Public Document Pack

Agenda for Housing Review Board Thursday, 16th March, 2023, 10.00 am

Members of Housing Review Board

S Dawson, S Clake, R Robinson, S Beer, S Saunders (Vice-Chair), I Hall, H Parr, C Collier, G Pook, B Taylor and S Chamberlain (Chair)

Venue: Council Chamber, Blackdown House, Honiton

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(or group number 01395 517546)

Tuesday, 7 March 2023



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1 Public speaking

Information on public speaking is available online

- 2 Minutes of the previous meeting (Pages 3 11)
- 3 Apologies
- 4 Declarations of interest

Guidance is available online to Councillors and co-opted members on making declarations of interest

5 Matters of urgency

Information on matters of urgency is available online

6 Confidential/exempt item(s)

To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.

- 7 Housing Review Board forward plan (Pages 12 13)
- 8 Changes to the housing leadership team (Pages 14 18)
- 9 Finance report (Pages 19 22)
- 10 Remit Zero cyclo Innovate UK application (Pages 23 31)
- 11 Integrated asset management contract minor works (Pages 32 34)
- 12 Void performance (Pages 35 48)
- 13 Learning from complaints (Pages 49 55)

- 14 Tenancy visits (Pages 56 87)
- 15 Performance dashboard (Pages 88 117)
- 16 HouseMark 2023/24 membership renewal (Pages 118 121)
- 17 Self-assessment of Consumer Standards (Pages 122 165)
- 18 Annual Housing Review Board report (Pages 166 171)

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Decision making and equalities

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EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Housing Review Board held at Council Chamber, Blackdown House, Honiton on 18 January 2023

Attendance list at end of document

The meeting started at 10.20 am and ended at 1.00 pm

33 Public speaking

Co-opted tenant member of the Board Sue Dawson spoke in relation to the downsizing grant report. She felt that tenants had not been given enough time consider the policy in full and allow adequate consultation. She questioned how 'need' would be defined and suggested that it could infer that tenants were not capable of articulating their case for changes to the existing policy. Sue stated that mutual exchange and downsizing were two different things. She felt that the new policy and revised figures were not clear and that the entire review highlighted the lack of commitment on the part of the council to involve tenants fully.

34 Minutes of the previous meeting

The minutes of the previous meeting held on 11 October 2022 were agreed, subject to Councillor lan Hall being added to the list of apologies.

35 **Declarations of interest**

There were none.

36 Matters of urgency

There were none.

37 Confidential/exempt item(s)

There were none.

38 Housing Review Board forward plan

The Assistant Director of Housing 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 reports and topics for discussion to the next forward plan by informing either herself or the Democratic Services Officer.

It was agreed that a report on learning points from Housing Ombudsman complaints would be added to the forward plan.

39 Housing Service Plan

The Assistant Director – Housing presented the draft service plan for the Housing Service covering the period 2023-2024, for consideration by the Board.

The service plan was a working document produced annually by all EDDC services and set out the key achievements over the past year and the forthcoming issues to be faced by the service. The service plan was produced using a corporate template which had been modified this year to focus on issues integral to the Council Plan. It linked closely with the Council Plan and the aim of the process was to produce a work plan for the coming year with a realistic view of the challenges and risks ahead. Producing a service plan presented a good opportunity to look back and reflect and also the ability to forward plan. Performance should be monitored constantly against the 'live' document. The service plan was coordinated annually with budget planning.

A range of service improvements and carbon reduction aspirations were identified through a number of SMART objectives (specific, measurable, achievable, relevant, time bound). This years' service plan had also been produced alongside a comprehensive workforce development plan document to compliment it and ensure that the correct resources and staffing requirements were considered and in place to ensure Plan delivery is realistic.

The plan also considered service challenges and pressures strategically, including climate change implications, the implications of the Social Housing White Act, the new Building Safety Act and the ambitions to increase the supply of social housing with the role of the newly formed Housing Task Force team.

The big issues for the service and the Council were:

- Quality of life.
- Decent home for all.
- Safety first.
- Protecting the environment.
- Climate change.
- Health and wellbeing.
- Health and safety.
- Tenant safety.
- Environmental protection.
- Safeguarding.
- Poverty.

There were many challenges ahead nationally, which included:

- Social Housing Act.
- Cost of living crisis.
- Decarbonisation of stock.
- Building Safety Act.
- Reprioritising the tenant voice.

The Assistant Director – Housing detailed the challenges ahead for the housing service and summarised them for 2023/24 as follows:

- Delivering core services well.
- Not considered ambitious but realistic.
- Increasing demand in every area.
- 'Back to basics' approach.
- Prioritising and maintaining staff morale.
- Ongoing recruitment & retention.
- High levels of staff absence.
- Meeting customer expectations.
- Delivering Council Plan and Service Plan priorities.

The overarching priorities for the housing service were more affordable homes -a decent home for all, homelessness and rough sleeping, and council homes fit for purpose with satisfied tenants. The Assistant Director - Housing outlined these and what this meant for the housing service. Headlines from the service plan were:

- Stock Condition Survey
- ➤ Robust management of the Integrated Asset Management Contract
- Future proofing Home Safeguard
- > Launch of new resident involvement strategy
- Review of Housing Revenue Account Business Plan
- Strategic Asset Management Plan
- ➤ Compliance with the Social Housing Act
- Retrofit- Grant Funding
- Upgrade to One Housing
- Reference to new Housing dashboard/management information

A tenant consultation session on the service plan had been carried out on 21 December 2022 and there had been no direct requests to change or amend anything in the plan. There were a number of questions that linked to operational areas of delivery. The Assistant Director - Housing highlighted to the Board issues raised during the consultation.

The Board's input into the service plan was welcomed and gave tenants an additional opportunity to comment, before it was finalised and reported to Cabinet. During discussion a number of operational, service delivery issues were raised by a tenant representative and it was agreed that officers would look into these and that the written responses would be circulated to HRB members by the Assistant Director - Housing. Many of the concerns related to tenant involvement and the Resident Involvement Strategy 2023-27, which the Interim Housing Services Manager advised would be reported to future meetings of the Housing Review Board.

RECOMMENDED: that Cabinet approve the Housing Service Plan for 2023-24.

Finance report

Consideration was given to the Finance Director's report which presented the draft Housing Revenue Account (HRA) revenue and capital budgets for 2023/24. Draft Service Plans had been prepared and aligned at the same time as preparing the draft budget. Recommendations from the Housing Review Board would be presented back to Cabinet on 1 February 2023 when councillors would finalise budget proposals to recommend to Council.

The Housing Revenue Account (HRA) was underpinned and influenced by the HRA Business Plan. The Finance Director explained that this plan needed to be updated with revised financial modelling once the stock condition survey work was complete. At present it was anticipated that there were sufficient resources available but it was likely that there would need to be movement between budget heads in 2023/24 to reflect the findings of the survey. The Board would be updated on any necessary in year reallocation of budgets or use of additional reserves to meet priorities.

The draft 2023/24 budget was similar to the current year with variations noted in the report. The budget had been prepared to maintain council homes to a high standard with

a comprehensive planned programme of expenditure, adaptations and routine repairs. All planned expenditure was met from available income.

The draft HRA budget currently showed a surplus of £268,000. The additional £1.6m held in the HRB debt volatility fund remained unchanged. Reserves were kept at adopted levels.

The Finance Director explained that the draft budget assumed an increase in council house and garage rents of 7% in order to meet rising costs. There would be an increase of 3% for other charges across the budget but with 10% increase included for main contractor maintenance costs in line with contracts. The Finance Director outlined measures that were in place to protect low income council tenants. These included increases in housing benefits and Universal Credit and a revised council tax reduction scheme. It was noted that the rental team were taking a much more proactive approach to support tenants through the cost of living crisis and this will be continuing.

RECOMMENDED: that Cabinet approve the draft Housing Revenue Account revenue and capital estimates, including the proposed rent increases for 2023/24.

41 Damp and mould policy

Over recent months the prevalence of damp and mould in social housing, including the failings to address these had become national headlines in the press and on television. As a result the Government/Regulator had asked every Housing provider to answer some probing questions that sought to establish their current position. The Council's response was submitted on 16 December 2022. The issues surrounding damp and mould highlighted the need to have a specific policy and process in place for the management of damp and mould. The Property and Asset Manager's report recognised the serious health impacts that damp and mould can have on the occupants and the need to take meaningful action as a social housing landlord that aimed to provide a decent home for tenants.

The damp and mould policy was written to ensure that wherever possible tenants were not adversely affected by the causes of damp and mould. It would drive forward an agenda of proactive action to manage and eradicate cases of damp and mould and avoid a culture of attributing the problem to tenant lifestyle. Basic training would be provided to all officers and repairs advisers to help identify and detect signs of major damp and mould, along with general guidance for tenants on how this could be managed. In addition, the external consultants undertaking the stock condition surveys had been asked to report on any issues observed in advance of submitting the survey.

As a landlord EDDC was responsible for:

- Maintaining the fabric of the property to prevent penetrating and rising damp.
- Carrying out all remedial action to address damp and mould occurrences as and when they were identified/reported.
- Maintaining the property in accordance with current statutory regulations and legislation.
- Ensuring that wherever possible tenants were not adversely affected by the causes of damp and mould.

An article on damp and mould to be published in the Housing Matters magazine and information and advice would be provided to all new tenants in the welcome pack. The Board were reassured that all tenants would be made aware of the damp and mould policy and associated advisory leaflets.

The policy had been reported to residents and included their valuable feedback. In response to a question about 'decanting' tenants, the Board were reassured that there was already an established procedure to deal with this and that works would be dealt with on a case by case basis. There was some clarification of exactly what was meant by the term 'decant'.

RECOMMENDED: that Cabinet adopt the damp and mould policy.

42 Learning from complaints in housing

The Assistant Housing Director's report set out learning and improvements identified form the complaints the housing service had received during the year. The report made recommendations in the handling and processing of complaints by the housing service in line with the EDDC corporate complaints procedure, the Housing Ombudsman code and the consumer standards.

The Assistant Director – Housing summarised the formal complaint process at stage 1 and stage 2 for the benefit of Board Members. The corporate complaints team processed complaints in line with EDDC policy ensuring the separation between a complaint and a service request. If the complainant was still dissatisfied with the Council's final response they were able to request the Housing Ombudsman look into their complaint. Previously complainants were required to contact a designated person – MP, local councillor or tenant panel – or wait eight weeks before referring their complaint to the Ombudsman. This 'democratic filter' was removed following a change in the law.

The Housing Ombudsman published its annual complaints report in December 2022 with a table of providers with high maladministration rates. The Ombudsman has written to EDDC and highlighted its high maladministration rate, which was a higher percentage of adverse findings than average for the sector. In 2021/2022 EDDC's housing service had 5 cases referred to the Ombudsman with maladministration found in relation to four of them.

- Maladministration − 3 (1 x antisocial behaviour (ASB), 2 x property condition).
- Service failure 5 (3 x complaints handling, 2 x ASB)
- Orders 7 x compensation (total £1450), 2 x policy review, 5 x specific actions.

There were 15 recommendations for learning listed in the report and the Housing Review Board agreed to endorse them. Officers reminded members of the purpose of the complaints system and the role of the corporate complaints team. The corporate complaints team would be willing to talk to any tenant group if it would be helpful.

RECOMMENDED: that Cabinet note and approves the recommendations highlighted within the report.

43 Integrated Asset Management Contract

The Property and Asset Manager's report provided the Board with an update on the delivery of the integrated asset management contract as part of a regular update on this area of service, but also as a direct response to ongoing concerns raised regarding delivery of some key functions of the contract. The contract was well into its fourth year of a ten year contract. There were relatively high complaints levels, with elements of tenant dissatisfaction, concerns around resource levels, material supplies, communications with tenants and the complex and extensive nature of some repairs and voids.

The purpose underpinning the contract was right repair, right time, fix and stay fixed. EDDC developed an action plan with its main contractor lan Williams to improve the repairs and maintenance service to a level that client, contractor and customers were expecting from the contract. This action plan was being rigorously implemented and has resulted in service improvements.

Key performance indicators (KPIs) for quarters 1 and 2 of the current financial year were showing numerous fluctuations in performance across all areas of the contract, although indicated a level of improvement in performance, but there remained room for further improvement. There was greater service demand for reactive repairs as the winter period began, which would also increase the work in progress figures for reactive repairs. There was also additional focus on damp and mould.

Resourcing continued to be a problem with recruitment an ongoing process and challenge. Larger repair jobs were becoming larger in nature and created challenge around delivery and resource. A 'minor works team' was being developed to deliver these larger type repairs.

Void costs continued to be higher than expected when letting the contract. Void turnover had increased resulting in a backlog of void orders which was proving difficult to clear. There was an increasing number of properties being returned in poor condition. EDDC had signed up with an organisation called Tenants Save Money to help with the problem of debt left on meters by outgoing tenants. As part of the high level action plan there was a commitment to carry out a detailed review of the void process and the void standard in an effort to improve performance and the general standard of properties for re-letting.

Throughout quarters 1 and 2 customer satisfaction remained an emotive subject. The Property and Asset Manager assured the Board that the team were doing as much as possible to ensure that lan Williams were carrying out the customer service satisfaction surveys.

Despite struggling to find tenant inspectors the role was being revisited – whereby a resident would visit a property once lan Williams had finished to do a 'post inspection'. This was to ensure that resident engagement was being utilised as much as possible. However, this was dependent upon input from residents. The Housing Assistant Director invited any HRB members who were interest to do 'a day in the life of and shadow an operative.

RECOMMENDED: that Cabinet notes the report on the delivery of the integrated asset management contract and endorses the action plan designed to bring about a sustained improvement in service delivery.

44 Review of downsizing grant

The Housing Solutions Manager's report set out a review of the downsizing grant available to EDDC tenants seeking to reduce the size of their home, along with recommendations for the levels of incentive grants. It was noted that there was no stand-alone downsizing policy. Downsizing was covered within the allocations policy (this was consistent with other councils and EDDC was one of the only authorities that currently offered any financial incentive to downsize). The downsizing process was covered within the Devon Home Choice policy and also done through mutual exchange.

Instances of downsizing were considered on a case-by-case basis. Encouraging tenants to downsize would lead to an increase in the number of larger family homes available and also help tenants who were struggling in larger properties.

A tenant consultation exercise was held on 8 November 2022 with representatives of tenant groups. Discussions covered a range of options with the aim of increasing the numbers of downsizing cases, ultimately assisting tenants with their accommodation needs and leading towards the Council's objective to make the best use of housing stock within the district. It was agreed that there were factors over and above the financial incentives made available to tenants when downsizing, in cases where it was acknowledged that assistance was required. The key area was that of additional support for tenants when downsizing. It was agreed that the council would give consideration towards helping tenants, when help was needed, with some of the tasks which came with the process of moving homes. Through the tenant consultation exercise increases to the current financial were suggested of increasing the standard compensation payment from £1,500 to £2,000, and an additional £750 payment per bedroom released form properties with three or more bedrooms. It was recommended that the financial incentives proposed in the report be trialled for a period of 12 months and kept under review.

RECOMMENDED: that the Housing Review Board recommend that Cabinet agree to the suggested financial payments for a trial period of 12 months, for tenants who were downsizing.

45 Performance dashboard overview

The Assistant Director- Housing presented the Information and Analysis Officer's report to the Board. This presented a newly developed performance tabular summary. Her report outlined some different options for how and what performance information the Board would like to see presented in future meetings. This would help to ensure that the HRB had better assurance around performance of the housing service, which would support it to scrutinise, challenge and be accountable for the performance of the housing service.

