

Agenda for Housing Review Board

Thursday, 8 September 2016; 2.30pm



[Members of the Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL
[View directions](#)

Contact: [Alethea Thompson](#) 01395 571653 (or group number 01395 517546): Issued 26 August 2016

East Devon District Council
Knowle
Sidmouth
Devon
EX10 8HL

DX 48705 Sidmouth

Tel: 01395 516551

Fax: 01395 517507

www.eastdevon.gov.uk

Part A matters

- 1 [Public speaking](#)
- 2 [Minutes for 16 June 2016](#) (pages 3 - 10)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 Confidential/exempt items – there are two items which officers recommend should be dealt with in this way.

Part A matters for decision

- 7 **Housing Review Board forward plan** (page 11)
Strategic Lead, Housing, Health and Environment
- 8 **Annual report to tenants 2015/16** (pages 12 - 19)
Housing Project Officer
- 9 **Review of complaints April 2015 – March 2016** (pages 20 – 22)
Landlord Services Manager
- 10 **Sewage treatment plants** (pages 23 - 29)
Property and Asset Manager
- 11 **Lift replacement** (pages 30 - 31)
Property and Asset Manager
- 12 **Use of Right to Buy receipts update** (pages 33 - 36)
Housing Enabling & Allocations Officer
- 13 **HRA Financial Monitoring Report 2016/17**(pages 37 - 45)
Landlord Services Manager

14 Dates of future Housing Review Board meetings

To note the dates of forthcoming Housing Review Board meetings. These will start at 2:30pm and be held in the Council Chamber, Knowle, Sidmouth:

Thursday 3 November 2016

Thursday 12 January 2017

Thursday 9 March 2017

15 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

16 Gas servicing contract 2016-2020 (pages 46 – 49)

Property and Asset Manager

Reasons for consideration in Part B:

- 1) Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person
- 2) The report includes details of contractual negotiations

17 Normandy Close, Exmouth (pages 50 – 58)

Housing Enabling and Allocations Manager

Reasons for consideration in Part B:

- 1) Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person
- 2) The report includes details of contractual negotiations

[Decision making and equalities](#)

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If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Chairman has the power to control public recording and/or reporting so it does not disrupt the meeting.

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EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Housing Review Board held at Knowle, Sidmouth on 16 June 2016

Attendance list at end of document

The meeting started at 2.30pm and ended at 4.20pm.

***1 Public Speaking**

Sylvia Martin apologised that no representative of the Tenant Scrutiny Panel (TSP) had been present at the last HRB meeting and thanked the Landlord Services Manager for all her work on the response to the TSP on tenant participation. It was noted that it was becoming harder to recruit tenants despite advertising widely in the Housing Matters magazine, on the website and via social media.

***2 Appointment of Vice Chairman**

The Chairman welcomed all those present to the meeting, in particular new Board member Councillor Brenda Taylor. Those present introduced themselves.

Nominations for Vice Chairman were received for co-opted tenant member Pat Rous.

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 10 March 2016 were confirmed and signed as a true record.

***4 Declarations of Interest**

Angela Bea: Personal interest – housing tenant.

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: Chairman of the Millwey Rise Community Hall group.

Pat Rous: Personal interest - housing tenant.

***5 Matters of urgency**

There were no matters of urgency identified.

***6 Community Development update**

The Chairman agreed for this item to be moved up the agenda to allow the Community Development to present their work to the Board. Presentations were received from the Education Ranger, the Community Development worker and the Community Development Apprentice on their work, including:

- Countryside outreach project;
- work with children's centres;
- SWITCH youth group;
- community festivals;
- fun days;
- SWITCH residential;
- Community Development Workers networking meeting;
- Youth tenant conference;
- Loan shark bite back week;

- community orchards;
- and future activities and goals.

The Board agreed that the community development work was invaluable. It encouraged people to spend more time outdoors in a supported way and reached out to target and early help families. Trust had been built up with families and young people and partner agencies were now sharing knowledge and recognising the value of the team. All activities were free at the point of take up. It was recognised that it was hard to measure the value of the projects but everyone acknowledged the positive impact it had on tenants and their families.

The Chairman and other members all praised and thanked the Community Development team and the Countryside Education Ranger for their hard work on behalf of the community.

RESOLVED: that the work carried out by the Community Development team be noted.

***7 Forward plan**

The Strategic Lead, Housing, Health and Environment presented the forward plan and advised Members that the forward plan acted 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 either himself or the Democratic Services Officer.

The Portfolio Holder – Sustainable Homes and Communities updated the Board on Danby House and Exebank. Contractss had been signed and Devon and Cornwall Housing would be bringing forward a planning application for the site in the next few weeks.

RESOLVED: that the forward plan be noted.

***8 Update on unused land at Millwey Rise and Foxhill, Axminster**

The Housing Projects Officer gave a brief verbal update on land at Millwey Rise and Foxhill, Axminster. She hoped to bring architect plans to a future Board meeting showing what the site could look like. Community centre aspirations would be built into this brief, as well as a play area, a multi use games area and housing.

RESOLVED: that the report be noted.

***9 Storm damage and water penetration update**

The Property and Asset Manager's report updated the Board on work that had taken place on over 400 of the Council's properties as a direct result of the severe 2013/14 winter storms. Two update reports had previously been presented to the Board in June 2014 and January 2015. Due to the complexity of works required, work had been organised into 3 phases:

Phase 1: immediate stabilization and emergency repair to areas of significant damage and water penetration, to include immediate removal of sodden cavity wall insulation. This stage was almost entirely complete although there were a couple of properties that had been brought to officers' attention later on.

Phase 2: Addressing less obvious failures of the external envelope of the building, including re-pointing, brickwork, roof works, door and window replacements. Again, the majority of these works were now complete. There remained a few properties where problems had been more complex to solve. This phase had highlighted where previous planned programmes of maintenance had not captured all areas of property improvements to the

level that the Council would have liked. This information could now be used to plan accordingly for future programmes.

Phase 3: The Council were about to embark on this phase that addressed issues left by the removal of cavity wall insulation. It was important to note that the solutions required would differ from property to property and officers were working closely with specialist contractors to assess the options. A significant amount of time had been spent educating tenants with regard to the benefits of, or problems with, cavity wall insulation. Many tenants wanted what had been taken away replaced, but there was the need for the Council to carefully consider its next steps in the best interest of both the tenant and the property. If not, properties could easily end up in the same position as two years ago should there be further extreme weather events. It was stressed that wet insulation was worse than having no insulation.

The approximate cost of the remedial works to date was in the region of £1 million. Claiming on the Council's insurance was a long process and approximately £450,000 compensation had been received so far. A further payout was expected within the next few months. The full costs would never be recovered as each affected property had an excess of £100. It was reported that there was the possibility of grant funding being available, depending on how the Council chose to re-insulate its properties. Members noted that there was a not a 'one size fits all' solution.

Officers had learnt a great deal from the incident and the experience had added knowledge in the following areas:

- the fabric and construction of Council properties;
- running future maintenance programmes to ensure properties were more robustly protected from storm/water damage;
- good and bad practice with regards to insulating properties.

RESOLVED: that the report be noted.

10 **Condensation awareness update**

The Property and Asset Manager's report updated the Board on on-going issues relating to condensation and mould in Council properties. There had been a noticeable steady rise in tenants complaining about condensation and damp issues, many of which resulted in Maintenance Surveyors carrying out lengthy inspections and investigations. Condensation and damp was often the result of people's lifestyle and a property having:

- inadequate heating;
- inadequate insulation;
- inadequate ventilation;
- possible excessive moisture production.

In many of the cases investigated, the problems could be significantly improved or solved when tenants changed the way they lived in their properties. Every opportunity was taken to raise awareness of such issues via a variety of methods, including articles in Housing Matters magazine, stalls at tenant events and leaflets.

Currently, the ventilation of tumble driers was an area that fell under tenants' responsibility. This often caused significant issues within Council properties and the report sought the ability to install appropriate ventilation in order to protect the property as officers saw necessary. For a minimal cost this would save significant officer time and safeguard the fabric of the properties concerned.

It was the Council's responsibility to ensure its properties had heating systems that were adequate, affordable and fit for purpose. However, many tenants were classified as being in fuel poverty and officers supported these tenants in a variety of ways. Front line staff were trained to recognise the signs of fuel poverty and act accordingly.

RECOMMENDED:

1. that the contents of the report be noted in relation to condensation, thermal efficiency and fuel poverty and how the Council was addressing those issues.
2. that where it is deemed appropriate, the installation of ventilation for tumble driers in certain properties be approved.

***11 Handy person scheme review**

The report of the Property and Asset Manager outlined to the Board the outcomes of the first six months of the handy person service trial scheme (October 2015 - March 2016). Following a recommendation from a Task and Finish Forum the Board agreed to an initial six month trial of a handy person scheme for tenants of EDDC. The trial scheme was open to all tenants in sheltered accommodation, all tenants over the age of 70 or with a disability, and all tenants on the Individual Garden Maintenance scheme. The service had two parts:

1. to provide a free handy person service for specific tenants.
2. to carry out EDDC small scale repairs, under the approximate value of £100.

One aim of the trial was to find out if by passing small jobs to the handy people, EDDC would save on overall costs and be able to fund the handy person service through these savings.

The report concluded that the scheme had been very popular with the tenants that used the service. It provided benefits other than purely financial. Overall take up had not been as high as anticipated. Take up was reasonable with sheltered tenants, but had not been very high with general needs tenants and more work promoting the scheme would be required. When the scheme was proposed it was anticipated that the savings made by passing the small EDDC jobs to the handy persons would cover the majority of the costs of running the handy person service for tenants. The figures in the report demonstrated that this had not proved to be the case. If the number of small jobs passed to the handy persons could be increased, and the selection refined to be the most cost effective jobs, such as doors, fencing and kitchen units, locks, light bulbs and toilet repairs then more of the handy person scheme could be paid for by the savings achieved.

