We have focused on Dray Court, Exmouth recently and have met with the Fire Officer to clarify what we need to do to ensure we comply with the Fire Regulations. The proposals being developed to meet the Fire Regulations are helping us to review and consider what is required at each block of flats. It is important that we deal with each block of flats individually when assessing what needs to be done and how we meet the standard required within a reasonable timescale. The Fire Protection Officer clarified the important areas that we must address to ensure we meet the requirements of the Enforcement Notice. The key areas are:
 - a. Fire protection – minimum half hour for flat entrance doors and one hour for flat compartmentalisation protection.
 - b. Emergency lighting improvements.
 - c. Clear instructions and briefing of residents.
 - d. Clear training and guidance for staff.

- e. Regular checks of communal areas, emergency lighting and means of escape routes.
 - f. Compliance by residents to Landlord requirements.
8. The Estate Management Officers in particular are taking the appropriate action recommended by the FRA. The majority of which are quite straight forward such as removing items stored, removal of plant pots, loose rugs and mats etc, but even these straight forward things have caused problems with some of the tenants. Our “managed approach” has not worked well and we now need to adopt a more vigilant and strict approach to ensure all residents carry out our instructions. We must take a strong stance on any breach of fire regulation or our instructions by residents, and if necessary take possession proceedings to enforce our requirements.
 9. In particular residents with mobility scooters (most of which did not seek permission before purchase) are not cooperating. An instruction through a letter telling residents that they can no longer store mobility scooters inside the building is causing concern. However, this is a key component of our fire safety measures to ensure all means of escape are free from obstruction or trip hazards. The instruction tells residents that no scooter can be stored in residents’ flats if they live above ground floor. This obviously does not apply to those blocks of flats without a lift. Residents of blocks of flats with a lift have been asked not to use the lift as this contributes to the damage to the lift and has resulted in many instances of lift failure and increased repairs cost. Residents above ground floor have been instructed to leave their mobility scooters outside the building. In addition, we have asked residents to remove all personal items from the corridors and communal areas. The Fire Service see mobility scooters as a major source of fire risk due to the source of combustion (battery and electrical faults) and combustible materials (plastic) and this is the main reason why they cannot be parked in the means of escape routes.
 10. We are working with the Planning Department to find the best location for the provision of a buggy store with charging facilities at Dray Court, Exmouth. This facility will be considered at other sites should it be necessary. However, the buggy store may take 3-4 months to provide. In the meantime residents are being asked to comply with our instruction outlined in paragraph 9 above.
 11. We will be providing lockable, fire protected storage for recyclable waste such as bottles, tins and papers underneath the internal staircase on each floor. All other household waste must be stored either in tenant’s flats or outside the building. We are working with Streetscene to find the best solution and it may necessitate an external store of some sort being built to enable tenants to store household waste prior to collection.
 12. Our Repairs team has issued orders to contractors for the building works and blocks of flats and some of this work is complete. However, the additional work identified following the Enforcement Notice and an Officer review at Dray Court, Exmouth is underway and should be completed by July/August 2014.
 13. The estimated cost of the work required to meet the Fire Regulations at Dray Court Exmouth is £120,000. Although it is not anticipated that this level of expenditure is required at all the ‘large’ blocks of flats, there are some items of expenditure such as new flat entrance doors, flat fire protection compartmentalisation, emergency lighting that may be required at each large block of flats to ensure we meet the Fire Regulations.
 14. At the meeting in March 2013, Members considered whether we should adopt a ‘stay put’ or evacuate policy in the event of a fire and agreed that we should adopt the appropriate evacuation /stay put policy to individual blocks depending on whether or not they meet the above criteria. We will be assessing each block of flats and we will determine the

appropriate policy to be implemented. In our large blocks of flats we will probably adopt a 'stay put' policy and we would need to ensure flat entrance doors are half hour fire protected and one-hour fire protection measures in each flat. We anticipate that part of the 'fire stopping' work in each flat may require the removal of asbestos. We must ensure means of escape routes are free from trip hazards and blockages. We would need to be sure that all residents are notified and fully briefed in respect of our 'stay put' policy. Vulnerable residents will need to be identified and a list made available to the Fire and Rescue Service in the event of a fire. Depending on the individual block of flats, in particular those with community centres, it may be necessary to install a fire alarm system.

15. It is important that we get Dray Court, Exmouth fully protected and comply with the Enforcement Notice and the wider Fire Regulation requirements. This approach can then be rolled out to other block of flats, although we need to consider each block of flats individually. Some action such as making sure residents in all blocks of flats understand the need to maintain means of escape routes and stairwells are free from combustible materials and blockages has been rolled out. Regular weekly checks by Mobile Support Officers and the recording of these and other visits are important to show that we are 'managing' the building.
16. Members approved the removal of fire extinguishers from the 26 blocks of flats where they are no longer required and this has been done. A number of fire extinguishers have been retained in community centres and communal kitchens along with fire blankets as required by Fire Regulations.
17. A progress report will be presented to Members at the Board meeting in November 2014 with an update on costs and whether funds are required.

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 10

Subject: **Inclement Weather and damp/water penetration to our tenant's homes.**

Purpose of report: This report sets out the impact the bad weather this winter has had on our Council homes and to bring Members up to date on the current situation.

Recommendation:

Recommendation

Members are asked to:

- 1. Note the report; and**
- 2. Approve the additional funding for this unforeseen work.**

Reason for recommendation: To seek additional funding for the repair work and improvements to our homes that have been damaged by the bad weather this winter.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk

Financial implications: The financial implications are included in the report along with options for funding the work required. The HRA balance is currently well above the recommended amount however it must be remembered that this balance needs to be built up in the early years in order to meet the high debt repayments in later years.

Legal implications: Members should be aware of claims by tenants for damage to personal property from water penetration from the impact of the wet weather. Tenants may not have their own insurance cover and there are currently claims with the Council insurers that the poor state of repair of the property has caused significant damage to personal household items. There may need to be out of court settlement of claims which will add to the financial impact.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • None.

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. The inclement weather that affected many parts of the country over the last winter has also had an impact on our housing stock. Some of our tenants' homes have experienced damp penetration because of the prolonged period of rain we had during the winter. A verbal

briefing on this was provided at the Board meeting in March 2014.

2. We are aware of over 300+ properties and garages that need some kind of work to them because damp has penetrated into tenants' homes and has in many cases damaged internal walls and cavity wall insulation. Most tenants are being very helpful, co-operative and patient and understand that it may be quite a while before improvement works are undertaken to ensure that this kind of damage to their home does not happen again. Some work cannot be done until the property is dry. It is important for Members and tenants to understand that we may be spending around £1m dealing with the impact of the wet weather and funding permanent solutions to the problem at each property. Getting this right is more important than doing it quickly.
3. Tenants who have reported these issues are being provided with dehumidifiers and we are reimbursing the cost of electricity where required. In some cases these have been in place for many weeks and will continue to be provided to help the property dry out. Many properties have had the damp insulation removed from the cavity and other work such as minor repairs to a damaged roof have also been undertaken.
4. The wet weather this winter has identified problems with some of our properties that would not have been identified during a 'normal' winter and these properties need further work to ensure damp penetration does not occur again. The problem is usually affecting only one wall. Water is getting through a wall either because bricks are porous or pointing has failed. The insulation becomes wet and this is causing a bridge to the inner wall and on through to plaster and wallpaper and decorations etc. Hopefully this bad weather has identified most of our homes that have a problem with damp penetration and this problem should not arise again if the right solution is provided. At the moment we need to understand the problem fully before deciding what to do and in many cases this can only be done once the property is dry.
5. At the moment the cost of undertaking essential repairs/making good, the provision of dehumidifiers, reimbursement of electricity and removal of cavity wall insulation is being funded from the day to day repairs budget. We have notified our insurers and provided a schedule of the properties that are affected along with an estimate of the work we have done so far as well as the work we believe may be required. The estimated cost of all this work is £980,000. We have identified an average cost per property of £5,000.
6. Some of our properties may require modern water resistant cavity wall insulation. Some may require this plus air bricks installed and making good internal decoration including mould removal and ventilation system, etc. Other properties may need internal insulation to make up for lack of cavity wall insulation. Others will need some kind of external damp proofing or render and painting. If render and painting are required we can use a particular type of cement with damp proofing and colour in it so preventing future painting requirement. A number of properties/blocks of flats may need some kind of external cladding.
7. A number of properties have had minor roof repairs carried out but around 20 properties require a replacement roof. This work is already being specified and tendered and should be complete within the next few months.
8. The 'improvement' work needed to the remaining properties will be clearer when we have completed an external survey of all the properties. This is underway and should be complete by 30 June 2014. The improvement work will begin as soon as possible and be complete by 31 October 2014. Some of this work can be done by our existing day to day contractors, but most of the work will require a specialist contractor.

9. The cost of works we have already completed has fallen on the 2013/14 Responsive Repairs Budget. Work since April 2014 is being charged to the same budget and this means that without an additional allocation of funding, the budget is likely to be overspent in 2014/15. Hopefully some of that overspend can be recovered through our insurance claim. In priority repair terms the work we must do to the 300+ properties is essential and if necessary we can fund this work by reducing the amount of programmed works in 2014/15. Reducing the kitchen and door replacement programmes would enable funding to be transferred to cover the cost of the damp penetration work in this financial year. We need to make sure the 300+ identified properties are repaired. This work must be our priority to ensure our tenants homes are wind and water tight and we are maintaining our assets.
10. Some of our large blocks of flats such as Custance House, Honiton, Dray Court, Exmouth, Phillips Square, Honiton and Longdogs Lane, Ottery St Mary have been affected and this means a large number of tenants in a single location have had to suffer poor living conditions while we are resolving the problems. We will be dealing with these blocks of flats first.
11. Members are asking to consider how they would wish the damp penetration work to be funded. Options include:
 - a. Acknowledge the overspend on Responsive Repairs budget for the time being;
 - b. Reduce the programmed works budget and transfer part or all of the funding required, or
 - c. Approve additional funding from HRA reserves.

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 11

Subject: **Decoration Scheme for vulnerable elderly and disabled tenants**

Purpose of report: This report sets out a proposal to introduce a decoration scheme for qualifying vulnerable elderly and disabled tenants.

Recommendation: **Recommendation**
Members are asked to approve the introduction of a decoration scheme for qualifying vulnerable elderly and disabled tenants as set out in the report.

Reason for recommendation: To seek approval to introduce a decoration scheme for elderly and disabled tenants.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk

Financial implications: The financial implications are indicated in the report. The HRA balance is currently well above the recommended amount however it must be remembered that this balance needs to be built up in the early years in order to meet the high debt repayments in later years.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • None.

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. The Repairs Service Review Group has asked Officers to develop a decoration scheme for vulnerable elderly and disabled tenants. The criteria for being included in the decoration scheme could be similar to the criteria we currently have in place for the Individual Garden Maintenance Scheme.
2. Many Registered Providers and LA Landlords have decoration schemes including Exeter City Council and Southampton City Council and the details of their decorations schemes can be found at.

www.exeter.gov.uk/index.aspx?articleid=11051 or

3. Other examples of decoration schemes can be found on the internet.

Who will qualify?

4. The proposal is to offer to decorate two rooms every three years at a nominal charge of £50 per year. The criteria to be used are the same as for the Individual Garden Maintenance (IGM) scheme so the scheme will not be available to all tenants. Only those who can identify a genuine need for this service will be accepted onto the scheme. The following criteria will apply:
 - a. The tenant must:
 - i. Complete an application form and provide proof of disability benefits received.
 - ii. Be an East Devon District Council tenant.
 - iii. Have lived in their current home for at least five years.
 - iv. Not have an active “Right to Buy” application.
 - v. Have a clear rent account and not be in rent arrears.
 - b. The tenant and any other member of the household living in the property must be over 70 years of age or in receipt of the following disability benefit(s).
 - Attendance Allowance – lower or higher rate.
 - Disability Living Allowance – Mobility component or care component (either at middle rate).
 - Severe Disability Allowance.
 - Incapacity Benefit – Higher Rate.
 - Mobility Allowance.
 - Income Support – this includes the Disability Premium.
 - War Disablement Allowance (including the Constant Attendance or Mobility Supplement).
 - Industrial Injuries Benefit.
5. Members are asked to consider the age limit for this scheme. The proposal recommends that tenants must be over 70 years of age. Our existing IGM scheme does not have an age limit. Should our decoration scheme allow any tenant of any age who is receiving a disability benefit to qualify – just like our IGM scheme? Other Landlord schemes such as Exeter and Southampton have an age limit of 70+. In Brighton and Hove City Council tenants must be of “pension age”.

What decorating is available?

6. Two rooms can be decorated. A hallway or hall, stairs & landing would count as one room. The Council will provide a wide choice of gloss and emulsion paint colours from which the tenant can choose their colour schemes. There is no charge for any materials or labour unless the tenant would prefer to have wallpaper and, in that case, the tenant would have to supply and pay for the wallpaper themselves.

What is the annual charge?

7. The annual cost to the tenant will be £50. Over a three year period the tenant will pay £150 towards a cost estimated at £600 to paint two rooms every three years. It is anticipated that 70-80 homes will require decoration each year at an annual cost to the HRA of £36,000 (£48,000, less the tenant contribution of £12,000).