56 key performance indicators (KPIs) and 25 compliance performance indicators were chosen to monitor and reflect the different areas of housing. These showed at a glance areas for improvement and where focus was needed, in addition to where the service was doing well. Officers could access a live dashboard to see detailed information on any performance measure.

An advantage of the dashboard was that it could be set in different ways depending on the audience, and the Board were asked the level of refinement of the KPIs and the format it would like the information presented in. It was noted that some of the data presented in the report was not verified, but the first verified data report to the Board in March would be accompanied by a presentation. Performance measures could be added in or taken out easily, provided the data was available.

The Board were asked whether it would be beneficial to develop a more refined set of key performance indicators to support the Board's role of scrutinising housing performance, with feedback, comments and questions given at each meeting. The Board were also asked what format they would like the information presented, with options included in the report. Preference was shown for options table 2 contained in the report. It was suggested that the number of decants and the number of estate visits bed added to the performance measures.

RESOLVED: that the Housing Review Board note the report and agrees to use the new performance tabular summary to monitor the performance of the housing service.

46 Update on stock condition survey

The Property and Asset Manager's report updated the Board on the current position with the delivery of the housing stock condition survey. A formal contractual arrangement was in place for this work between EDDC and Currie & Brown. The mobilisation period had taken a little longer than anticipated but had now been completed. Initial test surveys identified some IT issues that needed to be addressed before the stock condition survey commenced in full and work was being done with the Housing Systems team to integrate the data.

The stock condition survey commenced in September 2022, and although currently running behind schedule, Currie & Brown have assured that they will quickly bring the project back on programme and remain on target to complete on time. Data from the surveys would be used to inform work programmes for repairs and future planned works. It was noted that the survey data would be corporately available and a dashboard summary would be provided. A copy of each individual survey would also be held in a database.

RESOLVED: that the Housing Review Board note the update on the current position with the delivery of the housing stock condition survey.

Attendance List

Board members present:

Sue Dawson, Tenants Sara Clarke, Independent Community Representative Sue Saunders, Tenants (Vice-Chair) Councillor Helen Parr Councillor Sarah Chamberlain (Chair)

Councillors also present (for some or all the meeting)

D Ledger T McCollum

Officers in attendance:
Sophie Davies, Housing Business and Customer Improvement Manager Michelle Williams
Natalie Brown, Information and Analysis Officer (Housing)
Steve Gammon, Housing Systems Manager
Graham Baker, Property and Asset Manager
Simon Davey, Director of Finance
Amy Gilbert-Jeans, Assistant Director Housing
John Golding, Director of Housing, Health and Environment
Darren Hicks, Housing Allocations Manager
Yusef Masih, Interim Housing Services Manager
Andrew Mitchell, Housing Solutions Manager
Alethea Thompson, Democratic Services Officer

Anita Williams, Interim Director of Governance and Licensing and Monitoring Officer

Victoria Skinner, Compliance and Cyclical Servicing Manager

Councillor apologies:

Rob Robinson, Independent Community Representative Stephen Beer, Tenants
Cat Summers, Tenant
Councillor Ian Hall
Cindy Collier, Tenant
Councillor Geoff Pook
Councillor Brenda Taylor

Chairman	Date:	
		•••••

Agenda Item 7

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
HouseMark- Membership Renewal	March 2023	Assistant Director- Housing
Remit Zero cyclo- Innovate UK Application	March 2023	Director Housing, Health and
		Environment
Learning from Complaints	March 2023	Assistant Director- Housing
Tenancy Visits	March 2023	Housing Services Manager
Performance Dashboard	March 2023	Assistant Director- Housing
Update report on Void Management	March 2023	Housing Solutions Manager
Self-Assessment of Consumer Standards	March 2023	Assistant Director- Housing
IAMC- Minor Works work stream	March 2023	
Finance Report	March 2023	Housing Accountant
Changes to the Housing Leadership Team	March 2023	
Housing Decarbonisation Fund Bid	Future meeting	Property and Asser Manager
The Furniture Project	Future meeting	Housing Solutions Manager
Disrepair	Future meeting	Property and Asset Manager
Millwey Rise Garages	Future meeting	Property and Asset Manager
Quarterly performance reports and regular reports		
Integrated Asset Management Contract	Quarterly report	Property & Asset Manager
Letting of Council homes/voids	Quarterly report	Housing Solutions Manager
Devon Home Choice	Quarterly report	Housing Solutions Manager
Rent management	Quarterly report	Housing Services Manager
Systems Thinking leading & lagging measures	Quarterly report	Assistant Director - Housing
New Tenants Survey		_
Forward Plan	Every meeting	Assistant Director - Housing
Benchmarking survey	Annual report	Assistant Director - Housing
Evaluating the achievements of the Board	Annual report	Democratic Services Officer

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 16th March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Housing Service – changes to the senior officer team.

Report summary:

This report considers a proposal for increasing the capacity and resilience in the Housing Leadership team and provide more resource for the Housing Service. It is in response to increasing demands on the Service, rising expectations from external bodies and our own customers, and to ensure that we have sufficient resources, capacity and capability to meet our purpose and corporate priority of a decent home for all, whilst operating a high performing Housing Service.

•	ensure that we have sufficient resources, capacity and capability to meet our rate priority of a decent home for all, whilst operating a high performing Housing
Is the proposed dec	cision in accordance with:
Budget	Yes □ No ⊠
Policy Framework	Yes □ No ⊠

Recommendation:

The Housing Review Board recommend to Cabinet and Council the creation of a new post of Head of Housing Operations to be funded through the Housing Revenue Account.

Reason for recommendation:

Sustainable Homes and Communities

To create increased capacity in the Housing Service to meet demands and ensure improved coordination of Service departments towards the Housing Service purpose of a decent home for all. This addition to our staffing establishment will help ensure that we have a structure that is 'fit for purpose' to meet the demands placed on a social housing provider with wider housing responsibilities, including homelessness, housing register, community development, community alarm service, housing repairs and housing development. It will also ensure the Service can meet the requirements of the up and coming Social Housing Bill.

Officer: John Golding, Director – Housing, Health & Environment.

Portfolio(s) (check which apply):

Climate Action and Emergency Response

Coast, Country and Environment

Council and Corporate Co-ordination

Democracy, Transparency and Communications

Economy and Assets

Finance

Strategic Planning

☐ Tourism, Sports, Leisure and Culture
Equalities impact Low Impact
Climate change Low Impact
Risk: Low Risk; .
Links to background information .
Link to Council Plan
Priorities (check which apply)
 ☑ Better homes and communities for all ☐ A greener East Devon ☐ A resilient economy

1. Resourcing and capacity proposal

- 1.1 The demands of operating a high quality housing service have become greater and more complex in recent years. Expectations have risen and standards are being driven up across the sector. Combined with recruitment and retention issues for some key posts we are constantly attempting to match capacity, capability and resources to meet the demands on the Service.
- 1.2 We have been monitoring workloads and performance and it is clear that we have experienced increased demand for our core housing management services with higher rates of housing presentations, increased housing register applications, higher levels of repair and improvement requests, cost of living and other pressures affecting rent collection, mental health impacting on tenant behaviour, an aging population impacting on our sheltered and supported housing service, to name a few societal pressures that impact on social housing.
- 1.3 I have become concerned for the wellbeing of staff some of who have been overwhelmed by the volumes of work. We have seen a considerable increase in sickness and absence, some of which is linked to work pressures. We have undertaken a number of workforce stress risk assessments and work demands consistently feature as a service issue.
- 1.4 There are a whole range of new requirements, regulatory pressures, customer expectations and continuous improvement desires that are adding to existing work pressures. The refreshed approach from the Housing Regulator and the Housing Ombudsman is bringing with it ongoing changes and in line with the new standards around inspection powers from the Regulator, we have to ensure our housing function is complaint. These challenges have led to the need for an agile and flexible Housing Service structure. Gone are the days of establishing a staffing in structure 'in stone' for a number of years and we now need to flex our structure to accommodate new requirements, projects, bidding opportunities, surveys etc. Periodically we need to bring in temporary specialist consultancy support as we have been over the past 2 years.
- 1.5 Whilst we have maintained a dynamic staffing structure and increased capacity in some areas to meet demand (compliance team, homeless/housing options) we have not addressed our capacity at senior management level for some time. The Housing Service page 15

is a large Service with well over a hundred staff employed, with many high value contracts and contractors supporting service delivery, significant compliance and safety requirements, 4,200 homes and a turnover of £19 million. It necessitates a robust and competent Leadership Team to meet the needs of service users.

- 1.6 I am aware that the Assistant Director and I are regularly sucked into operational matters, drawing us away from leadership, management and strategic issues. This necessitates neglecting some of the policy development, updating strategies, horizon scanning, and ensuring that we are following best practice in the sector work. Whilst it is good to be 'in the work' and aware of frontline service delivery issues, the balance has been forced towards a high proportion of day to day operational involvement.
- 1.7 I am proposing that we create a new position of **Head of Housing Operations** to line manage the senior housing managers heading up the teams dealing with Housing Options & Allocations; Property & Asset; Housing Services; and the Housing Systems Team. This new post holder will oversee and manage day to day housing management ensuring that these specialist and discrete areas of the Service are coordinated and working effectively towards our housing vision and aims. The current staffing structure chart has been reproduced in **annex 1**.
- 1.8 This new post would help coordinate and tie together as 'one team' the four main departments in the Housing Service Housing Options; Property & Asset; Housing Services; Housing Systems Team, and manage the housing operations. This in turn would enable the Assistant Director to focus on strategic leadership of the Service, oversee policy and direction, and manage the changes being introduced by the DLUHC, Social Housing Regulator, Housing Ombudsman, and increasing customer expectations. To maximise immediate impact, I propose filling this post on an interim or acting up arrangement as soon as possible, whilst also preparing full recruitment to a permanent post on the staffing establishment.
- 1.9 The Head of Housing Operations would be a senior officer with the ability to deputise for the Assistant Director, providing greater resilience and accountability in the Service, strengthening the Leadership Team and increasing capacity. The new role would have specific responsibility for customer satisfaction, complaints handling, performance monitoring and the day to day operational service delivery.
- 1.10 Due to ongoing changes centred around building safety and compliance, the Assistant Director has recently began to consider what specific changes this might mean for our Property and Asset service structure. Challenges around retrofit of the stock, outcomes of the stock condition survey and the need to deliver a new strategic asset management plan are all increasingly important priorities that we have to be able to deliver on. The outcome of this may drive further changes in our senior team set-up.
- 1.11 I anticipate that the post will be graded new scale 7, subject to job evaluation, positioned between the current senior housing managers and the Assistant Director post. The salary range would therefore be £56,925 £65,428 plus on-costs. This post if agreed would be funded through the Housing Revenue Account.
- 1.12 A post of this nature is not uncommon in housing associations, some councils and larger landlords. It has the potential to add considerably towards achieving the ambitions and actions set out in the Council Plan and the Housing Service Plan. Further adjustment of the staffing structure will likely be needed in the future to ensure that we are able to meet the changing work demands on the Service.



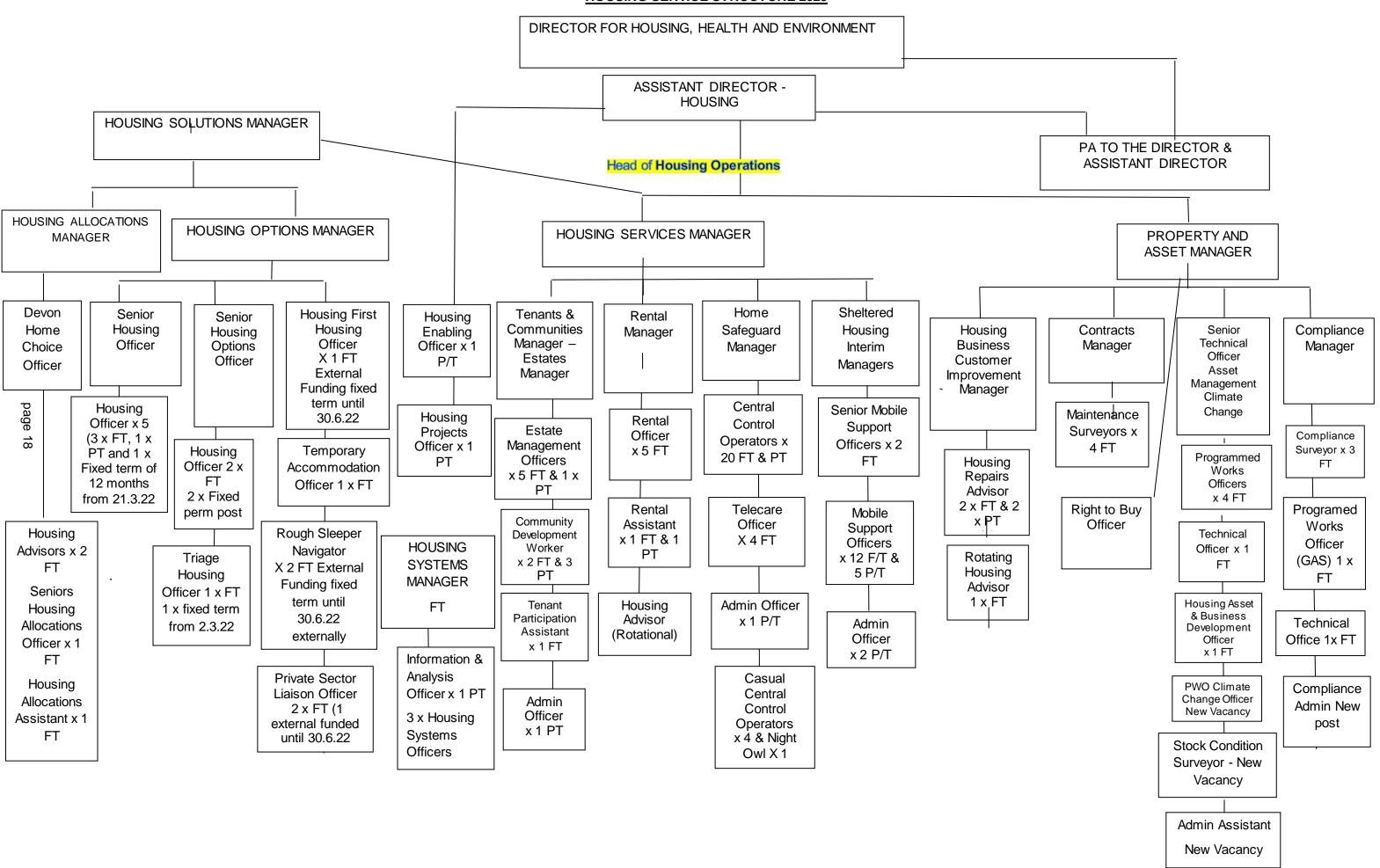
Financial implications:

The additional budgetary requirements are considered in the body of the report.

Legal implications:

There are no legal implications requiring comment.

HOUSING SERVICE STRUCTURE 2023



Report to: Housing Review Board

Date of Meeting 16/03/2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Housing Revenue Account & Housing Capital Finance 22/23 Year End Outturn Report

Report summary:

The report provides the Housing Review Board with current financial outturn forecast figures for the housing revenue account and housing capital program for the 2022/23 financial year. The report will also consider the implications of any forthcoming regulatory changes.