RESOLVED: that the outcomes of the six month trial of the handy person service be noted.

12 Handy person scheme future options

The Property and Asset Manager's report asked the Board to consider whether or not the Housing Service continued to offer a handy person service in the future. It also outlined ways the service could work to ensure best value for money and best service for current and future customers.

The two options given were:

1. discontinue the handy person scheme at the end of the pilot trial.
2. continue with the handy person service with one of the following scenarios:
 - a. continue with running the service as it is currently.
 - b. continue to run the service with the contractors and consider introducing charges for some or all tenants.
 - c. employ a handy person in-house.

- d. employ an in-house handy person and introduce charges for some or all tenants.
- e. employ an in-house handy person, introduce charges for some or all tenants and also extend the service out to private customers and take on work for Home Safeguard.

The report suggested that if the Board decided to continue with the service after August 2016 that delegated powers be given to the Strategic Lead – Housing, Health and Environment, Portfolio Holder for Sustainable Homes and Communities and the Property and Asset Manager to decide on the best way forward for the service. The aim would be to reduce the costs within a five year timescale, with regular reporting to the Board.

RECOMMENDED: that the handy person service be continued, with delegated powers given to the Strategic Lead - Housing, Health and Environment, the Portfolio Holder for Sustainable Homes and Communities and the Property and Asset Manager to decide on the best way forward with the service along the lines of the various scenarios outlined in the report.

13 Gas servicing contract 2016-2020

The Property and Asset Manager's report updated members on progress towards tendering a new gas maintenance, safety and heating systems contract to commence on 1 October 2016 and to run for a period of four years, with the option of a further extension for up to a two year term. It contained the timetable for the retender of the contract and a breakdown of the contract evaluation criteria. The report also requested authorisation for the Strategic Lead – Housing, Health and Environment and the Property and Asset Manager to award the contract to the successful tender bid following the tender bid exercise that had commenced (May – July 2016). EDDC were working jointly with Mid Devon District Council to procure the contract.

RECOMMENDED: that authority be given to the Strategic Lead – Housing, Health and Environment and the Property and Asset Manager in consultation with the Portfolio Holder for Sustainable Homes and Communities, to award the contact to the winning tender as determined through the joint procurement exercise currently underway with Mid Devon District Council.

***14 Use of Right to Buy receipts**

The Housing Development and Enabling Officer's report provided an update on property currently being acquired using Right to Buy receipts and Commuted Sums. A number of properties that were considered suitable to add to the Council's housing stock were listed in the report. Based on the figures in the report the Council remained on target to meet deadlines to spend the Right to Buy receipts by 30 September 2016 and 30 December 2016. Officers were also working on other options to spend the Right to Buy receipts beyond January 2017, which was the likely time the Commuted Sums that were currently match funding the property acquisitions would have run out. Options included working with Registered Providers to bid for the Right to Buy monies and possibly borrowing from the Public Works Loan Board.

RESOLVED: that the update report on the use of Right to Buy receipts and Commuted Sums to secure suitable property to add to the Council's affordable housing stock be noted.

15 HRA Outturn report 2015/16

Members were asked to note the final position for the year end and the Housing Accountant's report compared this outturn against the budgets set for 2015/16. During the

year monthly budget monitoring reports had informed members of the anticipated year end position. It was noted that the surplus this year was greater than the budgeted surplus by approximately £1 million and the report suggested that this sum was transferred into the HRA Business Plan Volatility Reserve from the HRA, giving it a total sum of £4.4 million.

RECOMMENDED:

1. that the HRA outturn position for 2015/16 be agreed.
2. that £1 million be transferred into the HRA Business Plan Volatility Reserve.

***16 Housing senior management structure**

The Strategic Lead – Housing Health and Environment’s report considered the interim senior management structure in the housing service and confirmed a more permanent structure suitable for delivery of services to the Council’s tenants and customers in the private rented sector.

Following the retirement of the Housing Needs and Strategy Manager, recruitment to the Housing Needs and Strategy Manager post produced two excellent internal candidates who performed better than the external competition. The Housing Needs & Strategy Manager position was filled on a permanent basis and the Property & Asset Manager filled on an interim basis for one year. The interim period expired in May, which prompted a review and the need to confirm a structure going forward. A permanent appointment was made to the position of Property and Asset Manager and the Board congratulated the postholder on this.

The current senior management structure in Housing was shown in the report. This had worked well over the past 12 months with individuals demonstrating a great passion, energy and commitment to their work. There was a good mix of experience and creativity, fresh ideas, whilst recently being able to reward aspiring younger talent, and having an eye to future succession planning. This structure was operated some time ago prior to colleagues acting up and taking on additional duties.

The Strategic Lead – Housing Health and Environment reported that he anticipated a further retirement in the next two years and proposed to review the structure again when that event occurred.

RESOLVED: that the implementation of the housing senior management structure as set out in the report be noted.

***17 Housing and Planning Act 2016**

The Strategic Lead – Housing Health and Environment reported that the Housing and Planning Act 2016 would create radical changes to how the Council operated as a social landlord. Regard of the Act would be needed when revising and refreshing the Housing Revenue Account Business Plan. It was noted that Overview Committee had been requested to consider the Act.

RESOLVED: that the Housing and Planning Act 2016 be noted.

***18 Reduction in social housing rents and income management CIH charter for housing**

The Strategic Lead – Housing, Health and Environment presented to the Board two publications; a briefing note on the reduction in social housing rents, from the Chartered Institute of Housing; and ‘income management: CIH charter for housing, by the Chartered

Institute of Housing. This set out six commitments to work to and offered a good working guide to good practice.

RESOLVED: that the information papers included in the agenda be noted.

***19 Housing Revenue Account Business Plan Task and Finish Forum**

The Board was presented with the scoping document for the forthcoming Housing Revenue Account Business Plan Task and Finish Forum (TaFF). The first meeting would be held at 10am on Friday 17 June. Following changes to the membership of the Housing Review Board, the Chairman invited other members of the Board to join the TaFF

RESOLVED: that the membership of the Housing Revenue Account Business Plan Task and Finish Forum be confirmed as Councillors Megan Armstrong, Ian Hall and Pauline Stott, tenant representatives Angela Bea, Mike Berridge, Joyce Ebborn and Pat Rous, and independent community representative Christine Drew.

***20 Dates of future Housing Review Board meetings**

The Board noted the dates of forthcoming HRB meetings. These would start at 2:30pm and would be held in the Council Chamber, Knowle, Sidmouth. The dates were as follows:

Thursday 8 September 2016

Thursday 3 November 2016

Thursday 12 January 2017

Thursday 9 March 2017

Attendance list

Present:

Cllr Pauline Stott (Chairman)

Cllr Megan Armstrong

Cllr Ian Hall

Cllr Brenda Taylor

Co-opted tenant members:

Pat Rous (Vice Chairman)

Angela Bea

Mike Berridge

Joyce Ebborn

Independent community representatives:

Julie Bingham

Christine Drew

Officers:

Sue Bewes, Landlord Services Manager

Mark Dale, Senior Technical Officer

Penny Evans, Education Ranger

Amy Gilbert, Property and Asset Manager

John Golding, Strategic Lead - Housing, Health and Environment

Penny Hartnell, Community Development Apprentice

Victoria Robinson, Community Development Worker

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 Peter Faithfull
Cllr Douglas Hull
Sylvia Martin - Tenant Scrutiny Panel
Peter Sullivan - Tenant

Apologies:

Cllr Jim Knight

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
Gas servicing contract 2016 - 2020	September 2016	Property & Asset Manager
Annual Report to Tenants	September 2016	Housing Project Officer
Review of complaints 2015/16	September 2016	Landlord Services Manager
Sewerage Treatment Plants serving council properties	September 2016	Property & Asset Manager
Proposal for lift replacement in sheltered housing schemes	September 2016	Property & Asset Manager
Use of Right to Buy receipts update	September 2016	Housing Enabling & Allocations Manager
Financial Monitoring report	September 2016	Housing Accountant
Quarterly performance reports and regular reports		
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	Landlord Services 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: 8 September 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 8

Subject: **Draft of the Annual Report to Tenants 2015/2016**

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 2015/2016.**
- 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: Emma Charlton or Melissa Wall, Housing Projects Officers, ext 2982
echarlton@eastdevon.gov.uk or mwall@eastdevon.gov.uk

Financial implications: The cost of producing the report is included in the current year's budget.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • [Annual Report to Tenants 2014/2015](#)

Link to Council Plan: Encouraging communities to be outstanding

1 Background

1.1 This is our 7th Annual Report. In 2014 we changed the style of the report and produced a more concise summary report. We have followed a similar format again this year.

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 2015 to March 2016. 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 In preparing this year's report we consulted with several tenant groups and individual tenants on their views of last year's format and where possible have incorporated their suggestions within this report.
- 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 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 we propose that the report will be sent to all tenants with the December copy of Housing Matters magazine. The report will be available on our website when finalised in late October. We also email it to all staff and councillors.

Annual Report to Tenants 2015-2016

Welcome to our Annual Report to Tenants 2015/2016.

The purpose of this report is to provide you with information on how we run and manage the housing service, our performance and projects we have worked on over the last year.

Key Facts

Money

Our annual income was £18,551,663. This is made up of rent (£17,743,746), garage rent (£436,484) and interest and other income (£371,433).

Where the money was spent –

- Repair and maintenance total spend £8,903,394
- Staff salaries £2,127,737
- Other supervision and management costs 2,463,219
- Other expenditure £298,916
- Principal repayment, loan interest & other expenditure £3,889,003
- Housing Revenue Account surplus £1,168,310

Why do we need a housing revenue account surplus?

The surplus is to provide financial resilience to our business plan. We have taken on £84.5 million of debt; the surplus is a volatility fund allowing us to make sure we can pay off our debt and cover any unplanned expenditure or loss of income. The surplus is also there to fund new Council housing.