Decorating service and how to apply

8. The decorating service will be carried out by the Day to Day Repairs Contractor – either MD or Skinners depending on the address. A programme of decoration will be prepared each year and tenants informed of the programme. The decorating service includes moving furniture and protection of carpets, furniture and personal items e.g. television, cooker, bed, etc. At the beginning of each financial year tenants will be informed of their inclusion in the programme and asked to confirm which rooms are to be decorated and the paint colour to be used. The contractor will make an appointment with the tenant prior to undertaking work. The programme will start in May each year and be completed by October.
9. Members are asked to approve the proposed decoration scheme and agree its introduction from April 2015.

Report to: Housing Review Board

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 12

Subject: Gas Servicing Contract – Extension for One Year

Purpose of report: This report requests approval to extend the existing gas servicing contract by one year, from 1 October 2014 to 30 September 2015. Officers and tenants are generally happy with the performance and service provision of Robert Heath Heating – the current contractor. The current contract term was from 1 October 2010 for a four year period with the option to extend by up to two years on an annual basis. Officers are in discussion with Mid Devon District Council to try and pursue a joint tender approach to this contract when it comes up for renewal in 2015.

Recommendation: **Recommendation**
Members are asked to approve a one year extension to the existing gas servicing contract to 30 September 2015.

Reason for recommendation: The existing gas servicing contract ends on 30 September 2014. Approval is needed to extend the contract for a further year prior to retender.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk

Financial implications: There is a budget of £450,000 in the current year for gas servicing and it is expected that a similar amount will be included in the 2015/16 budget.

Legal implications: The contract is subject to EU procurement regulations. It is noted that officers are aware of the requirement for the contract to be retendered under the regulations. Legal Services and the Council's Procurement Manager can advise on this.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • None.

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. The Council let the gas servicing contract to Robert Heath Heating (RHH) on 1 October 2010. The tender process was undertaken jointly with Mid Devon District Council (MDDC). The Contract was initially for a four year period with the option to extend by up to two years

on an annual basis.

2. As Officers and tenants are satisfied with the performance of RHH and with their overall service provision, it is recommended that we extend the existing contract by one year from 1 October 2014 until 30 September 2015.
3. The timescale for retendering this contract depends on our discussions with colleagues in MDDC. The existing contract was the result of a joint approach led by MDDC to procure a gas service contractor to undertake the annual gas safety checks in each of our properties with gas heating/appliances. In addition, EDDC has used the contract to enable RHH to undertake the replacement of our boilers and heating systems included in our programmed works each year.
4. Officers have begun discussions with colleagues in MDDC to see whether there is an opportunity for us to jointly retender this contract again. If this is not possible or if MDDC wish to retender earlier than us then it may be necessary to seek approval again from the Board to a further extension from 1 October 2015.
5. Members are asked to approve the recommendation.

Report to: Housing Review Board

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 13

Subject: **Property and Asset team – Staffing**

Purpose of report:

This report sets out a proposal to increase the staffing of the Property and Asset team to enable programmed works; flood/damp penetration work and Fire Risk Assessment work to be undertaken during the financial year. The inclement weather this winter and the work required to be implemented as a result of the Fire Risk Assessments is impacting on our ability to deliver the annual improvement programmes of work e.g. kitchen and door replacements. To enable the identified and budgeted programmes of work to be completed this financial year an additional Building Surveyor post is required.

Recommendation:

Recommendation

Members are asked to approve a new Building Surveyor post in the Property and Asset team at an annual cost of £32,000.

Reason for recommendation:

To ensure the delivery of the annual programmes of work in 2014/15 an additional Building Surveyor post is required.

Officer:

Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk

Financial implications:

The financial implications are included in the report. It is assumed the post will be appointed on a fixed term contract basis. The HRA balance is currently well above the recommended amount however it must be remembered that this balance needs to be built up in the early years in order to meet the high debt repayments in later years.

Legal implications:

There are no legal implications.

Equalities impact:

Low Impact

Risk:

Low Risk

Links to background information:

- None.

Link to Council Plan:

Living in this Outstanding Place.

Report in full

1. In June 2013 Members agreed to the proposal to restructure the Repairs Service and create a Day to Day Repairs team and a Property & Asset team. To help fund this change it was agreed that work undertaken by external consultants such as specification, tender management, and contract management would be brought in-house and undertaken by the Programmed Works Officers.
2. This change has proved successful and the delivery of the annual programmes of work approved by Members and funded by the HRA in 2013/14 has generally been achieved.
3. The workload of the Asset Management team had increased substantially since the implementation of the HRA self-financing arrangements. Members also agreed significant increases in programmed works budgets in 2012/13 and in 2013/14 and this increased the workload of the two Programmed Works Officers. Members agreed to fund an additional post to release them from administrative and minor technical duties and enable them to focus on delivering the replacement and improvement programmes.
4. The work of the Property and Asset team is summarised below:

Asset management	Architectural service
New build/own build	Energy Performance Certificates
Extensions/loft conversions	Consents, licences, permissions
Lift maintenance	Solid fuel servicing
Stock Condition survey work	Ad hoc major works
Gas Servicing	Voucher Scheme
Adaptations	Fire Risk Assessments
Programmed Works	Boundary and ownership issues
Contract management	RTB support/ Leasehold services
Specification and tender documentation	
Fire alarms/extinguisher and emergency lighting maintenance	
CO detectors/Smoke alarms/ heat sensors	
Electrical Condition Report (ECR) programme	

5. The Property & Asset team includes:
 - Senior Technical Officer (x1)
 - Programmed Works Officer (x2)
 - Housing Asset and Development Officer (x1)
 - Technical Officer (x1)
 - Technical Assistant (x1)
6. For the last two years we have been undertaking Fire Risk Assessments (FRA) on our blocks of flats. We own 225 blocks of flats and we identified 85 that did not require an FRA. Of the 140 remaining 25 are considered large blocks of flats and in some cases these include a community centre. The FRA in these cases was complex and we engaged a fire safety consultant to undertake the FRA's. The FRA's recommended work that must be undertaken to enable us as a Landlord to comply with Fire Regulations.
7. I am sure Members are well aware of the difficult winter we have had and this has created a substantial amount of storm damage and damp penetration to tenants' homes. Some of the work has been completed immediately to make safe and prevent further damage to the

property. In addition, we have been removing damp cavity wall insulation from some of our properties to minimise damage and enable properties to 'dry out' quickly. Most of the affected properties require further work to internal walls – damp proofing and replastering or repointing, but a significant number will require replacement insulation either on the inside or outside of the property. Some properties may require some form of external cladding to ensure they are wind and water tight. At this stage these properties are being identified and a qualified Building Surveyor will need to inspect and recommend the best remedy to maintain the fabric of the property and maintain/improve the thermal insulation of the property before work can be started.

8. The work above was not foreseen when the proposal to restructure the Property and Asset team was approved. Our priority is to ensure the storm damage and damp penetration work is done as quickly as possible. In addition, the work recommended by the FRA's must be carried out within a reasonable timescale to meet Fire Regulations. It is not possible to progress this work and implement the annual programmes of work this financial year with the existing staff resources.
9. The FRA work is not fully funded and it is anticipated that only a small proportion of the cost of the flood damage/damp penetration work will be recovered through insurance. A further report will be presented to the Board when the financial issues are fully known and whether additional funding is required.
10. Members are asked to approve the funding for an additional Building Surveyor in 2014/15 and agree the ongoing funding of this post until the FRA and storm damage/damp penetration work is complete.

Report to: Housing Review Board
Date of Meeting: 5 June 2014
Public Document: Yes
Exemption: None



Agenda item: 14

Subject: Estate Management – review of work demands

Purpose of report: This report briefly explains the valuable work our Estate Management team undertake and brings the Housing Review Board up to date with the many different functions the team now has responsibility for and proposes that we make permanent the temporary officer post we have employed for some months.

Recommendation: **To inform the Housing Review Board of the Estate Management functions undertaken and to request the Housing Review Board to approve the recommendation to recruit an additional Estate Management Officer at a cost of £25,500 (Scale 5 plus 25% on costs) and to increase the annual Estate Management budget by £10,000.**

Reason for recommendation: We are very proud of our four Estate Management Officers and the work they do on our estates to make them a safe and good place for our tenants to live. We see the need for our Estate Management Officers to be more proactive in managing the ever increasing demands on their time and the serious issues affecting our tenant's lives and safety including Anti Social Behaviour, Communal Areas, Tenancy Fraud and Nuisance Behaviour. We need to have our Estate Management team adequately equipped and resourced to be able to tackle this and other much needed work quickly and efficiently.

Officer: Jane Reading 01395 516551 ext 2236 jmreading@eastdevon.gov.uk

Financial implications: The financial implications are indicated in the report. The HRA balance is currently well above the recommended amount however it must be remembered that this balance needs to be built up in the early years in order to meet the high debt repayments in later years.

Legal implications: There are no legal implications requiring comment.

Equalities impact: Medium Impact
[Click here to enter text on impact level relating to your report. Link to an equalities impact assessment form if necessary.](#)

Risk: High Risk
Reduced or low level enforcement action on our housing estates. Risk of increased Anti Social Behaviour and misuse of communal areas.

Links to background information:

- None.

Link to Council Plan: Living in this outstanding place.

Report in full

1. Background

- 1.1 There are currently four full time permanent and one temporary agency Estate Management Officers. The officers work on our estates and deal with a wide range of issues including:
- Enforcement of conditions of tenancy
 - Rubbish and untidy gardens
 - Graffiti
 - Untaxed and Abandoned vehicles
 - Neighbour nuisance and disputes
 - Drug dealing and drug related behaviour
 - Abandoned properties
 - Garages
 - Fly tipping and litter on our estates
 - Car parking
 - Fire Risk Assessments follow up
 - Tenancy audits and new tenant visits
 - Anti social behaviour
 - Estate walkabouts
 - Ensuring Communal areas are clear of hazards
 - Tenancy Fraud
- 1.2 Although the number of cases dealt with remains fairly static the complexity of cases has grown and will continue to do so. The management of complex cases is often carried out using a multi agency approach with officers working with agencies including the Police, social services, youth offending teams, mental health workers and the probation service and our EDDC Community Safety and Anti Social Behaviour Officer.
- 1.3 The most complex cases can take several years to unravel and reach a satisfactory conclusion. Cases are being put before the courts. In the last two months (March and April) possession orders have been granted on three serious cases of anti social behaviour, one of these had a history of intermittent ASB over several years. All three of these tenancies are now back in the Councils control. The tenants from two of the properties left on the date the court ordered and the tenant was evicted from the remaining property. **Annex 1** shows tenants satisfaction with the estate management service for the last four years. These results show that tenants are not as satisfied with the service as previous surveys have shown.
- 1.4 The team is actively involved with the targeted families project and works with other agencies and the families to help turn the lives of the families around.
- 1.5 The team is now more involved in ensuring communal areas in our blocks of flats are kept clear of hazards, such as mobility scooters and household items. This is taken extremely seriously and often means numerous visits to blocks, individual tenants or groups of tenants before the communal areas are cleared of hazards. Regular, as a minimum six monthly, sometimes weekly or monthly visits to the blocks are made to make sure the blocks and communal areas are kept clear. As you will appreciate it is rarely this simple and in some cases after multiple visits we are now considering formal enforcement action.

- 1.6 Areas of work that are relatively new to the team include: the follow up and enforcement of recommendations made during the Fire Risk Assessments, tenancy fraud, the management of a shared house and the enforcement of covenants on sold properties. This work is welcomed and embraced by the team however it is new and does take up valuable resource within the current team of four officers.
- 1.7 The Estate Management team do not only enforce the conditions of tenancy in a formal way, the officers always work with our tenants to find other ways of resolving difficult situations, before taking the more formal route as a last resort.
- 1.8 The team will shortly become responsible for the management of a shared house in Exmouth 1.6 above. This is a new area of work for the team which will necessitate being very visible in and around the property to address any issues that arise immediately.
- 1.9 Social Housing Fraud is an area that is becoming more prevalent. Devon Wide three Social Housing Fraud Officers have been appointed on a two year contract to help us tackle this problem. The Estate Management team will work very closely with the fraud officers, to identify potential cases, refer, carry out part investigations and checks. Any enforcement or court action will involve the Estate Management Officer.
- 1.10 Officers work together with residents and other teams to improve the estates and individual blocks of flats. An example of this is the refurbishment of three blocks of flats in Seaton. The Estate Management Officer has been key to this happening and being carried out without any problems. She was the main point of contact with residents; holding meetings and visiting the site several times each week and making sure the residents were fully aware of each stage of the work and being available to answer questions and deal with any problems as they arose.
- 1.11 The team's work is also about communities and tenancy sustainment. The team support tenants and residents associations to resolve issues and improve the estates and support our Community Development Officers and work with residents on other community activities. These include:
 - The project on our Heath Park estate in Honiton and work with the residents to run trips, hold fun days and litter picks.
 - A very successful PDSA dogs 'well being week' run across our estates. This is arranged and supported by one of the officers.
 - Raising awareness of illegal money lending and the dangers of borrowing money at excessively high interest rates from loan sharks.