Producing a Housing Revenue Account has been a statutory requirement for Councils who manage and own their housing stock for some time, and therefore a key document for the Board to influence

to inilidence	
Is the proposed dec	ision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendation	on:
That the Housing Renoted and recomme	evenue Account & Housing Capital Finance 22/23 Forecast Outturn Report is ended to cabinet.
Reason for reco	mmendation:
To give the Housing all landlord service	Review Board an opportunity to contribute towards the review and planning of related finances.
Officer: Rob Ward,	rward@eastdevon.gov.uk, 01404 515616 ext 2357
Portfolio(s) (check v ☐ Climate Action a	1 1 2
☐ Coast, Country a	•
•	porate Co-ordination
☐ Culture, Tourism,☐ Democracy and	·
☐ Economy and As ☐ Finance	•
☑ Strategic Plannin☑ Sustainable Hom	g nes and Communities
Equalities impact l	Low Impact

Climate change High Impact

Risk: Low Risk; Risks have been considered in preparing the budgets and the financial implications have been assessed at the point of preparation. Various budget assumptions have been made including the treatment of inflation and interest rates; estimates on the level and timing of capital receipts; the treatment of demand led pressures; the treatment of planned efficiency savings/productivity gains; levels of income; financial risks inherent in any new arrangements; capital developments; the availability of funds to deal with major contingencies and the need for any provisions.

Links to background information East Devon Financial Information 2021/22

Link	to	Council	Plan:
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Priorities (check which apply)	
 □ Outstanding Place and Environment ☑ Outstanding Homes and Communities □ Outstanding Economic Growth, Productivity, and Prosperity □ Outstanding Council and Council Services 	
□ Outstanding Council and Council Services	

Report in full

1 Forecast Annual Surplus

The 21/22 Outturn Surplus is £0.17m (£11k above final budget). This outturn figure has been considered prior to both;

- The year-end review of HRA capital expenditure to be either moved into capital and funded accordingly
- A transactional review of items which have been reserved for in prior years and will therefore be funded using those funds, for example the Fire Risk Assessment works.

The reason for this is to provide an estimated impact on all HRA revenue reserve levels as opposed to just the HRA balance. It is predicted that the HRA balance will therefore remain at the £3.1m adopted level for 22/23.

The summary tables of income and expenditure and associate commentaries of material variations can be found in Appendix 1.

2 Capital Expenditure

As mentioned above there will be further transfers of programs of work from the HRA into capital accounts which can then be funded as such. The capital items excluding these amounts are;

- £0.99mm on 3 RTB replacement acquisitions in the year
- A net expenditure of £0.47m on Green Homes initiatives after taking into account the central government grant funding.
- £0.29m of other capital related works within the capital program.

3 RTB Sales and funding implications

There have been 29 RTB sales to date which have resulted in a gross capital receipt of £3.7m. This should leave;

• > £1m of unringfenced receipts which can be used to fund the capital expenditure for the year.

• Approx £4.5m of ring fenced capital receipts after funding 40% of the in year acquisitions.

Financial implications:

The financial implications are considered within the body of the report.

Legal implications:

There are no legal implications on which to comment.

APPENDIX 1

,	Year to Date			4Cast Outturn		
Actuals	Budget	Diff	INCOME	Actuals	Budget	Diff
-15,113,045	-15,507,720	394,675	Gross Property Rents	-18,288,532	-18,609,260	320,728
-188,773	-179,990	-8,783	Garage Rents	-202,176	-215,990	13,814
-542,813	-516,300	-26,513	Other Income	-654,323	-619,600	-34,723
-15,844,631	-16,204,010	359,379		-19,145,031	-19,444,850	299,819

,	Year to Date			4Cast Outturn		
Actuals	Budget	Diff	EXPENDITURE	Actuals	Budget	Diff
4,046,121	2,558,800	1,487,321	Repairs And Maintenance - General	4,580,430	3,870,580	709,850
444,931	1,103,130	-658,199	Repairs And Maintenance - Special	896,270	1,323,750	-427,480
6,907,937	5,932,900	975,037	Supervision And Management	7,305,417	7,119,670	185,747
211,998	281,070	-69,072	Other Expenditure	225,582	327,360	-101,778
3,529,493	4,848,730	-677,637	Capital Charges & Bad Debt	3,529,493	4,207,130	-677,637
15,140,480	14,724,630	1,057,450		16,537,192	16,848,490	-311,298

	4Cast Outturn			
	Actuals	Budget	Diff	
Financing & MIRS	2,438,140	2,438,14	-0	0

	4	4Cast Outturn		
	Actuals	Budget	Diff	
Surplus	-169,698	-158,220	-11,478	

Commentary

- PPP Exclusions are significantly over budget and are currently under review. The majority of the overspend 2 actually relates to planned works undertaken by Ian Williams but charged to the exclusions account upon cerification. These jobs will be reallocated into the appropriate cost centre within Capital charges and Bad Debt.
- Various underspends across compliance and adaptations, projections based upon historical data set. The underspends will either be reserved where appropriate and when the budget hasn't been utilised elsewhere.
- The impact of the salary review has casued budgets to be exceeded where there is a full establishment within 4 the cost centre, however, the impact was largely mitigated by the vacant posts within the service, most notably within the Property & Asset team.
- $5 \begin{array}{l} \textit{Lower levels of spending in various areas such as Tenant Engagement, Change of Tenancy/Downsizing and} \\ \textit{sewerage provision}. \end{array}$
- 6 Underspends across all major repairs categories, provision has been made to cover the overspends in General Repairs and Maintenace with the residual budget expected to be placed into the planned maintenance reserve.
- It is expected that the entire £800k that has been allocated as a contribution to capital will be utilised in year for the next phase of the Green Homes works and the other capital program workstreams. No other variations are expected at this time.

 page 22

The variation in outturn for forecasted rents is solely due to the impact of rent losses on void properties. This is currently being addressed - see specific HRB paper for details.

Report to: Housing Review Board

Date of Meeting 16th March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Decarbonising our housing stock and providing affordable warmth for our tenants

Report summary:

We have been working with local business Remit Zero on a proposal to install their cylo product in ten council homes as a way of decarbonising council homes and providing tenants with affordable warmth. Cylo is an alternative technology to provide heating and hot water.

The proposed project will have a duration of 24 months and can commence on during the summer 2023.

The total project costs are circa. £687,392. If our funding bid is successful Innovate UK will cover up to 70% of the costs and will therefore fund £481,174. The remaining 30% £206,218 is the match funding required. Remit Zero can contribute to some of the match funding with reduced labour costs. This would require approximately £125,000 match contribution from EDDC to cover the costs of solar installation on the roofs and the associated works.

The deadline to submit the expression of interest was Wednesday the 18th of January and a further bid application needs to be submitted by 26th April. If successful we will be asked to sign a funding agreement (after the initial application is successful and then subsequently passing Innovate UK's due diligence procedure). This provides time to clarify the minutiae such as the selection process of the properties that will take part in the trial. We have been requested to be a collaboration partner as part of the application process.

If the funding application is unsuccessful I would like to continue discussions with Remit Zero to find a way of installing their product in a sample of our properties because it appears to offer a serious alternative to gas boilers and ground/air source heat pumps, and does not necessitate extensive building fabric upgrades.

We have seen cylo installed in a facility at the Exeter Science Park and Remit Zero have installations in MOD properties where testing has been completed.

I would propose funding the programme from our existing HRA budgets for heating upgrades.

Is the proposed decision in accordance with: Budget Yes ⊠ No □ Policy Framework Yes ⊠ No □

Recommendation:

The Housing Review Board are requested to recommend to the Cabinet:

- (1) Support for the Innovate UK funding bid and our role as a collaboration partner;
- (2) Funding of the Council's contribution to the bid of £125,000;
- (3) Should the funding bid not be successful to authorise the Director of Housing, Health & Environment in liaison with the Portfolio Holder for Homes & Communities to identify an alternative project that can be implemented to install cylo in an initial pilot of ten council homes.

Reason for recommendation:

The project will advance our commitment to decarbonise the council's housing stock and provide tenants with affordable warmth.

Officer: John Golding Director Housing, Health & Environment.
Portfolio(s) (check which apply):
□ Coast, Country and Environment
☐ Council and Corporate Co-ordination
☐ Democracy, Transparency and Communications
☐ Economy and Assets
□ Finance
☐ Strategic Planning
☐ Tourism, Sports, Leisure and Culture
Equalities impact Low Impact
Climate change High Impact
Risk: Medium Risk; This is new technology with inherent risks which is why we are proposing to pilot and test installations.
Links to background information .
Link to Council Plan
Priorities (check which apply)
 ☑ Better homes and communities for all ☐ A greener East Devon ☐ A resilient economy

1. Decarbonisation of our housing stock with cylo installations

- 1.1 For some months we have been in conversation with an innovative local business based on the Exeter Science Park. Remit Zero have a product that is new to the market and potentially revolutionary as it will be an alternative to boilers, air source and ground source heat pumps, providing homes with hot water and heating.
- 1.2 We have bid for government funding through Innovate UK to install the new product in ten Council homes as a pilot to test effectiveness and efficiency, customer acceptance and the installation process.
- 1.3 Remit Zero describe their technology as using the principals of natural science to develop a portfolio of zero emission high performance products. The Company's first product, the cylo vessel, could change the way many families and businesses heat their homes and premises; a simple, innovative, affordable, and rapidly deployable heating solution, which will help reduce CO2 emissions rapidly, while maintaining the user's comfort and convenience.

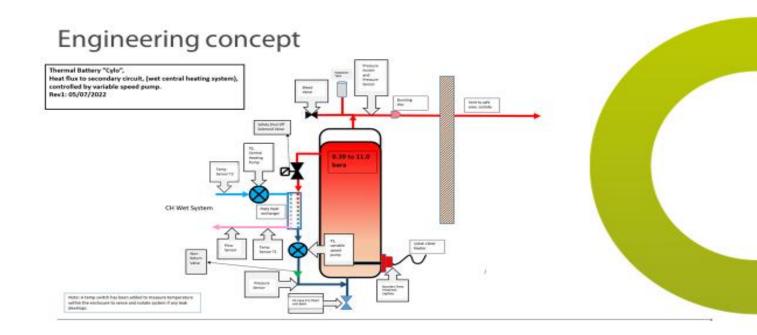
- 1.4 This project will conduct consumer trials of cylo. Relying solely on water and electricity, the cylo vessel can replace a fossil fuel boiler, without compromise, providing the same familiar functional performance, convenience, and low cost of operation, but with absolutely zero emissions.
- 1.5 The cylo vessel is powered by electricity and is both a boiler and a source of hot water. The vessel stores thermal energy highly efficiently, harnessing electricity directly, either from renewables, such as solar PV, or from the grid ideally when it is in abundance and at its cheapest, utilising off-peak electricity tariffs, including emerging dynamic Demand Side Response (DSR) based tariffs.
- 1.6 Unlike other thermal batteries, cylo uses pressurised water as its working fluid, taking advantage of its high heat capacity and transfer qualities, effectively transporting heat through a co-current heat exchanger to provide both emission-free heating and hot water.
- 1.7 The cylo vessel is largely "solid state" and manufactured in stainless steel resulting in low-maintenance and long product life. The cylo vessel does not degrade with thermal cycling, this results in longer plant life and long-term use.
- 1.8 At full charge, each cylo vessel can store 68 kWh, enough to cater for the needs of most UK homes on a cold winter day regardless of a properties age or thermal efficiency. This storage capability, if aggregated, could play a meaningful role in grid balancing services by providing high volume long-duration storage with an extremely low environmental impact.



2. Scope and Project Summary.

2.1 Funding is requested to conduct consumer trials for Remit Zero(r)'s zero emission heating appliance cylo. These trials involve installing cylo into 10 domestic council-owned properties within East Devon. I am seeking £125,000 to part fund the installations.

- 2.2 As described above cylo is an innovative electrical boiler and thermal store which uses pressurised water as its working fluid to provide emission- free heating and hot water. cylo is zero emission at point of use. cylo's ability to store thermal energy enables a user to harness electricity from the grid during off-peak hours, when it is in abundance, at its cheapest, and most likely to derive from renewable sources. Cylo can utilise locally available renewables such as solar PV at all times of the day regardless of a household's electrical demand. cylo is designed to utilise surplus grid supplied electricity by responding to command signals from network operators as envisaged within PAS 1878:21 (Demand Side Response).
- 2.3 The exciting issue is that cylo addresses consumer need by reducing energy costs and carbon emissions. An additional benefit is that cylo facilitates the UK's net zero strategy through its ability, when aggregated, to improve grid balancing, by harnessing electricity during periods of oversupply.
- Our intention is that the trials will couple the installation of cylo with solar on the roofs of selected properties. This project will aggregate and compare data on the charging and discharging of the cylo vessel, this coupled with user interaction surveys will provide feedback on user behaviour and acceptance criteria. The following will be monitored with data sent and stored securely:
 - > Electricity used to charge cylo, both quantity and timing.
 - > Thermal output to the house from cylo.
 - ➤ All room temperatures for 24 hours per day.
 - Outside air temperature for 24 hours per day.
 - Application of a Remit Zero designed external heat flux sensor, this will identify effective heat loss from the building as it is affected by both temperature and wind speed variation. This will be monitored for 24 hours per day. This measurement will also inform regarding the condition and performance of any cavity or wall insulation.
- 2.5 The project aims to demonstrate cylo's benefits including its ability to reduce costs for those within fuel poverty, in a way that enables low-income households to play a meaningful role in tackling climate change. This project will enable Remit Zero(r) to build a strong business case justifying the mass, rapid commercialisation of cylo by illustrating its benefits. Following completion, this project will inform similar initiatives within both the public and private sector, within domestic and commercial premises.
- 2.6 An extract of the Innovate UK bid has been reproduced in **annex 1** providing more detail on the cylo product.



3. Next steps

- 3.1 I am hopeful that the bid for funding will be successful and we can implement the scheme as described. If we are not successful I would like to work up a Plan B.
- 3.2 The stated benefits of the technology, locally developed and manufactured, make this a very attractive proposition. We have been bidding for funding to install air source heat pumps as part of our drive to decarbonise our housing stock before cylo arrived on the scene. Moreover, an important consideration that is relevant to our cost of living concerns and poverty strategy is the ability to deliver low cost forms of space heating and hot water for tenants.
- 3.3 I would like the ability to negotiate with Remit Zero to ensure that we have a project that can be progressed accepting that this will likely cost us more than our contribution, but if the benefits are realised this would be a good investment. Assuming a successful pilot we could then look at how we scale up the installation process at an economic cost.

Financial implications:

The financial implications are considered within the body of the report.

Legal implications:

There are no legal implications.

Annex 1 Remit Zero cylo – Innovate UK application

The potential and Innovation

Cylo could be the future of emission-free heat for our homes. Cylo is said to be capable of directly replacing a gas or oil- fired boiler without compromising on functional performance, comfort, or convenience. The cylo vessel is a novel thermal store, which harnesses electricity from the grid during off-peak hours when it is in abundance, cleanest and cheapest. cylo is also capable of using Demand Side Response (DSR) technology in line with PAS 1878:21 to utilise electricity when it is in oversupply. Cylo stores this thermal energy, using pressured water as its storage material, until it is required by the household to provide hot water on demand for radiators, taps and showers.

At full charge, the cylo vessel will store 68kWh of heat, which in most cases will be sufficient to maintain the heating systems for a full day on the coldest of winter days. cylo's storage capability, if aggregated, will play a meaningful role in grid balancing services by providing high volume long-duration storage with an extremely low environmental impact, harnessing energy at times when electricity is in over-supply. cylo is not only able to provide zero emission heat to all, but allows those significantly impacted by high energy costs to take advantage of off-peak tariffs and Demand Side Response technology.