Rent

We collected 99.91% of rent due. This is a great achievement and is consistent with the last 3 years.

Rent reductions

In April 2016 the government introduced rent reductions for tenants of social housing. Rents will be reduced by 1% per year for 4 years. Rent reduction has been delayed until 2017 for those living in supported accommodation. This will result in a loss of income of £7.9 million.

Housing Stock

4,222 properties

Made up of:

General needs: 2,886

Sheltered: 1,336

We sold 23 properties under the right to buy.

Lettings

262 properties were allocated

2,544 on our waiting list

46 mutual exchanges/house swaps

35 downsized to smaller homes.

We are in the process of spending some the proceeds we have gained from selling our houses under the right to buy to purchase more property for our stock. When a property is sold under the right to buy legislation we are allowed to use 30% towards replacement housing. The remaining 70% has to be funded from other sources. We have 3 years from the date of sale to do this and if we don't spend the money we have to give it back to the government with interest.

Complaints

40 complaints (37 last year)

Property/contractors issues 14

Staff and customer service 10

Allocations 4

Rent/Service charge 1

Estate services 5

Antisocial behaviour 2

Other 4

Our designated tenants' complaints panel handled one complaint.

How are decisions about services made?

Decisions and matters relating to the Council's landlord and housing management functions and where money is spent are considered at Housing Review Board (HRB) meetings. There are 5 meetings held every year. The agenda and minutes of previous meeting are published on our website (<http://eastdevon.gov.uk/council-and-democracy/committees-and-meetings/housing-review-board/>) for all to see. The board is made up of tenants, councillors and community representatives. At the beginning of each meeting there is an opportunity for public speaking where you can have your say and ask questions or statements can be made about agenda items.

The current tenant housing review board members are:

Angela Bea; Mike Berridge; Joyce Ebborn; Pat Rous

1 Your Home

We know the quality of your home is important to you. We spend a considerable amount of money each year in repairing and improving your homes.

9,165 repairs completed

92% of repairs completed right first time

£2,731,975 was the total amount spent on day to day repairs, cyclical and routine maintenance.

£1,110,145 spent on special repair works including social services adaptations, fire safety and asbestos

7.4 days is the average time to complete a routine repair. For non emergency repairs we operate an appointment based repair service which is based around the tenant and contractor agreeing a time that suits them within a maximum time of 30 days.

98% satisfied with repair carried out

96.2% happy with the appointment day and time agreed with contractor.

294 handy person jobs were carried out during the initial six month period

3456 gas safety checks – remember these are very important for your safety and you must allow us access to carry them out once a year

We are looking into new ways of getting customer feedback and satisfaction results with our repairs service. We want to use different methods of communication and technology to do this.

Planned major repairs and improvements

We spent £2,506,364 on major repairs

- 43 new kitchens were fitted
- 42 new bathrooms were installed
- 667 new doors fitted
- 260 replacement boilers installed.

We spent £2,257,803 on preparing 306 empty properties for re-letting.

Storm damaged properties – an update

This year we spent £273,730 on ongoing work to repair the 400 plus properties affected by the severe storms of 2013.

Work has included:

- Re-pointing of walls
- Replacing cavity trays and lintels
- Sealing windows and doors
- Re-pointing of roof verges
- Re-decorating room
- Measures to protect the properties against possible extreme weather in the future.

We have been able to claim on the Council's insurance for some of our ongoing expenditure and to date we have received in total £449,950 in compensation.

This experience has added greatly to our knowledge in following areas:

- the fabric and make up of our buildings
- running future maintenance programmes to ensure our properties are more robustly protected from storm and water damage
- good and bad practice regarding the insulation of our properties.

Dissatisfaction with bathroom refits

We received a number of complaints from tenants whose bathrooms had been re-fitted. We were disappointed to hear that the bathroom refits were not of a good standard. As a result of tenants complaints we took action and the contractor was removed from the contract. We expect all our contractors to do a good job and be respectful of our tenants and their homes and if this does not happen we will make them accountable.

Condensation and damp – what are we doing to help?

The number of complaints and calls to our repairs advisors reporting damp is on the increase. We are taking a number of steps to improve our properties, this includes:

- Boiler upgrade to improve heating efficiency
- New doors and increased loft insulation to increase thermal efficiency
- Installing humidity control fans in kitchen and bathroom
- Talking to tenants about how they can help reduce condensation
- Making sure tenants can use their heating most efficiently

Handy person service

The initial six month trial handy person serviced proved very popular and was extended for a further six months. In June 2016 the Housing Review Board recommended that the service be continued after the end of the trial period. For more information about the scheme please speak to our repairs team on 01395 517458, email handyperson@eastdevon.gov.uk or look on our website <http://eastdevon.gov.uk/housing/trial-handy-person-scheme/>

2 Your Community

Anti-social behaviour

Last year 322 cases of anti-social behaviour were reported. This has increased from the previous year (276). The increase is mainly a result of the way in which we now record incidents.

Neighbourhoods and Communities

Last year was a busy year with lots of events organised by our Mobile Support officers, Community Development Workers and Estate Management officers.

18 Estate walkabouts
3 Noise and energy efficiency road shows
2 Pet sessions
7 Training events for tenants
Tenants' conference
Christmas events at Lymebourne
Loan shark bite back week
Community orchard events
Art festival

For our younger tenants:

10 Community festivals and fun days
'Your Shout' first youth tenant conference
Singing and theatre workshops
Phear park graffiti wall opening
Devon Youth Games
Switch Easter Challenge – John Muir award
TPAS award
Pantomime trip

3 Tenant Involvement

The Tenant Scrutiny Panel's third review 'Customer Recruitment and Involvement, The Good, The Bad, But Never The Ugly' was reported to the HRB in November 2015 and made a number of recommendations which include:

- Making sure customers are central decision making, and
- Reviewing existing structure to ensure groups' effectiveness, including no duplication of member/activities.

In March 2016 the Board agreed a number of actions to achieve these recommendations, including continuing to support customers to be able to 'challenge' East Devon effectively as 'critical friends', and restricting the number of groups customers can be members of, to encourage diversity and increased representation. Both reports are available on the website.

Tenant Inspectors

During the year we ran a six month pilot scheme introducing tenant inspectors. The purpose of the inspectors is to work alongside the council and make sure works completed at our empty properties (voids) have been completed to the standard we expect before a new tenant moves in. We are pleased to confirm that the scheme will be continuing with two trained tenant inspectors.

Want to get involved?

If you are interested in getting involved please talk to our tenant participation team on 01395 517453, email tenantparticipation@eastdevon.gov.uk or look at our website for more information <http://eastdevon.gov.uk/housing/getting-involved-with-the-housing-service/ways-to-get-involved-with-the-housing-service/>

4 Did you know?

Housing Matters, which is sent out to all tenants three times a year, contains lots of interesting information and articles about the work of the housing service and what tenants are doing in the community.

Our website, www.eastdevon.gov.uk, is a good source of information for both the housing service and the Council in general, including information about your tenancy and housing events and activities.

You can pay your rent and council tax online and also and report a number of problems such as dog fouling, noise complaints or rubbish issues.

Report to: **Housing Review Board**

Date of Meeting: 8 September 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 9

Subject: **Housing Service Complaints April 2015 – March 2016**

Purpose of report: This report provides information on formal complaints received in relation to the Housing Service for the period April 2015 to March 2016. We monitor formal and informal complaints carefully, learning from them and using them to improve services wherever possible.

Recommendation: **To note the number and type of complaints received during 2015/16 as well as the learning points arising that will be used to improve the Housing Service.**

Reason for recommendation: To continue to improve the way we handle complaints, to learn from them and to meet the agreed Local Standards.

Officer: Sue Bewes – Housing Landlord Services Manager
sbewes@eastdevon.gov.uk X2200

Financial implications: There are no financial implications.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: Click here to enter links to background information; appendices online; and previous reports. These must link to an electronic document. Do not include any confidential or exempt information.

Link to Council Plan: Living in this outstanding place

1. Background

1.1 The Housing Service deals with formal complaints through the corporate complaints two stage process:

Stage 1 - complaints will be considered by the Strategic Lead

Stage 2 - complaints will be considered by the Monitoring Officer

1.2 If customers are still not satisfied they can take their complaint to the Housing Ombudsman. They can do this by waiting 8 weeks from the date of our final response letter and then approaching the Housing Ombudsman themselves, or by contacting an MP, a local district councillor or the Designated Tenant Complaints Panel.

1.3 We give tenants information about how we are dealing with complaints in general in the Annual Report to tenants each October.

2. Complaints received during 2015/16

2.1 Between April 2015 and March 2016 we received 40 formal housing complaints. One complaint went straight to stage 2. 12 (of the remaining 39) went from stage 1 to stage 2.

2.2 There is an increase in the number of new stage 1 complaints received and the time taken to issue a full response to all stage 1 complaints. There has been a slight increase in the number of complaints about staff and customer service, but predominantly the complaints are concerning repairs and maintenance, and usually concerning damp or mould.

2.3 The complaints have been broken down by service area as shown in the table below with comparisons each year from 2011/12.

Service area	2011/12	2012/13	2013/14	2014/15	2015/16
Staff and customer service	10	6	4	6	10
Property and contractor issues	3	7	13	13	14
Devon Home Choice/Allocations	2	6	1	8	4
Estate services	0	0	4	3	5
Rents and service charges	0	0	0	3	1
Antisocial behaviour	1	1	4	0	2
Other	2	1	3	4	4
No of new stage 1 complaints	18	21	29	35	39
No of stage 2 complaints		6	6	6*	13*
Local Government Ombudsman		1	0	2	4
Average time in calendar days to issue full response to all stage 1 complaints	14	17	23	21	21.5

*1 complaint went straight to stage 2

2.4 In two cases a payment of £50 was offered to reflect the time and trouble caused to the complainant.

2.5 Our response rate for investigating and replying to a complaint at Stage 1 was on average 21.5 calendar days.

3. Benchmarking

3.1 We can now benchmark our formal housing complaints through the HouseMark benchmarking club.

	2012/13	2013/14	2014/15	2015/16
Club median number of complaints per 1000 stock	5.8	5.2	4.6	3.7*
Club median average response times for stage 1 complaints	10.9	9.1	9.9	8.9*

*(not all information available on HouseMark. Data to be treated with caution)

4. Complaints Panel Feedback

4.1 The Designated Tenant Complaints Panel has met quarterly throughout the year, and has had one case referred for its consideration.