2. The future

- 2.1 We want to continue with this proactive approach to estate management and maintain and improve the service provided.
- 2.2 To do this we will recruit a fifth permanent Estate Management Officer at a cost of approximately £25,500 per annum.

Estate Management Survey Results – May 2014

The table below shows the top level results for the estate management survey 2013/14 and provides comparisons with previous years.

Performance Indicator	Cumulative Total 2010/11	Cumulative Total 2011/2012	Cumulative Total 2012/13	April-Jun	Jul-Sep	Oct - Dec	Jan - March	Cumulative Total 2013/14	Progress against last year
Number of surveys received	71	49	92	23	#	13	12	48	#
How easy to report complaint - % positive rating	94%	86%	91.0%	91%	*	77%	91%	86%	
How quickly were you interviewed - % positive rating	92%	96%	91%	90%	*	85%	100%	92%	
Was staff member helpful - % positive rating	94%	93%	94%	86%	*	85%	78%	83%	
Overall satisfaction with way complaint was dealt with - % positive rating	78%	80%	76%	78%	*	85%	60%	74%	
Overall satisfaction with outcome of complaint - % positive rating	74%	73%	67%	61%	*	69%	60%	63%	

*The blue column is empty because there is no data available for that quarter as the majority of surveys are not date stamped.

**Sample size is very sample please view results with caution

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 15

Subject: **Older Persons Targeted Support**

Purpose of report: To update the Board on recent developments with regard to the future of Older Persons Targeted Support in Devon, and outline options for the future of our support service for sheltered housing residents.

Recommendation: **That the Board notes the recent developments outlined in the report, considers the options, and selects which option(s) officers should pursue for the future.**

Reason for recommendation: To ensure that the Housing Review Board is kept informed of developments and can make informed recommendations on the future of the sheltered housing support service in East Devon.

Officer: Sue Bewes, Housing Landlord Services Manager Ext 2200
sbewes@eastdevon.gov.uk

Financial implications: Financial implications have been included in the report where they are known. At this stage, costs and potential income are only estimated based on possible scenarios and further work will have to be done once the preferred options have been agreed.

Operating outside the HRA (i.e. with customers other than our own tenants) is a very 'grey' area and it is quite possible that specialist legal advice may need to be obtained before proceeding down this route.

Legal implications: There are no other legal comments other than those already highlighted in the financial implications above.

Equalities impact: High Impact

Vulnerable customer base due to age and/or infirmity

Risk: High Risk

Some customers will be ineligible for financial help under Devon County Council's proposals and therefore unable to access crucial support to enable them to remain living in their own homes.

Links to background information: • None

Link to Council Plan: Living in this Outstanding Place

1 Background.

1.1 Housing Review Board members will recall receiving a report at their meeting in January this year detailing the consultation Devon County Council (DCC) were undertaking with providers on the future of Targeted Support for older persons (formerly part of the Supporting People programme). DCC proposed that it would be fair to expect the allocation

of resources towards any care and support needed by people in sheltered housing to be through Devon's mainstream Social Care arrangements from March 2015 onwards. DCC argued that it would also be fair to expect any sheltered housing providers wanting to be part of delivering that care and support to compete for that business as part of the Social Care and support markets from that point.

- 1.2 At the January 2014 meeting the Board agreed that it would be sensible to prepare to be able to submit a bid to attempt to win the tender in East Devon at the very least and to be in a good financial position to be able to deliver the bid competitively. As yet no progress has been made in this regard, as details of the 'types' of work and geographical 'zones' of the framework agreement, and other tender arrangements that were expected in February, have yet to be published.
- 1.3 At this meeting the Board also recommended that officers feed comments on the consultation proposals back to DCC. Officers submitted a full response, including the points made by the Board, on behalf of the authority within the time limit stipulated.

2 Recent developments.

- 2.1 We have recently been informed by DCC that the results of the provider consultation have been collated and found not to have revealed anything substantively new. As a consequence on 14 April 2014 DCC served notice that they will not be re-extending the Targeted Support contracts with sheltered housing providers for 2015/16.
- 2.2 The income we will lose as per the 2014/15 budget is £419,000 from the Housing Revenue Account (HRA) and £104,750 from the Home Safeguard budget (General Fund), a figure of £523,750 in total. Clearly there are further implications for the authority as worst case this could mean cessation of the Support Service and redundancy for support staff. Even if a future bid under the framework agreement were to be successful, it is unlikely that it would be available to more than around ten per cent of tenants currently in receipt of our Support Service.
- 2.3 As described to the Board in January, officers have been looking at ways to retain the service without grant from DCC. Some of these are beginning to take shape and are outlined below. You will see that while some options could operate individually as 'stand alone' options, others are options that could work effectively in tandem with these, so that a 'pick and mix' approach could be considered.

3 Option 1 – Discontinuance of our Support Service.

- 3.1 While the Board has recommended that the current support service be maintained in-house, I have provided an estimate of the immediate financial costs of effectively shutting down the service and making staff redundant.
- 3.2 The approximate redundancy cost is likely to be in the region of £305,000, although it could be more than this as we would have to pay pension strain costs for some employees, but this cannot be calculated at this stage.
- 3.3 The figures below are based on the 2014/15 budgets:

Net cost of MSOs	£222,490 (expenditure less DCC income)
Cost of District Offices	£ 14,990
Total saving	£237,480
Less redundancy cost	<u>£305,000</u>
<u>Total cost if service discontinued</u>	<u>£ 67,520</u>

- 3.4 These figures assume we would not lose any officers other than the MSOs.

3.5 There are of course many other costs that are not quantifiable at this stage. These would be costs incurred by some of our most vulnerable residents in terms of their health and wellbeing, as well as costs to partner agencies, as the loss of support could result in their removal to hospital or to residential homes at a far greater cost to the county council.

4 Option 2 – Charge all customers (but with transitional arrangements for those already in receipt of the support service as at 31 March 2015).

4.1 It is calculated that the current service could continue to be delivered to sheltered tenants at the hourly rate of £15.40 per hour (our current cost of delivering the service). This represents a 'low' level of 20 minutes per week (£5.13 a week), 'medium' level of 40 minutes (£10.27) and 'high' level of 60 minutes (£15.40).

4.2 If we were to move to this model we could put in place some transitional arrangements for customers' already in receipt of support, so that only new customers would be expected to pay.

4.3 If break even were to be achieved in say five years, then from 6 April 2015 'low' support existing customers would pay £1.63 in the first year, and from then for successive year's increments of that amount until £8.13 was reached in year 5. For medium support existing customers, £2.65 would be payable in the first year followed by increments of £2.65 each year until £13.27 was achieved in Year 5. (These increments do not allow for any inflationary costs). This also assumes high support customers would be eligible for DCC support under the new framework agreement.

4.4 For self-funders the transitional arrangements would depend on the level of service as well as the amount they are currently paying. Currently this can be anywhere between £5.56 and £16.79 per week. This being the case, some customers could find themselves paying less under the new regime. For those whose charge would increase, however, the difference could be spread over the five year period from April 2015.

4.5 In the longer term all customers would be paying for the service, but the HRA would carry a heavy financial burden in the meantime. It is also possible that some of our most vulnerable tenants would be priced out of the service altogether.

4.6 Charges set at this rate, plus a weekly charge for Home Safeguard alarms set at say £3, would give an annual income of £694,723 (based on a snapshot as at 8 May 2014).

5 Option 3 – accessing money for sheltered housing management through the Housing Benefit system.

5.1 As a Registered Provider (RP) our homes can be defined as 'exempt accommodation' and as such a significant proportion of the cost of support could be reclaimed under the rules of Housing Benefit (HB), as long as the tenant is HB eligible, and this would be regardless of the tenant's age.

5.2 Not all of what we currently see as 'support' could be claimed for, only the tasks involved in intense housing management or services required to help tenants maintain their tenancies and stay put in their homes, such as gardening, cleaning of common areas, help with upkeep of the building or other activities that the tenant cannot opt out of under the tenancy agreement.

5.3 Under this option tenants not claiming HB would pay for this low level service via a service charge.

5.4 Officers are currently drawing up a list of activities that will form the basis of the sheltered housing management function, and costing these out to identify the cost of the service. We will look at these elements scheme by scheme and set a charge for each (as not all will have communal areas, for example). In this way each scheme would have a bespoke charge, but elements within it can be the same across all schemes. Once this has been

achieved we will be able to compare this set of charges with the actual cost of the service, in order to achieve a clearer picture of what this option could offer financially.

6 Option 4 – introducing a flat rate charge for the alarm service.

- 6.1 If all new tenants receiving support were charged £3 a week for the alarm service this would give an income to Home Safeguard of approximately £34,500 per annum for each complete year.
- 6.2 Alarm costs are calculated over a period of three years and cover maintenance, servicing and depreciation. Annual inflationary costs have not been allowed for.

7 Option 5 – Help@Home - delivering low level service to sheltered tenants as standard, charging all customers in non sheltered homes.

- 7.1 With this option a very low level of support would be provided to sheltered tenants as standard, therefore it would require Housing Needs working closely with Support Services on making sure the right applicant is allocated the right property every time.
- 7.2 The Mobile Support Officer (MSO) would carry out an appraisal with the new tenant, stressing that this is a basic service attached to the accommodation, but that the tenant can buy more support at any time, or periodically if they wish. MSOs would remind tenants frequently that this was the case. Our research has shown that generally tenants are prepared to pay more for services that suit their needs, for example often they would prefer to pay for the MSO that they know to come with them to the hospital, rather than a taxi driver who will not remain with them for the duration of the visit.
- 7.3 The aim would be to spend fewer hours on the basic service to sheltered tenants, concentrating more and more on the hours purchased by customers, whether they be our own tenants or residents in other tenures.
- 7.4 Officers are investigating whether or not expansion into the private sector is possible under the rules of the Housing Revenue Account, but in any event we would certainly be able to expand into our general needs stock.
- 7.5 We would not expect to pursue this option initially, as it would require extensive ground work and promotion to attract paying customers. As many potential customers could be funded by Social Services via direct payments it would be crucial to build strong relationships with the right people in the partner agencies and become regular attendees at the appropriate team meetings so that our service is at the top of their list when it comes to signposting customers to 'support'.
- 7.6 The charge per hour is currently expected to be around £15 per hour although shorter periods of time could be purchased pro rata. It would be crucial to undertake research of the current market to ensure we pitch the service at a competitive rate that will be attractive to prospective customers.

8 Option 6 – accessing money for short term enabling or 'home from hospital' support through the Health Service.

- 8.1 Again this option is one to consider for the future, as we would need to build strong relationships with Health, GPs, hospitals, etc in order to make it work.
- 8.2 Completion of our marketing project would be crucial although we would again be able to publicise it heavily within our existing customer base, whether they be in receipt of sheltered housing management, Help@Home or some other form of service that we might offer.
- 8.3 It is possible that we might be able to access funding through the Health Service for this option, as there is a direct link with the savings to be made for their authority. For example it is estimated that when someone breaks a hip, it costs around £30,000 just for the operation, while the stay in hospital can be around £100,000 to fund. A six week contract

for support, or perhaps a package around slips, trips, and falls, would cost them considerably less.

9 Next steps.

- 9.1 Officers are working jointly with DCC to produce a service plan that can respond to needs at an individual tenant level, and preparing a joint message to sheltered tenants setting out our offer to each.
- 9.2 Once we have received guidance from the HRB we will write to all tenants explaining the changes. MSOs will work closely with individuals to reassure them as to how they will be supported in future, and we will run consultation events to explain how the social care element of the offer will work in practise.
- 9.3 Any tenant with an assessed need (assessed by DCC to be eligible for support under the proposed framework agreement, and in accordance with the national social care eligibility definition) will have that need provided for in the same way as someone not in sheltered housing. It is expected that only those with high level support needs are likely to require assessment, and that we will help identify these people.
- 9.4 People assessed as eligible would be automatically subject to Social Care charging policies.
- 9.5 DCC's aim is to complete all of these assessments before the end of March next year, but if this is not possible DCC have said they will negotiate the continuation of the relevant elements of the contract so that these assessments could be completed.
- 9.6 DCC is keen that we consider turning some of our schemes into Supported Living schemes, where appropriate. This would mean their removal from the Devon Home Choice allocations process and allowing allocation via a panel of DCC staff. It would also require us to provide a sleep-in presence on each scheme, as every tenant therein would be recognised as being eligible for support under the framework agreement. At present we are not clear on the benefits for us as a landlord of such a scheme, or to individual tenants. It could, however, mean we risk losing the right to deliver support to these schemes completely, should our tender under the framework not be successful.

10 The way forward.

- 10.1 As you are aware, we are already registered on DCC's procurement portal so we are able to respond quickly to any pre-qualification questionnaires and prepare to submit a tender for support work within our own area, if the details of the framework arrangements prove acceptable.
- 10.2 DCC has advised that further detail on the transitional arrangements will be issued shortly through their Provider Engagement Network, and we will ensure an officer attends any events pertaining to the future of targeted support in East Devon.
- 10.3 We need to rapidly work up the preferred options, test them fully, and consult with service users over the next six months.

