

Agenda for Housing Review Board

Thursday, 10 September 2015; 2.30pm



[Members of the Committee](#)

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

[View directions](#)

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- 1 [Public speaking](#)
- 2 [Minutes for 18 June 2015](#) (pages 3 - 8)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 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

- 7 **Housing Review Board forward plan** (page 9)
Strategic Lead, Housing, Health and Environment
- 8 **Summer budget – rent reduction implications** (pages 10 - 15)
Strategic Lead, Housing, Health and Environment
- 9 **Gas servicing contract extension** (pages 16 - 18)
Property and Asset Manager
- 10 **Fire safety update** (pages 19 – 24)
Property and Asset Manager
- 11 **Shared house, Exmouth** (pages 25 - 34)
Property and Asset Manager
- 12 **Draft annual report to tenants 2014/15** (pages 35 - 45)
Housing Projects Officer
- 13 **Homes & Communities Agency Regulatory Standards** (pages 46 - 48)
Property & Asset Manager
- 14 **Financial monitoring report** (pages 49 – 57)
Housing Accountant

- 15 **Performance digest** (pages 58 - 82)
Information and Analysis Officer
- 16 **Grounds maintenance task and finish forum final report** (pages 83 - 90)
Councillor Pauline Stott
- 17 **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

- 18 **Extension request – Exmouth** (pages 91 – 101)

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Housing Review Board held at Knowle, Sidmouth on 18 June 2015

Attendance list at end of document

The meeting started at 2.30pm and ended at 4.45pm.

Before the meeting began Councillor Pauline Stott, Chairman of the Board welcomed all those present and invited everyone to introduce themselves. The Strategic Lead - Housing, Health and Environment gave an introduction and overview of the role of the Housing Review Board. This included:

- Background to the Board and its role
- Reference to the Homes and Communities Plan
- Ring fenced Housing Revenue Account (HRA), with an £18m annual turnover
- Annual report to tenants
- Housing service and its four teams:
 - Landlord services
 - Housing needs and strategy
 - Property and asset management
 - Private sector housing
- Self financing reform – freedoms and flexibilities
- 30 year HRA business plan
- Future challenges and opportunities for housing

***1 Public Speaking**

Councillor Douglas Hull requested that the Board be provided with a breakdown of housing owned by the Council, into size, type and location, across the district and that this be taken into consideration when building new houses. This information was circulated at the meeting. It was noted that further information could be found in the annual report to tenants, which was available on the Council's website.

The Chairman suggested that a trip be arranged for HRB members to visit some of the Council's housing across the district, including some newly acquired property and housing in more remote locations.

Councillor Douglas Hull went on to request information on the void times of two bedroom bungalows and the implications of bedroom tax on letting these. The Strategic Lead - Housing, Health and Environment advised that void times were reported monthly to Cabinet via capability charts, but this item could be added to the HRB forward plan.

Tenant member John Powley questioned the timing of the HRB meetings. He felt that the change of start time had not been adequately debated by Board members. The Chairman and The Strategic Lead - Housing, Health and Environment explained the reasons behind the change of time, which originated from a tenants request, and advised that the trial could be reviewed at the end of the Council year.

Councillor Megan Armstrong asked how much information was recorded during the Devon Homes Choice bidding process. The Housing Needs and Strategy Manager advised that it was difficult to assess the number of times an individual had to bid or wait for a property due to changes in their housing need and circumstances. The Housing Needs & Strategy Manager welcomed all members to talk to the housing managers if they wanted more information on the services and invited them to consider work-shadowing staff.

***2 Appointment of Vice Chairman**

Nominations for Vice Chairman were received for co-opted tenant members Pat Rous and Mike Berridge.

RESOLVED that tenant representative Pat Rous be appointed Vice Chairman of the Board for the ensuing year.

***3 Minutes**

The minutes of the Housing Review Board meeting held on 19 March 2015 were confirmed and signed as a true record.

The Strategic Lead - Housing, Health and Environment reported that the two independent community representative positions on the Board were currently vacant. Rob Finch had served the maximum two terms on the Board as set out in the Constitution. The Strategic Lead - Housing, Health and Environment had written to Rob on behalf of the Board and thanked him for his valued contribution and support. The other independent community representative, Julie Adkin had also resigned due to time constraints.

Julie Bingham from Devon and Cornwall Housing Association had been invited to attend the meeting to observe how the Board operated. The Strategic Lead - Housing, Health and Environment advised that he had also received an expression of interest from a former councillor and Board member. Douglas Hull requested that an interview panel be set up to appoint the independent community representatives.

RESOLVED that an interview panel consisting of the Chairman, Vice Chairman, Councillor Douglas Hull and tenant Mike Berridge be set up to interview applicants to the two vacant independent community representative positions on the Board. Any appointments would need to be reported to Council for approval.

***4 Declarations of Interest**

Mike Berridge: Personal Interest - Family member lives in a Council owned property; Housing tenant.

Joyce Ebborn: Personal Interest - Housing tenant

Cllr Ian Hall: Personal Interest – Family member lives in a Council owned property and uses Home Safeguard

Cllr Douglas Hull: Personal interest – Family member lives in a Council owned property.

John Powley: Personal Interest - Housing tenant

Pat Rous: Personal Interest - Housing tenant

***5 Matters of urgency**

There were no matters of urgency identified.

***6 Exclusion of the Public**

RESOLVED:

To agree any items to be dealt with after the public (including press) have been excluded. There was one item that officers recommended should be dealt with in Part B.

***7 Forward Plan**

The Strategic Lead, Housing, Health and Environment presented the forward plan and advised Members that the forward plan would help act as a reminder of agenda items to come forward to future meetings. Members were reminded that they could add further issues to the next forward plan by informing him or the Democratic Services Officer.

During the meeting the following items were added to the forward plan:

- Void times
- Age restriction issues (particularly in relation to sheltered housing)

RESOLVED: that the forward plan be noted and updated.

8 Revisions to the introductory, secure and flexible tenancy agreements

The Housing Projects Officer's report explained that the secure tenancy agreement had not been revised since 2007 and required updating to meet current good practice and legislation. It was proposed that one tenancy document was produced which incorporated the introductory, secure and flexible tenancy agreements. This would ensure that all the documents carried the same rights and obligations (where appropriate) and that where the tenancy conditions varied due to the type of tenancy being used, these would be clearly highlighted throughout the combined document. The Housing Projects Officer outlined the consultation process and how tenants would be formally notified. It was planned that the new tenancy agreement would come into effect from 1 January 2016.

RECOMMENDED:

1. that the revised amalgamated tenancy agreement be agreed
2. that the Strategic Lead - Housing, Health and Environment and Portfolio Holder for Sustainable Homes and Communities be given delegated authority to act on the outcome of feedback from the consultation process.

9 Tenancy anti-fraud policy and tenancy anti-fraud strategy

The Housing Projects Officer presented to the Board a draft tenancy anti-fraud policy and a draft tenancy anti-fraud strategy. This followed recommendations from the South West Audit Partnership (SWAP) internal auditors that the Council should clarify its position and policy with a documented approach that defined how the Council would prevent and address tenancy fraud.

RECOMMENDED: that the tenancy anti-fraud policy and the tenancy anti-fraud strategy be approved.

10 Safeguarding vulnerable adults

Adult safeguarding was the process of protecting adults from neglect or abuse. The Care Act 2014 amended and strengthened this as a statutory duty for local authorities and along with statutory guidance set out clear expectations. The Property and Asset Manager's report updated members on the requirements set out under the Council's corporate Safeguarding Vulnerable Adults Policy and refreshed the policy in response to recent changes in legislation and learning. The Strategic Lead - Housing, Health and Environment reminded the Board that safeguarding adults was not exclusively housing's domain, but the service tended to take the lead on this. There was mandatory annual training for all housing staff. Training would also be arranged for Councillors later in the year as part of their welcome/induction and refresher process.

RECOMMENDED: that the changes set out in annex 1 – safeguarding vulnerable adults policy be approved.

***11 Tenant inspectors**

The Property and Asset Manager's report outlined a proposal to carry out a pilot scheme (6 months – starting in July 2015) involving tenant inspectors working alongside the Housing Property and Asset Management team. Tenant inspectors represented an excellent way of tenants and front line officers working together to ensure agreed standards were maintained. Mid Devon District Council had been running a successful tenant inspector programme for a number of years.

The report focused on tenant inspectors being involved in the void management of properties within the responsibility of the repairs and maintenance team. Tenant inspectors work would not replace any part of the current technical inspections carried out by Maintenance Surveyors, but would act as an additional resource. There would be no requirement for tenant inspectors to attend every void property.

Details of the scheme, including recruitment, training and monitoring were outlined in the report. The pilot project would be reviewed after six months and the outcome of the review would be presented to the Housing Review Board in order to seek approval for Tenant Inspectors to be a new addition to the Tenant Involvement Strategy. The review would also form the basis of whether tenant inspectors could play a useful role in other parts of the Housing Service.

RECOMMENDED: that the proposal of a pilot scheme commencing in July 2015 to introduce tenant inspectors to the Housing Service be agreed.

***12 Housing Service complaints April 2014 - March 2015 review**

The Landlord Services Manager's report provided information on formal and other complaints received in relation to the Housing Service for the period April 2014 - March 2015. Complaints were taken seriously and carefully monitored. They were used for learning wherever possible. Although there had been an increase in complaints, it still fell below the HouseMark benchmark. The main messages and lessons learnt from formal complaints were noted in the report and included communication and staff attitude.

RESOLVED: that the number and type of complaints received during 2014/15 be noted, along with the learning points arising that would be used to improve the Housing Service.

***13 Membership of Advantage South West – procurement consortium**

The Strategic Lead - Housing, Health and Environment informed the Board of the purpose of the membership to the Advantage South West consortium and highlighted savings achieved during 2014/15. As well as savings opportunities through the procurement consortium, Advantage South West also provided the benefit of additional areas of expertise.

RESOLVED: that savings achieved during 2014/15 be noted and the continued membership of the consortium during 2015/16 be supported.

***14 HRA outturn report 2014/15**

During 2014/15 monthly budgeting reports had informed members of the anticipated year end position. The Housing Accountant's report contained the final position for the year-end and compared this outturn position against the budgets set for 2014/15.

35 Rights to Buy sales had been completed during 2014/15. The timetable for expenditure of Right to Buy receipts to be incurred was included in the report and it was noted that spending on the provision of new social housing was ahead of schedule.

Following a question regarding the Council's vulnerability to Right to Buy sales, the Strategic Lead - Housing, Health and Environment advised that the HRB business plan would be tested in terms of sensitivity to Right to Buy sales. The financial model could be manipulated in terms of its sensitivity to many different factors, such as inflation rates.

RESOLVED:

1. that the HRA outturn position for 2014/15 be agreed.
2. that the transfer of £0.500m into the HRA Business Plan Volatility Reserve be agreed.

***15 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 item in private session (Part B).

16 Proposed purchase of properties at Mudbank Lane, Exmouth

The Strategic Lead - Housing, Health and Environment's report sought Board support for the proposed purchase of 13 affordable rented dwellings upon completion of the development at Mudbank Lane, Exmouth from Devon and Cornwall Housing. The proposed purchase was subject to contract, including price negotiations and securing full planning permission.

RECOMMENDED:

1. that it be agreed that the proposed affordable rent dwellings were a desirable addition to the Council's housing stock.
2. that the proposed purchase be supported and delegated authority be given to the Portfolio Holder for Homes and Communities along with the Strategic Lead for Housing, Health and Environment to negotiate an appropriate level of offer to secure the dwellings.
3. that funding from the Housing Revenue Account, Commuted Sum monies and maximising the use of Right to Buy receipts be used to fund the proposed purchase.

Attendance list

Present:

Cllr Pauline Stott (Chairman)
Megan Armstrong
Ian Hall
Cllr Douglas Hull

Co-opted tenant members:

Mike Berridge
Joyce Ebborn
John Powley
Pat Rous

Officers:

John Golding, Strategic Lead - Housing, Health and Environment
Sue Bewes, Landlord Services Manager
Emma Charlton, Housing Projects Officer
Marian Hitchcock, PA to Strategic Lead Housing, Health & Environment and Housing
Andrew Mitchell, Housing Needs & Strategy Manager
Giles Salter, Solicitor
Alethea Thompson, Democratic Services Officer
Melissa Wall, Housing Projects Officer
Mandy White, Accountant

Also present:

Cllr Jill Elson, Portfolio Holder – Sustainable Homes and Communities
Cllr David Barratt
Cllr Tom Wright

Julie Bingham Devon and Cornwall Housing Association

Apologies:

Harry Roberts – tenant
Cllr Jim Knight
Cllr Paul Diviani – Leader of the Council

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
Summer Budget – rent reduction implications	10 September 2015	Strategic Lead – Housing, Health and Environment
Gas Servicing contract extension	10 September 2015	Asset and Property Manager
Fire safety update	10 September 2015	Asset and Property Manager
Shared house, Exmouth	10 September 2015	Asset and Property Manager
Draft Annual Report to Tenants 2014/15	10 September 2015	Housing Projects Officer
Regulating the Standards	10 September 2015	Strategic Lead – Housing, Health and Environment
Performance Digest	10 September 2015	Information & Analysis Officer
Garden Maintenance TaFF report	10 September 2015	Landlord Service Manager
Quarterly performance reports and regular report		
Responsive repairs	Quarterly report	Asset and Property Manager
Letting of Council homes/voids	Quarterly report	Housing Needs and Strategy Manager
Devon Home Choice	Quarterly report	Housing Needs and Strategy Manager
Rent management	Quarterly report	Landlord Services Manager
Systems Thinking leading & lagging measures New Tenants Survey	Quarterly report	Strategic Lead – Housing, Health and Environment
Forward Plan	Every meeting	Strategic Lead – Housing, Health and Environment
Formal Complaints	Annual report	Housing Needs and Strategy Manager
Benchmarking survey	Annual report	Strategic Lead – Housing, Health and Environment
Evaluating the achievements of the Board	Annual report	

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: 10 September 2015

Public Document: Yes

Exemption: None

Review date for release None.



Agenda item: 8

Subject: **Summer 2015 Budget**

Purpose of report: This report considers the impact of one of the announcements contained in the Summer Budget on our Housing Revenue Account Business Plan. Government announced a 1% reduction in rents per annum for four years as part of the budget to assist towards achieving the savings required on the welfare budget.

Recommendation: **To consider the implications of the Summer Budget on our Housing Revenue Account Business Plan and endorse our initial response to the proposals.**

Reason for recommendation: To ensure that the Council understands the implications of the Summer Budget and the actions necessary to manage the impacts assuming that the proposals are translated into legislation.

Officer: John Golding Strategic Lead – Housing, Health & Environment.
jgolding@eastdevon.gov.uk

Financial implications: The financial implications are included in the report.

Legal implications: There are no immediate legal implications identified but there may be a necessity to join with other Housing Authorities to fund a legal challenge to the Government's proposals in the future.

Equalities impact: Medium Impact
The effect of rent reductions will benefit some tenants in the short term but will also reduce our ability to improve and maintain tenant's homes and deliver housing management services.

Risk: High Risk
The risks here about the viability of the Housing Revenue Account Business Plan, and income and expenditure assumptions. It can be seen that without adjustments the Business Plan drops below the agreed balance.

Links to background information: • none

Link to Council Plan: Living in this outstanding place.

1. Background

- 1.1 The reform of Council housing subsidy in 2012 was very welcome and long overdue, but from a landmark event it is turning into a story of broken government promises.
- 1.2 When the new financial deal for Council housing was launched just three years ago the government was clear about the reasons for scrapping the former Housing Revenue Account (HRA) subsidy system. This old broken system saw us paying a subsidy of approximately £6 million from tenant's rents to the Treasury for redistribution to other Councils who were in negative subsidy.
- 1.3 Time and again it was stressed that the reforms would give certainty to Councils to help them plan for the long term and invest in tenant's homes and services.
- 1.4 Then Housing Minister Grant Shapps indicated that tenants and local tax payers will be able to hold their landlord to account for the cost of their housing. On another occasion he said that by giving Councils clarity on their future revenue they can now start preparing for this Council housing revolution.
- 1.5 In its determination of the level of debt Councils should take on in order to opt out of the subsidy system, the government was even clearer. We were advised that the new system is based upon assumptions government has made about the rental income and expenditure required to maintain each Councils stock over 30 years. Therefore, by the Government's own calculations any changes to those assumptions will impact on councils' ability to maintain their housing stock.
- 1.6 Last year the Government adjusted the rental formula (introducing changes that came into effect in April this year). We were told that rents in future years would be linked to the Consumer Price Index (CPI) level of inflation rather than the higher Retail Price Index (RPI) as had been the case and on which the self-financing settlement was based. This was announced as a ten year rent setting policy. This change was damaging to many Business Plans and we have discovered that a significant number of authorities ignored the guidance when rent setting.
- 1.7 The Summer Budget indicated that it would be compulsory to implement government rent policy of a 1% rent reduction each year for four years, and broke the CPI+1% formula that had just been introduced only a year ago. For many Registered Providers a 1% rent reduction must be added to the anticipated CPI increase anticipated, meaning this represents a 3-3.5% reduction.
- 1.8 This Budget proposal is disastrous for many HRA Business Plans.

2. Implications nationally

- 2.1 It has been estimated that the rent changes proposed will create a £42.7bn 'hole' in Council housing finances, forcing authorities to abandon house building and slash investment in maintaining homes.
- 2.2 This is the finding of early modelling by the Chartered Institute of Housing (CIH), which reveals the majority of 30-year HRA Business Plans, signed off by government under self-financing reforms just three years ago, will be unviable in the wake of the four year 1% rent cut announced in the Summer Budget.
- 2.3 The CIH is finding most business plans are undeliverable with many local authorities unable to repay the debt they took on under self-financing. The CIH projections reveal 168 stock-owning Councils could lose £2.56bn over four years and £42.7bn over a 30 year plan period.
- 2.4 Matthew Warburton, policy advisor for the Association of Retained Council Housing (ARCH), said "authorities will be forced to slash management and maintenance spend,

risking a return to an era of underinvestment in Council homes. Fledgling development programmes could also be axed”, he said.

- 2.5 The CIH and ARCH said many councils will no longer be able to repay the £28bn of historic government debt they took on in return for control of the rental income in 2012.
- 2.6 David Hall, an independent consultant who was involved in the creation of the original agreement, said “the debt settlement would have been £10bn lower had it taken into account four years of 1% rent cuts”. He urged local authorities to renegotiate the settlement terms due to the changes – a move that CIH, ARCH and the Local Government Association (LGA) said councils may consider.
- 2.7 Ian Doolittle, partner at law firm Trowers & Hamlins, was doubtful this approach would be successful. However, he said “Councils could request an exemption from the rent changes under a ‘serious financial difficulties’ clause in the bill. If this was rejected, then the decision could be open to legal challenge”.
- 2.8 Simon Smith, director of the financial consultancy at CIH, said, “Some councils may find they do not have the resources to maintain homes”. He added “Local authorities no longer have self-financing.”
- 2.9 The Office for Budget Responsibility (OBR) forecasts that government cuts to social housing rents will cost local councils £2.6bn over the next five years, and estimates the funds could have been used to build 19,000 homes. The OBR says that social landlord rents in five years’ time will be 12% lower than they had expected as a result of the changes, and that this could force some housing associations into insolvency and trigger writedowns of the value of their housing portfolios. Figures from the LGA indicate the move will also hit councils that own and manage social housing. By 2019-20 the annual funding gap will hit £1bn, or 60% of councils’ total housing maintenance budget. Gary Porter, LGA chairman, said it was right that the government kept rents “as low as possible” but added, “If we are to see the crucially needed numbers of homes built, councils must have a lead role in house building and be allowed to reinvest in the homes and infrastructure that they are best placed to help deliver.”
- 2.10 The LGA has said that the measure would see the rent reduction come into force from 2016 and last for four years. The cost to councils will rise from £234 million in year one, to £508 million in year two, £795 million in year three, and over £1 billion by 2019/20.
- 2.11 The LGA, which represents more than 370 councils in England and Wales, supports moves to keep rents low but is warning the move would hold back councils from helping government build more homes, boost growth and employment and reduce the welfare bill.
- 2.12 Because around 70 per cent of council tenants receive Housing Benefit, any rent decrease will not impact them directly. Instead it will be reflected in the Department of Work and Pensions’ budget, while local councils will have to cope with the additional financial burden.
- 2.13 Some Council leaders are calling for the flexibility and powers to manage their own housing stock to meet the needs of local communities and employers over the long-term, as was intended by government in the 2012 housing reforms.