The cylo vessel can heat a domestic wet-central heating system to a temperature at or above that of a gas boiler. Typically, the cylo vessel can heat a home quickly, transmitting heat to a home at 55C and, through control, capable of holding this temperature at +/- 1C. Contrastingly, heat pumps typically transmit heat at around 40C to 45C meaning that building fabric upgrades are needed, supported by larger radiators, rendering installing expensive and disruptive. Whilst a heat pump can offer a high coefficient performance, it is entirely reliant on electricity when heat is needed. A heat pump cannot store energy. In contrast, whilst a cylo vessel offers a COP of ~1, its ability to store energy offers the user the opportunity to harness electricity when it is at its cheapest or from surplus renewables, if available.

Cylo is easy to install, requiring no building fabric upgrades or radiator replacements, unlike the expense associated with heat pumps, and can be fitted in a single day, smoothly replacing a fossil fuel boiler. Where space within the home is restricted, the cylo vessel can be installed in an outbuilding or garage.

Comparing each cylo vessel to a natural gas fired alternative boiler, each cylo vessel will generate average annual savings of 2.2 tonnes CO2e. The cylo vessel achieves a roundtrip efficiency of over 95%. This operating efficiency will not degrade with time. cylo has a longer plant life than fossil fuel boilers or heat pumps of over 40 years.

The above unique selling points have been demonstrated in the Remit Zero lab at Exeter Science Park, however, to develop a strong business case to propel our product to mass and rapid commercialisation consumer trials are essential. During these trials, the aim is to establish a more precise understanding of the benefits cylo can bring. The data gathered will allow for the development of a robust business case for the installation of cylo. This will allow cylo to effectively compete with other energy efficient heating systems within the market. The project will also highlight cylo's ability to reduce energy during a time of increasing prices within the UK. For the UK more

holistically, cylo's storage capability facilitates grid-balancing and can play a meaningful part in supporting the UK's journey to net zero.

Justification for funding

Smart grant funding and associated consumer trials will rapidly accelerate the commercialisation of cylo. This investment provides the opportunity to significantly open the market for the installation of cylo within local authority and Housing Association housing stock; of which there over 4 million homes fall into these categories. Smart Funding offers the opportunity to partner and collaborate with a local council, which enables us to work directly with our target market. Until cylo's practical application and benefits are illustrated, local councils are not able to independently invest in installing cylo. Similarly, Salix funding is targeted at more developed technologies, particularly heat pumps. cylo is a novel technology and consumer trials are necessary before full commercialisation. Smart funding would accelerate product commercialisation through allowing cylo to effectively compete with similar products and to demonstrate in practice its unique selling points and business case. This collaborative project with a local council will leverage further opportunities for investment, as we believe this project will inform future initiatives within other Housing Associations and Local Authorities.

Smart grant funding to support consumer trials is the next step in our business development plan. Remit Zero's progress to date includes having secured a supply chain for the production and manufacture of cylo, as well as being in the process of achieving UKCA regulatory conformity to ensure our product is ready for market. Remit Zero has ameliorated cylo(r)'s design and developed comprehensive installation and maintenance instructions. Remit Zero has obtained ISO 9001 to demonstrate our internal quality assurance. In addition, within the past year, Remit Zero has employed an applications engineer, supply chain manager, legal graduate and further administrative staff to provide specialist expertise and support the growing business. Remit Zero has demonstrated that the cylo vessel functions effectively through having undertaken extensive testing of the vessel within our lab at Exeter Science Park. Remit Zero has also secured an order of 4 cylo's from the Ministry of Defence to trial the vessel within its domestic properties. Remit Zero are securing a robust supply chain and working with a consultant to improve production capacity and economies of scale, demonstrates that cylo is now ready for mass commercialisation. The next step is to undertake consumer trials to assess cylo's interaction with the user and household. and to demonstrate how cylo can benefit Local Councils and Housing Authorities.

The potential Market

Remit Zero has identified two initial target markets (1) The Ministry of Defence and (2) Public Housing Stock (local authorities and housing association). To implement cylo within both markets, consumer trials are required to demonstrate robust commercial viability and a strong business case. MOD are facilitating this within their own portfolio. These consumer trials will support penetration into the public housing market. The accompanying consumer feedback and the data gathered will help inform further projects across the UK and internationally. There are currently approximately 4 million local authority and Housing Association homes within the UK.

Around 2 million gas boilers are installed within the UK each year. The Government targets 600,000 of these to be replaced by heat pumps leaving a net addressable market of 1.4 million units per annum within the UK alone. However, to access this

market, Remit Zero must clearly demonstrate the benefits of cylo in application. Once this is demonstrated, the potential market is significant and rapid commercialisation within the public sector can commence.

Cylo can assist in the decarbonisation of the public sector and can help achieve the government's net zero targets whilst also assisting those in fuel poverty and struggling with rising energy bills- there is, therefore, significant commercialisation potential. The specific market subsector of this project is that of older housing, including social housing, with poor EPC ratings. The cylo vessel seeks to provide affordable zero emission heating and hot water to any home regardless of the home's energy efficiency. Unlike other forms of zero emission heating, the cylo vessel is simple to install and is not reliant on building fabric upgrades or changes to radiators for it to work effectively.

Once cylo's capability is demonstrated within the public sector, Remit Zero intends, to expand into the private sector both within both domestic and commercial markets.

The focus of these trials is (1) to demonstrate that cylo can utilise Demand Side Response technology, (2) to illustrate that those on low incomes can make a tangible difference when it comes to tackling climate change; (3) to show this innovative technology is able to simultaneously tackle climate change and socio-economic challenges, such as fuel poverty through reducing energy bills.

Impact and Benefits

The impact and benefits of conducting these trials are as follows: (1) to demonstrate the benefits of cylo(r) technology in reducing energy costs, particularly for those in fuel poverty, (2) to enable those on low incomes to play a meaningful role in combatting climate change (3) to illustrate the ability for cylo to make a tangible difference to grid balancing efforts within the UK through utilising off-peak electricity tariffs including emerging dynamic Demand Side Response (DSR) based tariffs.

During these trials and following their completion, Remit Zero will ascertain (1) precisely how much each household is able to save on their energy bill in comparison with a gas or oil fired boiler, (2) ease of operation including utilising the user interface, (3) a more precise understanding of carbon savings (4) user perception of cylo more generally including aesthetics and ease of installation and (5) how cylo is able to use Demand Side Response technology (DSR) most effectively in practice

Remit Zero hopes that following its completion, this project will be ready for commercialisation across the UK and internationally within both the public and private sector within domestic, as well as commercial premises. These consumer trials intend to strengthen cylo(r)'s position within the market by allowing cylo to more effectively compete with similar products such as heat pumps. Following the completion of these trials Remit Zero believes that the consumer feedback and data gathered will enable (where relevant and necessary) further design amelioration, user interface modifications, an improved marketing and communications strategy, and a greater understanding of how Demand Side Response can be used to cylo's full advantage.

In the short term, the outputs from the trials will help create a more refined product, ready for mass and rapid commercialisation. In the medium term, within the 18 months- 2 years following completion of the trials, the project will inform further projects within the UK public sector, resulting in increased revenues and greater market share. Within long-term, the next 5- 7 years, it is hoped that the trial and resulting data will result in cylo installation within the private sector both within the UK

and internationally. In addition, the successful commercialisation of cylo will allow Remit Zero to continue to innovate and develop similar net-zero products in the future.

Remit Zero designs and manufactures cylo within the UK, therefore the success of these trials and rapid commercialisation that ensues, will not only support, secure and foster current and future jobs within Remit Zero directly, but will support the wider subcontractor, suppliers of cylo including our vessel and component manufacturers and subcontractors. cylo is designed in Exeter with our subcontractors currently based in the southwest of England and South Wales. cylo manufacture supports levelling up efforts within the UK.

As Remit Zero grows and appoints further members of staff, Remit Zero believe that expanding our diversity and inclusivity can contribute immensely to our firm's expertise and talent pool. As we intend to scale rapidly, we have implemented new recruitment practices to remove any potential opportunities for unintentional bias. Remit Zero are working with local schools, colleges and Universities to provide opportunities for those wishing to pursue a career in the Greentech economy. Remit Zero have also signed the Armed Forces Covenant in recognition of their desire to support those leaving these armed forces (either through choice or circumstance) by offering them a career within their business. Our inclusive employment and training opportunities will ensure that our project is delivered by both world class engineers and trainees with a variety of experience and a diverse range of skills.

Report to: Housing Review Board

Date of Meeting 16th March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Minor Works Contract

Report summary:

To provide the Housing Review Board an update on a minor change to improve the service delivery of repairs carried out under the Integrated Asset Management Contract (IAMC) as part of a response to ongoing concerns raised regarding the delivery of some key functions of the contract.

to ongoing comeans	o randou regulating the delivery of come ney randucine or the continuous
Is the proposed dec	cision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendation	on:
Contract; in accorda	Review Board notes this proposed change to the Integrated Asset Managemedance with the conditions of the IAMC Contract the change will be approved dimplemented/recorded under a formal Contract Amendment.
Reason for reco	ommendation:
•	firm that the Contract is managed in the most efficient compliant manner the daily operational delivery of the Integrated Asset Management Contract is proved
Officer: Graham Ba	aker – Property & Asset Manager – email: gbaker@eastdevon.gov.uk
 □ Coast, Country a □ Council and Corp □ Democracy, Tran □ Economy and As □ Finance □ Strategic Plannin ⋈ Sustainable Home 	and Emergency Response and Environment rporate Co-ordination nsparency and Communications ssets

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to maintain our Housing Stock in accordance with our Tenancy Agreements.

Climate change Medium Impact

Risk: Medium Risk; In the coming years the use of gas components will be gradually phased out, other fuel options will need to be considered; in relation to gas there is likely to be switch to alternative fuel options, particularly as technologies are developed. Procurement will be carried out to reflect this and the impact of Climate Change; in addition we also need to consider fabric upgrades to our Housing Stock to improve their Energy performance in order to achieve the maximum possible gain from the new technologies that will be installed.

Links to background information HRB Agenda 21 January 2021 (Item 15 & 16); HRB Agenda 24 January 2019 (Item 10); HRB 20 September 2018 (Item 11); HRB 21 June 2018 (Item 13); HRB 11 January 2018 (Item 11); HRB 12 January 2017 (Item 14 and 15); HRB 9 March 2017 (Item 11); HRB 15 June 2017 (Item 9); HRB 7 September 2017 (Item 10); HRB 28 March 2019 HRB 20 June 2019 (Item 11); HRB 29 April 2021 (Items 16 & 17); HRB 16 September 2021 (Item 14) HRB 24 March 2022 (Item 18 & 19); HRB 16 June 2022 (Item 16); HRB 18th January 2023 (Item 12)

Link to **Council Plan**

Priorities (check which apply)	
⊠ Better homes and communities for all	
☐ A greener East Devon	
☐ A resilient economy	

Purpose of Report

1. Background

- 1.1 This report is for information only and provides an update on the proposal of the addition of a Minor Works Programme to support the IAMC contract. In accordance with the conditions of the IAMC Contract this report will be ratified and signed off by Core Group, it will require an amendment to the IAMC contract.
- 1.2 This report has been produced following a review of the current IAMC repairs contract. The introduction of the Minor Works Programme is not intended to replace the Planned Works Contracts but work alongside it to provide an avenue for larger works which are not planned works and are causing blockages within the delivery of day to day repairs.

2. Reasons

- 2.1 Following a review of the current IAMC contract it has been evident that for some time now we have been experiencing a demand on the repairs service for larger scale repairs which do not fall within the remit of planned works and cannot continue to be treated as regular day to day works. These repairs are causing issues from a time and cost perspective for our Contractor and this is causing knock on delays to routine daily jobs. The addition of the Minor Works Programme will enable us to manage these types of repairs more efficiently and in a timely manner appropriate to the job. The increase in these types of works is mainly caused through a consistent under investment in our stock over a period of time.
- 2.2 It is proposed that a new Minor Works work stream is created to manage these works and these works whilst still managed within the IAMC contract are delivered by a separate specialist team within lan Williams.
- 2.3 It is to be noted that this new Minor Works programme will not have an impact on costs as these repairs will be costed under the current contract structure rates.

- 2.4 The types of works identified to be covered under this work stream will include repairs such as part re-render works, drainage works, larger repairs to driveways, specialist survey works such as timber treatment, cavity wall upgrades and part fencing works.
- 2.5 It is intended that the majority of these works will fall under the umbrella of appointed jobs within the set 28 day target currently in place, but it may be that some of the larger and more complex jobs may need to be treated on a target date set on a job by job analysis basis.
- 2.6 Whilst we do not envisage a large amount of jobs being delivered through this work stream we still understand the need to manage these jobs carefully with our residents as they tend to be more complicated works and will need on-going dialogue and regular updating so our residents understand what is happening during the duration of these repairs. This work stream will be managed by a Manager within lan Williams and be supported through the assistance of an RLO.
- 2.7 There will need to be a Contract Amendment created if this is approved as the contract does not currently allow for these types of repairs being treated separately. As mentioned above there will be no impact on the budget but we will need to implement a new KPI for the separate management of these works.

Financial implications:

The financial implications are discussed in the body of the report.

Legal implications:

There are no legal implications on which to comment.

Report to: Housing Review Board

Date of Meeting 16th March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Void performance

Report summary:

To provide an undate on the performance of the key to key voids process and details of the plans

•	mance recognising that current performance remains of concern.
Is the proposed dec	cision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendation	on:
That members:	
and detain (ii) give cons	content of the report including contributing factors towards performance levels ils of the plans for improved performance sideration towards the recommendation for an additional staff resource required nent the suggested improvements, namely an additional Housing Allocations and
(iii) approve	the recommendation for approval to changes to the Voids Lettable Standard
Reason for reco	ommendation:
•	ng Review Board updated as to progress in respect of void performance and current performance requires improvement.
Officer: Andrew Mit	tchell, Housing Solutions Manager amitchell@eastdevon.gov.uk
 □ Coast, Country a □ Council and Cor □ Democracy, Trai □ Economy and As □ Finance □ Strategic Planning 	and Emergency Response and Environment porate Co-ordination ansparency and Communications assets
u Sustainable Hon	nes and Communities

Equalities impact Low Impact

☐ Tourism, Sports, Leisure and Culture

Climate change Low Impact
Risk: Low Risk; .
Links to background information .
Link to Council Plan
Priorities (check which apply)
⊠ Better homes and communities for all
☐ A greener East Devon
□ A resilient economy

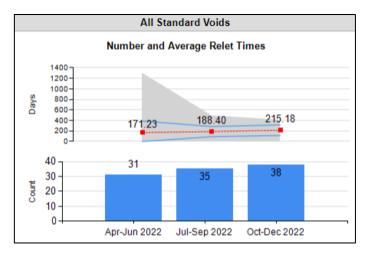
Report in full

1. Background

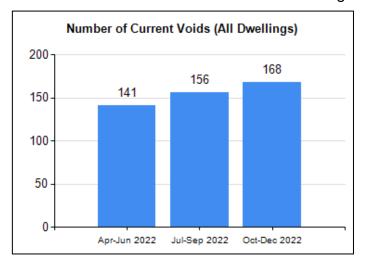
- 1.1 This report provides an update on void performance providing information for the overall process, referred to as the 'key to key' time, covering the period from when a property becomes void until a new tenant moves in
- 1.2 This report has been produced alongside an independent review into the voids process conducted by the Consultants Echelon which addresses findings through recommendations for improvements in the overall process. The review covers the full void period from termination of a tenancy to the commencement of a new tenancy, including the reporting mechanism used to produce voids statistics. Throughout the review Echelon have been in talks with various teams within the Housing service working towards making improvements to our processes and systems
- 1.3 Data used for this report is captured within the Housing service key performance indicator dashboard. The current void reports are being revised as part of the review, and updated with the aim of ensuring departmental accountability for voids performance
- 1.4 It is acknowledged that performance levels are not where we need them to be and this report will set out the contributing factors for this alongside proposals for changes that will lead to improvements within the overall void process
- 1.5 This report also recommends changes to the Void Lettable Standard to ensure it is modernised, Fit for Purpose, and aligns to EDDC's Poverty Agenda