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 16

Subject: **Section 157 Housing Act 1985- Devon wide occupancy restriction.**

Purpose of report: To update members on this Council's Section 157 policy.
To inform about recent concerns relating to ward members using their discretion in supporting or rejecting applications for consent to purchase properties which have an occupancy restriction.
To inform ward members, who have raised concerns over the consistency of issuing a consent certificate in certain circumstances, how their discretion can be used.

Recommendation: **Either to continue with the current policy which allows ward members to support or reject applications in their wards for a consent certificate to purchase a property where the factual matters relate to the circumstances set out in the current policy,**
or
To consider giving the Head of Housing delegated authority to take decisions relating to the issue of s157 consent so that there can be a more systematic and consistent approach across the district.

Reason for recommendation: The two recommendations relate either to maintaining the current status quo or for members to recommend to Council that a new delegated authority is given to the Head of Housing so that a consistent approach can be kept on issuing consents.

Officer: Giles Salter x1677 gsalter@eastdevon.gov.uk

Financial implications: There are no financial implications.

Legal implications: To be completed by Legal.

Equalities impact: High Impact
Current policy point 3 relates to impact on the sale of a property by persons suffering material or medical hardship by virtue of their family's difficult domestic or medical circumstances. To refuse consent may have a greater impact on those within a protected group under the Equality Act 2011.

Risk: Low Risk
[Click here to enter text on risk considerations relating to your report.](#)

Links to background information:

- <http://www.eastdevon.gov.uk/s157>

Link to Council Plan: Living in this outstanding place

The current position

1. When East Devon District Council sells its housing stock, under the Right to Buy legislation, properties sold after November 1981 and deemed as either rural or within the Area of Outstanding Natural Beauty (The Blackdown Hills and East Devon AONB) are subject to a restriction that was originally outlined in Section 19 of the Housing Act 1980, currently section 157 of the Housing Act 1985. It is important to note that Council houses sold in Exmouth, Honiton, Seaton and Sidmouth are not subject to this restriction.
2. The statutory restriction prevents the registration of the purchase of a property unless the purchasers have received the East Devon District Council's consent. Purchasers who have lived or worked in Devon, or a combination of the two, for three years immediately prior to purchase are entitled to automatic consent. If there are two or more purchasers, only one of them has to satisfy this requirement. They fulfil their obligation under the act by completing a Statutory Declaration, witnessed by an independent solicitor. Solicitors acting for those obtaining a consent certificate are requested to seek evidence that their client(s) can comply. It should also be noted that the legislation does not allow purchasers/owners to let the properties but to comply with section 157 tenants or licencees must meet the above condition.
3. Many of the properties have been sold by the original purchasers who exercised their 'Right to Buy' and have been sold several times subsequently.
4. The statutory restriction was originally intended to suppress the price of the property, thereby making the property affordable to local people, and to discourage the use of these properties as second or holiday homes. Local people are those who have lived or worked in Devon etc. as defined above.
5. Granting East Devon District Council's consent allows purchasers to register their ownership with the Land Registry. The Section 157 remains on the title documentation in perpetuity, or until the legislation is abolished, as a restriction on the property title for future purchasers to comply with.
6. Former Council houses remain popular with purchasers because they were well built, have generous living accommodation, and were sold with extensive garden plots. Indeed a number of purchasers of these properties have built a further property within the original curtilage. The Council's legal department receives between 2 and 5 enquiries on a weekly basis from members of the public and local estate agents marketing the properties.
7. The Council has issued a special notice (the current policy) relating to future sales of council houses, a copy is attached for information. It is against this that applications for consent (where consent cannot be immediately granted) are applied.
8. It should be noted that potential purchasers would usually pursue the issue of whether they would be given consent prior to making a formal offer to purchase on this type of property with a restriction.
9. There are three layers to the application process for gaining special consent:

- (i) Initial advice given to both sellers and prospective purchasers by Estate Agents and EDDC's Legal Services (full information is also available on a link placed on the front page of the East Devon District Council website);
- (ii) Where a prospective purchaser and/or seller consider that they fulfil one or more of the criteria of the special notice, opinion/support is sought from the ward members of the area where the property is situated. Ward members often seek further information from the Legal Services, sellers, prospective purchasers and Estate Agents; and
- (iii) Only if all consulted ward members support the application will a report for decision be put forward to the Council's Portfolio Holder for Housing.

10. Under the current policy ward members have the discretion to support or reject any application for consent. They can say no as well as yes to any application. If they reject the application then there is no process for an appeal of the decision. However it is quite possible that an aggrieved applicant could initiate a complaint to the Local Government or Housing Ombudsman if, for example, the decision process has taken a considerable amount of time, or the Council's policy is being too strictly or unfairly administered.

11. Some reasons for applicants seeking special consent include:

- Applicant born and educated in Devon, left to go to University or commence career, marries, has children then sees an opportunity to return to Devon (relatives close by to support young family).
- Key worker, often with links to Devon.
- An applicant lives in an area that has a border with East Devon, or living within the AONB ie Somerset or Dorset.
- Retirees, returning to East Devon sometimes to support their children who have young families
- Another interesting one, applicants who have made the move to East Devon, currently living in rented accommodation, are employed and have children in a local school, but want to purchase where they have started to settle, but do not meet the three year threshold.

Processing Applications

12. EDDC does not make a charge for the administration of section 157 consents. Legal Services try to keep the administration process to a minimum and try to respond quickly to enquiries and applications for consent so as not to impede the house sale/ purchase process (usually responding to applications where prospective purchasers fulfil the criteria for consent by return of post and within 21 working days where special consent is required).

13. There is a balance to be achieved between ensuring that the Section 157 restriction is complied with and not making the sale and purchase of ex local authority houses unduly burdensome and thereby unreasonably restricting the onward mobility of owners/sellers. Members will recall they considered a report in June 2011 which sought a relaxation of the policy to allow the Council to give consent to owners so that they could remortgage their properties at that time in light of the financial crisis. Mortgagors were not advancing funds on properties where there was a s157 restriction at that time. There is anecdotal evidence that this continues to be an issue for some prospective purchasers.

14. The Legal Team and local Estate Agents are very open and clear when talking to prospective purchasers about the S157 restriction and the robustness of any case and supporting evidence that would need to be put forward when applying for East Devon

District Council's special consent. More than half of initial enquirers do not proceed with a formal application for special consent after initial advice from local Estate Agents and Legal Services.

15. Where a ward member gives support to an applicant the decision is made by the Portfolio Holder for Sustainable Homes and Communities and the decision is advertised for 7 days in the confidential part of The Knowledge after which consent is deemed granted if the decision is not called in. Legal Services know that applicant's solicitors/conveyancers request the consent certificate when it is needed to be forwarded to the Land Registry; this gives a more accurate picture of the number of properties where the sale completes and a new owner will be registered.

Reviewing the current policy

16. A number of recent applications have led to members questioning the current policy. In discussion with officers they have felt compelled to support the application because of precedent but feel uncomfortable with the circumstances of the application and the applicants' links to Devon and the local area.

17. The original s157 legislation is now nearly 30 years old. It is silent on the reasons for the government's policy and purpose of imposing a restriction on rural former Council houses at that time in 1985. There were probably two reasons, firstly to stop properties from becoming second homes, for which it is still relatively successful, and secondly to suppress the price for which it is largely unsuccessful in East Devon. East Devon regularly features amongst the hotspots nationally in the housing market, it is a very popular area and attractive to those seeking to relocate because of the quality of life, and it usually remains relatively insulated from the vagaries of the housing market boom and bust. Former Council houses in rural areas are probably marketed in the region of £210,000-£250,000.

18. One view expressed was a concern that allowing too many consents does not suppress the price of the property sufficiently to attract purchasers from within the local market which was in their opinion one of the main reasons of the original legislation. It is difficult to ascertain by how much the restriction suppresses the price of any former Council house. In my experience these former Council houses are not the house of choice for first time buyers in the current market but they do attract the established family unit, professionals or retiree for reasons set out at point 5. It is important to remember that these properties are in rural locations with limited access to local shops and services.

19. No two Councils that use the s157 Consent do things in quite the same way across the country as there is no procedure set out in the legislation. The policy and procedure that has developed in East Devon is therefore unique. We do seek to police quite rigorously the reasons why people desire to move into this area. Legal Services has become more questioning of applicants in the past two years, seeking evidence of job offers, school rolls, Utility bill, Council Tax/Business Rate invoices etc., and also ensuring that solicitors/conveyancers seek this sort of evidence too from their clients before drafting the requisite statutory declaration. Linda Perry and Giles Salter discuss at length with ward members the merits of each application and do advise on how the policy is implemented across the District in an attempt to be fair to all applicants. The Legal Service is the current filter and a large number of enquiries are deterred from even formally applying having discussed with the officers their individual situation and merits. The current procedure works.

20. Members are asked to consider and recommend either that they are happy to continue with the current policy and procedure, which allows ward members to use their discretion based on the merits of each individual application, or to consider an alternative procedure which could give the Head of Housing the discretion for giving consent and allow the policy to be administered more strictly, consistently and uniformly across East Devon. Officers would report back to Housing Review Board on an alternative procedure before its implementation

Giles Salter

Solicitor

Legal Services

SPECIAL NOTICE RELATING TO FUTURE SALES OF FORMER COUNCIL HOUSES

It will be noted that all Council properties situated outside the urban areas of Exmouth, Sidmouth, Seaton and Honiton are sold subject to a restriction imposed under Section 157 of the Housing Act 1985, in the case of a sale under the right to buy scheme, or Section 37 of the Housing Act 1985 in the case of a sale under the Council's voluntary sales scheme.

The Council has resolved to impose the restriction to ensure as far as possible that the properties remain part of the general housing stock available for local people.

The restriction is that there shall be no further disposal of the properties without the written consent of the Council. However, the Council cannot withhold its consent if the person to whom the disposal is to be made has lived or has worked within the administrative County of Devon for the three years prior to the application for consent.

The Council has also resolved that in cases where consent is not automatic consent shall only be given in exceptional circumstances or where particular hardship would arise from a refusal. The restriction will remain valid until such times as the Council may notify the owner in writing of its removal and therefore will affect all future disposals.

It is suggested that a copy of this Notice is kept with the properties Title Deeds for future reference and another copy is kept by the owner for the time being.

M R Williams

Chief Executive

EAST DEVON DISTRICT COUNCIL

**SALE OF FORMER COUNCIL HOUSES
IN AREAS DESIGNATED AS RURAL AREAS/AREAS
OF OUTSTANDING NATURAL BEAUTY**

In the case of those applicants to purchase who would not normally qualify for consent under Section 157 of the Housing Act 1985 (or Sections 104C Housing Act 1957, Section 19 Housing Act 1980) the Council's Policy Committee has adopted the following criteria.

Until further notice the Council's Housing Committee will normally grant any application fulfilling one or more of the following conditions:-

1. Where the applicant will, in future, be making a significant employment contribution within East Devon District either by providing jobs, filling a key post, providing a specialist skill/service, or providing an essential public service.
2. Where the applicant has significant family or personal ties within Devon having previously lived or worked within the County for a substantial period of time.
3. Where the applicant will suffer or is suffering material hardship by virtue of their or their family's difficult domestic or medical circumstances (or as a result of genuine professional negligence causing a sale to be completed in contravention of the covenant).
4. Where the applicant would otherwise have to be re-housed by the Council.

M R Williams

Chief Executive

EAST DEVON DISTRICT COUNCIL

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: 17

Subject: **HRA Outturn Report 2013/14**

Purpose of report: During 2013/14 monthly budget monitoring reports have informed members of the anticipated year end position. This report contains the final position for the year end and compares this outturn position against the budgets set for 2013/14.

Recommendation: That the HRA outturn position for 2013/14 be agreed.

Reason for recommendation: To report the outturn position on the Council's approved budgets for the Housing Revenue Account. This final position will flow through to the Council's Statement of Accounts. Members are asked to note the variations from budgets identified within the report and consider the final position.

Officer: Mandy White Accountant Ext 2357
awhite@eastdevon.gov.uk

Financial implications: Details are contained within the report.

Legal implications: There are no legal implications requiring comment

Equalities impact: Low Impact

Risk: Low Risk

This report looks at the monies the Council holds in reserves and considers these in the light of the current economic situation.

Consideration is given to the Council's financial track record, internal and external audit reports on financial controls and is reflective of occurrences from external factors which affect the Council's finances.

Links to background information: • [Housing Revenue Account Business Plan](#)

Link to Council Plan: Funding this Outstanding Place.

Outturn Report 2013/14

1. Introduction

- 1.1 This report compares the outturn position (actual amount spent or income received for the year) against budgets set for the financial year 2013/14.

2. Housing Revenue Account Position

- 2.1 A summary of the main variations at outturn stage showing the overall saving is shown below .

Appendix A gives a more detailed breakdown of the HRA budgets and actual expenditure and income to date.