Cllr Gary Porter, LGA Chairman, said:

"Many councils have already agreed long-term housing investment plans based on the future rent levels announced in March's Budget. It is right that rents are kept as low as possible, but our analysis shows reducing rents in this way over the next four

years will cost councils £2.6 billion by the end of the decade and lead to a further funding gap of £1 billion per year from 2020/21 onwards.

"There are millions of people on social housing waiting lists and councils want to get on with the job of building the new homes that people in their areas desperately need, which is the best way to reduce the Housing Benefit bill and boost growth.

"It is therefore vital that these costs are considered by the Government as part of the wider debate of council funding to avoid the capacity of councils and housing associations to invest in this much-needed housing being put at risk. For instance councils should be able to keep all the receipts from the sales of their own housing stock.

"If we are to see the crucially needed numbers of homes built, councils must have a lead role in housebuilding and be allowed to reinvest in the homes and infrastructure that they are best placed to help deliver. Local authorities could build half a million new homes and transform the lives of hundreds of thousands of families if given greater powers, resources and flexibility."

- 2.14 The LGA also has called on government to let councils take a lead role in housebuilding by lifting housing borrowing limits to allow councils to invest in new housing, giving councils the freedom to set Right to Buy discounts, and to retain 100 per cent of all council home sale receipts locally.
- 2.15 A Department for Communities and Local Government spokesman said: We will consider later in the year whether any councils need any particular support to manage their Business Plans.

3. Local impact of the announcement

- 3.1 The effect of 1% per annum reduction in rents for 4 years on our Business Plan is:
- Housing Revenue Account Business Plan allowed for a 2.5% increase so this effectively means a 3.5% reduction year on year.
 - The cumulative effect by the end of year 4 (2019/20) is a reduction in rent income of £7.9m (the equivalent of 66 new affordable homes @ £120k per home or 1580 new kitchens at £5k per kitchen).
 - In 2025/26 our HRA balance drops to below the agreed minimum provision of £2m (held for exceptional/emergency reasons).
 - The HRA balance does not reach an acceptable level until 2037/38 (when our debt is repaid) when it is projected to reach £5 million.
 - Future new build/acquisition aspirations will be curtailed (may also result in retained Right to Buy capital receipts being repaid to government).
 - Reductions maybe required in maintenance programmes and discretionary activities such as community development.
 - The estimated rent loss over the full Business Plan period is £77.2 million (the equivalent of 643 new affordable homes @ £120k per home).
 - Our average rent in 2015/16 is £81.97 per week which was increased this year by 2.44% (September CPI +1%). Our social rents are well below equivalent affordable rents charged by most Registered Providers.
 - 62% of our tenants are currently in receipt of Housing Benefit so this crude rent reduction mechanism will only reduce the benefit expenditure in respect of a proportion of our tenants.

- However, our HRA Business Plan remains in surplus and can cover our self-financing debt repayments.

- 3.2 Fortunately, we have been cautious and built up our £3.4m debt repayment volatility fund and not committed to a large development programme. We did not anticipate using this fund so soon, and not for this purpose.
- 3.3 If the rent reduction proposal was directed at private sector rents and the higher affordable rents charged by some housing associations this would have greater impact and arguably be fairer. We are still seeing housing associations announce huge surpluses much of which have been derived through housing for sale and shared ownership activities.
- 3.4 I am seeing a worrying trend of some housing associations moving away from their social purpose or reviewing their social values in response to the current housing policy agenda.
- 3.5 There is no policy continuity coming from government on social housing and we cannot run the housing business with constant change in respect of rental income – so much for so called freedoms and flexibilities under self-financing. It is tempting to see these outcomes as an attack on the sector. There is an ideological drive to reverse the current approach so that social and affordable housing is only available to the poorest when they are in need. There is a clear focus on promoting and supporting home ownership.
- 3.6 In the long run this rent reduction is not even good news for tenants if we cannot maintain and manage their homes well, or confidently plan future housing income and expenditure. The accelerated Right to Buy with higher discounts creates further uncertainty in respect of local authority Business Plans.
- 3.7 Whilst there might be a legal challenge and others are considering deregistration as a Register Provider, councils are preparing to completely re-evaluate their HRA Business Plans as many are unviable.
- 3.8 We need to review our Business Plan over the coming months and bring forward proposals that will bring it back into balance throughout the 30 year period.
- 3.9 It is timely during this period of change to remind ourselves of the East Devon Homes purpose – A Decent Home for All, and our values of providing a good quality home to those in need, at a rent they can afford.

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

		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
Year	Year	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 Rebates £,000	Misc expenses £,000	Total expenses £,000	Capital Charges £,000										
1	2013.14	17,042	475	0	13	17,530	(3,438)	(1,232)	(3,541)	(240)	0	10	(8,441)	(2,564)	6,525	(5)	(4,403)	(32)	2,085	4,680	27	6,791		
2	2014.15	17,421	632	0	20	18,072	(3,870)	(1,192)	(4,109)	(244)	0	28	(9,387)	(2,563)	6,122	(580)	(3,657)	(342)	1,543	6,791	32	8,366		
3	2015.16	17,450	649	0	26	18,126	(4,801)	(1,232)	(4,040)	(305)	0	0	(10,379)	(2,556)	5,191	(1,029)	(3,569)	(754)	(162)	8,366	34	8,238		
-1%	4	2016.17	17,295	437	0	39	17,771	(3,983)	(1,144)	(4,174)	(293)	(17)	0	(9,610)	(2,568)	5,593	(1,490)	0	(3,077)	1,026	8,238	46	9,309	
	5	2017.18	17,129	450	0	39	17,618	(4,082)	(1,136)	(4,284)	(300)	(47)	0	(9,849)	(2,581)	5,188	(1,310)	0	(3,465)	413	9,309	49	9,771	
	6	2018.19	16,964	464	0	39	17,467	(4,184)	(1,128)	(4,397)	(308)	(65)	0	(10,082)	(2,596)	4,789	(1,587)	0	(3,562)	(360)	9,771	50	9,461	
	7	2019.20	16,801	478	0	39	17,318	(4,289)	(1,120)	(4,512)	(315)	(77)	0	(10,314)	(2,642)	4,362	(1,917)	0	(3,658)	(1,213)	9,461	46	8,294	
+2.5%	8	2020.21	17,222	492	0	39	17,753	(4,396)	(1,112)	(4,631)	(323)	(84)	0	(10,546)	(2,612)	4,595	(2,259)	0	(3,755)	(1,419)	8,294	39	6,914	
	9	2021.22	17,697	507	0	39	18,243	(4,506)	(1,104)	(4,753)	(331)	(114)	0	(10,808)	(2,572)	4,864	(2,619)	0	(3,963)	(1,719)	6,914	31	5,227	
	10	2022.23	18,096	522	0	39	18,657	(4,619)	(1,096)	(4,878)	(340)	(91)	0	(11,023)	(2,519)	5,115	(2,889)	0	(4,064)	(1,838)	5,227	22	3,411	
	11	2023.24	18,549	538	0	39	19,125	(4,734)	(1,087)	(4,985)	(348)	(94)	0	(11,249)	(2,455)	5,421	(3,288)	0	(3,829)	(1,696)	3,411	13	1,729 *	
	12	2024.25	19,062	554	0	39	19,655	(4,852)	(1,079)	(5,116)	(357)	(126)	0	(11,531)	(2,377)	5,748	(3,718)	0	(2,059)	(30)	1,729	9	1,708 *	
	13	2025.26	19,490	570	0	39	20,099	(4,974)	(1,071)	(5,250)	(366)	(100)	0	(11,761)	(2,282)	6,056	(4,180)	0	(1,902)	(25)	1,708	9	1,692 *	
	14	2026.27	19,978	587	0	39	20,605	(5,098)	(1,063)	(5,388)	(375)	(103)	0	(12,027)	(2,170)	6,407	(4,675)	0	(1,758)	(25)	1,692	9	1,675 *	
	15	2027.28	20,479	605	0	39	21,123	(5,226)	(1,055)	(5,529)	(384)	(106)	0	(12,300)	(2,042)	6,781	(2,427)	0	(4,379)	(25)	1,675	9	1,658 *	
	16	2028.29	20,992	623	0	39	21,654	(5,356)	(1,047)	(5,674)	(394)	(108)	0	(12,579)	(1,978)	7,097	(2,710)	0	(4,412)	(25)	1,658	9	1,642 *	
	17	2029.30	21,518	642	0	39	22,199	(5,490)	(1,039)	(5,823)	(404)	(111)	0	(12,866)	(1,903)	7,429	(3,081)	0	(4,373)	(25)	1,642	8	1,625 *	
	18	2030.31	22,057	661	0	39	22,757	(5,627)	(1,031)	(5,975)	(414)	(114)	0	(13,160)	(1,815)	7,781	(3,483)	0	(4,323)	(25)	1,625	8	1,608 *	
	19	2031.32	22,609	681	0	39	23,329	(5,768)	(1,023)	(6,131)	(424)	(117)	0	(13,463)	(1,713)	8,153	(3,915)	0	(4,263)	(25)	1,608	8	1,592 *	
	20	2032.33	23,176	701	0	39	23,916	(5,912)	(1,015)	(6,292)	(435)	(120)	0	(13,773)	(1,594)	8,549	(6,063)	0	(2,511)	(25)	1,592	8	1,575 *	
	21	2033.34	23,757	722	0	39	24,518	(6,060)	(1,007)	(6,456)	(446)	(123)	0	(14,091)	(1,403)	9,024	(6,735)	0	(2,314)	(25)	1,575	8	1,558 *	
	22	2034.35	24,352	744	0	39	25,135	(6,211)	(998)	(6,625)	(457)	(127)	0	(14,418)	(1,187)	9,530	(7,413)	0	(2,142)	(25)	1,558	8	1,542 *	
	23	2035.36	24,962	766	0	39	25,767	(6,367)	(990)	(6,797)	(468)	(129)	0	(14,752)	(946)	10,069	(8,137)	0	(1,957)	(25)	1,542	8	1,525 *	
	24	2036.37	25,588	789	0	39	26,416	(6,526)	(982)	(6,975)	(480)	(132)	0	(15,095)	(682)	10,638	(8,911)	0	(1,752)	(25)	1,525	8	1,508 *	
	25	2037.38	26,229	813	0	39	27,081	(6,689)	(974)	(7,157)	(492)	(137)	0	(15,448)	(388)	11,245	(225)	0	(7,706)	3,314	1,508	16	4,839	
	26	2038.39	26,886	838	0	39	27,762	(6,856)	(966)	(7,343)	(504)	(140)	0	(15,809)	(391)	11,562	(20)	0	(8,678)	2,864	4,839	33	7,735	
	27	2039.40	27,560	863	0	39	28,461	(7,028)	(958)	(7,534)	(517)	(143)	0	(16,180)	(402)	11,879	(21)	0	(8,838)	3,020	7,735	48	10,804	
	28	2040.41	28,250	889	0	39	29,178	(7,203)	(950)	(7,730)	(530)	(147)	0	(16,560)	(413)	12,204	(22)	0	(8,997)	3,185	10,804	64	14,053	
	29	2041.42	28,958	915	0	39	29,912	(7,383)	(942)	(7,931)	(543)	(150)	0	(16,950)	(424)	12,539	(23)	0	(9,156)	3,359	14,053	82	17,494	
	30	2042.43	29,684	943	0	39	30,665	(7,568)	(934)	(8,138)	(557)	(154)	0	(17,350)	(434)	12,881	(25)	0	(9,306)	3,551	17,494	100	21,145	

net rent income

2013/14 - 2042/43	647,250
2016/17 - 2019/20	68,189

from base data sheet

2013/14 - 2042/43	724,461
2016/17 - 2019/20	76,146

difference

2013/14 - 2042/43	77,211
2016/17 - 2019/20	7,957

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: Yes

Exemption: None

Review date for release None.

Agenda item: 9

Subject: **Gas Servicing contract - Extension of the current contract until 31 March 2016.**

Purpose of report: This report requests approval to extend the existing gas servicing contract for a further 6 months until 31 March 2016. 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 currently in discussion with Mid Devon District Council with the intention of pursuing a joint tender approach to the contract when it comes up for renewal in 2016.

Recommendation: **Members are asked to approve an extension to the existing gas servicing contract until the 31 March 2016.**

Reason for recommendation: The existing gas servicing contract arrangements ends on 30 September 2015 (following a one year extension approved last year), and approval is required to extend the contract for a further 6 months.

Officer: Amy Gilbert, Property and Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: There is a budget of £500,000 in the current year for gas servicing.

Legal implications: The contract allows for two extensions of the agreement within the current procurement rules.

Equalities impact: Low Impact

Risk: Medium Risk

It is vital that we have robust gas servicing arrangements in place to protect tenants' safety and to meet our legal obligations.

Links to background information:

- none

Link to Council Plan: Living in this outstanding place.



1. Introduction

- 1.1 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. A one year extension to the contract was approved by the Board in June 2014.
- 1.2 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 a further 6 months, from 1 October 2015 until 31 March 2016. This is as a further extension to the first 12 month extension you approved in June 2014.
- 1.3 Following changes that you approved in January 2015 with regards to access arrangements to ensure we meet our target to inspect all of our properties on a rolling 11 month basis, we have seen further improvements in the performance of this contract. We are pleased to report 100% compliance for the month of July 2015 (as is the case most months), this is achieved through an excellent joint working relationship between our officers and RHH. In the past we have achieved high levels of access and have adopted a zero tolerance approach with the few tenants who refuse access. Annually we have consistently managed to safety check/service all appliances on the programme.

2. Future contract position

- 2.1 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.
- 2.2 Officers have been progressing discussions with colleagues in MDDC and it is looking likely that we will jointly retender this contract again. A joint approach has advantages for both organisations, primarily in order to drive the price down with a higher volume of work as well as the ability to share the workload that a contract of this size requires in terms of re-tendering.
- 2.3 We are currently considering our future position with regards to our future boiler upgrade programme. EDDC have invested heavily over the past 5 years to ensure we are progressing forward with our objective to make boiler upgrades a priority and we have made significant progress across our stock to achieve this.
- 2.4 Officers are currently considering the impact of the 5 year boiler upgrade programme to date with a view to tendering a separate contract for these works from April 2016. Although using the current Maintenance/Service Contract to undertake our boiler upgrade programme has worked well, due to the significant expenditure involved and through advice from the Council's Procurement Officer, we believe a separate contract will strengthen value for money objectives.

3. Conclusions

- 3.1 The priority approach we take to gas safety has significant consequences for the Council and our recently revised access procedure demonstrates a zero tolerance approach to taking any risks with regards to ensuring our properties and consequently our tenants are safe.
- 3.2 Our close working relationship with RHH has been successful over the contract period and we believe a further extension to the contract is the best approach to ensure we are prepared for the re-tendering of this important contract.
- 3.3 Members are asked to approve the recommendation.
- 3.4 A future report will be presented to the Board with a recommendation for the appointment of the gas maintenance contractor and a contract covering the boiler upgrade programme.

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: No

Exemption: None

Review date for release None

Agenda item: 10

Subject: **Future approach to fire safety and building compliance with regards to fire safety.**

Purpose of report: This report provides an update relating to how the Council is meeting current Fire Regulations in tenants' homes and communal areas. This is generally focused around the outcomes of our Fire Risk Assessments that are undertaken on all blocks of flats and community centres.

The report also proposes a more structured approach going forward to ensure we have a timescale and target timeframe when we expect works to be completed on sites requiring additional fire protection measures.

Recommendation: **Members are asked to note the ongoing progress in relation to improvement works that are taking place across our stock**

To approve a 5 year programme of works in relation to Fire Safety with an agreed budget of £250,000 each year for the next 5 years.

To approve fire stopping works on all void properties (where appropriate)

Reason for recommendation: To provide an update for Board Members and to ensure that the Council are meeting all regulations in relation to fire safety.

Officer: Amy Gilbert, Property and Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: The financial implications are stated in the report and, if approved, will form part of the budgets for 2016/17 and beyond.

Legal implications: The Council has a duty of care to all tenants to ensure that the current up to date Fire Regulations are adhered to.

Equalities impact: Low Impact

Risk: Medium Risk

Our proactive approach to fire safety will mitigate what would otherwise be a high risk area.

Links to background information: • None

Link to Council Plan: Living in this outstanding place.



1. Background

1.1 We have been undertaking Fire Risk Assessments (FRA) on all of our blocks of flats over the last 2 years. As a result of these assessments we have completed a range of works to improve our position when it comes to fire safety. We have continued to provide the Board with updates on this work; the last report you received was January 2015.

1.2 The table below shows a breakdown of all the sites that have been subject to fire risk assessments. Each FRA recommends the work that needs to be done to bring the fire safety precautions within each block up to the required standard.

Total number of blocks and community centres	228
Number requiring a risk assessment (anywhere with a communal area)	125
Flats that do not have a communal area but require an assessment in terms of fire stopping works*	103
Sheltered sites	51
Community centres	15
District Offices	7

*please note an explanation of fire stopping works is given in section 4 of the report.

1.3 The need to complete Fire Risk Assessments is an ongoing process and we have already undertaken numerous re- assessments of our sites following the initial assessments that took place approximately 2 years ago. Where we have larger blocks of flats we have had reviews undertaken by a specialist consultant in order to ensure a comprehensive assessment of the site is given. All other blocks of flats have been assessed by Housing Officers who have undertaken the appropriate fire risk assessment training.

1.4 There are two main focuses of our fire safety work; firstly the day to day housing management element in terms of our Estate Management Officers ensuring residents abide by certain rules we have had to put in place. This has included:

- Keeping communal areas clear
- Removal of non fire retardant mats (placed outside front doors)
- Ensuring safe storage of buggies/mobility scooters
- Enforcing the no smoking policy.

Our Estate Management Officers have taken a pro-active approach to ensuring residents are aware of the risks and are continuing to work closely with residents associations (where available) to ensure residents are aware of the reasoning behind the steps we need to take. We are continuing to take a firm stance against residents who do not abide by rules we set out by taking the relevant enforcement action that ultimately could lead to loss of a tenancy.

1.5 The other main focus of our work in this area is to ensure our buildings are complaint and meet all current regulations. There has been the need to carefully assess each site and consider how we can bring our flats up to the required standard. We have focused one of our Programmed Works Officers solely on this task in order to ensure a consistent approach is taken. The Officer is working closely with the Fire Service who is supporting us to ensure the steps we take are the right ones. We have welcomed this input and

subsequently we have built up an excellent working relationship with them which is further strengthening our work in this area. An example of some of the areas of work we are focusing on here are:

- Installation of emergency lighting
- Consideration of appropriate bin storage facilities
- Installation of appropriate fire doors (front doors as well as communal doors)
- Electrical safety inspections
- Consideration of fire alarms on sites where appropriate

1.6 There are many links between the 2 areas of work which means our officers across both teams are working closely together. In order to give the front line officers support with this work as well as encourage good communication, staff meet on a monthly basis to report progress and discuss any relevant matters that they may require assistance with. Recently the Council's Health and Safety Officer has joined the group in order to offer advice on any relevant matters.

1.7 The FRAs are proving challenging in terms of bringing the fire protection standard of our accommodation up to the required regulatory standards. Of course all of our stock was fit for purpose when the sites were built, however, over time as regulations have changed (and is continuing to change) we are finding that substantial improvements are required. We have recognised the resources required to do this and plan to ensure fire safety is now a key role that our Programmed Works Team will manage as part of their day to day objectives. This will ensure the Council does not get into a similar position in future years.

2. Dray Court, Exmouth

2.1 Recently we have been concentrating on one of our largest sheltered housing sites in Exmouth to comply with the Enforcement Notice issued by Devon and Somerset Fire and Rescue Service on the 12th March 2014. There were various factors that contributed to us receiving the notice both from a housing management perspective as well as issues with the structure of the building. Although of course this was disappointing for the Service, we have pro-actively worked hard to ensure we have learnt lessons from the experience in order to prevent a similar situation arising in the future.

2.2 After being given initially 6 months to remedy the issues found (September 2014) we recognised that in order to successfully fulfil all requirements we would need an extension to allow us more time to complete works. This was agreed and subsequently we were granted a further 5 months to fulfil the terms of the notice.

2.3 Following an inspection of the site on the 2nd February 2015 by the Fire Service, I am pleased to say that the enforcement notice was lifted and we were given official notification that the building was no longer in breach of the Regulatory Reform (Fire Safety) Order 2005.

2.4 Works at Dray Court have included:

- Fire Stopping works to make the building compliant, this has involved temporary re-housing of residents whilst works underway.
- Introduction of a 'stay put' policy in terms of fire evacuation, this has been enabled through the fire stopping works that have been completed.
- Replacement of all communal doors/ all flat front doors

- All areas underneath stairs 'boxed in' to provide storage (where appropriate)
- Re- wiring of all emergency lighting and communal lighting
- Creation of bin storage areas and buggy storage at rear of the building
- Boxing in of all electrical equipment appropriately.