4.2 This case was regarding the way we dealt with alleged antisocial behaviour and perceived lack of apology when mistakes were made. The Panel was able to help resolve the issues locally and so the matter was not referred to the Housing Ombudsman.

5. Lessons learned from other formal complaints

- 5.1 The Designated Tenant Complaints Panel receives a quarterly Summary Report through which it assists me to monitor our formal complaints, identify any recurring themes and ensure that we are learning from our mistakes.
- 5.2 The main messages revealed by our complaints during 2015/16 were:
- Staff to be reminded of the importance of good customer care;
 - The way we handle first contact is very important, so get it right first time;
 - Attention to detail matters – tailor correspondence to fit the recipient as one size will not always fit all;
 - Ensure process and procedures are fully explained to tenants when carrying out planned works to their homes, providing regular updates on progress;
 - Staff must ensure that customers understand the process and procedure for Devon Home Choice and the housing options available to them;
 - We should always strive to improve our communication with tenants, keeping them informed even if there is nothing to report.

6. Additional complaints monitoring

- 6.1 There has been no STAR survey during the year. It is a biannual survey and we are hoping to replace it with a longitudinal survey which we are working on with Birmingham University.
- 6.2 Satisfaction monitoring surveys: Feedback from our tenants on our performance is collected for estate management and anti social behaviour cases are reported in our quarterly monitoring report. Repairs satisfaction surveys ceased in January 2016 following 'go live' of OpenHousing, our new Housing system.
- 6.3 Service Review Groups for Repairs, Supported Housing, Rental and Estate Management also respond to complaints that come in for their service area, and work to find ways to improve the service as a result of them.
- 6.4 The Tenant Involvement Forum is an opportunity for the Service Review Groups to meet four times a year to share learning and objectives. This also plays a positive part in strengthening the link between complaints received and service improvements.

Report to: **Housing Review Board**
Date of Meeting: 8 September 2016
Public Document: Yes
Exemption: None



Review date for release None

Agenda item: 10

Subject: Sewage treatment plants serving council properties

Purpose of report: To update the Board on the current position regarding the sewage treatment plants (STPs) that serve council properties and to seek approval on (i) the proposed updating of some plants and (ii) the proposed changes to the way in which both tenants and private users linked to the STPs are charged.

Recommendation:

- 1.1 The Board agree to the necessary expenditure on the three STPs needing urgent maintenance/replacement in the coming year.
- 1.2 The Board agrees that we investigate the possibility of passing some/all of the sites over to South West Water, acknowledging that this may involve potentially significant costs to bring the plants up to standard.
- 1.3 The Board agrees to a review of the charges made to both tenants and private owners as outlined in the report, and to the payment of compensation to tenants if this is felt appropriate.

Reason for recommendation: To ensure that our sewage treatment plants continue to function efficiently and that tenants and private users are charged fairly for services

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

Financial implications: The financial implications are included in the report. The works required will be a capital project and, although there is currently no budget available, it is likely that the expenditure can be funded from capital receipts rather than a revenue contribution from the HRA.

Legal implications: The Board should be fully aware of the duties the Council has to ensure that it provides the appropriate sewage facilities to its tenants and private owners receiving a service. There may also be a wider environmental impact should a STP fail.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

- None

Link to Council Plan: Living in this outstanding place

1. Background

- 1.1 The EDDC Housing Service currently owns and manages 15 sewage treatment plants (STPs) across the district. These serve a total of 55 properties, 22 of which are council properties. The others are ex-council properties sold under Right to Buy (see list in Section 2).
- 1.2 Housing previously owned more treatment plants, but in 1996 some were passed over to South West Water. Those that remain with us tend to be the smaller plants or those which may take higher expenditure to bring them up to SWW standards.
- 1.3 The current 15 STPs are of varying types ranging from simple septic tanks to more complicated pieces of equipment. Some require electric and water supplies on site.
- 1.4 The plants are currently managed for Housing by Streetscene. Streetscene routinely visit the sites, carry out basic management and organise for their routine emptying and servicing. This costs housing approximately £3,850 a year (2016/17 figure). On top of these costs there are the actual emptying costs, any costs for electricity and water etc.
- 1.5 Nine of the STPs are located in the gardens of sold properties, four are in our properties and two are located on land adjacent to sold properties.

2. Details of the sewage treatment plants

Site Name	Address 1	Address 2	Postcode	Serving Properties	Ownership	Current Condition
Brookside Sewerage Treatment Plant	Rear of No 4 Brookside	Broadhembury	EX14 3LL	1 Brookside	sold	Replacement needed, septic tank is leaking - dye test to check for pollution
				2 Brookside	sold	
				3 Brookside	EDDC	
				4 Brookside	sold	
				5 Brookside	EDDC	
				6 Brookside	EDDC	
Cuckholds Pit Sewerage Treatment Plant	Rear of No 1 Cuckholds Pit	Chardstock	EX13 7DA	1 Cuckholds Pit	sold	some UV degradation but remains serviceable
				2 Cuckholds Pit	EDDC	
				3 Cuckholds Pit	sold	
				4 Cuckholds Pit	sold	
Fortfield Sewerage Treatment Plant	Front of No 1 Fortfield	Wick	EX14 4TY	1 Fortfield Wick	sold	fit for purpose
				2 Fortfield Wick	EDDC	
Glebe Cottages Sewerage Treatment Plant	Rear of No 6 Glebe Cottages	Farringdon	EX5 2HX	1 Glebe Cottages	EDDC	good for age but undersized
				2 Glebe Cottages	sold	
				3 Glebe Cottages	sold	
				4 Glebe Cottages	sold	
				5 Glebe Cottages	sold	
				6 Glebe Cottages	sold	

Hawkmoor Sewerage Treatment Plant	Front of No2 Hawkmoor	Hawkchurch	EX13 5UT	1 Hawkmoor	EDDC	good with new metal covers
				2 Hawkmoor	sold	

Site Name	Address 1	Address 2	Postcode	Serving Properties	Ownership	Current Condition
Latchmoor Cottages Sewerage Treatment Plant	Rear of No 1 Latchmoor Cottages	Latchmoor Green	EX5 5LY	1 Latchmore	sold	old but operational
				2 Latchmore	EDDC	
Marsh Cottages Sewerage Treatment Plant	Land adjacent to No 1 Marsh Cottages	Marsh	EX14 9AJ	1 Marsh Cottages	sold	good
				2 Marsh Cottages	EDDC	
				3 Marsh Cottages	sold	
				4 Marsh Cottages	EDDC	
Peek Mead (1-4) Sewerage Treatment Plant	Land adjacent to No 1 Peek Mead	Rousdon	DT7 3XW	1 Peek Mead	sold	fit for purpose
				2 Peek Mead	EDDC	
				3 Peek Mead	EDDC	
				4 Peek Mead	sold	
Peek Mead (5-6) Sewerage Treatment Plant	Rear of No 6 Peek Mead	Rousdon	DT7 3XW	5 Peek Mead	EDDC	grossly undersized; very congested which could contaminate soakaway
				6 Peek Mead	sold	
Porch Cottages Sewerage Treatment Plant	Rear of No1 Porch Cottages	Smallridge	EX13 7JH	1 Porch Cottages	EDDC	Poor and requires immediate replacement
				2 Porch Cottages	sold	
				3 Porch Cottages	sold	
				4 Porch Cottages	sold	
				5 Porch Cottages	EDDC	
				6 Porch Cottages	sold	
Red Pit Sewerage Treatment Plant	Rear of No 4 Red Pit	Hawkchurch	EX13 5XB	1 Red Pit	sold	good for its age
				2 Red Pit	sold	
				3 Red Pit	EDDC	
				4 Red Pit	EDDC	
Socks Hill Sewerage Treatment Plant	Rear of No 1 Socks Hill	Smallridge	EX13 7JN	1 Socks Hill	EDDC	Good
				2 Socks Hill	sold	
				3 Socks Hill	sold	
The Parade (2-4) Sewerage Treatment Plant	Rear of No 4 The Parade	Chardstock	EX13 7BY	2 The Parade	sold	good for its age
				3 The Parade	EDDC	
				4 The Parade	sold	

Site Name	Address 1	Address 2	Postcode	Serving Properties	Ownership	Current Condition
The Parade (1&2) Sewerage Treatment Plant	Rear of No 1 The Parade	Chardstock	EX13 7BY	1 The Parade	sold	good for age
				2 The Parade	sold	
Whitford Road Sewerage Treatment Plant	Rear of No6 Whitford Road	Kilmington	EX13 7NT	1 Whitford Road	sold	good for age
				2 Whitford Road	EDDC	
				3 Whitford Road	sold	
				4 Whitford Road	EDDC	
				5 Whitford Road	sold	
				6 Whitford Road	EDDC	

Those properties highlighted in yellow are where the STP is situated within the curtilage of a sold property.