	Variation £000
Rent income higher due to reduced void times & excellent collection rates	(265)
Day to day repairs – increase in demand, settlement sum of £60k to Lovell in respect of Connaught, storm damage costs	637
Programmed maintenance – includes additional works identified as a result of solid fuel & gas servicing	101
Social Services adaptations	40
Condensation & damp eradication	78
Carbon Management	(70)
Asbestos Works	71
Catch up Repairs – spent across other budget heads	(500)
Supervision & Management – maternity cover, higher insurance premiums, IT hardware & software purchases	68
Grounds maintenance & maintenance of play areas	(17)
Targeted Families Programme – return of unspent grant to DCC	19
Estate Management, noise nuisance, anti social behaviour	(41)
New Build Feasibility	(39)
Mobile Support Officers – supporting people income from DCC & self funding tenants	(87)
Major Repairs	485
Reduction in bad debt provision	(10)
Interest received on HRA balance	9
Revenue contribution to capital lower than anticipated due to lower costs than budgeted and use of capital receipts to fund capital expenditure	(749)
Other small variations over all areas	(23)
Total variations	(293)

- 2.2 The following table shows the original budget surplus set for the year and the total variations as identified above to give the actual budget surplus for the year.

	£000
Original Budget surplus	(1,696)
Supplementary estimate	50
Actual net over/(under)spend as identified in table 2.1	(293)
Actual Budget Surplus	(1,939)

- 2.3 These variations will have the following effect on the Housing Revenue Account Balance:

	£000
Housing Revenue Account Balance (01/04/13)	(2,970)
Actual budget surplus as above	(1,939)
Actual HRA Balance (31/03/14)	(4,909)

- 2.4 The HRA balance at the beginning of 2013/14 was £2.970m with the recommended adopted level being £2.148m. With the surplus in 2013/14 of £1.939m this has raised the 2013/14 year end balance to £4.909m; £2.761m above the minimum level.
- 2.5 A Debt Repayment Volatility Reserve was created in 2012/13 to provide a cushion for repaying the self financing loans should adverse fluctuations in spending and/or rent income occur. The balance in the reserve is currently £1.710m. It is suggested that a further £1.19m is transferred into this Reserve from the HRA giving a total sum of £2.9m.

A £2.9m Reserve is considered prudent as this amount is equivalent to the maximum debt repayment in any one year within the next 10 years, thereby giving the HRA at least one year's cushion to restructure its budgets.

In considering the appropriate level of balances/reserves to be held for the HRA there are two key factors; ensuring the Balance held at any point over the 30 year business plan does not drop below the adopted minimum level of £2.148m and that there is a sufficient sum above this level to meet debt repayments when required as part of the Plan. Both of these criteria have been met.

3. Capital Programme Position

3.1 The following table shows the HRA Capital Programme Outturn.

HRA Capital Programme Summary	Actual £000
New Housing IT System	90
Major improvements/extensions/loft conversions to existing dwellings	66
Re-modelling of sheltered schemes	176
Social Services Adaptations	164
Purchase of HMO in Exmouth	247
Purchase of 4 flats in Exmouth	464
Total Programme	1,207

3.2 This expenditure has been funded as follows:

HRA capital programme funding	£000
S106 receipt	351
Retained RTB receipts for new social housing*	214
Other capital receipts	516
Revenue contribution	126
Total Funding	1,207

*Retained right to buy receipts for new social housing can only be used to fund a maximum of 30% of the expenditure incurred.

3.3 This table shows the breakdown of capital receipts received in the year.

Capital Receipts	£000
Sale of council houses/flats	(1,833)
Other receipts including sales of land/garages	(113)
Total capital receipts received	(1,946)
Allocation of receipts:	
Retained for provision of new social housing	(905)
Retained for funding other HRA capital expenditure	(691)
Paid to HM Treasury	(350)
Total capital receipts allocation	(1,946)

There have been 23 Right to Buy sales and 13 garage sales completed this year. Under the terms of the agreement we've signed with the government which enables us to retain Right To Buy receipts, we must commit to spend those receipts within a rolling 3 years or they have to be paid over to the government with interest. The timetable for expenditure to be incurred is as follows:

	£000
By 30 September 2015	287
By 31 December 2015	638
By 31 March 2016	1,464
By 30 June 2016	2,291
By 30 September 2016	3,096
By 31 December 2016	4,033
By 31 March 2017	4,481

4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2013/14 and the subsequent impact on balances for future years.

APPENDIX A

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2013/2014

2013/2014		HOUSING REVENUE ACCOUNT SUMMARY	2013/2014	
Budget			Actual	variance
Original	Revised			
	£	£	£	£
		INCOME		
1	(17,200,000)	(17,200,000)	Gross Property Rent including Garages	(17,453,440) (253,440)
2	(65,000)	(65,000)	Other Rents & Income	(76,811) (11,811)
3	(17,265,000)	(17,265,000)	Total Income	(17,530,251) (265,251)
		EXPENDITURE		
		Repairs & Maintenance		
4	2,203,570	2,203,570	General	2,931,927 728,357
5	998,000	998,000	Improvements	609,016 (388,984)
		Supervision & Management		
6	2,546,780	2,546,780	General	2,614,756 67,976
7	940,920	990,920	Special	823,216 (167,704)
8	243,470	243,470	Other Expenditure	240,239 (3,231)
9	6,932,740	6,982,740	Total Management & Maintenance	7,219,154 236,414
10	0	0	Adjustment to Bad Debt Provision	(9,666) (9,666)
			Capital Charges:	
11	1,077,950	1,077,950	Depreciation - dwellings	1,077,950 0
12	78,190	78,190	- other	78,190 0
13	4,072,050	4,072,050	Transfer to Major Repairs Reserve	4,557,331 485,281
14	12,160,930	12,210,930	Total Expenditure	12,922,959 712,029
15	(5,104,070)	(5,054,070)	NET COST OF SERVICE	(4,607,292) 446,778
16	(36,130)	(36,130)	Interest on Balances	(26,880) 9,250
17	2,563,790	2,563,790	Loan repayments: Interest and Principal	2,563,785 (5)
18	(90)	(90)	Interest on Council House Sales	(72) 18
19	2,527,570	2,527,570		2,536,833 9,263
20	(2,576,500)	(2,526,500)	NET OPERATING EXPENDITURE - Deficit / (Surplus)	(2,070,459) 456,041
21	5,410	5,410	Repayment of external loans	5,409 (1)
22	875,000	875,000	Revenue Contribution to Capital Expenditure	125,787 (749,213)
23	(1,696,090)	(1,646,090)	Deficit / (Surplus) for the Year	(1,939,263) (293,173)
			BALANCES	
24	(2,717,227)	(2,969,563)	Balance b/f	(2,969,563) 0
25	0	(1,710,000)	Volatility Reserve	(1,710,000)
26	(1,696,090)	(1,646,090)	Deficit / (Surplus) in year	(1,939,263) (293,173)
27	(4,413,317)	(6,325,653)	Balance C/F	(6,618,826) (293,173)

	2013/14	Staff Numbers Fulltime Equivalents	2013/14	Variance
28	2.0	Head of Housing & Support	2.0	0.0
29	19.0	Landlord Services	21.0	2.0
30	16.8	Housing Needs & Strategy	15.6	-1.2
31	14.2	Asset & Property Team	16.0	1.8
32	2.1	Communal Areas Cleaning	2.1	0.0
33	18.3	Mobile Support Officers	18.7	0.3
34	72.4	Total	75.4	3.0

Significant variances and areas of interest in 2013/14

In line with HRA Self Financing accounting guidelines, the charge for **depreciation** on dwellings will be credited to the **Major Repairs Reserve** as will a contribution from the HRA for the difference between the Major Repairs expenditure and the depreciation figure.

Major Repairs expenditure will then be funded from the Major Repairs Reserve.

Revenue Contribution to Capital Expenditure is less than anticipated due to underspends in the capital programme and more capital receipts available to fund capital expenditure.

The increase in staff numbers is due to new posts approved during the year; a Repairs Advisor and a Technical Assistant in the Asset & Property Team and a fixed term contract to cover for maternity leave in the Rental Team.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2013/2014

2013/2014		HOUSING REVENUE ACCOUNT	2013/2014		
Budget			Actual	variance	
Original	Revised				
£	£	£	£		
		INCOME			
1	(16,800,000)	(16,800,000)	Gross Property Rents	(17,042,182)	(242,182)
2	(400,000)	(400,000)	Garage Rents	(411,258)	(11,258)
3	(65,000)	(65,000)	Other Rents and Income	(76,811)	(11,811)
4	(17,265,000)	(17,265,000)	TOTAL INCOME	(17,530,251)	(265,251)
		REPAIRS & MAINTENANCE			
		Repairs and Maintenance - General			
5	1,550,270	1,550,270	Response Maintenance (Day to Day Repairs)	2,186,899	636,629
		Programmed Maintenance			
6	15,450	15,450	Communal Areas	5,155	(10,295)
7	10,000	10,000	Emergency Lighting and Fire alarms	1,822	(8,178)
8	0	0	Fire Extinguishers	137	137
9	80,000	80,000	Solid Fuel Appliances - Servicing	136,736	56,736
10	400,000	400,000	Gas Appliances - Servicing	452,872	52,872
11	35,000	35,000	Lift Maintenance	44,588	9,588
12	540,450	540,450	Total Programmed Maintenance	641,310	100,860
		Cyclical Maintenance			
13	100,000	100,000	External Painting Programme	75,990	(24,010)
14	0	0	Extras to Painting Programme	21,828	21,828
15	0	0	Gutter Repairs	3,940	3,940
16	12,850	12,850	Interior Decoration	1,960	(10,890)
17	112,850	112,850	Total Cyclical Maintenance	103,718	(9,132)
18	2,203,570	2,203,570	Total Repairs and Maintenance - General	2,931,927	728,357
		Improvements			
19	100,000	100,000	Social Services Adaptations	60,133	(39,867)
20	0	0	Water Service Renewal	18,730	18,730
21	0	0	Window Renewal	2,462	2,462
22	2,000	2,000	Woodworm Treatment	2,108	108
23	55,000	55,000	Condensation and Damp Eradication	133,048	78,048
24	100,000	100,000	Carbon Management	29,529	(70,471)
25	20,000	20,000	Improvements Voucher Scheme	26,805	6,805
26	3,000	3,000	Sanctuary Scheme	4,776	1,776
27	40,000	40,000	Asbestos Works	110,920	70,920
28	20,000	20,000	Structural Works - Subsidence	21,490	1,490
29	3,000	3,000	Grant Via Tenant Participation	2,870	(130)
30	15,000	15,000	Energy Performance Certificates	17,392	2,392
31	20,000	20,000	Path Repairs	39,751	19,751
32	10,000	10,000	Soundproofing	0	(10,000)
33	5,000	5,000	Minor Schemes	5,061	61
34	50,000	50,000	Fire Safety Works	59,172	9,172
35	10,000	10,000	Flat Roof Repairs	12,568	2,568
36	10,000	10,000	Chimney Repairs	37,450	27,450
37	15,000	15,000	Fence Programme	22,726	7,726
38	20,000	20,000	Replacement Floors	2,307	(17,693)
39	0	0	Rechargeable works	(282)	(282)
40	500,000	500,000	Catch up Repairs	0	(500,000)
41	998,000	998,000	Total Repairs and Maintenance - Improvements	609,016	(388,984)

Significant variances and areas of interest in 2013/14

Rent income was higher than predicted due to reduced void times and excellent income collection rates.

Day to Day repairs were overspent due to increases in demand for responsive repairs and in the average cost of work required. In addition a £60,000 settlement sum was paid to Connaught. Storm damage costs of £41,000 are also included here although a proportion may be recovered from insurance in 2014/15. Drain clearance and repairs cost £124,000.

Within **programmed maintenance**, servicing and replacement of **gas boilers** and **solid fuel appliances** was higher than anticipated due to additional works identified as a result of the servicing.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2013/2014

		2013/2014		HOUSING REVENUE ACCOUNT	2013/2014	
		Budget			Actual	variance
	Original	Revised	£			
				SUPERVISION & MANAGEMENT		
				Supervision & Management - General		
1	1,575,550	1,575,550	Employees	1,587,807	12,257	
2	93,980	93,980	Premises	129,849	35,869	
3	96,380	96,380	Transport	101,753	5,373	
4	134,680	134,680	Supplies & Services	151,815	17,135	
5	1,144,360	1,144,360	Support Services	1,144,360	0	
6	3,044,950	3,044,950	Total Expenditure	3,115,584	70,634	
7	(2,000)	(2,000)	Income	(4,658)	(2,658)	
8	3,042,950	3,042,950	Net Expenditure before Recharges (see analysis below)	3,110,926	67,976	
9	(496,170)	(496,170)	Recharges	(496,170)	0	
10	2,546,780	2,546,780	Net Supervision & Management - General	2,614,756	67,976	
				Net Expenditure Analysis by Cost Centre		
11	595,270	595,270	General Operational Management	622,410	27,140	
12	252,720	252,720	Head of Housing & Support	251,096	(1,624)	
13	794,480	794,480	Landlord Services	844,347	49,867	
14	641,580	641,580	Housing Needs & Strategy	627,539	(14,041)	
15	737,950	737,950	Asset & Property Team	744,331	6,381	
16	20,950	20,950	Council House Sales	21,203	253	
17	3,042,950	3,042,950	Net Expenditure before Recharges	3,110,926	67,976	
18	(496,170)	(496,170)	Recharges	(496,170)	0	
19	2,546,780	2,546,780	Total Analysis by Cost Centre	2,614,756	67,976	
				Supervision & Management - Special		
20	50,940	50,940	Communal Areas Cleaning	45,973	(4,967)	
21	46,160	46,160	Community Centres	45,487	(673)	
22	10,000	10,000	Choiced Based Lettings	11,176	1,176	
23	0	0	Targeted Families Programme	19,013	19,013	
24	327,170	327,170	Maintenance of Grounds	321,996	(5,174)	
25	30,430	30,430	Play Areas	18,142	(12,288)	
26	40,000	40,000	Estate Management	11,071	(28,929)	
27	10,000	10,000	Noise Nuisance Issues	0	(10,000)	
28	2,000	2,000	Anti Social Behaviour	0	(2,000)	
29	410	410	Caretaking & Window Cleaning	308	(102)	
30	32,000	32,000	Communal Areas Lighting	34,571	2,571	
31	24,000	24,000	Communal Areas Heating	30,345	6,345	
32	3,240	3,240	Tenants' Conference	3,258	18	
33	0	50,000	New Build Feasibility	10,653	(39,347)	
34	15,000	15,000	ASW Procurement	13,935	(1,065)	
35	10,000	10,000	De-commissioning costs	5,319	(4,681)	
36	5,000	5,000	Business Plan Update	0	(5,000)	
38	321,310	321,310	Mobile Support Officers	232,942	(88,368)	
37	8,960	8,960	District Offices	14,723	5,763	
38	4,300	4,300	Sewage Treatment Works	4,304	4	
39	940,920	990,920	Total Supervision & Management - Special	823,216	(162,737)	

Significant variances and areas of interest in 2013/14

Employees costs include maternity cover in the Rental Team.