3. Current Works

3.1 As part of the important work we have been doing in this area, there are various projects currently underway. On occasions we have taken the decision to undertake essential works immediately as and when we come across areas of concern. Although this has meant a fragmented approach it is necessary in some instances to reduce the risk immediately once we are aware of a serious issue.

3.2 In terms of the works that are nearing completion at Dray Court, we are proposing a similar approach to two similar sites in Exmouth; Morgan Court and Albion Court. Both are large blocks of sheltered housing and in order to start the process we have recently undertaken a survey of the sites and the Fire Service are advising us on what works we should prioritise.

3.3 It is necessary to point out that working closely with the Fire Service is invaluable for us as we are subject to approaches by many industry experts who may advise on works to a standard that exceeds regulation which places us at risk of over expenditure. Due to the volume of work we need to complete across the number of sites, we must be mindful that meeting the regulations is our aim. Of course any extra improvement works on top, although desirable, can only really be considered when all of our stock meets the standard of fire regulation.

3.4 We have learnt many lessons from our experiences at Dray Court which has meant we can now apply this to our other sites. It is essential to ensure we take a pro-active approach to educating tenants in the reasoning behind these works, this way we can work jointly with residents to find solutions to problems we come across. One example of this has been bin storage and buggy storage solutions. Understandably residents are concerned about such issues and we have to ensure we find solutions that are practical and manageable for tenants on a day to day basis. We also need to work closely with tenants to consider where temporary re-housing may be appropriate in order to complete works, especially on sheltered sites when we are dealing with vulnerable people.

3.5 We have booked in consultation meetings with the residents of Morgan Court and Albion Court to outline our objectives before the commencement of any works. We have learnt that by taking this approach we are more likely to gain support from residents in this area of work.

4. Fire stopping works on voids

4.1 One area of building compliance that we have had to consider on all of our blocks of flats is fire stopping works.

4.2 The definition of fire stopping is a fire protection system that seals off each flat as a fire safe compartment. This means that fire is unable to spread from one flat to another.

4.3 We have recently consulted with both of our contractors who manage our void process and have been pleased to find that both contractors hold the appropriate licences to be able to carry out fire stopping works to buildings.

- 4.4 The extent to which these works are undertaken is dependent on the individual dwelling. In some cases this can involve no need for fire stopping- i.e. the structure of the building is already built to prevent the spread of fire. In extreme cases this may require works in every room in a property to the extent where a whole kitchen may need to be removed and then reinstalled. Our recent experience of this at Dray Court also meant we encountered asbestos which added to the time it took us to complete the work.
- 4.5 Although we will be considering fire stopping across all of our flats as part of our fire safety work, we have recently assessed our ability to carry out fire stopping works (where appropriate) when properties become void. Our experience has told us that whilst the property is empty, this is an ideal time to complete these works. We have been consulting with our contractors about introducing this as part of our void specification.
- 4.6 It is necessary to make you aware that fire stopping works may affect the time that the property is void and therefore this could in some cases see our void figure rise. Although we work hard on every occasion to ensure properties are turned around as quickly as possible, for matters of safety we believe fire stopping works to be an entirely reasonable reason for delay in terms of fire safety.
- 4.7 We would ask the Board to approve this revision to our void specification.

5. A future programme of works

- 5.1 It is clear to see the large volume of work that is necessary to bring our properties up to the required standard. Although we can embed the day to day housing management principles within our services through all of our Housing Officers, the investment required to our stock is significant and needs careful planning.
- 5.2 We need to ensure we can evidence a clear programme of how we are going to improve our stock. It is therefore necessary to place each site into a 5 year programme that will enable prioritisation of sites across what we believe to be a realistic timeframe. Of course works could be completed quicker however with resources available and the significant budget commitment required it is reasonable to propose a programme of works that will be rolled out across the next 5 years.
- 5.3 Fire Safety works to our properties is an area that requires prioritising and we believe the ability to show a commitment to a 5 year programme will evidence this.
- 5.4 In order to plan appropriately it is necessary to make a financial commitment for the following 5 years. For 2015/16 the Board agreed a budget of £250,000 for Fire Risk Assessment Works, this was following a significant overspend of the budget in 2014/15 (£112,677). It is proposed we budget for a maximum of £250,000 each year for the next 5 years to bring our properties up to standard. There is an element of the unknown in relation to the works that will be required on each site as this figure can only truly reveal itself once the site has been surveyed to the necessary standard.
- 5.5 Once the larger blocks of flats are completed, it is likely budget expenditure will decrease. It is also worth noting that by incorporating fire stopping works within our void procedure we are actively reducing the problems we will face in future years of the plan.
- 5.6 I propose to present to the Board a detailed 5 year programme of fire safety works that will be based on prioritising our properties in relation to the issues that have stemmed from the

fire risk assessments and subsequent detailed surveys of the sites. This will involve a significant amount of officer time and we have already received an offer from the Fire Service to help us complete this schedule of works.

6. Conclusions

- 6.1 The risk of fire is significant to our tenants and it is our priority to ensure we are minimising the risks in all areas of the service. We have firsthand experience of the effects of fire in our housing stock with cases in the last few years that have unfortunately resulted in death.
- 6.2 By creating a programme of works over the next 5 years we will be able to demonstrate to both our tenants and the Fire Service our intentions to ensure all our stock meets all regulation as quickly as possible, the programme will be prioritised in terms of where we know we have key areas that need attention.
- 6.3 Fire Safety is an area that we need to ensure is embedded across our whole service, we have some excellent training lined up for front line officers that will again see us stronger in this area. We are also ensuring our Technical Officers are trained to the required standards in terms of the technical aspects of keeping up with relevant regulation in the area. We are also working closely with our colleagues in Private Sector Housing (Environmental Health), who are responsible for fire safety in the private sector, this is proving to be a useful resource.
- 6.4 It is noted that these works will require significant investment and by prioritising a budget commitment for the next 5 years, the service will be able to procure the works appropriately once the 5 year plan has been created.

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 11

Subject: **Update on progress with the shared house in Exmouth**

Purpose of report: This report provides an update for the Board on the current position and progress being made for the delivery of a shared house in Exmouth.

Recommendation: **Report is for information only**

Reason for recommendation: N/A

Officer: Amy Gilbert, Property And Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: The financial implications are included in the report.

Legal implications: There are no legal implications requiring comment.

Equalities impact: Low Impact

Risk: Medium Risk

The type of property is not desirable and difficult to let; potential high turnover of tenants; potential management issues

Links to background information: • None

Link to Council Plan: Living in this outstanding place.

1. Background

- 1.1 An initial report on the proposal to purchase a shared house went to the Housing Review Board on 20 June 2013. The report outlined the proposal and business case to purchase a suitable property in Exmouth and explained the background to the proposal, the funding available and likely costs involved.
- 1.2 This type of shared accommodation, similar to a house in multiple occupation, is not something usually provided by either councils or housing associations. The intention behind the proposal was to meet the identified needs of single younger individuals in Exmouth and also to set up an innovative form of accommodation which could be used as a good practice example to private providers of houses in multiple occupation (HMO).
- 1.3 At that meeting the HRB agreed to the purchase and refit of the property within a budget of £450,000.

- 1.4 102 St Andrews Road, Exmouth was purchased in December 2013 for £243,000. To date, including purchase costs and other work, surveys etc, we have spent a total of £284,710.02.
- 1.5 The June 2013 paper proposed accommodation for up to seven individuals in separate en-suite bedrooms, sharing communal kitchen and dining areas. 102 St Andrews Road has now been designed to provide six en-suite bedrooms, with a seventh room which can be used either as an office for members of EDDC staff or as a further bedroom if required.
- 1.6 The rooms will be allocated through Devon Home Choice, but we will put in place a local lettings plan (to be agreed). We anticipate that tenants will be aged between 21 and 55, and we will try to have a mixed age range at any one time. The rooms will only be available to single people without children. We will endeavour to have a balance between those in work and not in work. Tenants will be expected to have no health or wellbeing issues and no support needs. To reduce the risk of fire we will operate a non smoking policy within and outside the building.
- 1.7 Within the local lettings policy we will state that tenants will be given priority within Devon Home Choice to move on to appropriate accommodation should their situations change.

2. Recent progress

- 2.1 Since purchasing the property we have overseen some substantial structural changes, this has included
 - intricate negotiations regarding party wall agreements on the site
 - removal of asbestos from the entire site
 - stripping out work
 - drafting of licence agreement and house rules.
- 2.2 The stripping out has taken some time due to the extensive changes we are making to the site and the high standards we wish to achieve in terms of the finish. During the refit the building will have complete new services throughout.
- 2.3 Significant work has been carried out when designing the building to future proof against likely forthcoming regulations regarding energy efficiency. From 2018 all landlords will have to ensure that their properties reach an energy performance certificate (EPC) rating of E. We are designing the building to make sure that we achieve a much higher rating than this and so preventing the need for further improvement work in the next few years.
- 2.4 To achieve this we are installing external wall insulation and we have designed the building to have mechanical ventilation heat recovery (MVHR). This will be very cost effective. Fresh air is ducted into the living areas and extracted from rooms such as bathrooms. Heat is exchanged as it goes in and out.
- 2.5 We have just completed the tender process for the refit of the building and on closure we had received six bids. We are currently in consultation with the top bidders and looking at ensuring we secure the best possible deal, to keep as near to budget as possible.

3. Going forward

- 3.1 An Officer group has been formed to manage the rest of the work necessary to bring the project to completion. This will include:
 - monitoring the refit work

- ensuring a fit for purpose licence agreement and effective house rules are in place
- ensuring adequate housing management is in place
- agreeing the lettings policy for the accommodation
- ensuring the project comes in on time and as near to budget as possible.

- 3.2 Accommodation in the property will be let on a licence agreement (current draft attached as Appendix 1). This will allow us to terminate a licence by giving one week's notice to the tenant. However, on a serious breach of the licence agreement we can terminate the contract straight away.
- 3.3 Good management of the premises and tenants will be essential to the success of the project. With that in mind we are drawing up 'house rules' which all tenants will have to keep to (current draft attached as Appendix 2).
- 3.4 We anticipate that the tender will be let shortly and that work can start on site four weeks after that. We are working towards a completion date of the end of December 2015 with tenants being in place in January 2016.
- 3.5 Once the property is complete and ready for letting we will hold an 'open day' for Board members and local councillors to view prior to tenants moving in.
- 3.6 This is an innovative project and as such we wish to make sure that the project is carried out to a very high standard. We expect that providing this type of accommodation will generate interest within the housing sector as a whole. We have already had enquiries from other housing providers, so we know we are being 'watched'. This project has the potential to be very positive for East Devon and our tenants.

DRAFT LICENCE AGREEMENT FOR POTENTIAL SHARE ACCOMMODATION HOMES

Date

The Landlord: East Devon District Council, The Knowle, Sidmouth, Devon EX10 8HL (referred to as 'we' or 'us' in this agreement)

The Occupier (referred to as 'you' in this agreement)

This agreement is intended to create a licence and not a tenancy. The reason for this is that you, the occupier, are sharing facilities, including kitchen, with others. We provide cleaning and other services and can view and inspect your room (as outlined below). We can also require you to move to another room if necessary.

This agreement is personal to you, cannot be assigned, and will end automatically if you stop living at the property or if four weeks or more rent is due and unpaid.

The property:

The room: This is the room we have agreed you will use but you may be required to change with other occupiers if necessary.

The shared areas: These are the other areas of the property which we have agreed you can use on a shared basis with the other occupiers living in the property. They include the kitchen, communal dining area, hallways and stairways, and all outside areas.

The services: We will provide basic furniture to the room, and furniture and equipment for the kitchen and dining areas, as listed in the inventory.

We will provide heating, lighting and water for the shared areas; cleaning of the shared areas (but not the kitchen surfaces), cleaning of the inside of windows in shared areas and the cleaning of the outside of all windows, and will be responsible for paying the council tax due on the property.

The service charge: To cover our costs incurred in:
Providing heating, lighting and water to shared areas
Cleaning of communal areas (hall, stairs, landings, dining area and kitchen floor and outside areas)

Council tax
Management and maintenance of the property
Provision of Wifi at the property
Provision of a TV licence

The rent and service charges: This is payable by direct debit four weeks in advance and is in respect of your use of the room and shared areas.

The inventory: This is the list of our possessions in the property which has been signed as agreed by us both.

Terms and conditions

We can change the terms and conditions of this licence by giving you one week's written notice in advance of any change.

1. Payments and costs

- 1.1 You must pay the rent and service charges at the times and in the manner set out above.
- 1.2 We may vary the rent and/or service charges but before doing so will give you at least four week's written notice. A variation in rent will normally occur every year at the start of each financial year (April). We will tell you in writing about the details of any variation and give you an opportunity to end the agreement before the variation takes place.
- 1.3 If the property, or any of our contents, is destroyed or becomes uninhabitable, this agreement will end. If this happened because of something you did or something you failed to do then we are entitled to claim against you for compensation and our legal costs in pursuing any claim.
- 1.4 If you have not carried out any of your responsibilities under this agreement you must pay any reasonable costs and expenses we make to put the matter(s) right. Any damage to the property which cannot be attributed to a specific licensee or their visitor(s) will be charged in proportion to all licensees.

2. Using the property

- 2.1 You must at all times keep to the house rules (as attached to this agreement) and any variation to these as may be made from time to time.
- 2.2 You must keep the room clean and tidy, look after the items on the inventory, and not damage anything. Any damages must be reported to us immediately.
- 2.3 You must also keep the shared areas clean and tidy and free from obstructions.

- 2.4 You must not make any alterations or additions to the room or the property, or do any redecoration without our prior written consent.
- 2.5 You must not keep any dangerous or flammable goods (those that easily catch fire), materials or substances in the room or on the property.
- 2.6 You must not use any form of heating other than the heating system provided by us.
- 2.7 You must not smoke anywhere in the property (including tobacco or any other substances).
- 2.8 You must use the property as a private residence only. This means that you must not carry out any profession, trade or business in the room or anywhere in the property. If you do wish to run a business from the property you must get our prior written consent but we will only give consent where the business will not cause a nuisance or annoyance to your neighbours or damage to the property.
- 2.9 You must not share or sub-let the room or allow anyone else to sleep in your room or elsewhere in the property.
- 2.10 Each room has a separate electric and water meter and you are responsible for the payment of all bills and costs incurred for the room.
- 2.11 You will not have exclusive possession of your room and we will be entitled to enter it at all reasonable times to inspect its condition, carry out any necessary repairs or show it to new occupiers.
- 2.12 We have the right to ask you to move to another room within the property on giving you seven days notice, as part of our day to day management of the property.
- 2.13 The identity of any other occupiers living in the property shall be at our absolute discretion.
- 2.14 If you wish to change your room you must write to us in advance. We will try to comply with your wishes so far as is reasonably possible.
- 2.15 You must not make any copies of the keys to the property without our written consent and you must not give any keys to the property to any other person. You must return all keys to us when this agreement ends.
- 2.16 You are not allowed to cook, use a kettle, toaster or microwave in your room. You are not allowed to use or store any other form of cooking equipment in your room.

3. Your conduct

You or any person visiting your room or the property must not:

- 3.1 do anything that causes or is likely to cause nuisance or annoyance to a person residing, working in or visiting the property or local area. This includes people living in the

locality of the property, street or estate regardless of whether they are Council or private tenants or owner occupiers

- 3.2 do anything that interferes with the peace, comfort, or quiet enjoyment of other people living in the property
- 3.3 harass, or threaten to harass, or use, or threaten to use violence or intimidate a person in the property or local area because of their race, colour, ethnic origin, nationality, age, sexuality, religion or disability
- 3.4 use your room or the property for any criminal, immoral or illegal purpose, which includes being involved in the supply of any illegal or controlled drugs or storing or handling stolen goods
- 3.5 harass, or threaten to harass, or intimidate, or use, or threaten, verbal or physical violence towards our employees or representatives
- 3.6 use, or threaten to use, violence towards any person living in the property, or the property itself
- 3.7 write threatening, abusive or insulting letters or any electronic communications, or graffiti
- 3.8 keep any pets or other animals in your room or on the property
- 3.9 allow visitors or strangers unsupervised access to any part of the property.

4. Visitors

- 4.1 You are responsible for the behaviour of anyone who visits you at the property.
- 4.2 You are not allowed to have anyone staying overnight in the room or elsewhere in the property.
- 4.3 No visitor should be in the room or property between the hours of 12 midnight and 8 am.
- 4.4 If something is damaged by any visitor we can claim the cost of repair from you, rather than the visitor.
- 4.5 When this agreement says that you must do or must not do anything this will automatically include all your visitors.

5. Insurance

- 5.1 We will insure the property and any contents that belong to us and will make reasonable efforts to arrange to repair any damage caused by an insured risk as soon as possible. We will not accept responsibility for any damage caused by you or any person visiting you at the property.
- 5.2 You must not do anything on or at the property that will in any way affect the insurance of the property and its contents or which will increase the premium that we have to pay. If you do not follow this clause you will have to re-pay to us, for the period of time that you are

living at the property, any extra amount we have to pay for our insurance premiums, which is due to your conduct or the conduct of anyone you have allowed to visit the property.

- 5.3 You will be responsible for arranging and paying the premiums for any insurance cover for your own personal belongings. We strongly advise that you take out Home Contents Insurance with the standard perils of fire, theft, vandalism and water damage, and accidental damage on a 'new for old' basis.

6. Ending this agreement

- 6.1 This agreement, which is personal to you and non assignable (ie you cannot transfer it to another person) will end automatically if you stop living at the property, if it ceases to be your only home, or if more than four weeks rent are due and unpaid.
- 6.2 Either of us may end this agreement by serving not less than one week's written notice on the other.
- 6.3 Clause 6.2 will not apply in the case of a serious breach by you of the conditions of this agreement or the house rules in which case the agreement will terminate immediately and you will be expected to leave the property straight away. A serious breach includes, but is not limited to, any action that causes upset or distress to another person living in or near the property or any action that could endanger the safety of the property or any person living in it.
- 6.4 The onefour week notice period referred to in Clause 6.2 above may expire at any time, but if it ends during a rental period you will be responsible for paying us a proportionate part of the rent for that period.
- 6.5 You have the right to appeal any termination of this agreement by writing to the Head of Housing

7. Leaving the property

- 7.1 When you leave, the room our furnishings must be left in the same clean and tidy condition as when you first moved in apart for fair wear and tear. The room will be inspected when you leave
- 7.2 You must remove all rubbish and all personal items (including your own furniture and equipment) from the room and the property.
- 7.3 You must return all keys to us.
- 7.4 You must provide us with a forwarding address and telephone number before leaving.

DRAFT

EDDC House in multiple occupation - House rules

You must keep to these house rules.

If you do not do so you may lose your tenancy.

1. Security

- All entrance doors and communal doors must be kept shut at all times.
- You are responsible for the security of your own room. Keep your keys safe as you will be charged for any replacement keys.
- You must not give your keys, or copies, to any one else.
- We insure the fabric of the building but you are responsible for insuring your own belongings.

2. Communal areas

- All residents are responsible for keeping communal areas tidy and clean. Remember to clean up after you have used any of these areas, especially the kitchen.
- Please ensure that any communal pots, pans, crockery, cutlery and equipment is cleaned thoroughly after use. Please wash up and tidy away any of your own equipment.
- Remove any of your own rubbish and empty the kitchen bins.

3. Respect for your fellow residents

- It is a condition of your tenancy agreement that you do not interfere with the peace, comfort or quiet enjoyment of other people living near you
- Please act in a considerate manner to all other residents and their visitors

4. Looking after your room

- You are responsible for keeping your own room clean and tidy and for looking after all items of furniture and furnishings provided
- You will have to pay for the replacement of any damaged items unless this is due to fair wear and tear
- You must not carry out any alterations to the room or its furniture or furnishings without our prior consent in writing

5. Children

- All children, including those visiting you, must be supervised at all times
- Children must not be left alone in any of the communal areas at any time

6. Smoking

- It is illegal to smoke in any of the communal areas
- We operate a No Smoking Policy so please do not smoke in any part of the building including your own room or any entrance ways

7. Alcohol

- Residents and their guests are not allowed to drink alcohol in any of the communal areas or in the immediate areas outside the building

8. Visitors

- Each room is intended for single occupancy only
- You are responsible for the actions and behaviour of all visitors that you have at the property.
- All visitors should leave the building by 11pm

9. Bin area

- Residents are responsible for emptying all kitchen and communal bins
- Residents are responsible for putting all rubbish and recycling in the outside bins provided and for putting these out for the weekly collection and returning the empty bins afterwards

10. Absence

- You must inform our Estate Management team if you intend to be away from the property for more than XX days

11. Inspections

- You must allow us access to carry out periodic inspections of your room. We will give you at least 24 hours notice of any such inspection, except in an emergency.