3. Current issues with the STPs

- 3.1 WCI Sewage Treatment Ltd recently undertook a survey for us of all the STPs. This has given us a very good idea of the current condition of each one and highlighted where there are some potential issues.
- 3.2 Most are good for their age and need no immediate attention other than ongoing maintenance and emptying.
- 3.3 Three of the STPs however do require urgent attention (within the next year).
- 3.4 The STP at Brookside, Broadhembury requires either remedial work which would cost around £4,000 or full replacement costing about £ 21,000. It is suggested that we try the remedial work to see if this will prolong the life of the plant for a few more years.
- 3.5 The STP at Porch Cottages, Smallridge requires replacement and this will cost in the region of £27,000.
- 3.6 The STP serving 5&6 Peek Mead requires replacement estimated to cost around £9,000.
- 3.7 The likely remedial work/replacement costs which will need to be met in the next few months will be in the region of £40,000. We are currently obtaining quotations for this work.
- 3.8 We ask the Board to agree to the expenditure of this money to ensure that these plants continue to function to a satisfactory standard. It should be noted that not maintaining the STP's to the required standard could lead to significant risks in terms of contamination.
- 3.9 Two of these plants (Brookside and Peek Mead) are within the curtilage of a sold property. We are therefore currently seeking legal guidance about how work/replacement can best be achieved and our responsibilities.

- 3.10 There are two STPS at The Parade, Chardstock. The STP at 1 The Parade, Chardstock serves two private properties Nos 1 & 2. No 2 The Parade also feeds into the STP serving Nos 3&4.
- 3.11 The WCI report indicates that the other 12 STPS should not need replacing for at least 10 years, many longer than this.

4. Adoption by South West Water

- 4.1 We are looking into the possibility that some/all of the STPs could be adopted by SWW; however if they were to consider adopting any of the plants it is likely to involve significant cost.
- 4.2 From the information obtained so far it does appear that we would have to undertake quite considerable work, including CCTV scans of the drains etc, before SWW would even consider adopting any of the plants.
- 4.3 Then it is likely we would need to carry out further work on the plants themselves prior to SWW agreeing to adopt.
- 4.4 The Board are asked to indicate whether they would like officers to investigate further with SWW as to whether they would consider adopting any of the plants, understanding that this would involve further expenditure. It should be noted that this is a core area of business for South West Water and in line with us opting for them to be taken over in 1996. We should again consider that this is not necessarily a risk EDDC need to be managing. There are significant risks from a compliance perspective in terms of the day to day management of the STPs. Due to the majority of STPs in the region being managed by South West Water it should be noted that they are the industry experts.

5. Recharging costs to tenants and private users

- 5.1 Historically tenants have been charged a weekly service charge on top of their rent for sewage. For 2015/16 this ranged from £5.50 to £12.98 per week, depending on which STP is involved. It is unclear how these figures have been arrived at in the past and this needs to be reviewed going forward.
- 5.2 Private users are sent an annual service charge bill which is based on the costs incurred to manage the relevant STP over the past year. This figure accurately reflects the costs incurred by EDDC but no management or administration costs have been added on for officer time, insurance, future maintenance etc.
- 5.3 Comparing the two figures for each STP shows some discrepancies which need to be addressed. At three sites tenants are being charged less on an annual basis, than the private owners. At eleven sites the tenants are being charged more on an annual basis, than the private owners.
- 5.4 For 5&6 Peek Mead, Rousdon, there is an agreement that the owner of 6 Peek Mead manages the STP and bills EDDC for half the costs.
- 5.5 We propose:
- To undertake a full review of the costs involved and make sure that tenants and private users are paying equal costs for the provision of sewage treatment.

- That costs should include an element for management and administration.
- Where it can be shown that tenants have paid considerably more for their sewage than the private owners linked to the same STP, some form of compensation is offered to the current tenants.

6. Passing ownership of STPs to the private properties

- 6.1 Due to the Right to Buy one STP now only serves private properties (1 and 2 The Parade, Chardstock). We are seeking legal guidance about what steps we can now take to pass the ownership and maintenance of this plant to the private properties.
- 6.2 We ask the Board to agree that, subject to guidance from Legal, once an STP is only serving private houses we take steps to pass over the ownership and maintenance responsibilities.

7. Recommendations

- 7.1 The Board agree to the necessary expenditure on the three STPs needing urgent maintenance/replacement in the coming year.
- 7.2 The Board agrees that we investigate the possibility of passing some/all of the sites over to South West Water, acknowledging that this may involve potentially significant costs to bring the plants up to standard.
- 7.3 The Board agrees to a review of the charges made to both tenants and private owners as outlined in the report, and to the payment of compensation to tenants if this is felt appropriate.

Report to: **Housing Review Board**

Date of Meeting: 8 September 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 11

Subject: **Proposal to replace two passenger lifts at the following sheltered schemes:**
Albion Court, Exmouth
Morgan Court, Exmouth

Purpose of report: To request permission for the replacement of two passenger lifts in two sheltered schemes in Exmouth.

Recommendation: **Members approve the use of Housing Revenue Account capital expenditure for the replacement of the lifts at Albion Court and Morgan Court in Exmouth.**

Reason for recommendation: Due to the age of the lifts and frequent unreliability there is the need to replace the lifts urgently.

Officer: Amy Gilbert; Property and Asset Manager, ext 2578
agilbert@eastdevon.gov.uk

Financial implications: The financial implications are included in the report. The budget for major improvements to existing properties is £175,000.

Legal implications: The Contract for this work is called-off an existing Framework agreement and negates the usual Procurement issues around the costs of a project of this type.

The Council has an enhanced duty of care to provide the necessary lift equipment for maintain tenants' lifestyle in sheltered housing.

Equalities impact: High Impact

Many of our vulnerable residents rely on the lifts to be working in order to safely access and exit their homes.

Risk: High Risk

There are significant safety risks to residents if they are unable to access their homes safely.

Links to background information: • None

Link to Council Plan: Encouraging communities to be outstanding

1. Morgan Court, Exmouth

- 1.1 The last twelve months have seen regular instances when the passenger lift at Morgan Court sheltered scheme has broken down. This has left tenants at significant risk, on a few occasions we have had to consider relocating tenants into B&B accommodation due to the inability of tenants to access their homes.
- 1.2 We have a maintenance contract in place for the upkeep of the passenger lift and although we can access an immediate response in the event of a breakdown, due to the age and condition of the lift it is becoming more difficult to source parts and this is risking the lift being out of action for long periods of time.
- 1.3 The current lift was installed in 1973 (when the site was built) and although we invested in a new control panel and new signalisation in 2002 the lift is now in major need of replacement. The number of reported failures in recent years has risen to an unacceptable level and visually the lift is showing obvious signs of wear and tear.
- 1.4 Complete replacement of the lift would cost in the region of £85,000- £90,000. For an extra £5,000 the current lift could be increased in terms of size so instead of an eight person capacity, the lift could be extended to thirteen person capacity.

2. Albion Court, Exmouth

- 2.1 Although we have not experienced the frequency of breakdowns that we have at Morgan Court, a recent survey has outlined a similar situation with regards to the risk of failure at the site. There are obvious signs of corrosion on the lift doors at Albion Court, partly due to the outside location and exposure to the weather.
- 2.2 The current lift was installed in 1986 (when the site was built), again in 2005 we invested in a new control panel however there are now obvious signs of wear and tear and the lift is now in need of replacement.
- 2.3 Complete replacement of the lift would cost in the region of £80,000- £85,000.

3. Tenant Consultation

- 3.1 We are aware the lifts at both sites have often been an emotive topic for tenants. Officers are regularly challenged at tenant meetings with regards to when the lifts are due for replacement. Tenants across both sites have told us that they are becoming cautious in terms of using the lifts as they are worried the lifts might break down.
- 3.2 We will need to co-ordinate the lift replacement programmes carefully. The installation is likely to take approximately six weeks and temporary arrangements will need to be made for tenants accessing their homes whilst works are underway. We will liaise with the effected households appropriately once we have agreed dates for the installation. We will also carry out information sessions for tenants on both sites (in community centres) to outline to them exactly what they can expect and the timescales for completion. We will take the opportunity to introduce the contractor to tenants so tenants know who they will expect to see working on the sites.

4. Budget

- 4.1 We are proposing to access the Fusion 21 framework for lift replacement, this will ensure a cost effective approach is taken. We should also consider that by procuring replacement of two lifts we should be able to drive the price down to ensure better value for money for EDDC.
- 4.2 It is proposed that we use funding from the HRA capital budget of major improvement to existing properties. We do not have a current lift replacement programme and it is recommended that our other six sites be considered for replacement within the next few years, this should form an element of the investment required to our stock in the refreshed business plan.

5. Conclusion

- 5.1 Following the recent surveys to all nine passenger lifts, it is strongly recommended that we now invest in the replacement of two lifts immediately. This will cost approximately £175,000 although it is hoped this total price will improve if we award both lift replacement contracts to one supplier.
- 5.2 We replaced the lift at Trumps Court, Sidmouth in 2014 so, following the approval of these sites, we will be a third of the way through a programme of passenger lift replacement across our stock.

Report to: **Housing Review Board**

Date of Meeting: 8 September 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 12

Subject: **Update on spending Right to Buy (RTB) receipts**

Purpose of report: This report provides an update on property currently being acquired using RTB receipts and Commuted Sums. It also sets out our proposal for future spending.

Recommendation:

- **To note the update report on the use of RTB receipts and commuted sums to secure suitable property to add to the Council's housing stock.**
- **To give delegated authority to the Strategic Lead - Housing, Health & Environment, Portfolio Holder for Sustainable Homes & Communities and Chair of Housing Review Board to approve further purchases to meet the RTB December spending deadline and extending into the next quarter using either HRA funding or a loan from PWLB as match funding.**

Reason for recommendation: To note the progression made so far in spending RTB receipts. To ensure RTB receipts are spent on time and not returned to Government with interest.

Officer: Paul Lowe, Housing Enabling & Allocations Manager
pjlowe@eastdevon.gov.uk

Financial implications: The financial implications are indicated in the report. The HRA is facing other financial pressures such as the 1% rent reduction and the sale of high value stock, so additional revenue funding of capital expenditure is not sustainable in the long term.

Legal implications: There are legal implications referred around the restrictive requirements set out in our agreement with the Secretary of State for spending the receipts may prevent RPs from being able to use the money. Separate advice has been sought on this point.