Premises costs include higher insurance premiums.

Supplies & Services includes IT software & hardware purchases and the long line telephone extension for MD Building.

The unspent grant (received in 2012/13) for the **Targeted Families Programme** was returned to DCC.

The budget for **New Build Feasibility** was a supplementary estimate agreed during the year of which £11,000 was spent.

Mobile Support Officers includes supporting people income from Devon County Council and self funding tenants.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2013/2014

	2013/2014		HOUSING REVENUE ACCOUNT	2013/2014	
	Budget			Actual	variance
	Original	Revised			
			OTHER EXPENDITURE	£	£
1	13,080	13,080	Sewerage - Repairs, Maintenance & Emptying	9,475	(3,605)
2	38,050	38,050	Tenant Participation	40,385	2,335
3	5,150	5,150	Tenant Scrutiny	3,591	(1,559)
4	2,000	2,000	Storage	1,772	(228)
5	2,600	2,600	Honiton - 38 St Paul's Road Heathpark	4,102	1,502
6	9,750	9,750	Community Development Work	8,309	(1,441)
7	5,000	5,000	Minor Management Schemes	2,841	(2,159)
8	20,000	20,000	Road Repairs	15,688	(4,312)
9	1,000	1,000	Signs on Estates	1,310	310
10	6,000	6,000	Eviction Expenses	6,208	208
11	3,000	3,000	Off Street parking - Grants to Tenants	2,141	(859)
12	2,000	2,000	Pest Control Expenses	7,273	5,273
13	3,000	3,000	Gully Cleansing	768	(2,232)
14	29,940	29,940	Tree Felling and Planting	34,949	5,009
15	5,000	5,000	Landscaping	2,613	(2,387)
16	75,000	75,000	Removal Expenses (Downsizing)	73,216	(1,784)
17	400	400	Private Water Supplies - Service & Maintenance	0	(400)
18	15,000	15,000	Removal of Rubbish	18,719	3,719
19	7,500	7,500	Best Value - Housemark	6,879	(621)
20	243,470	243,470	TOTAL OTHER EXPENDITURE	240,239	(3,231)
			MAJOR REPAIRS ACCOUNT		
21	200,000	200,000	Central Heating Replacement	408,790	208,790
22	800,000	800,000	Gas Appliance Replacement	469,182	(330,818)
23	250,000	250,000	Re-roofing	153,823	(96,177)
24	400,000	400,000	Replacement uPVC fascias etc	332,828	(67,172)
25	1,000,000	1,000,000	Replacement Kitchens	963,315	(36,685)
26	300,000	300,000	Replacement Bathrooms	256,719	(43,281)
27	600,000	600,000	Door Replacements	636,608	36,608
28	150,000	150,000	Electrical Updating	229,363	79,363
29	250,000	250,000	Electrical Works on Change Of Tenancy	598,032	348,032
30	1,200,000	1,200,000	Change Of Tenancy: Other Expenditure	1,586,621	386,621
31	5,150,000	5,150,000	TOTAL MAJOR REPAIRS ACCOUNT	5,635,281	485,281

Significant variances and areas of interest in 2013/14

Major Repairs are classed as capital expenditure and are included in the HRA capital programme but are shown here for information. They are fully funded by the HRA through the Major Repairs Reserve.

APPENDIX B

East Devon DC
HRA Business Plan
Operating Account
(expressed in money terms)

Year	Year	Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of 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
		Net rent Income £,000	Other income £,000	Misc Income £,000	RTB Admin £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	HRA Cost of Rent £,000	Misc expenses £,000	Total expenses £,000	Capital Charges £,000										
1	2013.14	17,042	475	0	13	17,530	(3,438)	(1,156)	(3,541)	(240)	0	10	(8,366)	(2,564)	6,601	(5)	(4,557)	(126)	1,913	4,680	27	6,619		
2	2014.15	17,223	452	0	20	17,695	(3,793)	(1,192)	(3,687)	(279)	0	0	(8,951)	(2,563)	6,180	(580)	(4,043)	(525)	1,032	6,619	33	7,684		
3	2015.16	17,768	424	0	13	18,205	(3,755)	(1,151)	(4,069)	(256)	0	0	(9,231)	(2,559)	6,416	(1,029)	0	(4,316)	1,071	7,684	41	8,796		
4	2016.17	18,334	437	0	13	18,784	(3,868)	(1,148)	(4,186)	(262)	0	0	(9,464)	(2,562)	6,758	(1,490)	0	(3,880)	1,388	8,796	47	10,232		
5	2017.18	18,888	450	0	13	19,351	(3,984)	(1,145)	(4,306)	(269)	0	0	(9,705)	(2,541)	7,106	(1,310)	0	(4,030)	1,765	10,232	56	12,053		
6	2018.19	19,439	464	0	13	19,916	(4,103)	(1,143)	(4,430)	(275)	0	0	(9,952)	(2,521)	7,443	(1,587)	0	(4,176)	1,679	12,053	64	13,797		
7	2019.20	19,992	478	0	13	20,483	(4,227)	(1,140)	(4,558)	(282)	0	0	(10,207)	(2,495)	7,781	(1,917)	0	(4,326)	1,538	13,797	73	15,408		
8	2020.21	20,552	492	0	13	21,057	(4,353)	(1,137)	(4,689)	(289)	(5)	0	(10,474)	(2,459)	8,124	(2,259)	0	(4,479)	1,385	15,408	81	16,873		
9	2021.22	21,122	507	0	13	21,641	(4,484)	(1,135)	(4,824)	(297)	(6)	0	(10,746)	(2,410)	8,485	(2,619)	0	(4,751)	1,115	16,873	87	18,075		
10	2022.23	21,706	522	0	13	22,241	(4,619)	(1,132)	(4,963)	(304)	(8)	0	(11,025)	(2,349)	8,866	(2,889)	0	(4,916)	1,061	18,075	93	19,229		
11	2023.24	22,305	538	0	13	22,855	(4,757)	(1,129)	(5,085)	(312)	(9)	0	(11,291)	(2,277)	9,287	(3,288)	0	(6,133)	(134)	19,229	96	19,191		
12	2024.25	22,920	554	0	13	23,487	(4,900)	(1,126)	(5,231)	(319)	(10)	0	(11,587)	(2,190)	9,710	(3,718)	0	(6,336)	(344)	19,191	95	18,942		
13	2025.26	23,552	570	0	13	24,136	(5,047)	(1,124)	(5,381)	(327)	(11)	0	(11,891)	(2,087)	10,158	(4,180)	0	(6,545)	(567)	18,942	93	18,469		
14	2026.27	24,201	587	0	13	24,802	(5,198)	(1,121)	(5,536)	(336)	(11)	0	(12,202)	(1,967)	10,633	(4,675)	0	(6,759)	(801)	18,469	90	17,758		
15	2027.28	24,868	605	0	13	25,486	(5,354)	(1,118)	(5,696)	(344)	(12)	0	(12,525)	(1,829)	11,133	(2,427)	0	(6,979)	1,726	17,758	93	19,577		
16	2028.29	25,553	623	0	13	26,189	(5,515)	(1,116)	(5,859)	(353)	(14)	0	(12,856)	(1,756)	11,577	(2,710)	0	(8,357)	509	19,577	99	20,186		
17	2029.30	26,257	642	0	13	26,912	(5,680)	(1,113)	(6,028)	(361)	(14)	0	(13,196)	(1,673)	12,043	(3,081)	0	(8,621)	340	20,186	102	20,628		
18	2030.31	26,979	661	0	13	27,653	(5,851)	(1,110)	(6,201)	(370)	(14)	0	(13,546)	(1,576)	12,531	(3,483)	0	(8,892)	156	20,628	104	20,888		
19	2031.32	27,722	681	0	13	28,416	(6,026)	(1,108)	(6,380)	(380)	(16)	0	(13,909)	(1,464)	13,042	(3,915)	0	(9,170)	(43)	20,888	104	20,949		
20	2032.33	28,484	701	0	13	29,199	(6,207)	(1,105)	(6,563)	(389)	(16)	0	(14,280)	(1,336)	13,582	(6,063)	0	(9,455)	(1,937)	20,949	100	19,113		
21	2033.34	29,268	722	0	13	30,003	(6,393)	(1,102)	(6,752)	(399)	(17)	0	(14,664)	(1,135)	14,204	(6,735)	0	(9,184)	(1,715)	19,113	91	17,489		
22	2034.35	30,073	744	0	13	30,830	(6,585)	(1,100)	(6,946)	(409)	(18)	0	(15,058)	(910)	14,862	(7,413)	0	(9,469)	(2,021)	17,489	82	15,551		
23	2035.36	30,899	766	0	13	31,679	(6,782)	(1,097)	(7,146)	(419)	(18)	0	(15,463)	(660)	15,555	(8,137)	0	(9,763)	(2,344)	15,551	72	13,278		
24	2036.37	31,749	789	0	13	32,551	(6,986)	(1,094)	(7,352)	(430)	(20)	0	(15,881)	(387)	16,283	(8,911)	0	(10,064)	(2,692)	13,278	60	10,646		
25	2037.38	32,621	813	0	13	33,447	(7,195)	(1,091)	(7,563)	(440)	(21)	0	(16,311)	(83)	17,054	(225)	0	(10,374)	6,455	10,646	69	17,171		
26	2038.39	33,517	838	0	13	34,368	(7,411)	(1,089)	(7,781)	(451)	(22)	0	(16,754)	(77)	17,537	(20)	0	(11,629)	5,887	17,171	101	23,158		
27	2039.40	34,438	863	0	13	35,313	(7,634)	(1,086)	(8,004)	(463)	(23)	0	(17,210)	(78)	18,025	(21)	0	(11,982)	6,022	23,158	131	29,312		
28	2040.41	35,384	889	0	13	36,285	(7,863)	(1,083)	(8,234)	(474)	(23)	0	(17,678)	(80)	18,528	(22)	0	(12,343)	6,162	29,312	162	35,636		
29	2041.42	36,354	915	0	13	37,283	(8,099)	(1,081)	(8,471)	(486)	(24)	0	(18,161)	(81)	19,041	(23)	0	(12,715)	6,302	35,636	194	42,132		
30	2042.43	37,352	943	0	13	38,307	(8,342)	(1,078)	(8,715)	(498)	(25)	0	(18,658)	(82)	19,567	(25)	0	(13,097)	6,446	42,132	227	48,804		

Report to: **Housing Review Board**

Date of Meeting: 5 June 2014

Public Document: Yes

Exemption: None



Agenda item: **18**

Subject: **The Centenary Fields Programme**

Purpose of report: We have been invited to nominate a piece of recreational space to be dedicated as a Centenary Field to commemorate World War 1.

Recommendation: **To approve the Housing recreation land adjacent to Rodney Close, Exmouth, as a centenary field.**

Reason for recommendation: To play a part in the programme that commemorates World War 1.

Officer: John Golding Head of Housing

Financial implications: There are no financial implications.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

- [Click here to enter links to background information; appendices online; and previous reports. These must link to an electronic document. Do not include any confidential or exempt information.](#)

Link to Council Plan: Living in this outstanding place.

Report in full

1. The Royal British Legion and Fields in Trust have invited us to put forward a piece of recreational land to be dedicated as a Centenary Field as part of a national campaign. The dedication will involve agreeing a deed of dedication that effectively protects the green space in perpetuity.
2. The campaign is to commemorate World War 1 and is consistent with the Armed Forces Covenant that we committed to some time ago.
3. The invitation letter (**annex 1**) proposed the Exmouth War Memorial, but we have identified what I consider a more suitable recreation area that meets the terms of the campaign.
4. I am suggesting that we offer for dedication our open space adjacent to Rodney Close, Exmouth. We have previously considered this for development, but it now has Village Green status effectively preventing development on the site (plan in **annex 2**). This offer

would be consistent with local residents desire to protect the land for open space/recreational purposes.