12. In case of emergency

- In case of fire please ring 999 – then make sure you and all other residents and visitors leave the building immediately
- If you smell gas or suspect a gas leak please ring National Grid Emergency on 0800 111 999
- If you have a repair issue please ring our Repairs team on 01395 517458
- For emergency repairs outside working hours please ring 01395 516854
- If you wish to speak to our Estate Management officers please ring 01395 516551 ext XXXX

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: Yes

Exemption: None



Agenda item: 12

Subject: **Draft of the Annual Report to Tenants 2014/2015**

Purpose of report: To comment on and approve the attached draft of the Annual Report to tenants. The draft is in word text format only and will be graphically designed once the wording has been finalised.

Recommendation:

- 1. That the Housing Review Board notes and comments on the current draft of the Annual Report to tenants 2014/2015.**
- 2. That any suggested changes are incorporated into the report before it is published.**

Reason for recommendation: To meet with good practice and provide performance information to tenants.

Officer: Melissa Wall, Housing Projects Officer Ext 2982

mwall@eastdevon.gov.uk

Financial implications: The financial implications are included in the report.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • [Annual Report to Tenants 2013-2014](#)

Link to Council Plan: Living in this outstanding place.

Report in full

1 Background

1.1 This is our 6th Annual Report. Last year we changed the style of the report and produced a more concise summary report. This year we intend to follow a similar format and approach.

1.2 The regulatory framework for social housing in England (from April 2012) states that 'registered providers should provide relevant performance information to support effective scrutiny by tenants of their landlords performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on the repair and maintenance budget.'

2 Content & layout of report

- 2.1 The report covers the financial year April 2014 to March 2015. As with last year's report we have included sections on 'Your Home' and 'Your Community' and tried to focus on issues which matter most to tenants.
- 2.2 We have tried to give a balanced picture of our performance, stating both where we are meeting or exceeding targets and where we are not meeting our required standards. In these instances we try to say what we will do to make improvements.
- 2.3 Board members are requested to remember that this is a draft document in word text only. Once the content of the report has been approved the draft will be passed to our Senior Graphic Designer, James De Leburne for the layout and graphic work. The final design will use as many graphic representations as possible to display the information with key information highlighted with 'pull quotes' at the side. We have tried where possible to avoid lengthy text sections, especially for facts and figures which are self explanatory.

3 Timescales

- 3.1 As in previous years, to save on postage the report will be sent to all tenants with the December copy of Housing Matters magazine. The report will also be available on our website when finalised in late October. We also email it to all staff and councillors.

Annual Report to Tenants 2014-2015

Welcome to our Annual Report to Tenants 2014/2015. In this report we review our performance over the last year and highlight some of our key achievements. We will also be looking forward to what is coming up in the next year and how we are continuously striding to improve the service we provide.

Local Standards are things which you have said are important to you. In this report we show you how we have met some of these standards. Look out for the 'Local Standards' icon (LS).

Fast Facts

This section gives you some key facts on what we have been doing this year.

Money (LS)

Our annual income was £18,103,993. This is made up of rent (£17,420,761), garage rent (£439,051) and interest and other income (£244,181).

Where the money was spent –

- Repair and maintenance total spend £8,957,850
- Staff salaries £3,868,743
- Loan interest & other expenditure £3,702,014
- Housing Revenue Account surplus £1,575,386

Rent

We collected 99.81% of rent due. This is a great achievement and is consistent with the last 2 years.

What happens when tenants go into rent arrears?

Our rents team pro-actively seek to make sure tenants do not go into arrears with their rent payments. Sometimes tenants do not pay their rent and we do take legal actions against them. We always try our best to help tenants having difficulties. We currently have 980 tenancies in arrears and on average we make between 12-15 possession claims with the courts a month. Not all the possession claims end in eviction. We always offer tenants help and a chance to pay their arrears. Over the year we have requested 64 warrants of possession from the courts and of those we repossessed 11 properties for rent arrears.

Housing Stock

4,243 properties

Made up of:

<u>Bedrooms</u>	<u>Numbers</u>		<u>Type</u>	<u>Numbers</u>
1	1196		Bedsit	44
2	1414		Bungalow	990

3	1562	Flat	1168
4	65	House	2036
5	5	Maisonette	5
6	1		

General needs: 2908

Sheltered: 1335

We sold 35 properties under the right to buy.

We purchased 3 new houses for our housing stock.

Lettings

286 properties were allocated

2,254 on our waiting list

54 mutual exchanges/house swaps

50 downsized to smaller homes.

Did you know...?

- We give out incentives to encourage people who are over occupying their property to downsize to a smaller home. We spent £81,500 on incentives last year. The incentive is £1,500 plus £500 per bedroom you give up.
- We are housing people faster than ever before. Those in greatest need are being housed in 6-12 months which in previous years would have taken 3-4 years. This has opened up opportunities for applicants in bands C and D who now have an improved chance of getting an affordable home.

Complaints (LS)

37 complaints (25 last year)

Property/contractors issues 13

Staff and customer service 6

Allocations 8

Rent/Service charge 3

Estate services 3

Other 4

Our designated tenants complaints panel handled 2 complaints.

1 Your Home

12,837 repairs completed

93% of repairs completed right first, an improvement on last year. (LS)

£4,109,109 was the total amount spent on day to day repairs and routine maintenance.

16.6 days is the average time to complete a routine repair. Our target time is 30 days.

Appointment based repairs service. (New!)

This year saw us introduce an appointment based repair service. This allows you to decide and control when you want the repair to be done.

We ask everyone who has had a repair completed to fill in a satisfaction survey. We use this survey to monitor how happy you are with the repair service.

- 98.45% were happy with the appointment day and time agreed with the contractor.
- Overall 98.17% were satisfied with the work carried out.

(Quotes)

'Thanks to all concerned for prompt, efficient and polite service, much appreciated'

'New kitchen water taps fitted within 2 hours of my original report of a fault. Work carried out by a cheerful workman who left no mess. A truly brilliant service.'

'We were impressed with the prompt response'

Value for money (In a bubble on side)

We saved £121,144 during the year through our membership with Advantage South West.

Planned major repairs and improvements (LS)

We spent £4,848,741 on major repairs

- We fitted 67 new kitchens (£778,000)
- We installed 90 new bathrooms (£262,000)
- We spent £1,071,500 on gas appliance replacements, including 311 replacement boilers.
- We re-roofed 14 properties (£256,000)

Door replacement scheme

As part of our planned improvement works we have been replacing external doors to our properties. Last year we replaced external doors to around 300 properties. This is less than we had hoped to complete due to problems with the appointed contractor. We have now appointed a new contractor who are progressing well with the scheme and are getting through the backlog of uncompleted orders. Within the next year we hope to replace doors to 600 properties.

Voids (LS)

Do you ever wonder why some properties stay empty for a while after a tenant leaves? The answer is simple; we want to make sure our homes are in the best possible condition when a tenant moves in. We spent just over £2 million on preparing 307 empty properties for new

tenants. The average re-let time was 28 days. Our target is 25 days. Although our average re-let time is higher than most housing associations and other local authorities it is because we carry out major improvement works while the property is empty.

Fire Risk Assessments & Compliance

We have been working hard to make sure our blocks of flats comply with fire safety regulations. This has involved a lot of work by officers and we will continue to upgrade our properties where necessary.

Dray Court, Exmouth (Case study)

Dray Court is a sheltered housing block comprising 30 flats over 3 floors. The Fire Protection Officer inspected the block in 2014 and issued the Council with an enforcement notice giving us 6 months (extended to 9 months) to bring all aspects of fire safety up to standard.

What have we done?

Following the recommendations of the Fire Officer we replaced all the front doors of the flats with fire doors. We also replaced the communal passage way doors with fire doors. The whole building was re-wired and new communal lighting was installed. The Council has adopted a 'stay put' policy in the case of fire so it is important for each flat to be a 1 hour fire compartment. This required a number of tenants to move out or move flats while these works were completed.

The Fire Officer had concerns with the storage of items in communal areas which were fire hazards and were blocking escape routes. We created 4 under stairs boxed in areas for storing recycling materials, created an external new bin store and an uncovered external mobility scooter charging area. Our mobile support officers and estate management officers now carry out regular checks of communal areas.

We have spent in the region of £120,000 at Dray Court. We are now looking closely at our other blocks of flats to make sure they comply with UK fire safety regulations.

2 Your Community

Anti-social behaviour (LS)

Last year 276 cases of anti-social behaviour were reported. This has increased from the previous year (165). We evicted 2 tenants for anti-social behaviour.

What are we doing about the increase?

We know that anti social behaviour is upsetting and stressful to those on the receiving end of it and we work hard to intervene and stop it getting to a high or serious level.

We are continuing to work in partnership with external agencies such as the police, mental health and social services to tackle anti social behaviour early and refer cases of low level anti social behaviour or neighbour disputes to Devon mediation service to help neighbours work out their differences. We also work closely with the Targeted Families Support Project now called Early Help Forum, to support families with more complex needs.

Improving where you live

Estate management have been working on estate strategies throughout the district. In Poplar Mount residents have been asked how we can improve their communal garden and external areas and their ideas will be put in place in 2015/2016. In Lower Brook Meadow we have worked with residents to identify issues and concerns in the neighbourhood. A Tenants and Residents Association was formed and community events have been organised to bring the community together.

Community Development

Our Community Development Workers have been busy with a number of exciting projects.

Littleham Community Orchard - 15 apple trees were planted in February by members of Littleham community. Each tree now has a 'guardian' who is responsible for caring for their tree. This project aims to increase community cohesion and make our green spaces more valuable for wildlife.

One resident commented 'I never imagined Littleham could come together like this'

SWITCH the channel – A fun filled family life skills course aimed to help families with primary school-aged children in the Littleham area of Exmouth. The sessions are based on popular television programmes and include topics such as budgeting, healthy eating and business skills. The project aims to help young families come together to feel less isolated and to learn everyday life skills.

Get Digital

We have several projects aimed at helping our tenants get online.

- In Clayton House in Exmouth we are piloting a course designed to help working age tenants learn skills such as applying for jobs and paying bills online. This will be important when Universal Credit is introduced. We hope to roll this out in other areas.
- We are also targeting our rural communities through drop in sessions and coffee mornings.
- Our Mobile Support Officers have been helping our sheltered housing tenants get online for several years and offer beginner sessions.

Tenant Involvement (LS)

Look out for our newly formed Tenant Involvement Forum (TIF). The forum will meet 4 times a year and listen to update reports from all our service review groups.

We have 210 tenant volunteers on our 'Key players' list who have put their names forward to be consulted on various topics.

77 tenants have volunteered to be consulted via email.

(Insert – How to get involved information)

Changes to support services

We lost £500,000 of funding from Devon County Council for support services. We carried out a number of consultations and considered many options. We were determined to keep our support service running. To do this we had to introduce a charge which came into effect in April 2015.

- 19 consultations meeting held across the district in October and November 2014.
- Over 500 tenants, relatives and friends attended.
- 12 further meeting were held in March 2015 to discuss the new charges

Our Mobile Support Officers (MSOs)

We have 19 mobile support officers working in 5 cluster areas. Our MSOs are often the first point of contact for our sheltered tenants when they have any problems, either with their home or in their personal life. They can direct and pass on any concerns to the right person or agency and provide support to help our tenants remain independent.

3 STAR Survey

In October 2014 over 1,000 tenants responded to a satisfaction survey (Standardised Tenant and Resident Satisfaction (STAR) Survey), asking for their views and thoughts on the services we provide. The results were really positive which was good news but there were areas which we now see we need to work on to improve what we do.

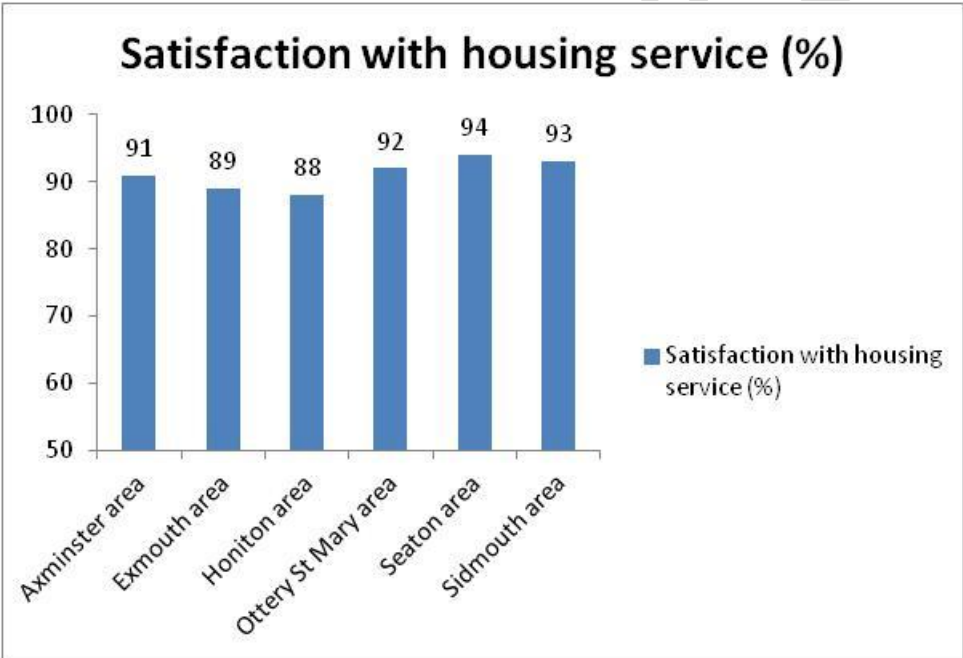
Despite seeing a decline of in satisfaction since 2012, we are still doing well compared to our peers and are performing above the median on some key performance areas (see table 1).

Table 1 – Comparison with peer group on 5 key performance areas

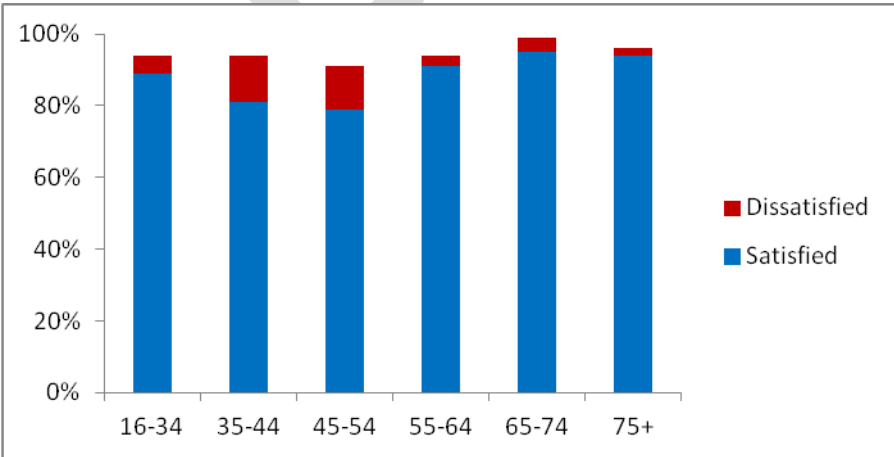
% General Need Tenants satisfied		HouseMark England STAR average 2012/13		
		Upper quartile	Median	Lower quartile
With the overall service provided by their social housing provider	88%	89%	85%	82%
With the overall quality of their home	85%	87%	83%	79%
With their neighbourhood as a place to live	90%	87%	85%	80%

With their rent provides value for money	90%	86%	81%	77%
With the way their social housing provider deals with repairs and maintenance	86%	85%	80%	75%

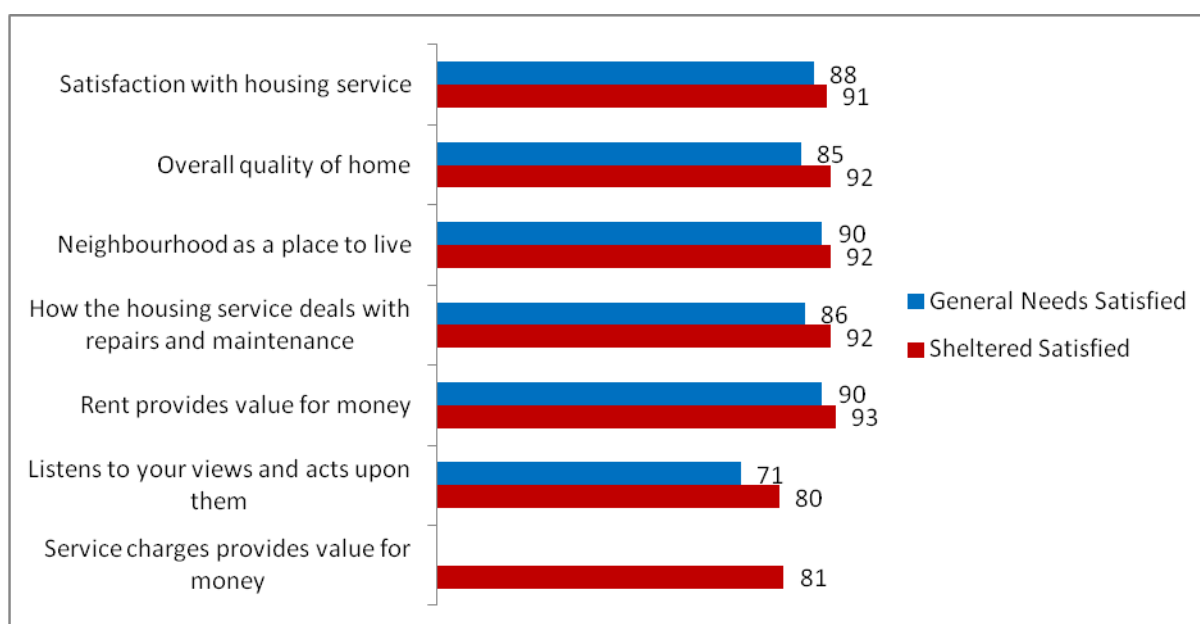
Overall Satisfaction with housing service by area



Overall satisfaction with the housing service by age



Satisfaction with different services by property type



The top 3 priorities for general need tenants are

- Repairs and maintenance
- Overall quality of home
- Dealing with anti social behaviour

The top 3 priorities for sheltered tenants are

- Repairs and maintenance
- Overall quality of home
- Emergency call system

Neighbourhood as a place to live

- Overall 91% of tenants are satisfied with their neighbourhood as a place to live

Repairs and Maintenance

Satisfaction with the repairs and maintenance service has declined from 92% to 90% since 2012. When looking at particular aspects of the repair service, respondents were least satisfied with repairs being done right first time.

Satisfaction with the repair service was lowest in Honiton and highest in Sidmouth.

- 95% of respondents were satisfied with their property upgrade.
- 30% of respondents received a property upgrade and 95% of them were satisfied with it.

Internet Usage

- 70% of general needs tenants aged 16 to 64 years use the internet.
- 12% of over 75 year olds and 36% of sheltered tenants use the internet.

We recognise that as we move towards a more digital way of doing things we must not exclude those who cannot access the digital world.

4 What's next?

Trial handy person scheme (Insert Handy person Logo)

We are launching a trial handy person service for elderly and disabled tenants living in Axminster and Honiton areas and Exmouth town. The handy person service will provide an experienced tradesperson who can do minor repairs or improvements to tenants homes. If the trial is successful we hope to launch it throughout the district.

Revised tenancy agreement

We are updating our introductory, secure and flexible tenancy agreements and combining them into one agreement. We are not making any large changes to the agreement but we are bringing them up to date with current practice and legislation. Your new tenancy agreement will be effective from January 2016.

New housing system

We are getting a new computer system which will go live in early 2016. This will include a tenant portal which will enable you to communicate better with us and do more online.

New alarm equipment in some schemes

We are updating the Home Safeguard alarm equipment in some of our sheltered properties.

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 13

Subject: **Homes & Communities Agency Regulatory Standards**

Purpose of report: This report sets out the latest advice on regulatory standards issued by the Homes & Communities Agency.

Recommendation: **To note the contents of the advice on regulating standards in social housing.**

Reason for recommendation: So that the Housing Review Board have an understanding of the regulators advice of standards expected in social housing, and the approach taken by the Homes & Communities Agency when regulating the sector.

Officer: John Golding Strategic Lead – Housing, Health & Environment.
jgolding@eastdevon.gov.uk

Financial implications: No specific financial implications have been identified.