2. Key to Key times

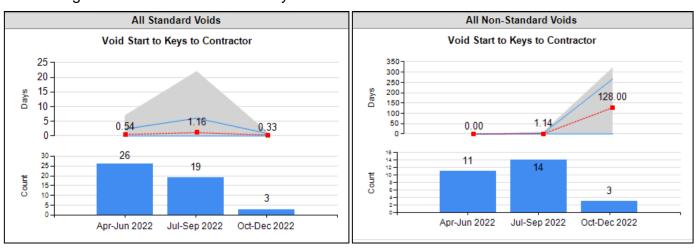
2.1 The overall void time (including weekends) for the nine month period from April 2022 to the end of December 2022 representing the first three quarters of the year is as follows for all dwellings, standard and non-standard. Non-standard voids include major works, long term voids, unlettable properties, temporary accommodation and HMO rooms



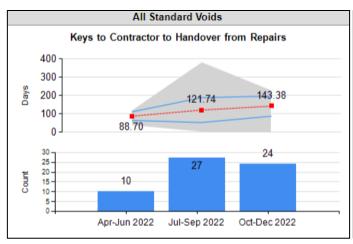
- 2.2 150 properties have been completed this financial year within the given timescale, with an average void time for those completed of 205.66 days (including weekends)
- 2.3 As a snapshot, as of 31 December there were a total of 168 voids, 102 of which are classed as 'standard' and 52 of which are classed as 'non-standard' alongside14 new properties

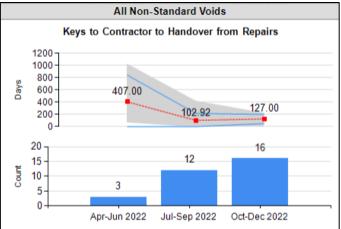


- 2.4 In addition to the figures shown above, reports are also provided below to show the performance of voids throughout the various stages of the overall process. These reports have been produced to allow us to analyse and highlight where improvements can be achieved
- 2.5 Stage 1 Start of void date to keys to Contractor date

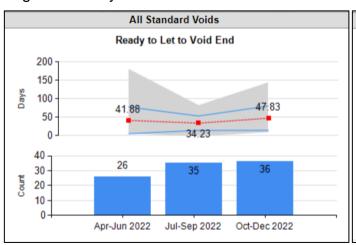


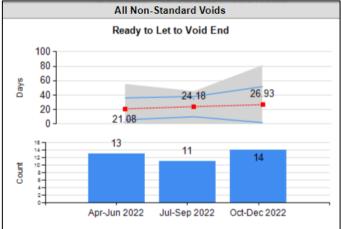
Stage 2 – Keys from Contractor date to handover from the Property & Assets team to the Housing Allocations team





Stage 3 – Ready to let date to void end date





3. Contributing factors

- 3.1 A number of contributing factors towards performance levels have been identified in the delivery of the overall void process
- 3.1.1 The presiding issue has been a lack of resources with which to carry out the overall voids process, in particular staff shortages. We continue to struggle with the recruitment of Surveyors to support the effective management of the void works. This is not a problem unique to EDDC, but an issue which providers nationwide and particularly in the South West are struggling with. Recruitment remains an ongoing process and challenge
- 3.1.2 There have been acknowledged operational and logistic challenges including the effect of the Covid pandemic upon delivery of the void process. Following the general lifting of Covid restrictions void turnover has increased resulting in more void orders being issued to the Contractor. This in turn has presented challenges for their delivery resulting in a backlog, which is now proving challenging to clear
- 3.1.3 The continuing impact of Brexit specifically around the sourcing and delivery times for certain materials and components and compounded by the impact of the current economic climate, has led to significant increased material and labour costs in the construction industry
- 3.1.4 Issues in clearing debt on meters has created delays in the process. However, this has subsequently been addressed by the engagement of an organisation called Tenant Saves money (TSM) who, in simple terms, clear any debt and ensure there is sufficient credit on meters in order to deliver the void work and also for the incoming tenant
- 3.1.5 There have been a high number of voids that require a large amount of work to address their poor condition when properties are returned to us. Costs continue to be higher than expected and above the PPV (price per void) cost, this is generally due to the condition of page 38

the properties when they are vacated. Typical areas that contribute towards the high costs include

- o Requirement for an environmental/deep clean before work can commence
- Remedial work required to repair damage caused by previous tenants
- Removal and disposal of rubbish (both internally and externally) left by previous tenants
- Garden clearances/tidies
- Under investment in planned works due to other priorities ie compliance related work (fire safety) and retrofit work
- 3.1.6 More significant upgrades of properties have been required which have extended void times. More of this work has needed to be done by way of planned works as opposed to at the re-let stage
- 3.1.7 It is noted that, whilst we strive to achieve the most efficient timescales possible, measurement of performance needs to be balanced with the Council's objective and responsibility to match the right person to the right property. Therefore, in some cases where properties are considered as 'sensitive lets' or a panel meeting is required in which to agree on the suitability of a match delays may occur. This measure is taken with tenancy sustainability in mind
- 3.1.8 Additional factors creating additional time at the end of the process, from when the property is signed off as ready to let until the next tenancy commences, include notice periods for the new tenants from their former addresses, affordability issues and also instances where there is no furniture or carpets

4. Improvements and next stages

- 4.1 With recognition that the void performance is not currently at the levels we expect, independent consultants, Echelon, have been commissioned to carry out a review of the overall process. A number of key recommendations to improve the process have been identified
- 4.1.1 Our IT systems will be adapted to ensure they reflect the current and new process at every stage. This will ensure we can track a void at any given time
- 4.1.2 A fully auditable improved key performance indicator (KPI) suite is to be built which will capture statutory returns as well as individual departmental reporting needs
- 4.1.3 Pre-termination visits are to be re-introduced and are to be more rigid to ensure tenants understand how they should leave their property. This will reduce costs and shorten timescales for void works for instance in cases where the property has been left in a poor state when handed back by the previous tenant. An extended void period will be created for properties that require substantial works to bring the property up to the required standards, or have major issues such as subsidence
- 4.1.4 The Housing Allocations team will not allow internal moves until the property is considered to be in a good condition at the termination stage
- 4.1.5 Joint pre-work inspections are to be re-introduced between EDDC and the contractors. This will give clarity on the scope of works and reduce costs. This will also take away the need to challenge each other on the works scoped and will reduce time wastage
 - 4.1.6 Joint handovers are to be introduced between the Contractor, the Property & Assets team and the Housing Allocations team. This will ensure that all parties are happy with the condition of the void property before it is signed off as ready to let
 - 4.1.7 Planned works programmes are to be reviewed to ensure we can defer planned works in a void property to the planned programme. This will reduce the turn-around time of a void property and bring costs down

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- 4.1.8 The void specification has been modernised and minor amendments made to ensure we look at standardisation of products and meet the requirement of changes in statutory legislation and regulations. This will support the Property & Assets team and in the long term reduce repair costs.
- 4.1.9 The rigid handovers supported by the system gives confidence to each team that they can go ahead with their responsibilities without delay. For example, when the Property & Assets team take the property from the Housing Allocations team they can be confident that the property is empty, the keys are there and the property is cleared. This will reduce wasted visits by the contractor

5. Recommendation for additional staff resources

- 5.1 The review exercise conducted by independent consultants, Echelon, has identified areas where additional staff resources are required for two specific parts of the process:
 - Pre-termination visits are to be re-introduced and are to be more rigid to ensure residents understand how they should leave the property – this reduces costs and shortens timescales for void works
 - Joint handovers of properties between the Contractors, the Property & Assets team and the Housing Allocations team are to be introduced – this ensures everyone is happy with the condition of the void before it leaves the Property & Assets team
- 5.2 These measures have been suggested in order to tackle identified issues within the voids process, namely:
 - Residents not being managed during and after termination of tenancy, properties not being cleared resulting in time and money wastage, and the reported poor condition of several returned properties leading to increased void times and additional expense
 - No smooth handover between departments resulting in time wastage
 These measures will tie in with the amendments made to the tenancy policy and the improvements this will bring
- 5.3 There is no scope within the Housing Allocations team to manage the issues highlighted in 5.1 at the present time with the resources currently available amongst the number of competing priorities. Therefore, it is recommended that an additional Housing Allocations Officer post is required within the Housing Allocations team in order for the team to be set up to take on these additional responsibilities. Based on our records, there would be an expectation of 582 additional visits made up as follows:
 - Pre-Termination visits 311(based on tenancy terminations 2021-22)
 - Joint Handover visits 271(based on properties allocated 2021-22)
- 5.4 It is anticipated that each visit will take approximately 2 hours, factoring in travel to and from properties, the time spent with tenants and contractors and the completion of paperwork on site. The number of visits anticipated each week will be 11 which equates to 22 hours per week of Officer's time. In addition to these visits the Officer will also have to do return visits should tenants not keep to pre-arranged appointments, or if a property fails the joint handover inspection. The Officer will also be required to update our systems and colleagues when returning to the office.

- 5.5 It is expected that the Housing Allocations Officers within the team, including the Senior Officer post, will be interchangeable and flexible in order to cover all aspects of the responsibilities of the Housing Allocations team. Main responsibilities include:
 - Assisting with the voids process through responsibilities such as dealing with tenancy terminations and pre-termination visits, property viewings and tenancy sign ups
 - Establishing new tenancies including showing prospective tenants their new properties, carrying out a comprehensive sign up procedure which includes talking to tenants about their responsibilities and those of EDDC, including anti-social behaviour, rent, maintaining the property, and repairs procedures
 - Advertising properties on Devon Home Choice making sure all relevant information is available including any adaptations, ensuring that the right person is allocated the right property
 - The allocation of EDDC properties via the Devon Home Choice scheme through shortlisting and making offers
 - Assisting in the management of the Housing Register, including the processing of applications, making decisions on medical and welfare priorities, and the appropriate banding of the application. Inputting and amending information accurately and interrogate and extract data when required.
- 5.6 This position will play an essential role within the overall void process contributing to an efficient cross-team operation aiming to achieve an effective voids process that will result in reduced void times, increased performance and turnaround, and reduced levels of income lost through the voids process for empty properties.
- 5.7 The additional cost to the budget of this additional staff member would be £36,882 based on a salary at the bottom of scale 3 (£28,371) plus on-costs of 30%. It is expected that the financial rewards of an improved void process would be significant ie financial savings through an increased number of our properties becoming available to let
- In addition, there is a recommendation within the Echelon report that EDDC appoint an overall responsible person to manage 'complete voids process' (reference to 4.1.10). There is no such post currently within the Housing service, and therefore work will need to be carried out to analyse the potential need for an additional post or whether this can be incorporated within the current resources available

6. Recommendation for approval to changes to the Voids Lettable Standard

- As a brief outline the current Lettable Standard has been in place for some time now and as part of the overall void process we have taken the opportunity to review the Lettable Standard. Dialogue has taken place with various departments throughout the Council and also at a recent Resident Involvement Management Group session.
- 6.2 In line with the current works being undertaken and generally outlined in Section 4 above, we have made some changes to the EDDC Lettable Standard to ensure it is modernised and remains fit for purpose. Key changes are around ensuring we pick up the current issues the industry is facing around damp and mould and ensuring we work alongside EDDC's poverty agenda. There are also a number of smaller changes recommended to make low cost improvements, or legislative improvements to the standard we deliver for incoming residents.
- 6.3 To align to EDDC's poverty agenda we are proposing that through a dedicated Hardship Fund we look at providing vouchers towards decorations and carpets for those incoming residents in real hardship to enable them to bring their property up to a decent habitable standard. This proposal was presented to a recent Resident Involvement Management

Group meeting at Trumps Court and residents were generally in agreement of the proposed changes to the Lettable Standard.

If the proposed new Lettable Standard is approved we then to set out internally how this is managed and the criteria for an application to the fund.

6.4 The proposed changes to the current Lettable Standard are presented as Appendix A

Financial implications:

The financial implications are discussed above and the figures for lost rent due to voids are disclosed within the finance report.

Legal implications:

There are no legal implications.



Your new home property standard

Welcome to your new home. We work with our contractors to make sure that all our homes are in the best possible condition when a new tenant moves in. This leaflet explains the standards that you can expect to find in your new home.

General property standards

- Test all the standard gas appliances fitted in our homes and repair or replace as required. Carry out a gas pipework tightness test to make sure that the system is safe. A copy of the gas certificate will be left for the incoming tenant. Works are to be carried out by a certified Gas Safe engineer only.
- Test the electrical circuitry to comply with latest regulations. Make sure all switches, light fittings and sockets are securely fixed and safe. If the property requires re-wiring we will decide whether this needs to be done while it is empty, or whether it can wait and be done at a later date as part of our future programme of works. A copy of the electrical certificate will be left for the incoming tenant. Works are to be carried out by a certified NICEIC engineer only.
- Make sure the water supply to the property is functioning properly
- Ensure that the property is free from any form of Damp and Mould and any issues that may cause this are rectified
- Make sure there is a suitable means of heating your home.
- Clean the property (see the cleaning standard below) and leave it clear of any rubbish.
- Make sure all internal doors are in good working order and have the appropriate door furniture.

- Change the front and rear door locks.
- Check all windows to make sure they open and close properly and that the glazing is sound. All opening restrictors are also checked.
- Check safety glass in all doors and windows and bring up to standard where necessary.
- Make sure all floors are in good condition and level to receive floor covering.
- Make sure all plasterwork is sound.
- Undertake an asbestos survey in accordance with the regulations and undertake any work recommended.
- Safely remove any hazardous materials found at the property.
- Provide a copy of the Energy Performance Certificate.
- Make sure hand rails and banisters are complete.
- Check that existing external grab rails to entrance doors are safe and secure.
- Remove fire places and block up and vent where necessary.

For sheltered housing properties only we will:

- Move the electrical fuse box to a lower level to give ease of access to older and disabled tenants.
- Provide a key safe for sheltered housing tenants.

Kitchen standard

- Make sure the kitchen is clean and functional and make best use of available space to provide storage and work surfaces. If the kitchen requires replacing this will be done before the property is re-let and we will involve the incoming resident in the design of the new kitchen.
- Check that pipework and taps are free of leaks and waste pipes are not blocked.
- Fit connecting taps and drain point for a washing machine (if not already provided).

- Make sure that there is a gas (if supplied) or electric cooker point for a cooker.
- Clean and overhaul all ventilation systems fitted by East Devon District Council (EDDC)
- Make sure floor coverings are sound, clean and moisture resistant
- Install a Sure-stop alternative to the stopcock
- Ensure adequate forms of room ventilation are provided if there are none present

Bathroom standard

We will:

- Check pipework and taps are free from leaks and waste pipes are not blocked. If necessary we will replace the plug and chain to the bath and basin.
- Make sure bath, WC and basin are sound, clean and functional.
- Replace the toilet seat with a soft closer seat and make sure that the toilet cistern is flushing properly. Toilet to be chemically cleaned and left sealed.
- Clean and overhaul any ventilation systems fitted by EDDC.
- Ensure adequate forms of room ventilation are provided if there are none present
- Overhaul an electric shower. If this was not fitted by EDDC the only work we
 do is to check that the shower works, and is electrically compliant.
- Make sure floor coverings to bathroom are sound, clean and moisture resistant

Cleaning standard

- Make sure there is no rubbish inside or outside the property or within sheds, cupboards, garden and loft space
- Ensure the property is free from any form of Damp or Mould

- Sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks
- Wash the inside and outside of kitchen cupboards and drawers and wash sinks, taps, worktops, wall tiles, grouting and sealant with a recognised cleaning product. We will renew any grouting or sealant that is excessively stained or missing
- All cobwebs, blu tak, sellotape and drawing pins will be removed
- There will be no graffiti or excessive staining
- We will wash the fixtures and fittings in the bathroom
- All woodwork will be washed down and dried
- Any plastic doors and windows will be washed

All washing, mopping and cleaning will be done with clean water and an appropriate cleaning product, such as a disinfectant.