5. The dedication is consistent with our involvement in the Armed Forces Community Covenant where we have worked with the armed forces and participated in a number of community events.
6. If accepted a plaque will be erected to mark the dedication and signpost the status of the land.
7. I was not proposing a consultation event, but would notify neighbours if Members approve the proposal.



CENTENARY FIELDS

Commemorating World War I 2014-2018

Mr Mark Williams, Chief Executive
East Devon District Council
Council Offices
Knowle
SIDMOUTH EX10 8HL



Fields in Trust
15 Crinan Street
London N1 9SQ

Monday 28th April 2014

Dear Mr Williams

The Centenary Fields Programme – Exmouth War Memorial

The Royal British Legion and Fields in Trust are pleased to be leading a nationwide initiative aimed at securing recreational spaces in perpetuity in honour of the memory of the millions of people who lost their lives in World War I.

The objective of this new programme is to encourage every local authority in the UK to nominate at least one recreational space to be dedicated as a Centenary Field to commemorate this significant milestone in our shared history and to create a tangible local legacy that will be valued by your local community for generations to come.

As the UK's largest Armed Forces charity and the Custodian of Remembrance, The Royal British Legion will be leading the nation in respecting the sacrifices made during World War I.

Fields in Trust – the operating name of the National Playing Fields Association – has been the leading independent charity campaigning to secure and improve playing fields for more than 85 years with the long standing support of the Royal Family.

Both organisations are therefore pleased to be working together to deliver the Centenary Fields programme, which aims to protect the war memorial parks and playing fields given in memory of those who lost their lives, or other green spaces that local authorities may want to dedicate. As well as providing an opportunity to commemorate the sacrifice made, this initiative is also in keeping with the spirit of the Armed Forces Community Covenant which you have committed to.

To join us in the Centenary Fields programme please:

1. Complete the enclosed form informing us of a) the name of any site(s) you would like to protect as Centenary Fields in addition to, or as an alternative to, our suggested site and b) the contact details of the appropriate member of your team.
2. Alternatively, please encourage the appropriate member of your team to contact Terry Housden, the Fields in Trust Development Manager for your area at terry.housden@fieldsintrust.org.
3. Once an appropriate site has been agreed the local authority will be required to complete a deed of dedication to protect their nominated green space(s) in perpetuity (a copy of this deed has been enclosed for your reference). Please note that this does not require any change to the ownership and management of the site which remains entirely at local level.

Each Centenary Field will be provided with signage indicating its designated status, enabling a local event to be arranged to mark the site's dedication as part of your Centenary commemorations.

In addition, Fields in Trust will be working to raise charitable funds to provide occasional improvement grants to sites protected as part of the Centenary Fields programme.

During these difficult economic times we believe that this programme has the dual merits of being inexpensive to implement whilst also appropriately recognising the enormous sacrifice made by earlier generations for us all.

We are both delighted that HRH The Duke of Cambridge will be supporting this campaign.

We look forward to hearing from you and hope you will join us in commemorating World War I through the Centenary Fields programme.

Yours sincerely,

Tim Phillips CBE
Chairman
Fields in Trust

cc. Leader of the Council

Encs.

Dr Chris Simpkins
Director General
The Royal British Legion



The Centenary Fields programme will safeguard in perpetuity our war memorial parks, playing fields and other green spaces in memory of those who lost their lives in World War I.

Working with local authorities and landowners, this project will deliver a fitting tribute to the sacrifices made then by local people, while also protecting our green spaces for the future.

Please support Fields in Trust and The Royal British Legion to commemorate this important landmark in our history and help remembrance to live on through Centenary Fields.

HRH The Duke of Cambridge
President, Fields in Trust



Land off Rodney Close Exmouth



Item 19 - Annual report of the Housing Review Board 2013/14

The Chairman and Vice Chairman of the Housing Review Board remained unchanged, with Councillor Pauline Stott as Chairman and Sue Saunders as Vice Chairman of the Board. Unfortunately, and with much regret, Sue Saunders resigned from the Board in February 2014 due to family commitments.

The Board welcomed two new tenant representative members during autumn 2013, John Powley and Mike Berridge.

Words from the Chairman

I have been privileged to be your Chairman for the last four years and in that time we have seen many changes which have been to the benefit of all our tenants.

This year we have also seen some of our valued tenants leave the Housing Review Board. I would like to give my thanks to all the work they have given to the tenants during their time with us. The three tenants are Sally Lancaster, Christine Morrison and also my vice chair Sue Sanders who I will miss and I am sure the tenants feel the same way.

The board has continued to go from strength to strength looking at way we can improve our services to you. With the Tenant Scrutiny panel looking in depth at ways we can improve voids. This helps us to try new initiatives to see if we can improve our performance.

Our ongoing Ground Maintenance Taff are looking at ways we can improve the grass cutting service This will take some time to do as we are employing somebody to give us accurate measurement of the grass cutting areas in our housing stock to make sure we are paying for the correct amount.

We are also looking at Garden Licenses as they haven't been looked at for a while, so this will be done by later this year and hopefully improve the service that we give to you.

Another first for us in our purchasing houses is a house which we are dividing into 6 one bedroom bedsits with en suite facility and communal kitchen and dining room for people age 21 to 55

This has been done to show Landlord what we would like to see from rented bed sits that they let out and hopefully improve the accommodation in the Private sector.

We have purchase a block of 4 flats and couple of old council house to put back into our stock.

As this year come to a close I look forward to new challenges such as we hope to start building some more houses soon on some of our estate were the Garage Taff last year found some areas that could be use for this purpose.

Lastly I would like to thank all the tenants who sit on varies committees for all the work they do and also for all our very committed staff at East Devon for the excellent services from all the departments headed by John Golding.

The Board

The remit of the Board covers:

- Advising the Cabinet on the Council's landlord activities and functions affecting tenants and leaseholders;
- Maintaining an active involvement in the on-going review of the options for the future ownership and management of Council owned homes, and make to recommendations;
- Promoting good practice and overseeing service improvements;
- Monitoring performance on core housing management activities and reporting to the Cabinet;
- Preparation of the Housing Revenue Account budget and Business Plan;

- Promoting tenant and leaseholder involvement and implementation of the Tenant Compact;
- Consulting with the Tenant Representative Group;
- Encouraging good practice in relation to equality and diversity issues, and ensuring that the needs of vulnerable tenants are satisfied.
- Advise on any other matters affecting the Council's landlord duties and responsibilities.

The Board has continued in its role of introducing service improvements and monitoring throughout the year, liaising with the Tenant Representative Group (TRG) as appropriate, with particular focus on the following key areas:

Draft Housing Revenue Account 2014/15

The draft Housing Revenue Account for 2014/15 was a key document for the Board to influence. The annual HRA was underpinned and influenced by the 30 year HRA Business Plan, which was working as expected. It had allowed the acquisition of new property and the recruitment of additional staff. Rent management performance was excellent. No dramatic changes were proposed and a healthy outturn position was shown. The Board noted the refreshed Housing Service Plan, which was updated annually and sat alongside the budget.

HRA financial monitoring reports

A summary of the overall financial position on the Housing Revenue Account (HRA), HRA Capital Programme and the Business Plan for 2013/14 was provided at every meeting. Careful monitoring throughout the year indicated that the HRA was being maintained at/above the adopted level and the business plan position remained healthy.

New property acquisitions

Over the year a number of new properties were purchased. These included a shared house in Exmouth and a small block of flats in Exmouth. There were more options currently under consideration.

Tenant Scrutiny Panel and the voids process

In September 2013 the Tenant Scrutiny Panel (TSP) presented their scrutiny report on the voids process. Overall the TSP found that the voids process was very positive and working well. However the Panel found that the overall voids/lettable standard needed clarification to avoid ambiguity. The Housing Needs and Strategy Manager prepared a report in response to the TSP and as a result of this a Void Task and Finish Forum (TaFF) was set up to review the void/lettable standard. The findings of the TaFF, along with a recommended new lettable standard document for tenants and a service specification for contractors was presented to and agreed by the Board in March 2014.

Repairs performance monitoring

The Board received a report on day to day repairs performance, which highlighted an improvement required in contractor performance. A future report was presented on repairs appointment times and the Board agreed to trial a change to allow tenants greater opportunity to decide when a repair is carried out. It was hoped that this would give more flexibility to both tenant and contractor and may result in financial savings. Focus would remain on first time fix and staying fixed, as well as undertaking a repair at an agreed appointment time.

Rent management review & housing rents – systems thinking review

The Rental Manger reported on the new rent calculation scheme and what possible effects this would have on the HRA 30 year business plan. Later on in the year the Board received a presentation on the findings of the systems thinking review of day to day rent account management for council tenants. Due to the high performance of rental income collection and high levels of tenant satisfaction the outcome of the review was to make only minor changes and to continue with managing rents in the same efficient way.

Downsizing policy review

Since the introduction of a 'bedroom tax' some tenants were not making regular rent payments. Provision had been made in the business plan for bad debt, and welfare reforms and the business plan were kept under review. There was an increased demand for downsizing and options were considered. The Housing Needs and Strategy Manager's report proposed the provision of financial incentives to encourage tenants to downsize. Tenant Representative Group (TRG) concerns were raised over what they perceived as vagueness between downsizing and mutual exchange. In response to this the Housing Needs and Strategy Manager brought a further report to the Board in January 2014 setting out the current information available to the public and asked the Board to consider any changes to the wording that might be necessary. After much debate it was voted that the downsizing policy wording would remain as it was, without the addition of paper application forms being available on request (as proposed by the TRG).

Right to Buy

Throughout the year the Board voiced their concerns over Right to Buy receipts. It was anticipated that the number of Right to Buy sales in 2013/14 would be around 30. This was a significant increase on the 14 homes sold the previous year, with only 22 properties being sold over the previous three year period. Government had made proposals to change to the rules/criteria for Right to Buy sales and it was anticipated that this would increase the number of sales and result in a reduction in the East Devon homes housing stock. The Board would continue to monitor the situation.

Older persons targeted support

In January 2014 the Housing Support Services Manager's report brought the Board up to date with recent developments and emerging issues with regard to the future of older persons' targeted support in Devon, and outlined options for the future of the service. It looked likely that mobile support officer services would be put out to tender by Devon County Council (DCC) and the Head of Housing indicated the probable journey that the council was likely to take. The HRB would be kept informed of what was happening and details of the tender specification and bid proposals would be brought to the Board before being submitted.

Housing Community Development (Youth) report

The Board received a presentation and update on community development work and future plans. They were reminded of the remit of the posts of the Community Development Workers and were given an update on current projects. The Board recognised the achievements and continued to support funding for community development work for youth within the District in 2014/15, by increasing the annual budget and recruiting an additional Community Development Worker and making another post permanent.

New housing management software

Throughout the year the Board received updates on the procurement of a new comprehensive housing management software system to help achieve service improvements, including improved mobile working.

Task and Finish Forums

The Board had set up Task and Finish Forums (TaFFs) to look in detail at specific areas:

Review of Grounds Maintenance TaFF

This TaFF had been set up in March 2013 to consider grounds maintenance work on housing land undertaken by Street Scene Services on behalf of Housing. An interim report on the work of the Grounds Maintenance TaFF was presented to the Board in September 2013. The Board's approval was sought on a number of recommendations to allow further work to continue. This included a budget being provided from the HRA to identify and re-measure and catalogue all housing areas maintained under the grounds maintenance service, and a full review of garden licences.

Void standard TaFF

This TaFF was set up (and concluded) in January 2014 to consider changes to the void standard following recommendations by the Tenant Scrutiny Panel (TSP). The TaFF met on two occasions and developed a void standard leaflet that could be given to new tenants so they were clear about the standards of their new home when their tenancy started. In addition the TaFF developed a cleaning standard, a garden standard and revised the welcome pack in line with the TSP requirements.

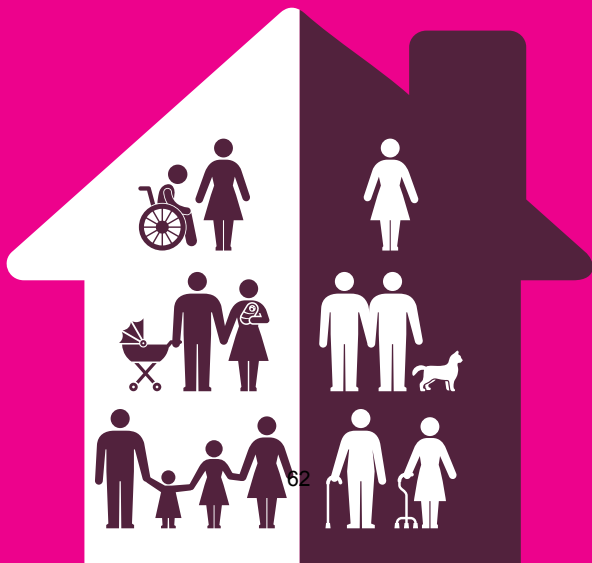
Other issues reviewed by the Board during the year have included:

- Housing service complaints 2012/13 – including the introduction of a 'designated person' and the new arrangements for dealing with complaints by tenants.
- Housing Revenue Account (HRA) outturn report 2012/13.
- HRA reform review.
- Welfare reform update.
- Community harm statement.
- Carbon monoxide alarms.
- Housing service display boards.
- Advantage South West procurement club annual review.
- Restructure and staffing of the property and asset team.
- Rent management review – which concluded that the new rent calculation scheme would not largely affect the business plan.
- Draft annual report to tenants 2012/13.
- Car parking improvement schemes update (approved by the Board in January 2012).
- Garage review update (on progress and an approved budget to progress a programme of housing developments on some of the garage sites).
- Devon Home Choice – policy changes and update.
- Energy company obligations.
- Benchmarking of housing costs and performance
- Draft housing service plan 2014/15.
- Voluntary code for self-financed housing revenue account.
- Preventing tenancy fraud.
- Home Safeguard rebranding
- Targeted families support project progress report and updates.
- Affordable homes programme 2015-18.
- Safeguarding vulnerable adults' policy.
- Performance indicator reports.

home truths

2013/14

the housing market
in the South West



A distorted economic recovery

Only 62% of the new homes the South West needs each year are being built, pushing up house prices and rents.