Legal will continue to provide advice on the use of funds linked to the use of RTB receipts on any potential purchases.

Equalities impact: Low Impact

Risk: High Risk

If the Right To Buy receipts are not spent in time the Council will have to return them to Government with interest.

- Links to background information:**
- [HRB report 10 March 2016](#)
 - [HRB Report 16 June 2016](#)
- Link to Council Plan:** Encouraging communities to be outstanding

Report in full

1.0 Background

- 1.1 Strategic Management Team agreed on the 27th January 2016 to support a number of options that help ensure RTB receipts are spent in accordance with various deadlines imposed by Government. Taking this support forward a report was presented to the Housing Review Board on the 10 March 2016, Cabinet and Council (6th & 20th April respectively) and has been approved. The report provided more detail on the options available.
- 1.2 One of the options was to use Commuted Sums and RTB receipts to purchase property from the open market. The HRB report sought to secure delegated authority to the Portfolio Holder Homes & Communities; Chair of Housing Review Board; and Strategic Lead – Housing, Health & Environment to approve a programme of individual property purchases to meet the short term Right to Buy spending deadlines. The first deadline is at the end of September and the next deadline is the end of December.

2.0 Property purchases to meet the September deadline

- 2.1 The following properties have now exchanged and completed:

Address	Agreed Price	Commuted Sum	RTB Amount at 30%
30 Orchard Close Sidford	£135,000	£94,500	£40,500
34 Ladymead Sidmouth	£153,000	£107,100	£45,900
4 Roseway Exmouth	£109,500	£76,650	£32,850
84 Fraser Road Exmouth	£190,000	£133,000	£57,000
212 Manstone Avenue Sidmouth	£179,250	£125,475	£53,775
1a George Street Honiton	£110,000	N/A	£33,000
Totals	£876,750	£536,725	£263,025

- 2.3 Taking into account on-costs such as stamp duty and legal fees, the amount of RTB receipts stated above should increase by circa £10,000.

2.4 We are currently in the process of purchasing the following properties:

Address	Agreed Price	Commuted Sum	RTB Amount at 30%
52 Ladymead Sidmouth	£190,000	£133,000	£57,000
103 Manstone Avenue Sidmouth	£179,500	£125,650	£53,850
156 Manstone Avenue Sidmouth	£183,000	£128,100	£54,900
Totals	£552,500	£386,750	£165,750
Combined Totals	£1,429,250	£923,475	£428,775

2.5 Based on the combined figures above, we remain on target to meet the deadlines to spend RTB receipts by 30th September 2016.

3.0 Proposal for December 2016 spend deadline

3.1 We have a further £104,500 in receipts to spend by the end of December. This is likely to amount to 2 additional properties.

3.2 To date we have mostly been using the commuted sums from the Fortfield Hotel. The preference is to spend this on providing additional affordable housing in Sidmouth; therefore we have concentrated our efforts in purchasing houses in Sidmouth. We now find ourselves in a position where there are very few suitable houses on the market in Sidmouth which represent value for money and that have a short chain or do not have a chain.

3.3 Therefore in order to spend the last tranche of RTB receipts it may be necessary for us to purchase 2 properties in Exmouth (an area with high housing need). We have limited commuted sum monies left for Exmouth and therefore the remaining 70% will need to be funded from either the Housing Revenue Account (HRA) or by borrowing from Public Works Loan Board (PWLB).

3.4 We request that delegated authority be given to purchase suitable properties once they have been found using either HRA money or by borrowing to match fund the RTB receipts. We will continue to search for suitable property in Sidmouth but widening the search area will enable us to spend the money in the tight time frame.

4.0 2017 and beyond approach to spending RTB receipts

4.1 Officers have been working on other options to spend the RTB receipts beyond January 2017. This is the time that the commuted sums that are currently match funding the property purchases will have run out. These options include working with Registered Providers to bid for the RTB monies and possibly borrowing from the HRA and Public Works Loan Board (PWLB). To spend the next quarter's receipts it is likely that we will require HRA funding or to borrow from PWLB.

4.2 We have written to Registered Providers (RPs) active in East Devon detailing our proposal to provide a Registered Providers Affordable Housing Grant Funding Programme. We

have sought expressions of interest and to date we have received 4 responses all of which have confirmed their interest in bidding for the grant.

- 4.3 The grant funding programme would require the RPs to bid for the available RTB receipts (grant). We have taken legal advice on how best to do this and whether we need to go down the procurement route. The process for bidding for grant will need to be an open and transparent process with a fair and open pre-determined scoring system to assess the bids.
- 4.4 The next steps will be to meet with the interested RPs, produce the bid documentation and prepare a grant agreement which will form the contract between the RP and the Council. We will report to the board later in the year detailing our progress.
- 4.5 Although we have received positive responses from RPs we are very concerned that the restrictive requirements set out in our agreement with the Secretary of State for spending the receipts may prevent RPs from being able to use the money.

5.0 Recommendations

- 5.1 Officers have been working on a range of methods to spend the RTB receipts and have managed to meet the September deadline for spend. In order to spend the remaining £104,500 by the end of December and extending into the next quarter we may need to match fund through the HRA or by borrowing from PWLB. We request that delegated authority is given to the Strategic Lead - Housing, Health & Environment, Portfolio Holder for Sustainable Homes & Communities and Chair of Housing Review Board to approve further purchases using either HRA funds or borrowing from PWLB to match fund the RTB receipts.
- 5.2 If officers cannot attract sufficient interest from Registered Providers or secure appropriate borrowing terms, then there is the real possibility of having to return unspent RTB receipts to Government with interest.

Report to: **Housing Review Board**

Date of Meeting: 08 September 2016

Public Document: Yes

Exemption: None



Agenda item: **13**

Subject: **HRA Financial Monitoring Report 2016/17 - 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 2016/17 at the end of month four (July 2016).

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

awhite@eastdevon.gov.uk

Financial implications: Details are contained within the report.

Legal implications: There are no legal implications requiring comment.

Equalities impact: Low Impact

Risk: Low Risk

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: Developing an outstanding local economy

Financial Monitoring Report 2016/17 – 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
No variations identified - some over and under spends within the repairs and maintenance budgets are being scrutinised to ensure that expenditure has been correctly allocated		0
Total variations		0

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	(213)
Month 4 predicted net (under)/overspend to year end	0
Predicted Budget (Surplus)/Deficit	(213)

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 (01/04/16)	(5,134)
Predicted budget (surplus)/deficit as above	(213)
Predicted HRA Balance (31/03/17)	(5,347)

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 £4.4m is held in the Business Plan Volatility Reserve.

3. Capital Programme Position

- 3.1 The following table shows the HRA Capital Programme totalling £2.745m and the expenditure incurred to date. Capital receipts will be used to fund part of this sum with the balance to be met by S106 contributions and revenue contributions from the HRA.

HRA Capital Programme Summary	Budget £000	Spend to date £000
New Housing IT System	138	19
Major improvements/extensions/loft conversions to existing dwellings	175	3
Off street car parking	50	41
Refurbish Manor Close Seaton	38	4
Re-modelling of sheltered schemes	200	83
Social Services Adaptations	200	30
Works to HMO St Andrews Road Exmouth	191	161
Redevelopment at 24/26 Normandy Close Exmouth	281	0
Purchase of property George St Honiton	136	111
Purchase of properties in Sidmouth	1,035	360
Purchase of properties in Exmouth	301	111
Total Programme	2,745	923

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

Capital Receipts	£000
Sale of council houses/flats	(557)
Other receipts including sales of land/garages	0
Total capital receipts received	(557)
Allocation of receipts:	
Retained for provision of new social housing	(267)
Retained for funding other HRA capital expenditure	(181)
Paid to HM Treasury	(109)
Total capital receipts allocation	(557)

There have been 6 Right to Buy sales completed to the end of June 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 June 2016 we had spent £2.327m. There is an update report elsewhere on this agenda regarding spending the retained RTB receipts.

New social housing expenditure			Date by which expenditure must be incurred
Required	Cumulative	Actual (cumulative)	
£000	£000	£000	
	1,464	2,111	Up to 31 March 2016
827	2,291	2,327	30 June 2016
805	3,096		30 September 2016
937	4,033		31 December 2016
448	4,481		31 March 2017
1,135	5,616		30 June 2017
1,111	6,727		30 September 2017
1,381	8,108		31 December 2017
1,301	9,409		31 March 2018
391	9,800		30 June 2018
518	10,318		30 September 2018
555	10,873		31 December 2018
753	11,626		31 March 2019
890	12,516		30 June 2019

4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2016/17 and the subsequent impact on balances for future years.