Legal implications: The report and appendices set out the regulatory framework but there are no specific legal implications.

Equalities impact: Low Impact

Risk: Medium Risk

The risk is in not following the advice and guidance issued by the Regulator.

Links to background information:

- [Regulating the Standards – June 2015](#)
- [Rent Standard Guidance](#)
- [Rent Standard Guidance FAQ](#)

Link to Council Plan: Living in this outstanding place.

Advice and guidance

1.1 Regulating the Standards ([annex 1](#)) provides information about how the regulator (Homes and Communities Agency) sees that its regulatory standards are being met and what assurance they seek from registered providers to allow them to make regulatory judgments. The standards are intended to cover a wide and complex sector of registered providers and recognize the focused approach to regulation currently employed. The updated guidance was issued in June 2015.

- 1.2 The document outlines what contact providers can expect to have with the regulator and what information the regulator needs to regulate effectively and proportionately. It covers the HCA's operational approach, including the principle of co-regulation, data and information requirements, and regulatory judgments, gradings and notices. It explains the risk management approach, particularly operating in the current financial and change environment.
- 1.3 The document also provides information on other important aspects of the regulator's role in relation to its maintenance of the statutory register of providers and its granting of consents.
- 1.4 The new guidance explains the objectives behind the economic and consumer regulations that are core objectives for the HCA and therefore Registered Providers.

The **economic regulation** objective is:

- i. To ensure that registered providers of social housing are financially viable and properly managed and perform their functions efficiently and economically.
- ii. To support the provision of social housing sufficient to meet reasonable demands (including by encouraging and promoting private investment in social housing).
- iii. To ensure that value for money is obtained from public investment in social housing to ensure that an unreasonable burden is not imposed (directly or indirectly) on public funds.
- v. To guard against the misuse of public funds.

The economic standards do not apply to local authorities, but we have used these as a guide to good practice to be followed.

The **consumer regulation** objective is:

- i. To support the provision of social housing that is well-managed and of appropriate quality.
- ii. To ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection.
- iii. To ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account.
- iv. To encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.

- 1.5 Mindful of our duty to minimise interference, the HCA's fundamental objective of supporting the provision of social housing and a commitment to proportionate regulation, they take a co-regulatory approach. What this means is:
 - They regard board members and councilors as responsible for ensuring that providers' businesses are managed effectively and that providers comply with all regulatory requirements;
 - Providers must support tenants to shape and scrutinise service delivery and to hold boards and councilors to account;
 - They operate as an assurance-based regulator and our approach is to seek assurance from providers as to compliance with the standards. In other words, the onus is on providers to demonstrate their compliance to the regulator. Where we lack the requisite assurance, this will be reflected in the judgments reached.
- 1.6 The Rent Standard Guidance ([annex 2](#)) expands upon the Rent Standard, explaining how social housing rents are set and covers many other aspects of rent policy and interpretation. The Rent Standard requires compliance with 'key requirements' set out in the Rent Standard Guidance.

- 1.7 The setting of social housing rent levels is largely determined by government policy which is set out in a Direction to the regulator and that Direction is implemented in the Rent Standard. The guidance provides practical details of how social rents, affordable rent and other forms of social housing rents are set. It provides details of applicability of the standard and the approach taken to various aspects of exemptions and other issues. Interestingly the Budget announcement means that much of this advice will need to change if the government's proposals are implemented.
- 1.8 The standard permits waivers, in certain circumstances, and the additional notes cover how the regulator expects that such applications will be made. Other matters are also covered including current limits for rent increases and rent cap levels, as well as the approach the regulator takes to obtaining exemption from the Rent Standard for specific categories of property.

Report to: **Housing Review Board**

Date of Meeting: 10 September 2015

Public Document: Yes

Exemption: None



Agenda item: **14**

Subject: **HRA Financial Monitoring Report 2015/16 - Month 4 July**

Purpose of report: This report gives a summary of the overall financial position on the Housing Revenue Account, HRA Capital Programme and the Business Plan for 2015/16 at the end of month four (July 2015).

Regular monitoring will 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 variances will be reflected in the Business Plan.

Current monitoring indicates that:

- The Housing Revenue Account Balance will be maintained at or above the adopted level.
- The position on the HRA Business Plan remains healthy.

Recommendation: **That the variances identified as part of the HRA revenue and capital monitoring process up to month four be noted.**

Reason for recommendation: The report updates the Board on the overall financial position of the Housing Revenue Account and Business Plan following the end of each month and includes recommendations where corrective action is required for the remainder of the financial year.

Officer: Mandy White Accountant Ext 2357

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Financial implications: Details are contained within the report.

Legal implications: There are no legal implications requiring comment

Equalities impact: Low Impact

Risk: Low Risk

Current monitoring indicates that the HRA and Business Plan balances are being maintained at or above the adopted levels. In compiling this report we have looked at all large, high risk and volatile budget areas. Predicted spending patterns have been linked to operational activity and all material budgets have been subject to thorough risk assessments by operational managers and finance staff. Any continuing variances in spending patterns will be considered and incorporated into the Business Plan.

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

Link to Council Plan: Funding this Outstanding Place.

Financial Monitoring Report 2015/16 – To Month 4 July

1. Introduction

1.1 The purpose of this monitoring report is to update members of the Board on the overall financial position of the Housing Revenue Account and Business Plan following the end of month four.

2. Housing Revenue Account Position

2.1 A summary of the predicted over and under spends to the year end is shown below:

	Variation at Month 4 £000	Predicted Outturn Variation £000
Contribution to capital expenditure (Normandy Close & George St)	0	279
Total variations		279

2.2 The following table shows the original budget surplus set for the year and the total variations as identified above, which are likely to affect the budget to give a revised budget surplus for the year.

	£000
Original Budget surplus	(151)
Month 4 predicted net (under)/overspend to year end	279
Predicted Budget (Surplus)/Deficit	128

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

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

	£000
Housing Revenue Account Balance (01/04/15)	(4,966)
Predicted budget (surplus)/deficit as above	128
Predicted HRA Balance (31/03/16)	(4,838)

The recommended level for the HRA balance has been agreed at £2.1m (£500 per property). The current balance is well above the recommended level and in addition £3.4m is held in a volatility reserve.

However the Chancellor's recent Budget announcement of a 1% rent reduction from 2016/17 for 4 years will have a serious detrimental effect on the HRA Business Plan; the cumulative effect by the end of year 4 (2019/20) is a reduction in rent income of £7.9m. It is also possible that the Right to Buy capital receipts that have been retained to fund new social housing will have to be repaid to government with interest. On the positive side, the 30 year Business Plan remains in surplus throughout, although it drops under the £2.1m minimum in 2024/25 and remains below that level until 2038/39, and is able to cover the self financing debt repayments.

There is a report elsewhere on this agenda which discusses the effects of the announcement in more detail.

3. Capital Programme Position

- 3.1 The following table shows the HRA Capital Programme totalling £1.405m and the expenditure incurred to date. Capital receipts will be used to fund part of this sum with the balance to be met by a S106 contribution and revenue contributions from the HRA.

HRA Capital Programme Summary	Budget £000	Spend to date £000
New Housing IT System	159	19
Major improvements/extensions/loft conversions to existing dwellings	175	13
Off street car parking	50	5
Re-modelling of sheltered schemes	200	16
Social Services Adaptations	200	81
Works to HMO St Andrews Road Exmouth	168	8
Works to 105 Bradham Lane Exmouth (retention)	16	3
Redevelopment at 24/26 Normandy Close Exmouth	300	12
Purchase of property George St Honiton	137	0
Total Programme	1,405	157

- 3.2 The following table shows the capital receipts received in the year to date and how those receipts must be used.

Capital Receipts	£000
Sale of council houses/flats	(374)
Other receipts including sales of land/garages	(1)

Total capital receipts received	(375)
Allocation of receipts:	
Retained for provision of new social housing	(117)
Retained for funding other HRA capital expenditure	(148)
Paid to HM Treasury	(110)
Total capital receipts allocation	(375)

There have been 8 Right to Buy sales completed so far 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.

- 3.3 The table below shows the current situation regarding how much we must spend on providing new social housing, only 30% of which can be funded by retained RTB receipts, and the dates by which that expenditure must be incurred. As at the end of March 2015 we had spent £2.074m so are ahead of the required schedule. However due to the effects of the rent reduction required in the Summer budget, our new build/acquisition aspirations could be significantly curtailed and we may also have to pay over our retained receipts to the government with interest (4% above the base rate) if we can no longer afford to fund the 70% balance of expenditure.

Required new social housing expenditure £000	Date by which expenditure must be incurred	Funding from retained RTB receipts (30%) £000
286	30 September 2015	86
638	31 December 2015	191
1,463	31 March 2016	439
2,291	30 June 2016	687
3,096	30 September 2016	929
4,033	31 December 2016	1,210
4,481	31 March 2017	1,344
5,616	30 June 2017	1,685
6,727	30 September 2017	2,018
8,108	31 December 2017	2,432
9,409	31 March 2018	2,823
9,800	30 June 2018	2,940

4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2015/16 and the subsequent impact on balances for future years. This has not been adjusted to reflect the 1% rent reduction.

APPENDIX A

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016
SUMMARY OF HOUSING REVENUE ACCOUNT
Period to 31 July 2015

2015/2016			Service	2015/2016	2015/2016	
Budget				Actual	Variance	
Original	Revised	Year to Date		£	£	
£	£	£				
			INCOME			
1	(17,868,180)	(17,868,180)	(5,497,920)	Gross Property Rent including Garages	(5,598,095)	(100,175)
2	(257,500)	(257,500)	(124,860)	Other Rents & Income	(138,172)	(13,312)
3	(18,125,680)	(18,125,680)	(5,622,780)	Total Income	(5,736,267)	(113,487)
			EXPENDITURE			
			Repairs & Maintenance			
4	2,895,000	2,930,000	976,857	General	1,108,071	131,214
5	1,020,690	1,110,690	367,650	Special Works	310,822	(56,828)
			Supervision & Management			
6	3,314,240	3,314,240	1,665,586	General	1,647,248	(18,338)
7	1,487,910	1,487,910	896,377	Special	841,962	(54,415)
8	284,880	304,880	133,692	Other Expenditure	114,317	(19,375)
9	9,002,720	9,147,720	4,040,161	Total Management & Maintenance	4,022,420	(17,741)
10	0	0	0	Adjustment to Bad Debt Provision	0	0
11	1,089,230	1,089,230	1,089,230	Depreciation - dwellings	1,089,230	0
12	142,810	142,810	142,810	- other	142,810	0
13	3,763,960	3,568,960	1,600,333	Transfer to Major Repairs Reserve	2,050,822	450,489
14	13,998,720	13,948,720	6,872,535	Total Expenditure	7,305,282	432,747
15	(4,126,960)	(4,176,960)	1,249,755	NET COST OF SERVICE	1,569,015	319,260
16	(34,000)	(34,000)	0	Interest on Balances	0	0
17	3,584,920	3,584,920	0	Principal & Interest Payable (PWLB loans)	(27,680)	(27,680)
18	(60)	(60)	(40)	Interest on Council House Sales (mortgages)	(14)	26
19	3,550,860	3,550,860	(40)		(27,694)	(27,654)
20	(576,100)	(626,100)	1,249,715	NET OPERATING EXPENDITURE - Deficit / (Surplus)	1,541,321	291,606
21	425,000	753,900	0	Revenue Contribution to Capital Expenditure	0	0
22	(151,100)	127,800	1,249,715	Deficit / (Surplus) for the Year	1,541,321	291,606
			BALANCES			
23	(4,702,545)	(4,966,288)	(4,966,288)	Balance b/f HRA	(4,966,288)	0
24	(2,900,000)	(3,400,000)	(3,400,000)	Balance b/f Volatility Reserve	(3,400,000)	0
25	(151,100)	127,800	1,249,715	Deficit / (Surplus) in year	1,541,321	291,606
26	(7,753,645)	(8,238,488)	(7,116,574)	Total Balance C/F	(6,824,967)	291,606

(2,122,500) required balance: £500 per property

(6,115,988) (over)/under required balance

cells highlighted green denote supplementary estimates or variations to budget allocations as detailed below:

Variations (per DB) :	£
Lift Replacement - Albion Court & Morgan Court	35,000
Replacement bathrooms - reduced by £35k to cover lift replacements	-35,000
capital scheme 85901 - refurb Manor Close Seaton	50,000
Replacement Doors - reduced to fund refurbishment at Manor Close Seaton (capital)	-50,000
Retaining Walls - Parkfield Terrace Branscombe & Avery Court Exmouth	60,000
Structural Works Subsidence - to be used to fund wall at Parkfield Terrace	-30,000
Replacement Doors reduced to fund wall at Avery Court	-30,000
Westcott Way balcony fire doors (FRA)	20,000
Minor Schemes - Summersby Close balconies	5,000
Disabled adaptations - reduced to fund Westcott Way fire doors & Summersby Close balconies	-25,000
Westcott Way Finlock gutters	80,000
Kitchen Replacement - reduced to fund Westcott Way gutters	-80,000
Sewerage treatment plant refurbishment	20,000
Decoration Scheme - reduced to fund treatment plant refurbishment	-20,000
Handyperson Scheme	16,000
Decoration Scheme - reduced to fund Handyperson Scheme	-16,000
Redevelopment 24/26 Normandy Close Exmouth (capital) revenue contribution HRB 06/03/14	210,000
Purchase of property George St Honiton (capital) revenue contribution HRB 19/03/15	68,900
	278,900

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016
HOUSING REVENUE ACCOUNT - DETAILED STATEMENT
 Period to 31 July 2015

2015/2016			Service	2015/2016			Comments	
Budget				Actual	Variance	Committed		
Original	Revised	Year to Date						
£	£	£	£	£	£			
			INCOME					
1	(17,450,000)	(17,450,000)	(5,369,240)	SB	Gross Property Rents	(5,460,265)	(91,025)	
2	(418,180)	(418,180)	(128,680)	SB	Garage Rents	(137,830)	(9,150)	
3	(257,500)	(257,500)	(124,860)	SB	Other Rents and Income	(138,172)	(13,312)	
4	(18,125,680)	(18,125,680)	(5,622,780)		TOTAL INCOME	(5,736,267)	(113,487)	0
			REPAIRS & MAINTENANCE					
			Repairs and Maintenance - General					
5	1,908,000	1,908,000	636,190	AG	Response Maintenance	551,402	(84,788)	
6	0	0	0		Storm Damage	278,589	278,589	insurance claim
			Programmed Maintenance					
7	37,000	37,000	12,320	AG	Communal Areas	1,646	(10,674)	Ridgeway Court flooring £10k
8	30,000	30,000	10,000	AG	Emergency Equipment Test & Repair	443	(9,557)	
9	80,000	80,000	26,680	AG	Solid Fuel Appliances	22,584	(4,096)	
10	500,000	500,000	166,680	AG	Gas Boilers Servicing	197,610	30,930	!
11	100,000	100,000	33,320	AG	Electrical Inspections	0	(33,320)	
12	85,000	120,000	39,987	AG	Lift Maintenance & Replacement	13,421	(26,566)	Albion Court/Morgan Court £120k
13	832,000	867,000	288,987		Total Programmed Maintenance	235,704	(53,283)	0
			Cyclical Maintenance					
14	150,000	150,000	50,000	AG	External Painting Programme	39,097	(10,903)	
15	0	0	0	AG	Extras to Painting Programme	420	420	!
16	5,000	5,000	1,680	AG	Service of Rainwater Harvest Systems	2,681	1,001	
17	0	0	0	AG	Gutter Repairs	0	0	
18	0	0	0	AG	Interior Decoration	178	178	!
19	155,000	155,000	51,680		Total Cyclical Maintenance	42,376	(9,304)	0
20	2,895,000	2,930,000	976,857		Total Repairs and Maintenance - General	1,108,071	131,214	0
			Repairs and Maintenance - Special Works					
21	75,000	50,000	16,667	AG	Adaptations for Disabled	23,915	7,248	reduced to fund Westcott Way fire doors & Summersby
22	20,000	20,000	6,680	AG	Fence Programme	9,611	2,931	! Close balconies
23	250,000	270,000	93,987	AG	Fire Safety Works	35,371	(58,616)	! Westcott Way balcony fire doors £20k
24	150,000	150,000	43,320	AG	Dampness Eradication & Condensation	62,235	18,915	!
25	10,000	10,000	3,320	AG	Loft Insulation	4,390	1,070	!
26	150,000	150,000	50,000	AG	Fuel Efficiency Measures	1,249	(48,751)	
27	20,190	20,190	6,850	AG	Improvements Voucher Scheme	3,029	(3,821)	
28	3,500	3,500	1,160	AG	Sanctuary Scheme	6,934	5,774	!
29	150,000	150,000	50,000	AG	Asbestos Works	72,613	22,613	!
30	10,000	90,000	29,987	AG	Gutter Repairs/Improvements	4,930	(25,057)	£80k for Westcott Way finlock gutters
31	0	60,000	20,000	AG	Renewal of Walls	38,609	18,609	Parkfield Terrace Branscombe/Avery Ct Exmouth £60k not required. £20k to fund sewage treatment refurb, £16k to Handyperson Scheme
32	36,000	0	0	AG	Decoration Scheme	0	0	£16k from Decoration Scheme
33	0	16,000	5,333	AG	Handyperson Scheme	0	(5,333)	
34	20,000	20,000	6,680	AG	Replacement Floors	160	(6,520)	
35	30,000	0	0	AG	Structural Works - Subsidence	13,475	13,475	! £30k to be used to fund Parkfield Terrace wall on 65747
36	6,000	6,000	2,000	AG	Grant via Tenant Participation	499	(1,501)	

37	20,000	20,000	6,680	AG	Energy Performance Certificates	12,018	5,338	!
38	10,000	10,000	3,320	AG	Path Repairs	2,974	(346)	
39	20,000	25,000	8,347	AG	Minor Schemes	0	(8,347)	Summersby Close balconies £25k
40	10,000	10,000	3,320	AG	Flat Roof Repairs	135	(3,185)	
41	30,000	30,000	10,000	AG	Chimney Repairs	13,281	3,281	!
42	0	0	0	AG	Rechargeable Works	5,394	5,394	
43	1,020,690	1,110,690	367,650		Total Repairs and Maintenance - Special Works	310,822	(56,828)	0

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2015/2016			Service	2015/2016			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
	£	£	£	£	£	£		
				SUPERVISION & MANAGEMENT				
				Supervision & Management - General				
1	2,194,320	2,194,320	744,230	Employees	707,586	(36,644)		
2	140,820	140,820	134,030	Premises	141,564	7,534	!	
3	110,260	110,260	39,530	Transport	46,232	6,702	!	
4	186,830	186,830	63,706	Supplies & Services	70,709	7,003	!	
5	1,095,850	1,095,850	1,095,850	Support Services	1,095,850	0		
6	3,728,080	3,728,080	2,077,346	Total Expenditure	2,061,941	(15,405)		
7	(3,120)	(3,120)	(1,040)	Income	(3,973)	(2,933)		
8	3,724,960	3,724,960	2,076,306	Net Expenditure before Recharges	2,057,968	(18,338)		
9	(410,720)	(410,720)	(410,720)	Recharge income	(410,720)	0		
10	3,314,240	3,314,240	1,665,586	Net Supervision & Management - General	1,647,248	(18,338)	0	
				Net Expenditure Analysis by Cost Centre				
11	689,640	689,640	642,748	JG General Operational Management	649,758	7,010	!	
12	185,720	185,720	99,540	JG Strategic Lead Housing & support	99,645	105	!	
13	71,110	71,110	25,630	JG Service Lead Housing	3,761	(21,869)		
14	1,066,220	1,066,220	475,884	SB Landlord Services	474,389	(1,495)		
15	876,470	876,470	410,495	AM Housing Needs & Strategy	404,658	(5,837)		
16	807,070	807,070	397,119	AG Asset & Property	402,268	5,149	!	
17	28,730	28,730	24,890	SB Council House Sales	23,489	(1,401)		
18	3,724,960	3,724,960	2,076,306	Net Expenditure before Recharges	2,057,968	(18,338)		
19	(410,720)	(410,720)	(410,720)	Recharge income	(410,720)	0		
20	3,314,240	3,314,240	1,665,586	Total Analysis by Cost Centre	1,647,248	(18,338)	0	
				Supervision & Management - Special				
21	52,630	52,630	24,115	SB Communal Areas Cleaning	23,184	(931)		
22	40,670	40,670	13,230	SB Community Centres	15,709	2,479	!	
23	12,180	12,180	4,080	AM Choice Based Lettings	3,585	(495)		
24	0	0	0	AM Mutual Exchanges	0	0		
25	319,800	319,800	318,480	SB Maintenance of Grounds	317,800	(680)		
26	20,200	20,200	10,380	SB Play Areas	5,500	(4,880)		
27	50,000	50,000	16,680	SB Estate Management	2,889	(13,791)		
28	410	410	200	SB Caretaking & Window Cleaning	205	5	!	
29	36,980	36,980	12,320	AG Communal Areas Lighting	8,249	(4,071)		
30	31,500	31,500	10,520	AG Communal Areas Heating	7,769	(2,751)		
31	0	0	0	SB STAR Survey	0	0		
32	3,290	3,290	1,130	SB Tenants' Conference	34	(1,096)		
33	30,000	30,000	10,000	AM New Build Feasibility	140	(9,860)		
34	15,000	15,000	15,000	JG ASW Procurement	14,245	(755)		