Garden standard

- Clear all rubbish and excessive vegetation from the garden and clear. When
 you move in the upkeep and maintenance of the garden becomes your
 responsibility.
- Remove items such as ponds, ornaments, sheds, greenhouses, lean-tos, conservatories, unless they are in good condition, serviceable and safe. (If there were any such items in a good and safe condition we will have offered these to you at the accompanied viewing. If you decided to keep any of them you will have signed a form agreeing that they are now your responsibility, including their maintenance and disposal)
- Make sure that any post and wire fencing to any boundaries that are our responsibility are in good order. You are responsible for the repair and maintenance of all wooden or other types of fencing.
- Make sure that paths and steps leading to front and rear entrance doors are free from trip hazards and excessive moss and that all entrance gates are serviceable
- All flat balconies will be clear and free from trip hazards and excessive moss

Loft Standard

We will:

- Clear the loft space of all rubbish.
- Provide new loft insulation to the current approved standard where the insulation is lacking or substandard.
- Ensure the loft/roof space is adequately ventilated

Hard wired equipment standard

We will:

- Check that the pull cord equipment in sheltered accommodation is in full working order
- Ensure heat detectors and smoke detectors are fitted as required by current regulations and conform to the system currently in place
- Fit a carbon monoxide detector where necessary.

Internal decoration standard

- Make sure existing decoration is intact and clean although it may not be your individual taste. All wallpaper will be attached to the wall and peeling paper will be removed.
- Fully decorate all empty sheltered housing properties, if required.
- Any decorations to the bathroom will be through the use of Mould Resistant products
- In some cases, where the decorative standard is very poor, we will ensure the
 property is prepared to take decorations and in exceptional circumstances,
 and in line with EDDC's poverty agenda look to provide decoration vouchers
 through a dedicated hardship fund.
- In exceptional circumstances and in line with EDDC's poverty agenda we may
 offer support towards carpets for your property, applications for this will need
 to be made through a dedicated hardship Fund.

Non Fixtures and Fittings Standard

Some tenants carry out improvements to their homes and may have used fixtures and fittings that are not standard to EDDC. These may include built in cookers and wardrobes, electric showers and kitchen units, baths, or conservatory. We will assess all such non-standard fixtures and fittings taking into account health and safety requirements and maintenance issues.

We will:

- take responsibility for any non-standard doors and windows fitted by previous tenants
- Replace non-standard kitchens, baths, entrance doors, and windows when they reach the end of their lifecycle in accordance with our programmed works timetable.

Serviceable items left by the previous tenant

We will:

- We will assess the condition of all items such as wardrobes, curtains, furniture, etc left by the previous tenant. If we consider they are in reasonable condition, safe and clean, we will offer these items to you at the accompanied viewing. If you wish to keep any of these items, we will ask you to sign a form taking on responsibility for their maintenance and disposal.
- These items will be protected while the property is empty. The contractor is not responsible for the final condition of these items. If you are not willing to accept this then you should have these items stored at your expense.

Access to the property

No access to the property will be allowed while the property is empty and the necessary work is being carried out by our contractors. This is because the property is classed as a construction site and is managed in accordance with health and safety regulations.

If you are not happy with any aspect of your new home please contact our Repairs Team on 01395 517458 or email repairs@eastdevon.gov.uk

Report to: Housing Review Board

Date of Meeting 16th March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Learning from complaints

Report summary:

As a follow up to the report on complaints presented to the January meeting of the Housing Review Board, this report sets out a more in-depth analysis of the complaints with an overview of our failures that led to the Ombudsman determining maladministration in all four cases. Areas for improvement are also identified as a direct result of the four cases.

The report makes a recommendation that we approve funding for an additional Complaints Officer in the Corporate Complaints team for a 12 month period in order to help us improve our response times and to help us resolve complaints.

Is the proposed decision in accordance with:

Budget	Yes \square No \boxtimes
Policy Framework	Yes ⊠ No □

Recommendation:

That the Housing Review Board note the learning points from the report and the areas of improvement identified.

That the Housing Review Board recommends to Cabinet the appointment of an additional Complaints Officer (Housing) for a fixed 12 month period who will work within the Corporate Complaints team.

That the Housing Review Board recommends that Cabinet recommends to Council that additional funding in the sum of £25,409 plus on costs is approved to fund an additional Complaints Officer (Housing) for a fixed 12 month period.

Reason for recommendation:

This report is further follow up to the recent letter received from the Housing Ombudsman and the publication of the performance tables. It also gives the Board information on performance, the learning from the complaint outcomes to date and the improvements we need to make.

Officer: Amy Gilbert-Jeans – Assistant Director - Housing
Portfolio(s) (check which apply):
☐ Climate Action and Emergency Response
☐ Coast, Country and Environment
☐ Council and Corporate Co-ordination
☐ Democracy, Transparency and Communications
☐ Economy and Assets
□ Finance
☐ Strategic Planning

 ⊠ Sustainable Homes and Communities □ Tourism, Sports, Leisure and Culture
Equalities impact Low Impact
Climate change Low Impact
Risk: High Risk; Compliance with the Housing Ombudsman code and the Consumer standards
Links to background information .
Link to Council Plan
Priorities (check which apply)
⊠ Better homes and communities for all
☐ A greener East Devon
□ A resilient economy

1. Background

- 1.1 At the January 2023 meeting of the Housing Review Board, we outlined and updated Members on the Councils process for dealing with formal complaints. The report summarised performance of this area looking back over the last 5 years and identified areas of the housing service that are receiving the highest levels of complaints.
- 1.2 The report highlighted and contained information from the Housing Ombudsman following their 21/22 annual performance report on providers and outlined that as a result we had received a letter from the Ombudsman highlighting a high maladministration rate. This related to 5 complaints that had been referred with 4 being determined against us for maladministration. Breaking down the 4 cases, 2 were related to anti-social behaviour (ASB) and 2 related to property condition.
- 1.3 As highlighted by the Assistant Director for Housing at the January meeting, we take the findings of the Housing Ombudsman very seriously and as part of this, the Service Managers have conducted a detailed review into the learning that we must take from each one of these cases. In addition to this and as approved by the Board at the January meeting, 15 individual recommendations were also approved and each one of these actions is now being monitored by the Housing Leadership team.
- 1.4 This report is based on recommendation 11: Report to the Housing Review Board on Ombudsman cases detailing learning and areas for improvement.

2. Individual case studies

2.1 Each box below summarises the findings from the 4 cases detailing what the complaint was, information on the findings, the determination detail by the Ombudsman and the level of compensation that was given to the tenant.

The complaint was about:

- Our response to the residents reports of anti-social behaviour
- Our response to the residents reports of an odour from his neighbours property
- Our general handling of the complaint

Findings:

- Our complaint response was deemed reasonable, insofar as it complied with our ASB policy by way of seeking evidence through diary sheets.
- A failure was that we did not retain good enough file notes on the case that we
 were able to provide to the Ombudsman in order to evidence the detail of all
 actions we took.
- In relation to the resident reporting an odour from his neighbour's property, although we had acknowledged this issue from the resident, there was a failure from us to demonstrate how we were actively dealing with this despite the resident escalating the matter through our environmental health team and social services. This was deemed as a failure of communication with our resident.
- With regards to how we handled the complaint, it was found that we had dealt with previous issues from the tenant regarding similar issues and had previously closed a formal complaint. When new issues were raised, it was found that we should have started the formal complaint process again as opposed to referring back to previous correspondence/previous complaints.

Determination

- Maladministration in our response to the issues regarding ASB.
- Service failure in our response to the reports of an odour from a neighbour's property.
- Service failure in our handling of the complaint.

Compensation

We were ordered to pay the tenant an amount of £300 in compensation.

Case Number 2- Property Condition

The complaint was about:

- Our handling of the replacement of the tenants kitchen prior to her occupation of the property.
- Our general handling of the complaint.

Findings:

- We did not provide sufficient evidence to back up our claim that the kitchen was usable and suitable for everyday needs prior to the tenant moving in.
- We presented contracting evidence from two different parts of the housing team- in short we were unclear and confused about the condition of the kitchen.
- When the kitchen was replaced, the tenant was satisfied that this was done
 although claims to have incurred additional costs as had to live elsewhere whilst
 the kitchen was being refurbished and this delayed her ability to move into the
 property.
- Our records/file notes were not sufficient in terms of what had been agreed with the tenant, we made reference to verbal discussions that we and the tenant claimed to have taken place but we could not produce the evidence.

- It was found that generally our communication was poor with the resident.
- The Ombudsman found our timeframe for fitting the kitchen reasonable based on the health and safety issues including the presence of asbestos in the property that had to be removed.
- Our audit trail of evidence was poor and we were unable to satisfy the Ombudsman that our investigation was thorough enough.

Determination

- Maladministration in how we handled the kitchen replacement.
- Service failure in our handling of the complaint.

Compensation

We were ordered to pay the tenant an amount of £500 in compensation

Case Number 3- Property Condition

The complaint was about:

- Our handling of external repairs to the property, including:
 - External painting, rendering and facias
 - ➤ Low water pressure and concerns about a leak under the property
 - Soakaway

Findings

- It was found that following concerns raised to us by the tenant, our obligation to inspect the issues were met albeit in the first instance they were not inspected for over a month. The Ombudsman, although acknowledging the delay ruled that this was not unreasonable due to the ongoing back log of repairs relating to the covid pandemic and on the basis that this was not an emergency repair.
- Following a site visit where the tenant was reassured of the actions we would take, we did not provide the tenant with any reassurance on timescales and no written confirmation of what actions we would take.
- When our Contractor arrived to complete the works, they were unaware of all
 the work that we had told the tenant was going to be completed. When the
 tenant challenged us on this, we were vague and did not reassure the tenant of
 when the additional works would be completed.
- Our formal response to the complaint did apologise for the poor communication that the tenant had received.
- Our response to deal with the issues was deemed to be slow.
- There was a lack of evidence in us being able to prove that we gave the
 resident notice of when the repairs would be carried out. It was acknowledged
 that on one of these occasions there was minimal notice given due to a
 cancellation of another appointment so we tried to bring an appointment forward
 with the resident to complete a repair sooner.
- Some of our verbal communication was found to be unhelpful and this impacted the tenant.
- Our response to the issues generally was slow and at the time of the Ombudsmans report, the works had still not been completed.

- There was a lack of evidence of how the issue with the water connection was dealt with by us.
- We were to slow to deal with the issues relating to the water connection.
- Following our stage 1 complaint where we apologised for poor communication, we didn't act quickly enough on this and this was further highlighted as part of the stage 2 complaint.

Determination

Maladminstration in relation to how we handled all external repairs.

Compensation

• We were ordered to pay the tenant an amount of £350 in compensation

3. Learning points

- **3.1** The Housing Services Manager and the Property and Asset Manager have undertaken a detailed analysis of the cases above, the results of which have been shared with the Officers directly involved as well as the wider teams in order to highlight the failures and learning points from each of the cases.
- **3.2** As part of reviewing these cases, there are stand-out themes that we can take from these 4 cases that identify clear areas of improvement for us. These are centred around;
 - Poor communication with a failure to ensure tenants are kept up to date with progress on matters that relate to them.
 - > A failure to reassure tenants around matters that are impacting on them (particularly in relation to the ASB cases)
 - Lack of thorough case notes that evidence and back-up our position, actions taken and how we are progressing matters.
 - Lack of case notes that detail how we have communicated with tenants.
 - Us progressing matters too slowly or not responding to complaints quickly enough.
- 3.3 The themes identified here are familiar with the outcomes of the majority of housing complaints which continue to identify poor record keeping and poor communication as being two major areas for improvement.
- 3.4 As a way of addressing this, the Service Managers are implementing a number of actions, including;
 - A review of all procedures that relate to our ASB Policy to ensure absolute clarity on what records and file notes must be kept and how this should be done.
 - A review of all procedures that relate to how Property and Asset/responsive repairs cases are handled to ensure clarity on exactly what information must be captured and how this should be done.
 - ➤ Refresher training for all Officers in record keeping that relate to their specific areas, recognising that this will look different for different areas of the service.
 - A review of how contractor information is being held in the system in order for us to be able to access as and when required, an audit on what information contractors are holding and whether this is detailed enough.

- ➤ The Property and Asset Manager is refreshing expectations on how we expect complaint issues/correspondence to be dealt with by our main contractor in order to ensure awareness of role and what we expect from them.
- Recruitment of the Housing Repairs Customer Service Manager role, this is a critical role to enhance customer care practices across the Property and Asset team.
- Spot checks by Managers on cases across the service to ensure we are making the improvements required.
- ➤ Ensuring and re-iterating the responsibility and ownership of individual Officers, undertaking spot checks in advance of performance discussions in order to ensure clarity on improvements required and a structured and formal way of dealing with this (via PER/1:1 process).
- Spot checks on repairs calls to pro-actively monitor how we are handling calls that relate to repairs.
- Customer service training for all Housing Officers.
- ➤ 'Learning from case studies' approach where actual complaints received are fed back to teams as a way of highlighting unacceptable performance.
- 3.5 An internal focus group of Officers from the Corporate Complaints team as well as the Senior Housing Managers has been set up in order to monitor the actions set out above as a way of driving this forward with urgency.
- 3.6 It has been acknowledged for some time that due to the significant volume of housing complaints received, we often do not meet our target response times that we set out to tenants. This is unacceptable and has also been highlighted to us by the Ombudsman as a failure with regards to general complaint handling. In order to help address this we are therefore proposing that the Housing Revenue Account fund an additional Complaints Officer who will work within the Corporate Complaints team. We are suggesting this is a full time, fixed term post that we put in place for a period of 12 months with a review point built in to determine whether this needs to become a permanent post. The post holder will focus only on housing complaints and will work closely with the Senior Managers to ensure target complaint response times are met.

4. Conclusion

- 4.1 Although it is widely acknowledged that due to the front-line nature of the housing service, complaints will general be higher than some other areas of the Council, we are seeing an unacceptable number of complaints that could be avoided.
- 4.2 This report sets out that with improvements particularly in relation to record keeping and communication, the number of complaints we are handling could be significantly reduced and the actions set out in this report will be driven by the Housing Leadership team and the progress being taken will continue to be reported back to the Housing Review Board. Success will be measured by way of a reduction of complaints at every stage, the internal focus group will continue to monitor this.
- 4.3 Following these recommendations being considered by the Board, it is suggested that a briefing is undertaken for the Tenant Complaints panel in order to brief them on the issues raised in the report.
- 4.4 As highlighted recently by the Social Housing Regulator and as part of the new legislation within the Social Housing Act, we must as a social landlord use the learning from complaints to

recognise where service failures exist in our service and work to put these right as a service priority in order to continue to improve our services to tenants.

Financial implications:

The financial implications of complaints are two fold; firstly the issue of compensation and secondly the impact on officers time to deal with and record complaints appropriately.