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2016/2017
SUMMARY OF HOUSING REVENUE ACCOUNT
 Period to 31 July 2016

2016/17 Budget			Service	2016/17	2016/17
Original	Revised	Year to Date		Actual	Variance
£	£	£		£	£
			INCOME		
1	(17,711,540)	(17,711,540)	Gross Property Rent including Garages	(6,211,050)	(80,140)
2	(1,195,870)	(1,195,870)	Other Rents & Income	(162,394)	43,886
3	(18,907,410)	(18,907,410)	Total Income	(6,373,444)	(36,254)
			EXPENDITURE		
			Repairs & Maintenance		
4	2,913,370	2,913,370	General	973,955	2,835
5	1,058,500	1,058,500	Special Works	394,092	(38,628)
			Supervision & Management		
6	3,576,100	3,576,100	General	1,806,019	(40,181)
7	1,421,420	1,421,420	Special	691,219	(65,441)
8	250,800	250,800	Other Expenditure	112,631	(1,169)
9	9,220,190	9,220,190	Total Management & Maintenance	3,977,916	(142,584)
10	0	0	Adjustment to Bad Debt Provision	0	0
11	58,800	58,800	Depreciation - dwellings	0	(58,800)
12	85,030	85,030	- other	85,030	0
13	5,002,170	5,002,170	Transfer to Major Repairs Reserve	1,201,887	(369,616)
14	14,366,190	14,366,190	Total Expenditure	5,264,833	(571,000)
15	(4,541,220)	(4,541,220)	NET COST OF SERVICE	(1,108,611)	(607,254)
16	(34,680)	(34,680)	Interest on Balances	0	0
17	4,038,330	4,038,330	Principal & Interest Payable (PWLB loans)	(27,569)	(27,569)
18	(40)	(40)	Interest on Council House Sales (mortgages)	(7)	6
19	4,003,610	4,003,610		(27,576)	(27,563)
20	(537,610)	(537,610)	NET OPERATING EXPENDITURE - Deficit / (Surplus)	(1,136,187)	(634,817)
21	325,000	325,000	Revenue Contribution to Capital Expenditure	0	0
22	(212,610)	(212,610)	Deficit / (Surplus) for the Year	(1,136,187)	(634,817)
			BALANCES		
23	(4,838,888)	(5,134,598)	Balance b/f HRA	(5,134,598)	0
24	(3,400,000)	(4,400,000)	Balance b/f Volatility Reserve	(4,400,000)	0
25	(212,610)	(212,610)	Deficit / (Surplus) in year	(1,136,187)	(634,817)
26	(8,451,498)	(9,747,208)	Total Balance C/F	(10,670,785)	(634,817)

(2,111,000) required balance: £500 per property

(7,636,208) (over)/under required balance

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2016/2017
HOUSING REVENUE ACCOUNT - DETAILED STATEMENT
 Period to 31 July 2016

	2016/17			Service	2016/17			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
£	£	£	£	£	£	£		
				INCOME				
1	(17,285,000)	(17,285,000)	(5,983,270)	SB Gross Property Rents	(6,057,572)	(74,302)		
2	(426,540)	(426,540)	(147,640)	SB Garage Rents	(153,478)	(5,838)		
3	(1,195,870)	(1,195,870)	(206,280)	SB Other Rents and Income	(162,394)	43,886	!	
4	(18,907,410)	(18,907,410)	(6,337,190)	TOTAL INCOME	(6,373,444)	(36,254)	0	
				REPAIRS & MAINTENANCE				
				Repairs and Maintenance - General				
5	1,916,370	1,916,370	638,800	AG Response Maintenance	720,573	81,773	!	
6	0	0	0	AG Rechargeable Works	1,673	1,673	!	
7	0	0	0	AG Storm Damage	6,296	6,296	!	
				Programmed Maintenance				
8	37,000	37,000	12,320	AG Communal Areas	23,105	10,785	!	
9	0	0	0	AG Carbon Monoxide Alarms	906	906	!	
10	30,000	30,000	10,000	AG Emergency Equipment Test & Repair	753	(9,247)		fire alarms, smoke detectors
11	10,000	10,000	3,320	AG Legionella Testing	952	(2,368)		
12	0	0	0	AG PAT Testing	543	543	!	
13	80,000	80,000	26,680	AG Solid Fuel Appliances	21,263	(5,417)		
14	500,000	500,000	166,680	AG Gas Boilers Servicing	173,322	6,642	!	
15	100,000	100,000	33,320	AG Electrical Inspections	0	(33,320)		
16	85,000	85,000	28,320	AG Lift Maintenance	17,756	(10,564)		
17	842,000	842,000	280,640	Total Programmed Maintenance	238,600	(42,040)	0	
				Cyclical Maintenance				
18	150,000	150,000	50,000	AG External Painting Programme	0	(50,000)		
19	5,000	5,000	1,680	AG Service of Rainwater Harvest Systems	3,686	2,006	!	
20	0	0	0	AG Interior Decoration	3,127	3,127	!	miscodings - either COT or day to day repairs
21	155,000	155,000	51,680	Total Cyclical Maintenance	6,813	(44,867)	0	
22	2,913,370	2,913,370	971,120	Total Repairs and Maintenance - General	973,955	2,835	0	
				Repairs and Maintenance - Special Works				
23	75,000	75,000	25,000	AG Adaptations for Disabled	99,556	74,556	!	some should be capital
24	0	0	0	AG Fence Programme	18,134	18,134	!	
25	250,000	250,000	83,320	AG Fire Safety Works	58,008	(25,312)		
26	120,000	120,000	120,000	AG Dampness Eradication & Condensation	37,982	(82,018)		
27	10,000	10,000	3,320	AG Loft Insulation	4,750	1,430	!	
28	150,000	150,000	50,000	AG Fuel Efficiency Measures	0	(50,000)		
29	10,000	10,000	3,320	AG Improvements Voucher Scheme	4,181	861	!	
30	3,500	3,500	1,160	AM Sanctuary Scheme	5,334	4,174	!	
31	100,000	100,000	33,320	AG Asbestos Management Surveys	0	(33,320)		
32	100,000	100,000	33,320	AG Asbestos Works	58,631	25,311	!	
33	10,000	10,000	3,320	AG Gutter Repairs/Improvements	23,364	20,044	!	
34	0	0	0	AG Renewal of Walls	0	0		
35	100,000	100,000	33,320	AG Handyperson Scheme	25,234	(8,086)		
36	20,000	20,000	6,680	AG Replacement Floors	0	(6,680)		

37	30,000	30,000	10,000	AG	Structural Works - Subsidence	343	(9,657)	
38	0	0	0	SB	Grant via Tenant Participation	549	549	!
39	20,000	20,000	6,680	AG	Energy Performance Certificates	2,790	(3,890)	
40	10,000	10,000	3,320	AG	Path Repairs	20,471	17,151	!
41	10,000	10,000	3,320	AG	Minor Schemes	2,500	(820)	
42	10,000	10,000	3,320	AG	Flat Roof Repairs	9,221	5,901	!
43	30,000	30,000	10,000	AG	Chimney Repairs	23,044	13,044	!
44	1,058,500	1,058,500	432,720		Total Repairs and Maintenance - Special Works	394,092	(38,628)	0

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2016/2017**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2016/17			Service	2016/17			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
£	£	£	£	£	£	£		
				SUPERVISION & MANAGEMENT				
				Supervision & Management - General				
1	2,257,430	2,257,430	770,520	Employees	743,893	(26,627)		
2	181,960	181,960	171,060	Premises	186,880	15,820		!
3	123,420	123,420	44,300	Transport	46,187	1,887		!
4	243,130	243,130	88,010	Supplies & Services	56,384	(31,626)		
5	979,370	979,370	979,370	Corporate Support Services	979,370	0		
6	219,560	219,560	219,560	Other Support Services	219,560	0		
7	4,004,870	4,004,870	2,272,820	Total Expenditure	2,232,274	(40,546)		
8	(3,270)	(3,270)	(1,120)	Income	(755)	365		!
9	4,001,600	4,001,600	2,271,700	Net Expenditure before Recharges	2,231,519	(40,181)		
10	(425,500)	(425,500)	(425,500)	Recharge income	(425,500)	0		
11	3,576,100	3,576,100	1,846,200	Net Supervision & Management - General	1,806,019	(40,181)	0	
				Net Expenditure Analysis by Cost Centre				
12	815,580	815,580	752,770	JG General Operational Management	737,908	(14,862)		
13	200,500	200,500	112,000	JG Strategic Lead Housing & support	112,044	44		!
14	1,086,670	1,086,670	482,120	SB Landlord Services	466,682	(15,438)		
15	937,290	937,290	436,530	AM Housing Needs & Strategy	439,859	3,329		!
16	929,470	929,470	459,590	AG Asset & Property	447,421	(12,169)		
17	32,090	32,090	28,690	AG Council House Sales	27,599	(1,091)		
18	4,001,600	4,001,600	2,271,700	Net Expenditure before Recharges	2,231,513	(40,187)		
19	(425,500)	(425,500)	(425,500)	Recharge income	(425,500)	0		
20	3,576,100	3,576,100	1,846,200	Total Analysis by Cost Centre	1,806,013	(40,187)	0	
				Supervision & Management - Special				
21	55,910	55,910	24,000	SB Communal Areas Cleaning	21,821	(2,179)		
22	35,000	35,000	11,300	SB Community Centres	9,966	(1,334)		
23	12,180	12,180	4,080	AM Choice Based Lettings	0	(4,080)		
24	0	0	0	AM Mutual Exchanges	32,855	32,855		!
25	317,800	317,800	317,800	SB Maintenance of Grounds	317,800	0		
26	15,020	15,020	8,660	SB Play Areas	9,123	463		!
27	52,280	52,280	17,330	SB Estate Management	1,752	(15,578)		
28	410	410	120	SB Caretaking & Window Cleaning	0	(120)		
29	30,000	30,000	10,000	AG Communal Areas Lighting	8,597	(1,403)		
30	32,130	32,130	10,720	AG Communal Areas Heating	3,704	(7,016)		
31	5,000	5,000	1,680	AM Longitudinal Study	0	(1,680)		

32	75,000	75,000	25,000	AG	Stock Condition Survey	0	(25,000)	
33	3,290	3,290	1,120	SB	Tenants' Conference	255	(865)	
34	15,000	15,000	5,000	AM	New Build Feasibility	0	(5,000)	
35	15,000	15,000	15,000	JG	ASW Procurement	13,371	(1,629)	
36	10,000	10,000	3,320	TC	Decommissioning Costs	1,769	(1,551)	
37	5,000	5,000	1,680	JG	Business Plan Update	0	(1,680)	
38	10,200	10,200	1,840	TC	District Offices running expenses	528	(1,312)	
39	653,370	653,370	269,180	TC	Mobile Support Officers	256,322	(12,858)	
40	75,000	75,000	25,000	SH	Sheltered Schemes Equipment Maintenance	9,526	(15,474)	
41	3,830	3,830	3,830	AG	Sewage Treatment Works	3,830	0	
42	1,421,420	1,421,420	756,660		Total Supervision & Management - Special	691,219	(65,441)	0