35	10,000	10,000	3,320	TC	Decommissioning Costs	0	(3,320)	
36	5,000	5,000	1,680	JG	Business Plan Update	0	(1,680)	
37	14,360	14,360	3,240	TC	District Offices running expenses	2,694	(546)	
38	776,620	776,620	408,582	TC	Mobile Support Officers	400,495	(8,087)	
39	65,000	65,000	39,400	TC	Sheltered Schemes Equipment Maintenance	35,564	(3,836)	
40	4,270	4,270	4,020	AG	Sewage Treatment Works	3,900	(120)	
41	1,487,910	1,487,910	896,377		Total Supervision & Management - Special	841,962	(54,415)	0

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2015/2016			Service	2015/2016			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
	£	£	£	£	£	£		
							OTHER EXPENDITURE	
1	13,680	33,680	10,307	AG	2,929	(7,378)	treatment plant refurb £20k	
2	44,350	44,350	23,330	SB	21,434	(1,896)		
3	5,230	5,230	1,760	SB	838	(922)		
4	2,030	2,030	680	SB	175	(505)		
5	5,100	5,100	1,520	SB	0	(1,520)		
6	30,250	30,250	10,195	SB	7,286	(2,909)		
7	0	0	0	SB	412	412		
8	5,050	5,050	1,680	SB	2,159	479	!	
9	20,000	20,000	6,680	AG	0	(6,680)		
10	1,020	1,020	360	SB	0	(360)		
11	8,120	8,120	2,720	SB	1,420	(1,300)		
12	3,000	3,000	1,000	AG	0	(1,000)		
13	3,050	3,050	1,000	AG	1,476	476	!	
14	5,200	5,200	5,200	AG	9,565	4,365	!	
15	32,920	32,920	26,890	AG	23,890	(3,000)		
16	5,000	5,000	1,680	AG	500	(1,180)		
17	75,000	75,000	25,000	AM	30,394	5,394	!	
18	0	0	0	AG	0	0		
19	18,270	18,270	6,080	SB	4,665	(1,415)		
20	7,610	7,610	7,610	SB	7,174	(436)		
21	284,880	304,880	133,692		114,317	(19,375)	0	
							MAJOR REPAIRS ACCOUNT	
22	200,000	200,000	66,667	AG	863	(65,804)		
23	720,000	720,000	240,000	AG	326,069	86,069	!	
24	150,000	150,000	50,000	AG	28,402	(21,598)		
25	150,000	150,000	50,000	AG	50,238	238	! Mill Rise Luppitt & Lower Brook Meadow £160k	
26	650,000	570,000	190,000	AG	230,656	40,656	! £80k allocated to Westcott Way gutter replacement budget reduced to £400k to cover £30k Avery Ct wall, ! £50k Manor Close Seaton	
27	480,000	400,000	133,333	AG	224,588	91,255		
28	400,000	400,000	133,333	AG	152,966	19,633	!	
29	300,000	265,000	88,333	AG	46,926	(41,407)	budget reduced by £35k to cover lift replacements	
30	350,000	350,000	116,667	AG	250,009	133,342	!	
31	1,596,000	1,596,000	532,000	AG	740,105	208,105	!	
32	4,996,000	4,801,000	1,600,333		2,050,822	450,489	0	

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

APPENDIX B

		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
Year	Year	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	Cost of Rent Rebates £,000	Misc expenses £,000	Total expenses £,000	Capital Charges £,000										
1	2013.14	17,042	475	0	13	17,530	(3,438)	(1,232)	(3,541)	(240)	0	10	(8,441)	(2,564)	6,525	(5)	(4,403)	(32)	2,084	4,680	27	6,791		
2	2014.15	17,421	632	0	20	18,072	(3,865)	(1,192)	(4,109)	(244)	0	27	(9,383)	(2,563)	6,126	(580)	(3,657)	(342)	1,547	6,791	32	8,370		
3	2015.16	17,450	650	0	26	18,126	(4,802)	(1,232)	(4,044)	(305)	0	0	(10,384)	(2,556)	5,187	(1,029)	(3,569)	(754)	(166)	8,370	34	8,238		
4	2016.17	18,347	437	0	39	18,823	(3,983)	(1,144)	(4,174)	(293)	(17)	0	(9,610)	(2,568)	6,645	(1,490)	0	(3,407)	1,748	8,238	47	10,033		
5	2017.18	18,812	450	0	39	19,301	(4,082)	(1,136)	(4,284)	(300)	(47)	0	(9,849)	(2,582)	6,870	(1,310)	0	(3,528)	2,032	10,033	57	12,123		
6	2018.19	19,268	464	0	39	19,771	(4,184)	(1,128)	(4,397)	(308)	(65)	0	(10,082)	(2,599)	7,090	(1,587)	0	(3,642)	1,861	12,123	68	14,052		
7	2019.20	19,720	478	0	39	20,236	(4,289)	(1,120)	(4,512)	(315)	(77)	0	(10,314)	(2,648)	7,275	(1,917)	0	(3,758)	1,599	14,052	77	15,728		
8	2020.21	20,173	492	0	39	20,703	(4,396)	(1,112)	(4,631)	(323)	(84)	0	(10,546)	(2,620)	7,537	(2,259)	0	(3,877)	1,401	15,728	85	17,215		
9	2021.22	20,674	507	0	39	21,220	(4,506)	(1,104)	(4,753)	(331)	(114)	0	(10,808)	(2,582)	7,829	(2,619)	0	(4,108)	1,102	17,215	92	18,410		
10	2022.23	21,095	522	0	39	21,656	(4,619)	(1,096)	(4,878)	(340)	(91)	0	(11,023)	(2,532)	8,101	(2,889)	0	(4,234)	978	18,410	98	19,486		
11	2023.24	21,568	538	0	39	22,145	(4,734)	(1,087)	(4,985)	(348)	(94)	0	(11,249)	(2,471)	8,425	(3,288)	0	(5,368)	(231)	19,486	101	19,356		
12	2024.25	22,099	554	0	39	22,692	(4,852)	(1,079)	(5,116)	(357)	(126)	0	(11,531)	(2,396)	8,765	(3,718)	0	(5,520)	(473)	19,356	99	18,982		
13	2025.26	22,542	570	0	39	23,152	(4,974)	(1,071)	(5,250)	(366)	(100)	0	(11,761)	(2,305)	9,086	(4,180)	0	(5,676)	(770)	18,982	97	18,308		
14	2026.27	23,044	587	0	39	23,670	(5,098)	(1,063)	(5,388)	(375)	(103)	0	(12,027)	(2,197)	9,446	(4,675)	0	(5,835)	(1,063)	18,308	92	17,337		
15	2027.28	23,555	605	0	39	24,199	(5,226)	(1,055)	(5,529)	(384)	(106)	0	(12,300)	(2,072)	9,827	(2,427)	0	(5,997)	1,403	17,337	94	18,834		
16	2028.29	24,075	623	0	39	24,737	(5,356)	(1,047)	(5,674)	(394)	(108)	0	(12,579)	(2,012)	10,146	(2,710)	0	(7,240)	196	18,834	98	19,128		
17	2029.30	24,606	642	0	39	25,287	(5,490)	(1,039)	(5,823)	(404)	(111)	0	(12,866)	(1,942)	10,479	(3,081)	0	(7,432)	(34)	19,128	99	19,193		
18	2030.31	25,147	661	0	39	25,847	(5,627)	(1,031)	(5,975)	(414)	(114)	0	(13,160)	(1,859)	10,828	(3,483)	0	(7,627)	(282)	19,193	99	19,010		
19	2031.32	25,698	681	0	39	26,418	(5,768)	(1,023)	(6,131)	(424)	(117)	0	(13,463)	(1,761)	11,193	(3,915)	0	(7,826)	(548)	19,010	97	18,560		
20	2032.33	26,260	701	0	39	27,000	(5,912)	(1,015)	(6,292)	(435)	(120)	0	(13,773)	(1,648)	11,579	(6,063)	0	(8,029)	(2,513)	18,560	90	16,137		
21	2033.34	26,832	722	0	39	27,593	(6,060)	(1,007)	(6,456)	(446)	(123)	0	(14,091)	(1,462)	12,040	(6,735)	0	(7,721)	(2,416)	16,137	78	13,798		
22	2034.35	27,415	744	0	39	28,198	(6,211)	(998)	(6,625)	(457)	(127)	0	(14,418)	(1,252)	12,528	(7,413)	0	(7,920)	(2,806)	13,798	64	11,057		
23	2035.36	28,008	766	0	39	28,814	(6,367)	(990)	(6,797)	(468)	(129)	0	(14,752)	(1,019)	13,043	(8,137)	0	(8,123)	(3,217)	11,057	49	7,890		
24	2036.37	28,613	789	0	39	29,441	(6,526)	(982)	(6,975)	(480)	(132)	0	(15,095)	(762)	13,585	(8,911)	0	(8,330)	(3,656)	7,890	32	4,265		
25	2037.38	29,229	813	0	39	30,081	(6,689)	(974)	(7,157)	(492)	(137)	0	(15,448)	(474)	14,158	(225)	0	(8,540)	5,393	4,265	36	9,695		
26	2038.39	29,855	838	0	39	30,732	(6,856)	(966)	(7,343)	(504)	(140)	0	(15,809)	(486)	14,437	(20)	0	(9,583)	4,833	9,695	63	14,591		
27	2039.40	30,493	863	0	39	31,395	(7,028)	(958)	(7,534)	(517)	(143)	0	(16,180)	(505)	14,710	(21)	0	(9,819)	4,870	14,591	89	19,549		
28	2040.41	31,143	889	0	39	32,070	(7,203)	(950)	(7,730)	(530)	(147)	0	(16,560)	(525)	14,985	(22)	0	(10,059)	4,904	19,549	114	24,568		
29	2041.42	31,804	915	0	39	32,758	(7,383)	(942)	(7,931)	(543)	(150)	0	(16,950)	(545)	15,263	(23)	0	(10,303)	4,936	24,568	141	29,644		
30	2042.43	32,476	943	0	39	33,458	(7,568)	(934)	(8,138)	(557)	(154)	0	(17,350)	(566)	15,542	(25)	0	(10,544)	4,973	29,644	167	34,784		

Agenda item 15

Housing Service

Quarterly Performance Indicator Report

Quarter 1 2015/16 Financial Year

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Background Information

Performance against 2014/15 quarter has been included to provide some context to the statistics.

	Performance is worse than 2014/15 quarter figure by over 5%
	Performance is within 5% of 2014/15 quarter figure
	Performance is better than 2014/15 performance figure

0.0 Summary

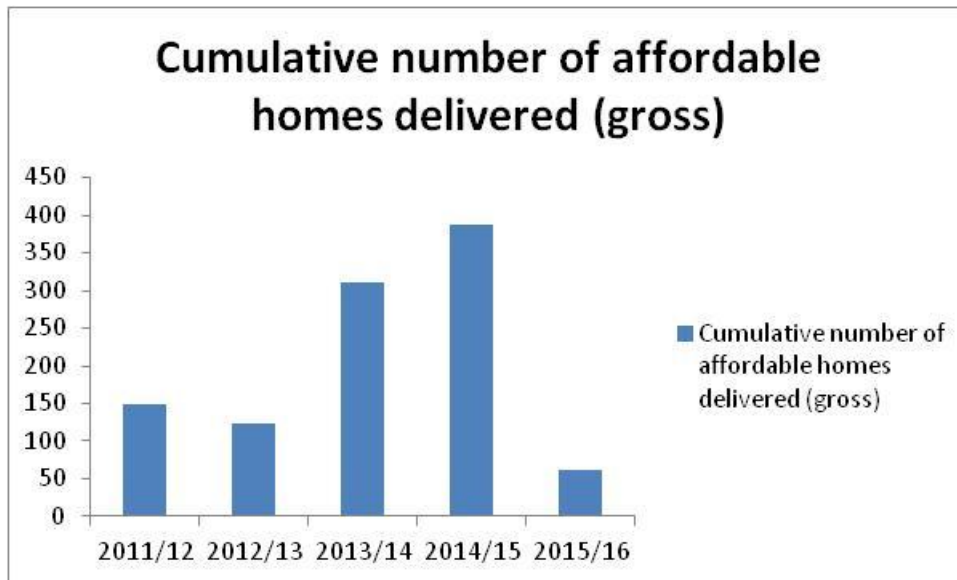
Description	2014/15	2015/16					Progress against 2014/15 quarter
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	388	62					
Total New ASB Cases	276	71					
No. of new stage 1 complaints	35	11					
Calls answered under 1 minute (%)	97.5	97.4					
The average re-let time in days General Needs	30.1	31.4					

Description	2014/15	2015/16					Progress against 2014/15 quarter
	Cumulative Total	Apr- Jun	Apr-Sep	Apr - Dec	Apr- Mar	Cumulative Total	
% of rent collected from current tenants (incl. arrears bought forward but excl. service charges) - Year to date	98.7%	94.2%					
Percentage of routine (priority and non priority repairs completed within target time	91.3%	95.8%					

1.0 Affordable Housing Completions

Performance Indicator	2014/15	2015/16							Performance against 2014/15 quarter
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	Target	% of target met	
Number of affordable homes delivered (gross) (LAA)	388	62				62	100	62%	

Source: SPAR.net



2.0 Anti-social behaviour

Performance Indicator	2014/15	2015/16				Cumulative Total	Performance against 2014/15 quarter
	Cumulative Total	April-Jun	Jul-Sep	Oct-Dec	Jan-Mar		
No. of new ASB cases							
Alcohol related (H)	2	1					#
Criminal Behaviour (O)	4	0					#
Domestic Abuse (I)	5	0					#
Drugs, substance misuse, dealing (G)	5	3					#
Garden Nuisance (L)	17	3					#
Hate Related (C)	2	0					#
Litter, Rubbish, Fly Tipping (K)	59	16					#
Misuse of Communal Areas (M)	2	1					#
Noise (A)	96	20					#
Nuisance from Vehicles (F)	9	1					#
Pets & Animal Nuisance (E)	47	19					#
Physical Violence (J)	6	0					#
Prostitution, Sex Acts (N)	0	0					#
Vandalism & Damage to Property (D)	5	0					#
Verbal Abuse (B)	17	7					#
Total New ASB Cases	276	71					
Live Cases at End of Quarter	#	31					#
Resolved	274	68					#
Unresolved	1	3					#
% of closed cases that are resolved	100%	96%					
Resolved by Early Intervention	276	71					#
Actions Taken by Early Intervention	270	76					#
Number of surveys received *	29	30					#
How easy to report complaint - % positive rating	86%	77%	94%				
How quickly were you interviewed - % positive rating	92%	#	100%				#
Was staff member helpful - % positive rating	87%	80%	94%				
Overall satisfaction with way complaint was dealt with - % positive rating	79%	70%	72%				
Overall satisfaction with outcome of complaint - % positive rating	70%	#	72%				#

Source: Estate Management Customer Satisfaction Survey, Host Access

*process changed to a telephone survey

3.0 Complaints

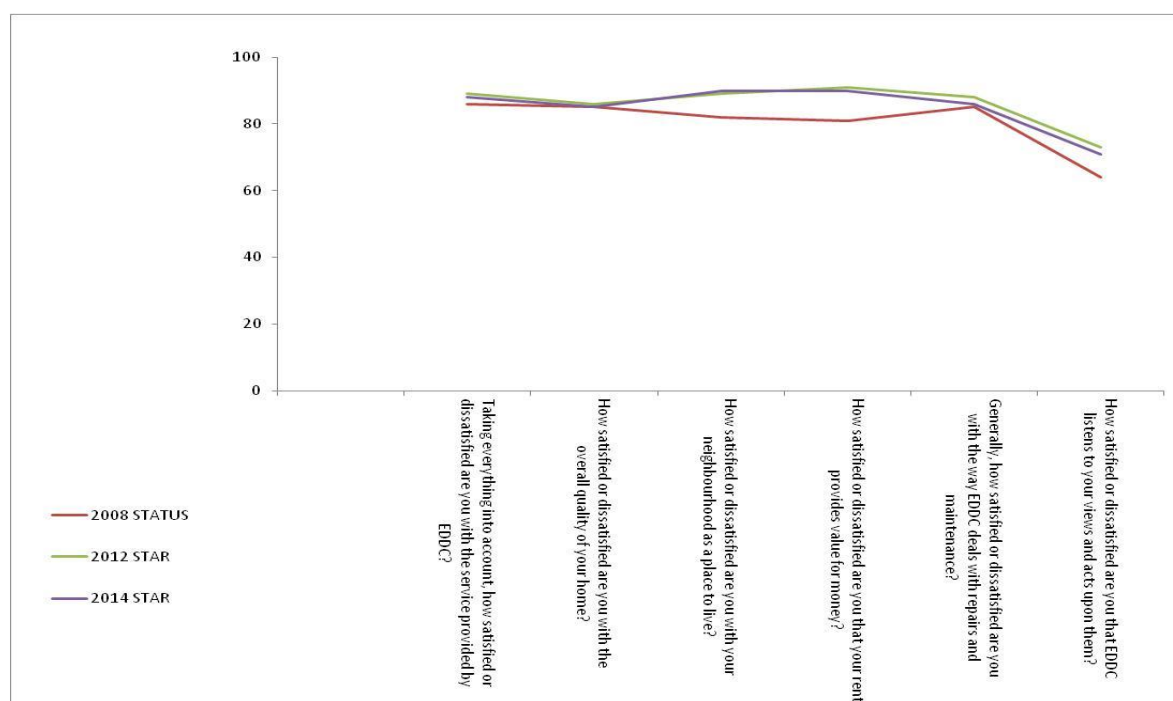
Description	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	Performance against 2014/15 quarter
No. of new stage 1 complaints	35*	11				11	
Allocations complaints	8	0				0	#
ASB complaints	0					0	#
Estate services complaints	3	0				0	#
Tenancy management complaints	8	0				0	#
Rents and service charges complaints	3	1				1	#
Repairs and maintenance complaints	13	4				4	#
Staff & customer service complaints	6	3				3	#
Other complaints	4	3				3	#
Average time in calendar days to issue full response to all Stage 1 complaints	21	16.5				16.5	

Q1 – 4 complaints straight to stage 2

4.0 Customer Satisfaction

Description	2008 STATUS	2012 STAR	2014 STAR
Taking everything into account, how satisfied or dissatisfied are you with the service provided by EDDC?	86	89	88
How satisfied or dissatisfied are you with the overall quality of your home?	85	86	85
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82	89	90
How satisfied or dissatisfied are you that your rent provides value for money?	81	91	90
Generally, how satisfied or dissatisfied are you with the way EDDC deals with repairs and maintenance?	85	88	86
How satisfied or dissatisfied are you that EDDC listens to your views and acts upon them?	64	73	71

Source: STATUS and STAR surveys. NB: The STAR results are based on valid responses only, STATUS on non-valid and valid responses – they are therefore not directly comparable.