England appears to be emerging from recession, but the recovery is distorted. Parts of the country are experiencing growth but in places the local housing market is overstretched and is starting to overheat. Meanwhile other areas are at a relative standstill with little or no economic growth. Economic recovery is not reaching everyone in the South West.

Less than two thirds (62%) of the homes the South West needs each year are being built, with 21,500 new households forming each year but only 13,460 homes built in 2012-13^{1,2}. The lack of supply is pushing up the region's house prices and rents, adding to the strain for local people already struggling with the rising cost of living and increases in food and utility bills.

The average house price in the South West is now 11.5 times the average local wage – almost 13 times in rural areas^{3,4}. House prices are expected to rise another 33% by 2020⁵, pushing more young professionals and families into the private rented sector, but rents are also expected to rise 40% in the same period⁵.

**More homes
would kick
start the
South West's
economy**



The average wage in the South West is only £19,573⁴ – one of the lowest in England. Salaries have remained relatively stagnant, rising only 26% in the last ten years⁴. House prices have risen 55% in the same period³, meaning local people are finding it harder to afford the overheating housing market.

Young people are being hit hard by the affordability crisis, with expensive rents and high house prices stifling aspiration and preventing many from flying the nest. In the South West, almost a quarter (23%) of young adults aged 20-34 are living with their parents⁶. Meanwhile, there is also a serious shortage of suitable housing for older people, with the number of households led by over 64s set to rise 21% in the South West by 2021¹.

Building more homes in the South West would give the local economy a major boost. Every new home built brings £77,000 into the South West and creates 1.8 jobs directly and in the wider regional economy⁷. Nearly 80% of businesses surveyed across the country said a lack of affordable housing is stalling local economic growth and 70% warned it would affect their ability to attract and keep workers⁹.

We need local people who want more housing to contact local councillors and say 'Yes to Homes' (www.yestohomes.co.uk).

The solution



Government must invest in building more homes where they are needed, and at prices that everyone can afford. Rising rents and house prices, as well as higher levels of unemployment and low or stagnant wages, mean more and more people need help with their housing costs.

Housing benefit currently costs taxpayers £24bn a year⁸ and most of it goes to private landlords rather than towards building new homes. For a fraction of that, the Government could support areas experiencing economic growth by building more affordable homes.

In areas where high housing costs could be stalling economic growth and creating problems for employers, Local Enterprise Partnerships – working with local authorities, housing associations and others – must take a strategic lead on getting more homes built, revitalising communities and creating jobs.

Housing associations are in it for the long term. With more support, they can be real catalysts for change for local communities and help drive forward a balanced economic recovery for the South West.

The evidence

- Across the South West, 21,500 new households are expected to form each year between 2013 and 2021¹.
- In 2012/13 13,460 new homes were completed in the region – 2,827 by housing associations².
- Private rents are expected to rise by 40% in the South West by 2020 – ahead of the national average (39%)⁵.
- The average house price in the region in 2012 was £225,001 – 55% higher than the average for 2002³. Wages in the South West have risen by just 26% over the same period⁴.
- Every new home built in the South West adds £77,000 to the regional economy⁷.
- 1.8 jobs are created directly and in the wider regional economy for every new home built in the South West⁷.

Sources:

- ¹ Household population projections by district, England, 1991-2021, interim 2011-based – Department for Communities and Local Government (DCLG) April 2013
- ² Live Table 253, Permanent dwellings started and completed, by tenure and district – DCLG 2012/13, combined with Homes and Communities Agency (HCA) completions data
- ³ Simple average house prices – Land Registry data
- ⁴ Annual Survey of Hours and Earnings (ASHE) – ONS 2002, and 2012 provisional results
- ⁵ Projections for the National Housing Federation – Oxford Economics 2013
- ⁶ Young Adults Living with Parents in the UK – ONS 2013
- ⁷ Economic impact database, Centre for Economics and Business Research (CEBR) for National Housing Federation, 2013
- ⁸ Housing benefit statistics (Stat-Xplore) – Department for Work and Pensions (DWP)
- ⁹ Survey for National Housing Federation – ComRes 2013



South West

	Average (mean) house prices 2012 ¹	Average (median) incomes 2012 ²	Gross annual income needed for a mortgage (80% at 3.5x) 2012 ¹	Ratio of house prices to incomes ^{1,2}	Homeless acceptances per 1,000 population 2012/13 ^{3,4}	Average (mean) weekly private sector rents 2012 ⁵
ENGLAND	£242,535	£21,429	£55,437	11.3	2.3	£163
SOUTH WEST	£225,001	£19,573	£51,429	11.5	1.6	£152
Bath & North East Somerset UA	£292,594	£20,420	£66,879	14.3	1.2	£211
Bournemouth UA	£217,063	£19,932	£49,614	10.9	1.0	£169
Bristol, City of UA	£211,527	£21,216	£48,349	10.0	1.8	£170
Cornwall UA	£223,169	£17,664	£51,010	12.6	2.1	£140
Isles of Scilly	No sales	n/a	-	-	3.0	£138
North Somerset UA	£215,347	£22,199	£49,222	9.7	1.1	£141
Plymouth UA	£159,281	£19,188	£36,407	8.3	2.4	£126
Poole UA	£283,322	£20,160	£64,759	14.1	1.4	£178
South Gloucestershire UA	£208,282	£21,606	£47,607	9.6	1.3	£156
Swindon UA	£167,133	£21,112	£38,202	7.9	1.3	£133
Torbay UA	£181,073	£16,988	£41,388	10.7	1.3	£129
Wiltshire UA	£240,024	£19,952	£54,863	12.0	1.4	£161
Devon	£234,595	£17,867	£53,622	13.1	0.9	£149
East Devon	£258,233	£20,004	£59,025	12.9	0.6	£155
Exeter	£216,904	£18,476	£49,578	11.7	1.6	£179
Mid Devon	£212,064	£18,002	£48,472	11.8	0.5	£141
North Devon	£217,453	£17,035	£49,704	12.8	1.7	£129
South Hams	£293,178	£17,368	£67,012	16.9	0.6	£150
Teignbridge	£226,209	£17,446	£51,705	13.0	0.9	£144
Torridge	£197,229	£15,480	£45,081	12.7	0.7	£124
West Devon	£236,625	£17,456	£54,086	13.6	0.2	£139
Dorset	£261,715	£18,590	£59,821	14.1	1.4	£164
Christchurch	£283,213	£20,769	£64,734	13.6	3.1	£186
East Dorset	£294,320	£18,502	£67,273	15.9	0.8	£192
North Dorset	£241,532	£17,924	£55,207	13.5	1.9	£160
Purbeck	£268,674	£17,467	£61,411	15.4	1.4	£166
West Dorset	£266,966	£18,564	£61,021	14.4	0.9	£163
Weymouth and Portland	£203,761	£18,429	£46,574	11.1	1.0	£139
Gloucestershire	£231,246	£20,769	£52,856	11.1	1.4	£153
Cheltenham	£252,353	£22,682	£57,681	11.1	0.5	£162
Cotswold	£336,935	£18,762	£77,014	18.0	0.7	£195
Forest of Dean	£190,927	£21,559	£43,640	8.9	0.6	£129
Gloucester	£154,130	£19,334	£35,230	8.0	3.7	£123
Stroud	£235,236	£21,856	£53,768	10.8	0.4	£149
Tewkesbury	£226,632	£19,916	£51,802	11.4	1.9	£155
Somerset	£207,540	£19,058	£47,438	10.9	2.6	£136
Mendip	£219,111	£18,304	£50,083	12.0	2.3	£137
Sedgemoor	£190,846	£18,429	£43,622	10.4	1.1	£130
South Somerset	£205,727	£19,396	£47,023	10.6	4.0	£138
Taunton Deane	£211,882	£20,545	£48,430	10.3	2.8	£138
West Somerset	£220,238	£14,113	£50,340	15.6	1.8	£139

Footnotes to tables

¹ Land Registry sales data 2012

² Annual Survey of Hours and Earnings (ASHE), Office for National Statistics (ONS) 2012

³ Live Tables - Department for Communities and Local Government (DCLG)

⁴ Household Projections - DCLG, 2011 census based

Projected % increase in households 2013 - 2021 ⁴	Households on waiting list 2012 ⁵	All new HA homes completed with HCA funding 2012/13 ⁶	Total HA rented homes 2013 ⁷	Total LA rented homes 2013 ³	New lettings made by HAs and LAs 2012/13 ^{8,3}	Second homes as % of all properties ⁹
7.8%	1,851,426	26,547	2,392,124	1,681,782	257,132	1.1%
7.5%	195,182	2,827	218,527	100,795	19,477	2.2%
4.6%	11,775	159	11,097	0	514	1.0%
6.0%	9,425	22	3,412	5,127	467	3.8%
8.8%	14,585	203	11,655	27,854	2,167	1.2%
8.2%	24,329	312	19,174	10,490	1,828	5.6%
0.9%	84	0	59	122	4	16.3%
12.6%	7,515	107	8,876	0	531	0.5%
3.6%	9,182	205	22,355	0	1,245	0.9%
7.4%	1,475	40	2,827	4,592	389	2.7%
8.9%	9,888	139	11,403	697	20	0.3%
11.7%	14,729	76	4,698	10,468	1,040	0.5%
5.9%	3,425	6	5,158	0	236	2.5%
6.7%	17,108	365	23,987	5,400	1,867	0.9%
7.1%	25,390	234	25,687	12,397	2,063	3.4%
7.6%	4,005	65	1,622	4,293	359	3.8%
5.1%	7,240	9	4,081	5,030	452	0.9%
8.5%	1,821	37	1,219	3,070	268	0.8%
4.8%	2,866	25	4,308	1	225	3.8%
4.4%	2,288	15	4,288	0	238	9.9%
7.3%	4,062	83	5,206	0	248	2.1%
11.4%	1,216	0	2,619	3	120	3.4%
10.7%	1,892	0	2,344	0	153	2.2%
6.2%	10,040	181	22,573	4	1,115	3.5%
8.5%	2,120	0	2,517	0	75	3.6%
6.3%	2,937	25	3,138	2	128	0.8%
5.0%	1,242	26	3,977	0	242	1.7%
5.5%	788	11	2,430	2	108	7.4%
7.4%	1,307	72	6,469	0	346	5.3%
4.3%	1,646	47	4,042	0	216	3.0%
7.3%	17,589	522	21,252	14,308	2,564	1.3%
6.6%	4,053	90	2,143	4,563	477	1.5%
5.8%	1,880	125	5,391	0	457	4.0%
5.8%	2,461	104	4,677	3	306	0.9%
8.8%	4,615	32	3,215	4,554	473	0.3%
6.7%	2,703	105	1,427	5,188	557	0.8%
9.8%	1,877	66	4,399	0	294	0.6%
7.3%	18,643	256	24,314	10,013	2,750	1.3%
7.1%	3,580	69	6,091	0	391	1.0%
7.8%	4,706	112	2,847	4,055	835	0.8%
7.2%	5,211	21	10,746	10	773	1.1%
7.3%	3,783	54	2,247	5,948	636	0.6%
7.0%	1,363	0	2,383	0	115	6.0%

⁵ Private Rental Market Statistics – Valuation Office Agency (VOA), year to March 2012

⁶ New build completions data – HCA 2012/13

⁷ Statistical Data Return - Homes and Communities Agency (HCA) 2013

⁸ CORE housing associations' new lettings data – HCA 2012/13

⁹ Communities and Local Government council tax base data September 2012

The National Housing Federation is the voice of affordable housing in England. We believe that everyone should have the home they need at a price they can afford. That's why we represent the work of housing associations and campaign for better housing.

Our members provide two and a half million homes for more than five million people. And each year they invest in a diverse range of neighbourhood projects that help create strong, vibrant communities.

Further information:
National Housing Federation (Bristol)
Tel: 0117 929 7388
bristoloffice@housing.org.uk

National Housing Federation
Lion Court
25 Procter Street
London WC1V 6NY
Tel: 020 7067 1010
www.housing.org.uk
www.yestohomes.co.uk

Find us or follow us on:



#hometruths14