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2016/2017**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2016/17			Service	2016/17			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
£	£	£	£	£	£	£		
				OTHER EXPENDITURE				
1	14,670	14,670	3,680	AG	Sewerage - Repairs, Maintenance & Emptying	3,377	(303)	
2	33,940	33,940	20,180	SB	Tenant Participation	21,749	1,569	!
3	5,250	5,250	1,760	SB	Tenant Scrutiny	39	(1,721)	
4	2,030	2,030	680	SB	Storage	0	(680)	
5	5,110	5,110	1,520	SB	Honiton - 38 St Pauls Road Heathpark	292	(1,228)	
6	25,270	25,270	8,440	SB	Community Development Work	7,017	(1,423)	
7	0	0	0	SB	Honiton Together	(480)	(480)	
8	5,050	5,050	1,680	SB	Minor Management Schemes	146	(1,534)	
9	0	0	0	AG	Road Repairs	955	955	!
10	1,020	1,020	360	SB	Signs on Estates	139	(221)	
11	8,120	8,120	2,720	SB	Eviction Expenses	4,964	2,244	!
12	0	0	0	AG	Off Street parking - Grants to Tenants	0	0	
13	3,050	3,050	1,000	AG	Pest Control Expenses	878	(122)	
14	10,000	10,000	3,320	AG	Gully Cleansing	0	(3,320)	
15	31,410	31,410	28,090	AG	Tree Felling and Planting	27,423	(667)	
16	5,000	5,000	1,680	AG	Landscaping	1,352	(328)	
17	75,000	75,000	25,000	AM	Removal Expenses (downsizing)	19,918	(5,082)	
18	0	0	0	AG	Private Water Supplies - Service & Maintenance	0	0	
19	18,270	18,270	6,080	SB	Removal of Rubbish	18,406	12,326	!
20	7,610	7,610	7,610	SB	Best Value - Housemark	6,456	(1,154)	
21	250,800	250,800	113,800		TOTAL OTHER EXPENDITURE	112,631	(1,169)	0
				MAJOR REPAIRS ACCOUNT				
22	200,000	200,000	66,667	AG	Central Heating replacement	3,400	(63,267)	
23	800,000	800,000	266,667	AG	Gas Boilers Replacement	2,609	(264,058)	
24	150,000	150,000	50,000	AG	Electrical Updating	6,894	(43,106)	
25	150,000	150,000	50,000	AG	Roof Renewal	67,061	17,061	!
26	650,000	650,000	216,667	AG	Replacement Kitchens	88,917	(127,750)	
27	400,000	400,000	133,333	AG	Replacement Doors	148,519	15,186	!
28	400,000	400,000	133,333	AG	Replacement uPVC fascias etc	5,973	(127,360)	
29	300,000	300,000	100,000	AG	Replacement Bathrooms	44,290	(55,710)	
30	500,000	500,000	166,667	AG	Electrical Works on COT	42,073	(124,594)	
31	1,596,000	1,596,000	532,000	AG	COT: Other Expenditure	877,181	345,181	! incl boilers, kitchens, bathrooms
32	5,146,000	5,146,000	1,715,333		TOTAL MAJOR REPAIRS ACCOUNT	1,286,917	(428,416)	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	458	0	30	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	606	0	46	18,072	(3,869)	(1,192)	(4,110)	(244)	0	27	(9,387)	(2,563)	6,122	(580)	(3,657)	(342)	1,543	6,791	32	8,366		
3	2015.16	17,744	734	0	39	18,518	(4,591)	(1,232)	(4,116)	(299)	0	(2)	(10,240)	(2,549)	5,729	(1,039)	(3,532)	(24)	1,134	8,366	35	9,535		
4	2016.17	17,285	883	700	39	18,907	(4,997)	(1,129)	(3,972)	(250)	0	0	(10,348)	(2,548)	6,011	(1,490)	(4,017)	(325)	179	9,535	33	9,747		
5	2017.18	17,003	947	0	39	17,990	(4,905)	(1,115)	(4,227)	(297)	(47)	0	(10,591)	(2,725)	4,674	(1,310)	(3,500)	0	(137)	9,747	50	9,661		
6	2018.19	16,834	974	0	39	17,847	(4,556)	(1,102)	(4,317)	(303)	(65)	0	(10,343)	(2,672)	4,831	(1,587)	0	(2,856)	389	9,661	51	10,101		
7	2019.20	16,665	1,001	0	39	17,705	(4,713)	(1,088)	(4,410)	(309)	(78)	0	(10,598)	(2,647)	4,460	(1,917)	0	(3,651)	(1,108)	10,101	50	9,042		
8	2020.21	17,082	1,028	0	39	18,150	(4,875)	(1,075)	(4,504)	(315)	(85)	0	(10,854)	(2,615)	4,681	(2,259)	0	(3,749)	(1,328)	9,042	44	7,757		
9	2021.22	17,510	1,057	0	39	18,605	(5,043)	(1,062)	(4,600)	(322)	(115)	0	(11,141)	(2,575)	4,889	(2,619)	0	(3,954)	(1,684)	7,757	36	6,109		
10	2022.23	17,947	1,086	0	39	19,072	(5,218)	(1,049)	(4,698)	(328)	(92)	0	(11,384)	(2,522)	5,166	(2,889)	0	(4,055)	(1,778)	6,109	27	4,358		
11	2023.24	18,396	1,116	0	39	19,551	(5,398)	(1,036)	(4,777)	(335)	(95)	0	(11,641)	(2,508)	5,402	(3,288)	0	(2,132)	(18)	4,358	23	4,363		
12	2024.25	18,856	1,147	0	39	20,042	(5,586)	(1,023)	(4,879)	(341)	(127)	0	(11,956)	(2,538)	5,548	(3,718)	0	(1,848)	(18)	4,363	23	4,367		
13	2025.26	19,327	1,179	0	39	20,545	(5,780)	(1,010)	(4,982)	(348)	(101)	0	(12,222)	(2,568)	5,755	(4,180)	0	(1,594)	(19)	4,367	23	4,371		
14	2026.27	19,810	1,211	0	39	21,061	(5,982)	(997)	(5,088)	(355)	(104)	0	(12,526)	(2,600)	5,935	(4,675)	0	(1,278)	(18)	4,371	23	4,375		
15	2027.28	20,306	1,245	0	39	21,589	(6,191)	(985)	(5,196)	(362)	(106)	0	(12,841)	(2,570)	6,178	(2,427)	0	(3,816)	(65)	4,375	23	4,333		
16	2028.29	20,813	1,279	0	39	22,132	(6,408)	(972)	(5,306)	(370)	(109)	0	(13,165)	(2,595)	6,371	(2,710)	0	(3,666)	(4)	4,333	23	4,351		
17	2029.30	21,334	1,315	0	39	22,687	(6,633)	(960)	(5,418)	(377)	(111)	0	(13,499)	(2,640)	6,548	(3,081)	0	(3,486)	(19)	4,351	23	4,355		
18	2030.31	21,867	1,351	0	39	23,257	(6,867)	(947)	(5,533)	(385)	(113)	0	(13,845)	(2,687)	6,726	(3,483)	0	(3,261)	(19)	4,355	23	4,359		
19	2031.32	22,414	1,389	0	39	23,841	(7,109)	(935)	(5,650)	(392)	(116)	0	(14,202)	(2,738)	6,902	(3,915)	0	(3,005)	(18)	4,359	23	4,363		
20	2032.33	22,974	1,427	0	39	24,440	(7,360)	(923)	(5,770)	(400)	(117)	0	(14,570)	(2,855)	7,015	(6,063)	0	(936)	15	4,363	23	4,401		
21	2033.34	23,548	1,467	0	39	25,054	(7,620)	(911)	(5,892)	(408)	(119)	0	(14,950)	(2,955)	7,149	(6,735)	0	(432)	(18)	4,401	23	4,406		
22	2034.35	24,137	1,507	0	39	25,684	(7,890)	(899)	(6,016)	(416)	(122)	0	(15,344)	(3,103)	7,236	(7,413)	0	0	(177)	4,406	22	4,252		
23	2035.36	24,741	1,549	0	39	26,329	(8,171)	(887)	(6,143)	(425)	(124)	0	(15,750)	(3,416)	7,164	(8,137)	0	0	(973)	4,252	20	3,298		
24	2036.37	25,359	1,592	0	39	26,990	(8,462)	(876)	(6,273)	(433)	(126)	0	(16,169)	(4,782)	6,039	(8,911)	0	0	(2,872)	3,298	10	436		
25	2037.38	25,993	1,636	0	39	27,668	(8,763)	(864)	(6,405)	(442)	(129)	0	(16,603)	(4,283)	6,783	(225)	0	(2,610)	3,948	436	13	4,397		
26	2038.39	26,643	1,682	0	39	28,364	(9,077)	(853)	(6,540)	(451)	(132)	0	(17,051)	(4,238)	7,075	(20)	0	(7,165)	(110)	4,397	23	4,309		
27	2039.40	27,309	1,729	0	39	29,077	(9,401)	(841)	(6,677)	(460)	(134)	0	(17,513)	(4,332)	7,232	(21)	0	(7,233)	(22)	4,309	22	4,309		
28	2040.41	27,992	1,777	0	39	29,807	(9,738)	(830)	(6,817)	(469)	(136)	0	(17,990)	(4,431)	7,386	(22)	0	(7,388)	(24)	4,309	22	4,308		
29	2041.42	28,691	1,826	0	39	30,556	(10,088)	(819)	(6,961)	(478)	(47)	0	(18,393)	(4,530)	7,634	(23)	0	(7,636)	(26)	4,308	22	4,304		
30	2042.43	29,409	1,877	0	39	31,324	(10,451)	(807)	(7,107)	(488)	0	0	(18,853)	(4,617)	7,855	(25)	0	(7,855)	(25)	4,304	22	4,301		