Legal implications:

The legal issues are covered in the report

Report to: Housing Review Board

Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release NA



Tenancy Visits Policy & Procedure

Is the proposed decision in accordance with:

Report summary:

To provide the Housing Review Board with proposals on the planned implementation of a rolling program of tenancy visits across all Council tenancies in East Devon.

This report seeks the approval of the Housing Review Board to implement a tenancy visit program and policy (attached) based on proposed levels of staffing within the Estate Management team.

is in property	
Budget	Yes □ No ⊠
Policy Framework	Yes ⊠ No □
Recommendation	on:
 That member That member 	rs note and agree the tenant visits policy and procedure (attached) rs agree the recommendation for all properties to be visited annually rs recommend to Cabinet and Council the additional two Housing Officer posts tional budget requirement.
Reason for reco	emmendation:
To implement a pro	gramme of tenancy visits to all EDDC tenancies
Officer: Yusef Masi	h ymasih@eastdevon.gov.uk
Portfolio(s) (check v	• • • •
☐ Climate Action a☐ Coast, Country a	nd Emergency Response
•	porate Co-ordination
'	nsparency and Communications
☐ Economy and As	•
☐ Finance	
☐ Strategic Plannin	
	nes and Communities
in rounsin, sports,	Leisure and Culture

Climate change Low Impact
Risk: Low Risk; .

Links to background information .

Link to Council Plan

Priorities (check which apply)

⊠ Better homes and communities for all

□ A greener East Devon

Report in full

☐ A resilient economy

Background

1. Current Arrangements

There is the need to ensure we have a regular, formalised mechanism in place for us to check, update and maintain the data we hold on tenants living in our housing stock. We have previously undertaken these visits and captured this information in a variety of ways, across different teams however there is the need for a renewed focus from Estate management on this area.

2. Objectives

We need to ensure that our tenants are supported in a variety of ways, that our systems are up-todate with the correct household information, and that our properties are being looked after and used for intended purposes. Tenancy visits will also identify customers at risk of tenancy failure at an early stage to enable us to respond positively.

Government guidance including the Social Housing Charter, places the focus on social landlords to ensure the safety of its tenants and to promote their right to recourse should we fail to keep them safe or listen to their views. We can only do this if we know how best to communicate with them and how their accommodation meets their needs.

Our approach is to make sure that our tenant/household data is regularly updated through tenancy visits.

This will enable us to:

- Ensure that housing accommodation is safe and meets the needs and aspirations of the tenant/household;
- Maintain sustainable tenancies and proactively manage tenancies;
- Identify any support needs within the household;
- Identify any Safeguarding concerns
- Identify the communication needs of tenants/household;
- Ensure that properties are being maintained in accordance with the tenancy agreement;
- Identify tenancy fraud abandonment, unlawful subletting or unauthorised occupation
- Check for outstanding repairs to make sure the property is safe and fit for habitation;
- Capture up to date information to improve the tenant profiling; and
- Identifying whether tenants would be interested in getting involved on forums or customer scrutiny panels

3. Advantages

- Tenancy visits should save the Council a considerable amount of money by working proactively to prevent issues escalating. For instance, by identifying and addressing property condition issues, which could prevent costly disrepair claims or identifying un-authorised alterations. As a result, the Council could see a reduction in repair costs and void turnaround times, as well as a reduction in the loss of rental income.
- Tenancy visits will also enable us to identify the level of overcrowding in our stock, whilst allowing us an opportunity to promote downsizing to those tenants who may be interested in moving.
- Housing Officers may also be able to identify any tenancy or estate management issues early (e.g. hoarding), so that problems can be resolved before escalating into wider issues that will take more time and resources to resolve.

4. Current Housing Stock Information

Our current stock levels are 4,184 properties across the district. This number is split between 2,837 general needs properties and 1,347 sheltered housing properties.

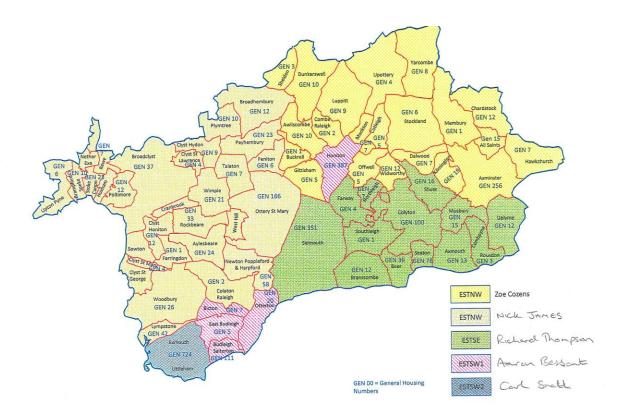
Sheltered housing tenancy health checks will be carried out alongside the annual TAP review to avoid duplicity so will be completed annually.

5. Current staffing levels

Tenancy visits for general needs properties will be carried out by Estate Management Housing Officers. Present staffing arrangements within the department consist of 5 x full time employed (FTE) officers (of which 1 is on a 12 month contract), 1 x floating officer (6 month contract) 1 x senior officer and 1 x Estate Manager.

Each of the Officers are each assigned a geographical area or patch. These patches vary in terms of stock size, density and distance and there is disparity in the number of properties managed by each Officer. This is illustrated by the table and map below:

Patch	Stock Size General needs and sheltered)	Patch Officer
North East	497	Housing Officer A
North West	775	Housing Officer B
South East	990	Housing Officer C
South West 1	716	Housing Officer D
South West 2	1213	Housing Officer E



The current interim staffing structure for Estate Management has increased staffing on an operational level to an additional 2 FTE Officers employed on temporary 6 and 12 month contracts respectively.

There are currently five FTE Housing Officers under the permanent staffing structure and one part time Officer whose role is to solely deal with fire compliance checks.

Title	Job Role	(Hours worked)	FTE/PTE/ Temporary	Patch/Stick Size (General needs and Sheltered)
Housing Officer	Tenancy & Estate Management	37 hrs	FTE	716
Housing Officer	Tenancy & Estate Management	37 hrs	FTE	775
Senior Housing Officer	Tenancy & Estate Management	37 hrs	FTE	None
Housing Officer	Tenancy & Estate Management	37 hrs	FTE	497
Housing Officer	Tenancy & Estate Management	37 hrs	FTE	1213
Housing Officer	Fire Compliance Checks	22.2 hrs	PTE	None
Housing Officer	Tenancy & Estate Management	37 hrs	Temporary – 6 months	Floating Officer- Compliance Checks
Housing Officer	Tenancy & Estate Management	37 hrs	Temporary – 12 months	990

6. Estimated Time Spent on Tenancy visits

The estimated time taken to complete a tenancy visit will undoubtedly vary, but as a general rule, it is estimated that each tenancy visit will take in excess of 2 hours to complete. This includes the time

spent at the property and takes into account any abortive visits; travelling time to and from the property; and follow-up work on return to the office.

It is envisaged that some tenancies may generate additional work where concerns have been identified and result in multiple return visits to a property or visits that necessitate two officers in attendance, which could significantly impact on workloads.

However, this could be offset as there may be opportunities for Officers to carry out tenancy visits as part of other planned visits to the property. For example, to conduct a flexible tenancy review, which would negate the need for multiple visits. However, where tenancy visits can be linked to other visits to make the best use of resources, tenancy visits are an essential part of the landlord tenant relationship and helps to ensure people know who their housing officer is.

The proposed Getting to Know you – tenant profiling form would also be updated and at these visits.

The appointment of a housing administrator will also reduce workload pressures on Officers. This post was filled in January 2023.

7. Frequency of Tenancy visits

The options described below are based on permanent staffing arrangements and not the interim structure or temporary posts.

Option 1 – Annual Tenancy visits

If the number of tenancy visits are split equally between the five FTE members of staff, it will require officers to undertake 2.5 tenancy visits each day or 12.5 each per week. Broadly speaking, the amount of time that is likely to be spent on carrying out a tenancy visit equates to in excess of 2 hours. So, each Officer would be devoting in excess 25 hours per week on conducting tenancy visits to meet this target.

This is based on the following formula:

229 working days per annum

The total number of working days takes into consideration the average number of holiday entitlement (22 days) and 9 days public holidays.

5 full time employees x 229 working days = 1,145

2,837/1,145 working days (total number of general needs properties)

Each officer has to conduct 2.5 properties per day.

Or 12.5 properties per week.

With current staffing levels, this is an unrealistic target as the Officers could not meet the demands There may also be unplanned sickness or absenteeism, which may further impact on the number of days worked by Officers.

To implement annual tenancy visits it is estimated that an additional two Housing officers would be required.

Option 2 - Tenancy visits every 2 years

If the number of tenancy visits are apportioned over a 2 year period it will necessitate that each officer conducts on average 1.25 tenancy visits per day or 6.25 per week, which would equate to in excess of 13 hours per week or a little over 1 and a half working days. This is considered to be more realistic than option 1 based on current staffing arrangements but would still place additional burden of workloads and stretch resources. Staffing would also need to be maintained in order to effectively manage the number of tenancy visits conducted each week.

Option 3 – Tenancy Visit Check every 3 years

If each tenancy received a visit every 3 years that would result in each Officer conducting 4 visits per week. This would afford Officers more time to balance other workloads, but would take longer to accomplish tenancy visits across the housing stock. This would be more achievable based on current workloads and resources.

Option 4 – All tenancy visits to be completed in year one then reverting to a two year cycle.

All general need properties to be visited annually within the first year of this policy being adopted. Thereafter, tenancy visits will be conducted bi-annually by Housing Officers unless exceptional circumstances apply. This could include, where ongoing support and assistance is being provided to tenants to help them sustain their tenancies and/or where safeguarding issues have been identified.

Tenancy visits for general need properties will be prioritised where tenants have had little or no contact with the Council for a significant amount of time. This will also ensure that all tenants receive minimum annual contact from the Council.

Sheltered housing stock will receive a tenancy visit annually by the Mobile Support Officer responsible for managing sheltered housing properties. This tenancy visit will occur, and form part of, the requirement to conduct a yearly tenant assessment for sheltered housing tenants.

Officers will be tasked to complete 100% of tenancy visits throughout the first year. This will be broken down into quarterly targets and managed accordingly.

This option will require an additional two Housing Officers in year one.

Recommended Option - Option 1 Annual Tenancy visits

This option is recommended as we would like to provide the maximum support to our residents in maintaining their tenancy and in ensuring our properties are looked after. Annual tenancy visits will ensure tenants are supported, their personal needs and preferences are identified, properties are maintained, reducing void costs, we are able to evidence any disrepair claims and also improve our empty property turnaround times.

9. Equalities Implications

The Council has a commitment to ensure that it complies with the requirements of the Equalities Act 2010. Undertaking this programme of tenancy health will improve the data we currently hold on our tenants and household members. This will help us identifying anyone with a 'protected characteristic' under the legislation. In turn, this will allow us to tailor our services to the specific needs of customers.

10. Financial Implications

It is expected that this proactive approach of visiting tenants in their homes will identify previously unreported repairs and issues within households that will need to be addressed.

This is an essential activity to identify and resolve any maintenance issues and help combat issues of property condition so early intervention can be instigated when a tenancy is showing signs of failing and the tenant needs support.

The staffing budget for the team will require an additional £64'040 per annum for the additional Housing Officers

11. Performance Indicators

The tenancy visits program will be managed by the Interim Estates Manager and progress and trends will be shared with the SMT.

Officers will be tasked to complete 100% Tenancy visits based on recommendations adopted by SMT Review Board and this will be broken down into quarterly targets and managed accordingly.

We will also monitor refusal rates to properties/abortive visits and there may be trends to develop additional interventions. Wherever we have concerns about the management of a particular tenancy we will invoke our existing tenancy management procedures to gain access and or offer support, where necessary.

We will also benchmark with other housing providers through House Mark.

12. Process Mapping

Once recommendations have been approved by SMT Review Board, consideration will be given to how tenancies are prioritised for tenancy visits. This could include extracting data on those tenancies who have not reported repairs for a significant period of time or by length of tenancy, for instance

13. Risk Assessment

Safe operational working practices to be applied whilst undertaking tenancy visits and staff will have training/re-fresher training in Health & Safety and Lone Working.

Hazard warning markers will be logged on Housing management systems to alert staff of any issues regarding a particular tenant or tenancy address. Hazard warning markers will be checked prior to Officers carrying out tenancy visits and these are to be reviewed periodically to ensure accuracy and relevance.

Financial implications:

Given the resource implications of ensuring that 100% of general need properties are visited in the first year, the Board is requested to provide funding for two additional full-time posts (37 hours) to meet this target. A budget bid of £62,040 is requested from the 2023/24 Housing Revenue Account Budget for the addition of two permanent, full time Housing Officers (Grade 4).

Legal implications:

There are no legal implications on which to comment.



Tenancy Visit Policy

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1. Introduction

1.1 The purpose of this policy is to outline the process by which East Devon District Council ("the Council") will undertake tenancy visits to those tenants living in its housing stock.

2. Purpose

- 2.1 Social housing is a valuable commodity that provides security and stability to people in housing need. The Council has a duty to ensure that its housing stock is properly managed and to make the best use of public resources.
- 2.2 To achieve this aim, the Council will ensure that it provides well maintained housing, which is suitable to the needs and aspirations of its tenants.
- 2.3 Tenancy visits provide a valuable opportunity to capture and update tenant profiles, as well as identifying unmet support needs, under-occupation, disrepair and tenancy fraud. In summary, tenancy visits are necessary to:
 - (a) Update household information;
 - (b) Assess the condition of properties and take appropriate action where damage, disrepair, and matters relating to health and safety or hoarding are identified;
 - (c) Identify any support needs of the tenant or household member including referring them onto specialist agencies for support;
 - (d) Identify tenancy fraud and other breaches of tenancy (e.g. unauthorised alterations);
 - (e) Identify households who are under-occupying properties and provide support if they wish to downsize to smaller properties;
 - (f) Identify issues that could relate to Safeguarding;
 - (g) Promote resident engagement and to foster good landlord-tenant relationships; and
 - (h) To enquire whether tenants would like to get involved in any customer focus groups/panels.

3. Consumer Charter Requirements

- 3.1 As a registered provider of Social Housing, the Council has an obligation beyond just providing decent accommodation. The Council is governed by the Housing Regulator and is expected to adhere to the consumer standards and met specific outcomes with respect to these standards.
- 3.2 The application of this Policy will ensure that the Council meets the required outcomes of the consumer standards, as outlined below:
 - 1. Home Standard
 - 1.1 Quality of accommodation

Registered Providers will: -

(a) Ensure that tenants' homes meet the standard set out in section five of the Government's Decent Home Standard and continue to maintain their homes to at least this standard.

1.2 Repairs and Maintenance

Registered Providers shall:

- (a) Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- (b) Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

Tenant Involvement and Empowerment Standard

Understanding and responding to the diverse needs of tenants:

Registered Providers shall:

- (a) Treat all tenants with fairness and respect
- (b) Demonstrate that they understand the different needs of their tenants, including in relation to the equality standards and tenants with additional support needs.

4. Policy Objective

- 4.1 To ensure that the Council meets its statutory and legal obligations, tenancy visits and property inspections are a necessary requirement to assist the Council in sustaining tenancies and maintaining the condition of its properties.
- 4.2 A tenancy visits will be conducted by housing staff in accordance with an agreed upon rolling program.
- 4.3 The tenancy visit will include carrying out a regular and comprehensive review of the tenant's circumstances to ensure that their housing needs are being met.
- 4.4 The Council also has an obligation to provide well-maintained housing of a suitable standard and tenancy visits are sometimes required to establish whether this standard is being met.
- 4.5 The Council will also prioritise tenancy visits as part of the rolling program based on identified risk factors. Where possible tenancy visits will take place at the same time as other visits, for example, fixed term tenancy reviews, in order to minimise workload and disruption to tenants.
- 4.6 Tenancy visits will be prioritised where tenants have had little or no contact with the Council for a significant amount of time. This will also ensure that all tenants receive minimum annual contact from the Council.