5.0 EDDC Stock

Date	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom	5 Bedroom	Total
04/04/2011	1189	1428	1609	70	5	4301
15/06/2011	1188	1426	1609	70	5	4298
01/07/2011	1188	1426	1609	70	5	4298
01/08/2011	1188	1427	1609	70	5	4299
01/09/2011	1188	1427	1609	70	5	4299
03/10/2011	1188	1427	1609	70	5	4299
01/11/2011	1188	1427	1609	70	5	4299
01/12/2011	1188	1427	1609	70	5	4299
03/01/2012	1188	1427	1609	70	5	4299
01/02/2012	1188	1427	1609	70	5	4299
01/03/2012	1188	1427	1608	70	5	4298
30/03/2012	1188	1427	1607	70	5	4297
02/05/2012	1188	1427	1607	69	5	4296
01/06/2012	1188	1427	1607	69	5	4296
02/07/2012	1188	1427	1607	69	5	4296
28/11/2012	1190	1423	1605	68	5	4291
04/01/2013	1189	1423	1603	68	5	4288
09/04/2013	1189	1424	1598	66	5	4282
04/07/2013	1189	1432	1594	66	5	4286
02/04/2014	1193	1425	1586	66	5	4279
02/07/2014	1195	1428	1580	65	5	4273
08/10/2014	1196	1424	1575	65	5	4265
15/01/2015	1196	1419	1567	65	6	4253
15/04/2015	1196	1415	1562	65	6	4244
24/07/2015	1196	1411	1560	26	6	4237

Source: Host Access Bedroom Analysis

6.0 Homelessness

Description	2014/15	2015/16					Performance against 2014/15 quarter	
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March	Cumulative Total		
Office Interviews: Number of people who come into EDDC office for housing/homeless advice	2494	621				621	#	
Approaches: Number of people who indicate that they are homeless or about to become homeless	394	97				97		
Acceptances: Number of people who EDDC have accepted as homeless	7	1				1		
Preventions: Cases EDDC have intervened to prevent homelessness	195	71				71		
Number of days spent in temporary B&B accommodation**	406	ANNUAL FIGURE						
Cost of temporary B&B accommodation (£)*	£4,175	ANNUAL FIGURE						
Number of households living in temporary accommodation owed a housing duty at end of quarter (not including B&B)	19	3				3		
Number of households placed into temporary B&B accommodation during the quarter	42	0				0		

Source: Homelessness & Housing Options Team & SPAR

*Please note this is not the net cost but the total cost. Some payments will be recovered through HB payments

7.0 Home Safeguard

Description	2014/2015		2015/2016				Progress against last quarter
	Cumulative total	Apr-June	July-Sept	Oct-Dec	Jan-March	Cumulative total	
Call Handling							
Answered in under 1 Minute	97.49%	97.37					
Answered in under 3 Minutes	99.62%	99.46					
Answered in over 3 Minutes	0.41%	0.54					
% of Operators Achieving Under 1 Minute KPI	64%	55.6%					
Installations							
Under 2 working Days (urgent) -	#	11					#
Under 2 working Days (urgent) - % installed within target time	100%	100%					
Under 5 working Days - Number	#	0					#
Under 5 working Days - % installed within target time	100%	100%					
Under 15 working Days (non urgent) - Number	#	103					#
Under 15 working Days (non urgent) - % installed within target time	100%	100%					
Under 20 working Days (non urgent) - Number	#	0					#
Under 20 working Days (non urgent) -	100%	100%					
Repairs							
Critical repaired within 48 hours -	#	14					#
Critical repaired within 48 hours - % repaired within target time	98%	100%					
Critical repaired within 96 hours - number	#	14					#
Critical repaired within 96 hours - % repaired within target time	100%	100%					
No critical within 10 working days - number	#	33					#
No critical within 10 working days - % repaired within target time	98%	100%					
No critical within 15 working days - number	#	33					#
No critical within 15 working days - % repaired within target time	98%	100%					
Complaints							
Total complaints	2	0					
Response sent in under 5 days	2	#					
Response sent in under 20 days	0	#					

Source: Homesafeguard Team

8.0 Lettings

Performance Indicator	2014/15	2015/16				Cumulative Total	Performance against 2014/15 quarter
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar		
Total number of units vacant at the end of the period	35	21					
Number of units vacant and available for letting at the period end	18	16					
Number of units vacant but unavailable (BVPI) for letting at the period end	20	2					
The average re-let time in days General Needs	30.3	31.4					
The average re-let time in days Sheltered Housing	25.7	15.0					
Total number of re-lets during the period benchmarked	366	81					#
The number of properties accepted on first offer GN	153	47					#
The number of properties accepted on first offer SH	72	18					#
The % of properties accepted on first offer GN	77.3	83.9					
The % of properties accepted on first offer SH	78.0	72.0					
Percentage of new tenants satisfied with the letting service	96	77					
Percentage of dwellings that are vacant and available to let - GN and HfOP	0.29	0.51					
Percentage of dwellings that are vacant but unavailable (BVPI) to let - GN and HfOP	0.34	0.38					

Source: CORE, Anite (via Business Objects)

Figure 8.1: Housing Voids – Property Type Dwelling – Capability Chart – End to end times, start of void to start of tenancy, 1st April 2015 to 30th June 2015 BVPI=No

Housing Voids: Property Type=Dwelling,Area=EDDC,BVPI=No
 Capability Chart - End to End Times, Start of Void to Start of Tenancy from 01-Apr-15 to 30-Jun-15

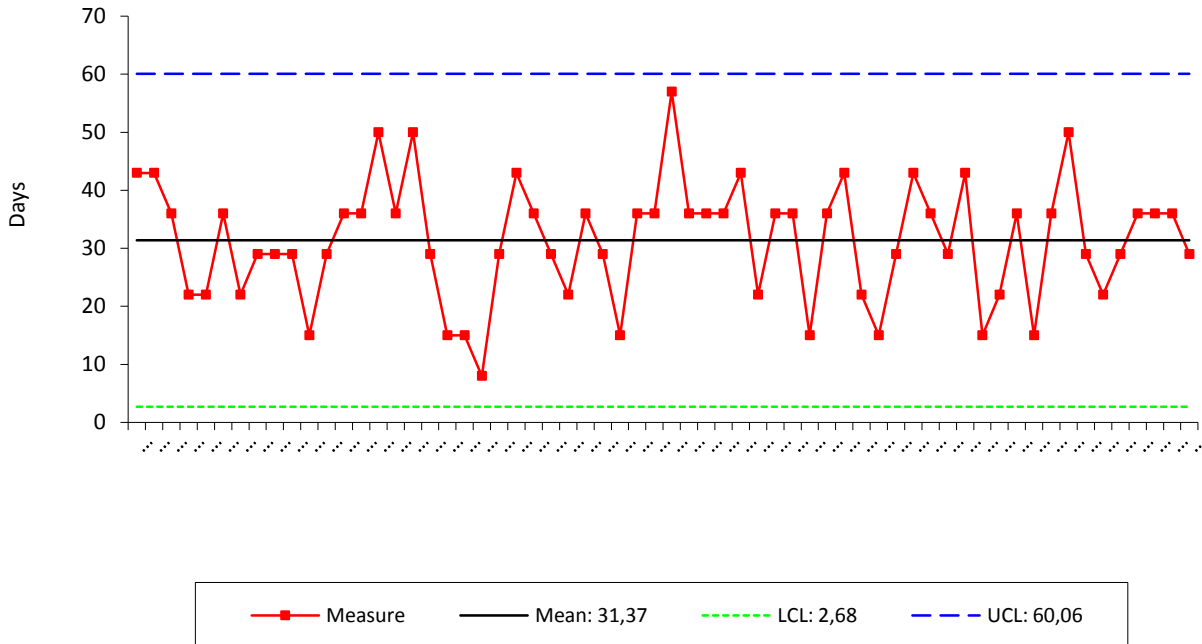
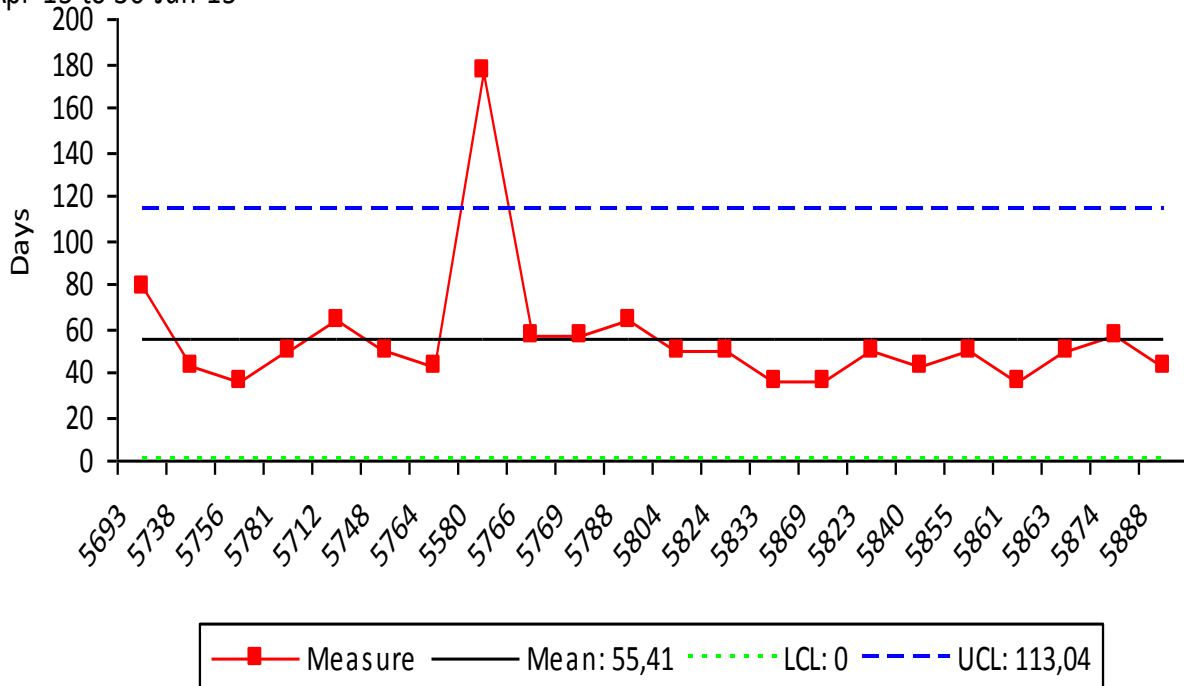


Figure 8.2: Housing Voids – Property Type Dwelling – Capability Chart – End to end times, start of void to start of tenancy, 1st April 2015 to 30th June 2015 BVPI=Yes

Housing Voids: Property Type=Dwelling,Area=EDDC,BVPI=Yes
 Capability Chart - End to End Times, Start of Void to Start of Tenancy from 01-Apr-15 to 30-Jun-15



9.0 Number of Households on the East Devon Housing Waiting List

Performance Indicator	2014/15	2015/16			
	End of Year Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Band A - Emergency Housing Need	1	1			
Band B - High Housing Need	267	181			
Band C - Medium Housing Need	508	262			
Band D - Low Housing Need	885	433			
Band E - No Housing Need	636	881			
Total	2297	1758			

Source: Devon Home Choice

Q1 - Please note the register was given a 'clean' which is why numbers have fallen and more applicants moved into Band E

10 Private Sector Housing

Description	Cumulative Total 2014/15	2015/16				Cumulative Total	Performance against 2014/15 quarter
		April- Jun	Jul-Sep	Oct - Dec	Jan - March		
Empty homes investigated	97	61				61	#
Empty homes genuinely brought back into use	34	8				8	
Non-exempt empty homes	1946	102				102	#
Disabled Facilities Grant Applications	91	32				32	
Disabled Facilities Grant Completions	127	20				20	

Source: Council Tax Return & Private Sector Team records

11 Rental

Performance Indicators	2014/15	2015/2016				Performance against 2014/15 quarter
	Apr-Mar	Apr-Jun	Apr-Sep	Apr-Dec	Apr-Mar	
Rent and service charges due for the period benchmarked (whether property is occupied or not & excluding all arrears brought forward)	£17,869,873.00	£4,278,939.70				#
Rent and service charges that could not be collected during the period benchmarked due to empty dwellings	£198,016.00	£38,810.17				
Rent collected year to date from current tenants	£17,639,681.00	£4,029,566.86				
% of rent due collected from current tenants	98.71%	94.2%				
Rent collected year to date from former tenants	£13,703.00	£7,328.19				
Current tenant arrears - start of year	£129,146.00	£131,138.08				
Current tenant arrears - end of period	£131,138.00	£152,664.99				
Former tenant arrears - start of year	£50,948.00	£59,318.22				
Former tenant arrears - end of period	£56,892.00	£54,149.44				
Gross Annual Rent Roll	£17,869,873.00	£18,542,072.03				#
Annual rent and service charges due (excluding rent lost due to dwellings being vacant)	£17,869,873.00	£18,373,894.63				#
Total rent and service charges of current and former tenants, which were actually written off as unrecoverable year to date	£26,386.00	£10,075.61				
Total number of evictions due to rent arrears year to date	12	1				
Number of tenancies at the start of the period	4232	4184				#
Number of tenancies at the end of the period	4184	4206				#
Rent collected from current tenants as a percentage of rent owed (excluding arrears b/f) - GN & HfOP	96.80%	21.73%				#
Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustment) - GN & HfOP	0.73%	0.83%				
Former tenant arrears as a percentage of the annual rent debit - GN & HfOP	0.32%	0.29%				
Rent written off as a percentage of the annual rent roll - GN & HfOP	0.15%	0.05%				#
Percentage of all tenants who have been evicted for rent arrears - GN & HfOP	0.28%	0.02%				#
Percentage of rent lost through dwellings being vacant - GN & HfOP	0.80%	0.21%				

Source: Rental Team; HouseMark PI Tracking

12 Repairs

Performance Indicator	2014/15	2015/2016				Progress against 2014/15 quarter
	Cumulative Total	Apr-Jun	Apr-Sep	Apr-Dec	Jan-Mar	
The total number of emergency repairs completed year-to-date	#	171				#
The total number of emergency repairs completed year-to-date that were completed within target	#	159				#
Percentage of emergency repairs completed within target time - Year to date	95.5%	93.1%				
The total number of routine repairs completed year-to-date	#	2407				#
The total number of routine repairs completed year-to-date that were completed within target	#	2307				#
Percentage of routine repairs completed within target time	91.3%	95.8%				
% First time first fix (emergency)	100%	100%				#
% First time first fix (routine)	88.0%	81.0%				#
Average number of days to complete (emergency)	#	0.28				
Average number of days to complete (routine)	16.6	15.72				
Satisfaction with the appointment system (%)	98.5%	95.0%				#
Satisfaction with the work carried out (%)	98.1%	97.1%				
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	99.69	99.90%				
Overall gas safety check service rating - % positive satisfaction rating	88.89%	100%				

Source: Host Access Housing Monitoring Report; RHH Online Live Reporting; Gas safety customer satisfaction survey and Skinners and MD reporting, Capability Charts

*Please note new appointment system was introduced in Sept 2014 for Skinners and Feb 2015 MD so cumulative totals are only reliable for this date range

*Please note new appointment system was introduced in Sept 2014 for Skinners and Feb 2015 MD so cumulative totals are only reliable for this date range

Housing Quarterly report 2015/16

Quarterly report for 2015/2016

Arranged by Aims

Filtered by Flag: Include: Monthly, Quarterly, Actions from Cabinet

Exclude: Archive

For Housing - John Golding

Key to Performance Status:

Key Strategic Objective:	No Data available	Milestone Missed	On track	Concern	Variation	Achieved
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Performance Indicators:	No Data	Concern	Variation	Achieved	Excellent
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Key to change on same period in previous year:

↑	Improved Performance	↓	Worse Performance	↔	Unchanged
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Key to +/- Column:

+	Higher figures are better	-	Lower figures are better	OFF	Direction cannot be determined
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* indicates that an entity is linked to the Aim by its parent Service

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Make more affordable, good quality homes available for our residents

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	359	25 (1/4)	62				↓	Paul Lowe

Management Notes:

(Quarter 1)

A very positive start to the year with 62 affordable dwelling being provided. Expected number at year end will be circa 226.

(PL)

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>Achieve all responsive repairs within target timescales and at tenant's convenience</u>	<u>Achieve all responsive repairs within target timescales and at tenant's convenience</u>	This pilot project to change our timescales to reflect this has worked well and we now aim to officially implement these changes. A board report will be presented to the September HRB to reflect this	Amy Gilbert

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Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Make more affordable, good quality homes available for our residents

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
Variation	<u>Deliver continuing improvements in communal cleaning</u>	<u>Deliver continuing improvements in communal cleaning</u>	A tenant survey has been undertaken which has revealed some enhancements to the service that tenants may be prepared to pay extra for, and we have scoped out how an improved service might look. We are awaiting prices from Street Scene.	Sue Bewes
On track	<u>Implement the Empty Homes Strategy and revise the action plan.</u>	<u>Implement the Empty Homes Strategy and revise the action plan.</u>	Empty Homes Project in operation since February 2015 regarding 9 empty properties. Enforcement action being taken to sell these properties and reclaim outstanding debts. Day to day work continues with advice and assistance provided for empty home owners.	Meryl Spencer
On track	<u>Implement the Private Sector Housing Renewal Plan delivery actions.</u>	<u>Implement the Private Sector Housing Renewal Plan delivery actions.</u>	Testing new procedure for private tenants to make enquiries/complaints about housing conditions. This will be implemented in line with the Deregulation Act 2015 section 33 Preventing retaliatory evictions.	Meryl Spencer
On track	<u>Improve the environment on selected estates</u>	<u>Improve the environment on selected estates</u>	A programme of 'estate walkabouts' is run across all parts of the district in partnership with tenants and the Police, and individual areas are selected for enhancement. Examples are Powell Close in Seaton where new buggy and bin stores, doors and cupboards have been provided, and Poplar Mount in Axminster where decoration and flooring, chosen by the tenants, has improved communal areas. Tenants are now working to identify enhancements to communal garden areas. We also have a new lift at Trumps Court in Sidmouth, and two more upgrades are planned for this year.	Sue Bewes
On track	<u>Maintain the Devon Home Choice regional Choice Based Lettings scheme</u>	<u>Maintain the Devon Home Choice regional Choice Based Lettings scheme and ensure that we match the right people with the right home.</u>	the Devon Home Choice system continues to be the vehicle for allocation of council housing	Andrew Mitchell
On track	<u>Meet the local offers/standards commitments to tenants contained in Our</u>	<u>Meet the local offers/standards commitments to tenants contained in Our</u>	Our local offers have been set out and consulted upon. We monitor compliance with the offers to tenants and report annually through the Annual Report to Tenants.	John Golding

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Make more affordable, good quality homes available for our residents

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
	<u>Commitments to You</u>	<u>Commitments to You.</u>		

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>NI156 Number of households living in temporary accommodation</u>	-	3	10 (1/4)	3				↑	Andrew Mitchell

Management Notes:

(Quarter 1) (AM)

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>Act on the STAR tenant satisfaction survey results</u>	<u>Act on the STAR tenant satisfaction survey results</u>	STAR Action Plan has been approved by HRB and is regularly reviewed	Andrew Mitchell
On track	<u>Complete the risk assessments of private water supplies</u>	<u>Complete the risk assessments of private water supplies and maintain a sampling regime, providing an annual report on progress to the Drinking Water Inspectorate.</u>	Start of the new 5 year plan for Private Water Supplies. Action Plan being developed regarding Risk Assessments and Sampling.	Meryl Spencer
On track	<u>Comply with the regulatory framework produced by the Tenant Services Authority</u>	<u>Comply with the regulatory framework produced by the Tenant Services Authority and evidence achievement of the standards.</u>	We are implementing local offers/standards in accordance with the regulatory framework and paying attention to the standards in delivering services to tenants.	John Golding
On track	<u>Develop targeted community projects and facilities for young people to develop their skills</u>	<u>Develop targeted community projects and facilities for young people to develop their skills</u>	Weekly SWITCH sessions are run from our community centres in Littleham, Exmouth and Millwey Rise, Axminster. Young people have also completed the John Muir Challenge which was a two day camping trip where they hiked from their towns to meet up in Sidmouth, with a variety of	Sue Bewes

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
			challenges along the way. We have also teamed up with the Countryside Team and River Cottage to provide a host of other learning opportunities.	
On track	<u>Enable the introduction of Tenant Inspectors</u>	<u>Enable the introduction of Tenant Inspectors</u>	We have been working closely with the tenant repairs review group to enable this to happen. Article in next edition of Housing Matters encouraging tenants to put themselves forward for this role. We are aiming to have our first properties inspected by tenants over the next few weeks.	Amy Gilbert
On track	<u>Ensure that private landlords register with a regulator</u>	<u>Ensure that private landlords register with a regulator under the Redress Scheme, and ensure estate agents and managing agents display fees in a clear and effective manner.</u>	Letters sent out to all known Landlords and Managing Agents regarding the Govt redress scheme. Part of plan to review landlords and managing agents details in 3rd/4th quarter.	Meryl Spencer
On track	<u>Expand homeless prevention work and have less temporary accommodation in use</u>	<u>Expand homeless prevention work and have less temporary accommodation in use and fewer homeless acceptances.</u>	Number of households in temporary accommodation has been maintained at a low level due to pro-active actions such as successful prevention of potentially homeless approaches, effective management of temporary accommodation (ie supported accommodation and PSL's) as well as quarterly occupancy checks of PSL's and our own housing stock being used as temporary accommodation.	Andrew Mitchell
On track	<u>Expand the use of Home Safeguard including lone working and telecare services</u>	<u>Expand the use of Home Safeguard including lone working and telecare services</u>	All of Housing is now using Home Safeguard's Lone Working facility and it has also been rolled out to some other areas of the Council. We also have some private individuals (eg farmers/woodsmen) who pay for the service as they work alone in remote areas. We have some telecare services operational with customers and this continues to be an area for development which will become achievable as we roll out our scheme equipment upgrades this year.	Sue Bewes
On track	<u>Explore the options for a Handy Person Service</u>	<u>Explore the options for a Handy Person Service</u>	Significant progress has been made over this quarter with this objective. We are now actively registering tenants that will be eligible to use the	Amy Gilbert

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
			scheme and the scheme is being publicized across the housing service. Article has gone out in Housing Matters to reflect this. We are linking up with contractors to plan as necessary for the implementation of the pilot project which is due to start in the 2nd week of September 2015.	
On track	<u>Implement a programme of fuel efficiency measures for off gas properties</u>	<u>Implement a programme of fuel efficiency measures for off gas properties</u>	Recruitment into the role of Programmed Works (Gas servicing) after a long period of absence in the role means we are able to now plan accordingly around this objective. The Senior Technical officer (Programmed Works) will be working closely with the Officer to plan this project accordingly.	Amy Gilbert
On track	<u>Implement the Anti Social Behaviour, Crime and Policing Act 2014.</u>	<u>Implement the Anti Social Behaviour, Crime and Policing Act 2014.</u>	Estate Management Officers have received training in this area, alongside our Housing Solicitor from the Legal Team. We are currently preparing two cases for Court, both of which will be taken under this new legislation.	Sue Bewes
On track	<u>Implement the Home Energy Conservation Act Strategy</u>	<u>Implement the Home Energy Conservation Act Strategy aimed at improving the thermal efficiency of homes in the district.</u>	Cosy Devon is continuing until 2017 and we have expressed interest and been involved with submitting 2 Devon wide bids for funding energy efficient measures.	Meryl Spencer
On track	<u>Implement the loan scheme</u>	<u>Implement the loan scheme to provide alternative assistance through partners for elderly and vulnerable home owners to carry out repairs to their properties and to remain in their own homes.</u>	Working closely with Wessex our loan administrator to improve the take up of loans in East Devon.	Meryl Spencer
On track	<u>Implement the Mobile Homes Act 2013.</u>	<u>Implement the Mobile Homes Act 2013.</u>	Licensing policy and fee policy all confirmed. Production of information pack for Site owners and residents just completed and application forms updated.	Meryl Spencer
On track	<u>Improve conditions in the private rented</u>	<u>Improve conditions in the private rented sector using advice</u>	See previous comments under the Private Sector housing renewal plan	Meryl Spencer

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
	<u>sector using advice and enforcement</u>	<u>and enforcement, specifically targeting houses in multiple occupation.</u>		
Achieved	<u>Maintain a healthy Housing Revenue Account</u>	<u>Maintain a healthy Housing Revenue Account, manage debt/loan portfolio, and programmes of maintenance, improvement and adaptations to tenant's homes.</u>	We continue to make surpluses and build the HRA volatility fund. We have made provision for maintenance and improvements together with staff, premises, transport etc costs of running the Service. We operate a Business Plan model. We are making provision for debt and put considerable effort into maintaining high rent collection performance.	John Golding
On track	<u>Maintain high levels of rental and other income whilst achieving affordable homes and warmth</u>	<u>Maintain high levels of rental and other income whilst achieving affordable homes and affordable warmth for tenants</u>	Our rent collection level is running extremely high and stands at 99.59% as at the end of June 2015. Our rent levels are among the lowest social housing rents in Devon and our cyclical maintenance programme of works ensures we achieve the Decent Homes Standard set by Government.	Sue Bewes
On track	<u>Manage the impact of Welfare Reform including Universal Credit</u>	<u>Manage the impact of Welfare Reform including Universal Credit to minimise any adverse impact on tenants and the business.</u>	Our preparations for welfare reform's 'bedroom tax' have been successful, and we will take the same approach where possible with Universal Credit. A major risk to our income is around the fact that only online applications for UC are accepted and payments are paid direct to claimants. We are working across teams in Landlord Services to identify those whose digital skills are not adequate and targeting our new digital project specifically towards these people. The new Open Housing system that comes online in February will provide a greater range of direct debit choices than is possible at present, so we intend to increase sign-ups to this method of payment.	Sue Bewes
On track	<u>Procure services and programmes efficiently achieving value for money for service users.</u>	<u>Procure services and programmes efficiently achieving value for money for service users.</u>	We undertake periodic vfm reviews and benchmark our services through the HouseMark benchmarking club. We are a member of Advantage South West procurement club and report savings annually to the Housing Review Board.	John Golding
On track	<u>Refresh the Homes and Communities Plan</u>	<u>Refresh the Homes and Communities Plan</u>	The Strategy Team are monitoring the Plan and are waiting for further confirmation	Andrew Mitchell

Housing Quarterly report 2015/16

Priority: Living in an outstanding place

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>Reshape the Disabled Facilities Grant scheme in accordance with the Better Care Fund.</u>	<u>Reshape the Disabled Facilities Grant scheme in accordance with the Better Care Fund.</u>	Continuing involvement with DCC and Devon LA's to reshape the DFG scheme across Devon. Submission of data requested quarterly. Funding for each LA appears to be secure for this financial year.	Meryl Spencer
On track	<u>Resolve penetrating dampness issues and ensure wind and weather tight properties.</u>	<u>Resolve penetrating dampness issues and ensure wind and weather tight properties.</u>	Works currently ongoing	Amy Gilbert
On track	<u>Support tenants in holding an annual tenant conference</u>	<u>Support tenants in holding an annual tenant conference</u>	Preparations for this year's Tenant Conference are in full swing. It is to be held at the Tumbling Weir Hotel in Ottery St Mary on 15 October and has the theme 'Moving Forward and Meeting New Challenges'.	Sue Bewes
On track	<u>Support the Tenant Scrutiny process, Tenant Representative Group and Service Review Groups</u>	<u>Support the Tenant Scrutiny process, Tenant Representative Group and Service Review Groups</u>	The Tenant Scrutiny Panel is nearing completion of its third review, this time on Tenant Participation. Members of the Tenant Representative Group were unanimous in their decision, which we have supported, to become an open forum rather than a fixed group, in an effort to be less formal and concentrate on operational outcomes. The first open forum or Tenant Involvement Forum (TIF) will be held on 6 August at Millwey Community Centre in Axminster where each Service Review Group will share their achievements and aspirations and help them develop workplans for the coming months.	Sue Bewes
On track	<u>Undertake Fire Risk Assessments in flats and implement any improvements</u>	<u>Undertake Fire Risk Assessments in flats and implement any improvements required to comply with good practice advice</u>	Ongoing Dray Court sheltered site is now almost complete and is an excellent example of how we have adapted a sheltered site fully to ensure we are well up to date with fire regulation policy. Fire Risk Assessment meetings will now be undertaken on a monthly basis on a much more formal basis with a clear audit trail of actions/decisions being made. Progress report to be presented to Housing Review Board in September	Amy Gilbert

Housing Quarterly report 2015/16

Priority: Outstanding Council

Outcome: Efficiencies: financial and time-saving

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>Continue to reduce the average void times and End to End times</u>	<u>Continue to reduce the average void times and End to End times</u>	Void Performance Information is currently being reviewed and updated	Andrew Mitchell
On track	<u>Increase Home Safeguard income and ensure that the service is self-funding.</u>	<u>Increase Home Safeguard income and ensure that the service is self-funding.</u>	We have successfully increased Home Safeguard income and ensured that income from the Housing Revenue Account is appropriate in terms of the service Home Safeguard provides for tenants.	Sue Bewes
On track	<u>Refresh and implement the Tenancy Fraud strategy/policy and maintain robust tenancy checks.</u>	<u>Refresh and implement the Tenancy Fraud strategy/policy and maintain robust tenancy checks.</u>	The Tenancy Fraud Strategy and policy have been updated and reported to the Housing Review Board. We carry out a series of Blitz Days across the district each year, where tenancy fraud checks are carried out in the chosen area by at least 20 members of Housing staff at one time, showing a strong presence to the community. Estate Managers target individuals as part of their daily work and follow up on leads presented to them by residents.	Sue Bewes

Outcome: Improved service through understanding our customers and making good use of web & mobile technology

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>Encourage tenants to use digital self service and upgraded website</u>	<u>Encourage tenants to use digital self service and upgraded website</u>	We now have two Facebook and two Twitter accounts (one each for both Housing and SWITCH) and are encouraging followers of these to activate links to our website pages. We have a well established 'Get Digital' project for sheltered residents and are in the process of developing a wider project for working age tenants ahead of welfare reform.	Sue Bewes
On track	<u>Implement a new housing management IT system to improve customer journeys</u>	<u>Implement a new housing management IT system to improve customer journeys, self-service and facilitate mobile working.</u>	Open Housing Project is progressing - phase 1 due to be completed in January 2016	Andrew Mitchell

Not linked to any aims

Housing Quarterly report 2015/16

Not linked to any aims

Key Strategic Objective

Objective Status	Title	Objective	Comments	Responsible Officer
On track	<u>CP - Build at least 100 new affordable homes per annum</u>	<u>Council Promise - Continue to deliver on our housing promise by building at least 100 affordable new homes each year.</u>	Resources = £1,200,000 capital plus £4,500,000 External Funding and the Housing Enabling Officer	Andrew Mitchell
On track	<u>CP - Invest in excess of £7 million each year in maintaining and improving the council's housing stock</u>	<u>Council Promise - Invest in excess of £7 million each year in maintaining and improving the council's housing stock.</u>	The Housing Revenue Account Business Plan and current year budget identifies funds available to deliver this objective and we have improvement and repair programmes that will take up the spend during the financial year.	John Golding
On track	<u>CP - Produce at least one rural affordable housing scheme each year.</u>	<u>Council Promise - Produce at least one rural affordable housing scheme each year.</u>	Five rural schemes are expected to complete this year, two have already been completed in Dalwood and Colyton.	Paul Lowe

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Grounds Maintenance Task and Finish Forum



Chairman
Cllr Pauline Stott



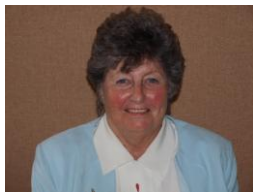
Councillor Douglas Hull



Pat Rous

Final Report
August 2015
Housing Review Board

Preface



Councillor Pauline Stott - Chairman of the Grounds Maintenance Task and Finish Forum

“As chairman I would like to say how in depth this Task and Finish Forum has been, and how we have worked to make sure that tenants are getting value for their money. The last time Housing Ground Maintenance was looked at was in 2007; it was good to see that the figures of this recent review reflected a similar picture.

“Our one disappointment was that we did not succeed in our negotiations with Devon County to get all the grass cutting on our Council housing estates carried out at the same time. This has been especially noticeable this year where small areas haven't been cut – the rest of the estate having been cut by East Devon.

“The other area we looked at was garden licences – we have asked our officers to make sure that they adopt a consistent approach.

“I would like to thank all the officers of Street scene and housing for all their valued input into this review, with particular thanks to Paul Johns, Housing Land surveyor for all the work he has done to achieve this outcome. Thank you also to members of the Task and Finish Forum for their contribution and dedication.”

Members:

The membership of the Forum has evolved over the course of two years and included:

- Councillor Susie Bond
- Councillor Christine Drew
- Councillor Douglas Hull
- Councillor Jim Knight
- Councillor Pauline Stott
- Councillor Peter Sullivan
- Councillor Chris Wale
- Tenant Pat Rous
- Tenant Sue Saunders

The membership of both the Housing Review Board and the Council as a whole has changed since the TaFF was established in 2013. The following original members remain:

- Councillor Douglas Hull
- Councillor Pauline Stott
- Tenant Pat Rous

Meetings also attended by:

Councillor Jill Elson, Portfolio Holder, Sustainable Homes and Communities

Recommendations

The Forum recommends the following, based on their interviews, findings, analysis and consultation;

- (1) that the grounds maintenance service provided by Street Scene be recognised as good value for money.
- (2) that the amount paid to Street Scene Services from the Housing Revenue Account for grounds maintenance remain unchanged.
- (3) that the Estate Management Service Review Group remit be extended to ensure tenant involvement in the grounds maintenance service.
- (4) that the current system should continue with regards to not charging future freeholders/leaseholders of right to buy properties for a grounds maintenance services.
- (5) that an update report on garden licences be brought to a future meeting of the Housing Review Board.

Review Approach

How does the review relate to the Council Plan?

The Council Plan states that the Council will conserve and enhance our finest assets and keep East Devon an outstanding place, increasing people’s enjoyment of its wonderful natural assets. The Plan is forward-looking with realistic and resilient priorities arrived at through consultation, listening and drawing on expert advice.

Scope of the review

The scope of the Forum makes clear what was included and just as crucially, what was not. The Forum agreed the scope at their first meeting and the agreed scope of the review is set out below:

Broad topic area:	To review the work being undertaken by Street Scene Services to keep external communal areas clean and tidy (grass and hedges), including the communal gardens, and the expectations on the service.
Specific area to explore within topic area:	<ul style="list-style-type: none"> • The specification used by Street Scene – currently the 2007 SLA is used as a guide. • Monitoring of work undertaken. • The levels of maintenance required, such as the frequency of grass cutting. • Costs associated with work undertaken (through interrogation of the Street Scene DTE system). • Mobile working / use of technology and location or rota to better monitor service provision • Land classed as communal areas under the grounds maintenance scheme/review housing land ownership (Emap). • Consideration of areas where Council housing no longer existed.

	<ul style="list-style-type: none"> • Possible disposal of communal areas when selling Council properties. • Service improvements that could be delivered. • Tenant expectations. • Benchmarking of the service. • Alternative means of maintaining (perhaps by volunteers) or replanting or replacing with landscape materials so some areas don't need maintaining.
Areas NOT covered by the review:	<ul style="list-style-type: none"> • Individual Garden Maintenance Scheme • Work involved in pursuing tenants to maintain their individual gardens in keeping with the obligations of their tenancy agreement. • Non Council housing owned land. • Site visits
Desired outcomes of the review:	To establish a level of service satisfactory to all involved in terms of service provision and price.
Who should be consulted for evidence	<ul style="list-style-type: none"> • Tenants (via the Tenant Representative Group) • Street Scene Manager • Street Scene Area Managers • Parks Development Officer • Ward members • Emap
What evidence already exists (consultation, good practice examples)	<ul style="list-style-type: none"> • Original contract/service level agreement with DSO/Street Scene. • Tenant satisfaction surveys. • Work undertaken by other housing authorities. • Benchmarking.
What experts are needed to help with the review:	<ul style="list-style-type: none"> • Street Scene Manager • Landlord Services Manager • Housing Accountant • Street Scene Area Managers • Parks Development Officer • Housing Asset & Business Development Officer • Estate Management Officer • Street Scene Finance Officer
What other resources are needed:	<ul style="list-style-type: none"> • Existing Service Level Agreement. • Financial assessment of maintenance levels (through Street Scene DTE system). • Photographic evidence of areas. • Emap showing Council owned land. • Identify (through Emap) areas where grounds maintenance is

	<p>carried out, but there are no Council owned properties remaining.</p> <ul style="list-style-type: none"> • Democratic Services to service the meetings.
Timescale including start date:	<p>Meetings were held on:</p> <ul style="list-style-type: none"> • 15 March 2013 • 26 April 2013 • 2 August 2013 • 4 October 2013 • 17 January 2014 • 25 April 2014 • 24 October 2014 • 22 July 2015
Who are the recommendations being reported to:	<p>Housing Review Board 10 September 2015.</p> <p>Cabinet 7 October 2015.</p>

Evidence sources

The Forum took into account contributions from:

- EDDC Officers
- DCC Highway Asset Principal Officer
- Councillors
- Council housing tenants

Reference material:

- 2007 Service Level Agreement between Housing and Street Scene Services
- Customer feedback from the STAR survey
- Benchmarking results
- Down to Earth (DTE) system demonstration
- EMap
- Presentation from Devon County Council on its grass cutting and hedge trimming service

Findings

Context for the Task and Finish Forum

- The Housing Review Board considered a report in January 2013 which set out the current position on grounds maintenance. This followed concerns raised during resident consultation that the service may be in need of review.
- 'Grounds maintenance' was defined as the work undertaken on the Council's behalf (by Street Scene) to keep external communal areas clean and tidy (grass and hedges), including the communal gardens.
- The contract for the housing grounds maintenance service was last put out to tender in July 1993. Street Scene updated their specification document in 2007, but the service received was still based upon the arrangements agreed under the 1993 documentation. It had not been market tested for a number of years.

- There was no contract between Street Scene and Housing, but grounds maintenance work was based on a Service Level Agreement. This guide needed reviewing.
- A Housing Land Surveyor was subsequently employed (with a budget from the Housing Revenue Account) to re-measure and map out all housing owned areas maintained by Street Scene.
- During its meetings the Forum also considered in detail, and sought expert advice on garden licences and the maintenance of previously sold Council housing land.

Interim report to the Housing Review Board

An interim report on the work of the TaFF was presented to the HRB on 5 September 2013.

Below are the recommendations which were agreed and the progress made to date:

	Recommendation	Progress/outcome
1	<p>that the level of tenant involvement with the service be increased by:</p> <ul style="list-style-type: none"> a) Ensuring that there were always opportunities for tenants as well as staff to be involved in estate walkabouts. b) Training tenants to be 'green inspectors'. c) Setting up a new Service Review Group to look at grounds maintenance or to extend the remit of the Estate Management Service Review Group to cover this area – the Landlord Services Manager to explore the options further. d) Ensuring that tenants were always involved in any changes to the service, prior to implementation. 	<p>Tenants were always invited to attend estate walkabouts.</p> <p>The remit of the Estate Management Service Review Group was extended to cover grounds maintenance, with tenants trained as 'green inspectors' and involved in service changes before they were implemented.</p>
2	<p>that consideration be given to using the HouseMark 'photobook' to record and improve the appearance of Housing's estates.</p>	<p>The Estate Management Service Review Group was considering this.</p>
3	<p>that the Council considers charging properties sold under the Right to Buy scheme an 'estate rent' charge and to seek legal advice on this.</p>	<p>Following legal advice the Forum concluded that:</p> <ul style="list-style-type: none"> ○ Introducing a new charge for Right to Buys in the future would not be economical or practical due to the administration required, and the unfairness that may be perceived by some that retrospective charges cannot be put in place; ○ The current system should continue ○ Once a whole estate falls under leaseholders, and where a succinct boundary can be established, the area is considered for

		grounds maintenance withdrawal following the Brinkburn Court model.
4	that the Landlord Services Manager investigates joining the HouseMark estate management benchmarking club.	The Estate Management Service Review Group was considering this.
5	that the Council's website be used to give information about the level of grounds maintenance provided, the service tenants could expect and about when the service was/would be carried out.	The website had been updated with this information.
6	that newly designated Village Green land at Littleham, Exmouth be removed from the HRA and the Council asked to consider whether it wished to retain the land or relinquish it to Exmouth Town Council or Littleham Residents' Association.	This land had been removed from the Housing Revenue Account and the recommendation is in the process of being actioned.
7	that a budget be provided from the HRA to identify and re-measure all the housing areas maintained under the grounds maintenance service.	This work had been completed and informed the conclusion of the TaFF.
8	that garden licences be reviewed, in terms of the land they were on, the purpose of the licence and the fee charged.	Garden licences would be added to the forward plan and reported to a future HRB meeting.

Housing land survey results

The final calculation resulting from the Housing land survey was:

○	Total area on Down to Earth in metres	284723
○	Measured area in metres	289884
○	Area difference in metres	5161
○	Percentage difference	1.018126

Conclusion

Although the housing land survey highlighted inaccuracies regarding the size of housing areas maintained by Street Scene, as well as the Down to Earth system used by Street Scene and EMap, the final calculation revealed that the difference between what Housing had been paying, and what Housing should be paying to Street Scene for the grounds maintenance service was approximately £120. The administration of updating all the individual sites on DTE with all the new measurements would be far above £120 and as a result Street Scene had confirmed that there would be no additional cost to Housing. Tenants were receiving good value for money from their rents for the grounds maintenance service.

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 - Councillor Christine Drew
 - Councillor Peter Sullivan
 - Councillor Chris Wale
 - Tenant Sue Saunders

- All EDDC officers involved with the TaFF over the years, in particular the Housing Land Surveyor.