5. Support for High Risk Tenancies

5.1 When housing staff identify safeguarding concerns, complex support needs or vulnerabilities as part of the tenancy visit they are to refer cases to appropriate agencies or departments without delay. This includes, but is not limited, to:

- (a) Tenancies that are at risk of failure;
- (b) Tenants who are not responding to multiple intervention attempts from housing services:
- (c) Circumstances where tenants are experiencing difficulties sustaining their tenancies. These tenants may have complex behaviours that prevent them from engaging with support services;
- (d) Tenants and household members exhibiting signs of self-neglect or welfare concerns; and
- (e) Tenants who have complex support needs, including mental health, drug and alcohol use, that require intensive support from a range of services to assist them in maintaining their tenancies.

6. Tenancy Fraud

- 6.1 Under the Prevention of Social Housing Fraud Act 2013 it is a criminal offence to sublet or part with possession of social housing. The Council will take appropriate action to ensure that its tenanted properties are only occupied by those with a legal right to be in residence.
- 6.2 Tenants will be asked to provide identification during the visit to ensure that the correct person is living at the property.

7. Staff Safety

- 7.1 All housing staff are required to follow procedures to assess whether there are risks to their safety when preparing for and undertaking a tenancy visit. Most tenancy visits will not pose a risk to housing staff. However, housing staff are to assess the level of risk posed as part of organising a visit and shall work with the Estate Manager to control any identifiable risks.
- 7.2 Housing staff are to identify any potential risks or hazards with regards to:
 - (a) Individual behaviour of the tenant or household members;
 - (b) The property condition;
 - (c) Reports from third parties/agencies that may indicate a risk to housing staff, and
 - (d) Any known warning markers.
- 7.3 Where risks or hazards are identified, housing staff are to consult with the Estate Manager so risk control measures can be implemented. Warning markers are to be recorded and updated as necessary.
- 7.4 Housing staff must ensure that tenancy visits are diarised in individual calendars for all visits being undertaken and shall maintain regular contact with the Office. The following information should be available to the Estate Manager and colleagues:
 - (a) Mobile contact number;
 - (b) Address of the home visit;
 - (c) Anticipated time of arrival and departure; and
 - (d) Lone working procedures are being followed.

8. Tenants' Rights

8.1 The Council acknowledges the tenants' right to privacy and quiet enjoyment of the property, but this right is to be balanced against the Council's contractual obligations and legal duties. This includes an obligation to ensure that the tenants' safety, health

and wellbeing are being preserved and to ensure that the property is maintained in a good state of repair.

9. Information and Confidentiality

The information collected as part of the tenancy visit will be stored and maintained on our tenancy data base and processed in accordance with data protection legislation.

10. Performance Indicators

The performance and effectiveness of tenancy visits will be routinely measured against a set of key performance indicators – particularly around meeting target times for visits to be conducted.

Performance will be reported to the Housing Review Board on a quarterly basis and the Housing Leadership Team on a monthly basis.

The Estate Manager will measure individual targets with Officers during 1-2-1 and PERs and shall also conduct a periodic audit of tenancy visits, these checks will be recorded and will be picked at random in order to get assurance that the Officers are effectively carry out the tenancy visits



EAST DEVON DISTRICT COUNCIL TENANCY VISIT PROCEDURE

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1. Introduction

- 1.1 This procedure applies to all Council tenancies regardless of tenure.
- 1.2 Each tenancy will receive a Tenancy Visit at least every 2 years. This is to confirm:
 - (a) Whether the tenant is residing in the property;
 - (b) To collate information about who else may be living in the property;
 - (c) To identify any disrepair or maintenance issues;
 - (d) To establish whether there is any under occupation or overcrowding; and
 - (e) To capture up to date profiling information about the tenant and household members.
- 1.3 Any outstanding repairs, rent or anti-social behaviour issues can also be discussed during the tenancy visit. Officers will also have regard to whether there are any known or identifiable safe guarding concerns.
- 1.4 The tenancy visit will also provide an opportunity to ensure that the tenant is managing their tenancy satisfactorily and to obtain feedback regarding their home or where they live.
- 1.5 Each tenancy will receive a tenancy visits in the first 2 years of the tenancy commencing.
- 1.6 This procedure sets out guidelines for Estate Management Officers (EMOs) to follow when conducting tenancy visits

2. Prior to the Tenancy Visit

- 2.1 The EMO must check the tenancy account to identify any warning markers on Open Housing to ensure that there are no cautionary measures they should take before visiting (for example, visiting in pairs).
- 2.2 The EMO will contact the tenant by letter or telephone (if there is a contact number) to make an appointment. The EMO will explain the purpose of the tenancy visit. It will also be used as an opportunity to conduct a property inspection.
- 2.3 The EMO will notify the tenant of the following: -

- (a) The reason and requirement for a tenancy visit;
- (b) To advise who will be attending the property;
- (c) To outline what can be expected during the visit, for example, what information will be requested from the tenant and recorded;
- (d) To enquire whether there are any unmet support or communication needs, which may need to be taken into consideration before the visit; and
- (e) To appoint a suitable date and time to undertake the visit.
- 2.4 As part of the tenancy visit, engagement with tenants will be managed with care and consideration. Where appropriate, consideration will be given to how the visit is conducted. For example, the tenant may request that a family member, support person or advocate is present during the visit.
- 2.5 The EMO will decide whether it is appropriate to conduct a visit in the absence of any family member, support person or advocate beforehand.
- 2.6 Where there is no contact number for the tenant, the EMO may elect to send a letter (Appendix 1) to the tenant appointing a date and time for the visit.
- 2.7 The EMO will print off the tenancy visit Form (Appendix 3) prior to the visit and will check Open Housing to see if there are any repair issues, rent arrears or anti-social behaviour issues.
- 2.8 Where a visit may present a threat to the safety and wellbeing of staff (for example, where the tenant has made threats to staff) consideration will be given to visiting in pairs.
- 2.9 Where the tenant is unable to engage with the EMO and there are legitimate concerns, for example, mental health issues preventing the tenant from engaging appropriately, the EMO will make the appropriate referrals to support agencies.

3. During the Tenancy Visit

- 3.1 The EMO will wear their ID card at all times when visiting tenants.
- 3.2 The EMO will ask for proof of identity to confirm that they are the tenant. Two forms of identity (one photographic) and one evidencing proof of residence (Council tax bill, etc.) within the last 12 months will be required.
- 3.3 The EMO will take the tenant through the details on the tenancy visit form.
- 3.4 Where the tenancy is a joint tenancy, the EMO must confirm whether or not both tenants are in occupation.
- 3.5 The EMO will ask the tenant if there are any repair issues, which may not have been reported previously and will conduct a property inspection of the property.

- 3.6 Observations from the property inspection will be recorded on the tenancy visit form (e.g. overall condition of the property).
- 3.7 Where necessary, it may be necessary for the EMO to take photographs during the visit. For example, when a repair or maintenance issue has been identified or where unauthorised alterations/improvements have been made without prior consent being given. Before the photographs are taken, the EMO is to provide the tenant with the following information:
 - (a) The purpose of taking photographs, for example, to assist the Council in documenting what is to be repaired or renewed;
 - (b) To visually record the general condition of the property; and
 - (c) If a decision is made to pursue a property damage claim for repairs owing to neglect, photographs may be used as evidence of the damage for recharge purposes.
- 3.8 If the tenant refuses to allow a property inspection to take place, the EMO will advise them of their contractual obligations under the tenancy and that legal action could be taken for obstructing that process.

 Time should also be taken to ask if the tenant has any general concerns/issues that are housing related- there response to this should be recorded on the form as an audit trail that at this date and time, this question was asked.
- 3.9 The tenant will be reminded that the loft space of the property should not be used for personal storage. The EMO will document whether the tenant is storing any goods in the loft space and will take action to address the issue, if so confirmed by the tenant.

4. Follow up after visit

- 4.1 After the visit has taken place, the EMO will file the tenancy visit form on the tenancy file located on the S/drive, if no concerns or actions have been raised.
- 4.2 Where additional information has been provided by the tenant that is not currently held on record, the EMO will ensure that that information is passed to the Housing Assistant who will then be responsible for entering the information on Open Housing.
- 4.3 Where the tenancy is a joint tenancy but one of the tenants has moved out or has died, the EMO will work with the tenant to make the necessary changes to the tenancy.
- 4.4 Where repair or maintenance have been identified during the visit, the EMO will refer any maintenance issues to Repairs for action.
- 4.5 Where the EMO has concerns that the person visited might not be the tenant, they will compare the information recorded on the tenancy visit form with information on internal records. In particular, the following checks must be carried out

- (a) Compare the tenant(s) signature(s);
- (b) Compare any photographic ID held on file;
- (c) Compare the names and dates of birth of the tenant(s); and
- (d) Compare the names and dates of birth of other occupants.
- 4.6 Where the EMO believes that person(s) occupying the property may not be the tenant(s) further investigations will be carried out as at paragraph 5 below.

5. Further investigations where there is doubt as to the occupant(s) identity

- 5.1 The EMO will attempt to obtain further proof of identity from the occupant(s).
- 5.2 The EMO will check for any previous changes of tenancy that may not have been recorded or actioned correctly.
- 5.3 If there is any doubt as to the occupant(s) identity, the EMO will carry out further investigations such as speaking with neighbours or checking electoral records. The Council's Fraud department will also be notified.
- 5.4 Where the EMO is still not satisfied that the occupant(s) is/are the tenant(s) the case should be discussed with the Estates Manager.

6. No access for the Tenancy Visit and/or Property Inspection

- Where the EMO has not been able to gain access to the property for the purposes of conducing a tenancy visit, they will send a letter (Appendix 2) arranging another visit within 7 days. The letter will detail that access is required under the terms of the tenancy and that where access is denied, further action may be taken.
- 6.2 Where it is believed that there are occupants in the property are not the tenant(s), the case should be discussed with the Estate Manager to consider recovery of the property for abandonment and or non-occupation.

7. Legal Proceedings

- 7.1 Where the Estate Manager gives approval for possession on the basis of abandonment/non-occupation, the EMO will complete the necessary legal paperwork and the Council's Solicitor will be instructed to issue a Notice to Quit and or Notice Seeking Possession on the tenant.
- 7.2 The ground for possession is Ground 1 but the Notice Seeking Possession may include any other relevant grounds and breaches of tenancy.

- 7.3 The EMO should seek advice from the Estate Manager and Council's Solicitor regarding the drafting of any Notices.
- 7.4 The Council's Solicitor will draft and approve the Notice to Quit and or Notice Seeking Possession after receiving the legal instruction.
- 7.5 Once approved, the EMO Officer will serve the Notice to Quit and or Notice Seeking Possession at the property by posting it through the letter box. A certificate of service will be completed.
- 7.6 The EMO will inform the Estate Manager and the Council's Solicitor if the legitimate tenant makes contact during the notice period.
- 7.7 If there is no contact from the tenant before expiry of any notices, the EMO will inform the Estate Manager and Council's Solicitor and possession will be sought.
- 7.8 Where attempts to conduct a property inspection has been refused by the tenant, the EMO and Estate Manager will give consideration to instructing the Council's Solicitor to apply for an injunction compelling the tenant to abide by the tenancy conditions and provide access.

8. Court application

- 8.1 The Council Solicitor will complete the court paperwork upon the request from the EMO.
- 8.2 If a claim for possession is sought in the County Court, the Council's Solicitor will notify the EMO and Estate Manager of the Court hearing date once received.

9. The Court hearing

- 9.1 Throughout the period up to the date of the Court hearing, the EMO will monitor the property continue with attempts to contact the tenant.
- 9.2 The EMO or Council Solicitor will draft a witness statement and file it at the court prior to the Court hearing date. The witness statement will give brief details of the tenancy and nature of the claim.
- 9.3 The EMO will attend the court hearing with the Council's Solicitor to give oral evidence, if so required.
- 9.4 At the hearing, the Court will be invited to make an Order for possession. An order for costs should also be asked for.

9.5 If for any reason the Court will not make an order, the Estate Manager will seek legal advice from the Council's solicitors.

10. Monitoring

- 10.1 The Estate Manager will keep a record of all tenancies visited, including actions arising for auditing purposes. This will be recorded on Open Housing.
- 10.2 The Estate Manager will approve any decision to take legal action to repossess a property due to abandonment and or non-occupation.
- 10.3 The Estate Manager will monitor progress annually through regular key performance indicators.
- 10.4 The Estate Manager will periodically accompany EMOs on tenancy visits as part of quality monitoring and subject to continual review.

Date:

Direct phone: 01395 516551

Direct email: Estatemanagement@eastdevon.gov.uk

Our ref:

APPENDIX 1

[Insert address]

Dear [Insert Title] [Insert Surname]

Re: Tenancy Visit Appointment

East Devon District Council is committed to improving its Housing Management Service to its tenants and communities.

As part of our service, we plan to visit our tenants every two years. This is to ensure that the information we hold is accurate and up-to-date and that the property is being maintained in a satisfactory manner.

I am; therefore, writing to notify you of my intention to visit you at your home on [date] at [time].

During the visit, you will be asked to provide proof of identification. One of the following forms of identification is acceptable:

Driving Licence

- Original Birth Certificate

Passport

- NHS Medical Card Worker

- Benefit Entitlement Letter

HM Forces Certificate of Employment

- Gas, electric of water rates bill

- Wage slips from current employer

- Credit card statement

- Letter from Solicitor, Doctor or Social

- Marriage certificate

- Bank statement within the last 2 months

You will have the opportunity during the visit to tell us about any concerns or difficulties you may have in managing your tenancy. If you are experiencing any difficulties we may be able to offer you advice or assistance.

If you cannot be at home at this time, please contact me to make alternative arrangements.

Yours sincerely,

[Insert Name]

Housing Officer - Estate Management

Date:

Direct phone: 01395 516551

Direct email: Estatemanagement@eastdevon.gov.uk

Our ref:

APPENDIX 2

[Insert address]

Dear [Insert Title] [Insert Surname]

RE: TENANCY VISIT APPOINTMENT - NO ACCESS

I tried to visit you on [date] as arranged to conduct a tenancy visit, but unfortunately, you were not at home again when I called.

This is the second time that we have attempted to carry out this visit. I must make you aware that it is a term of your tenancy to let us into the property.

Please would you contact me in the next 7 days to discuss this matter and to arrange a mutually convenient time for me to visit you at your home.

I can be contacted on telephone number [01395 ******] or email at [email].

If we are unable to gain access to your property we may have to consider taking legal action against you for breach of your tenancy agreement.

I sincerely hope that this is not necessary and look forward to your cooperation.

Yours sincerely,

[Insert Name] Housing Officer – Estate Management



APPENDIX 3

TENANCY VISIT CHECK FORM

Date of visit:	Nam	ne of Of	ficer:		
Tenancy type: Secure / Flo Introductory / Demoted	exible/	Tenar	ncy start date):	
Address:					
Tamanta					
Tenant 1:			Data of birth	-	
Title: Mr/Mrs/Miss/Ms/Other			Date of birth	15	
First name(s):			Last name:		
Contact details:			mber:		
Home:		Work:			
Mobile:		Email	address:		
Tenant 2:					
Title:			Date of birth	1:	
Mr/Mrs/Miss/Ms/Other					
First name(s):			Last name:		
Contact details:			mber:		
Home:		Work:			
Mobile:		Email	address:		
D. (a'lland a (landau)					
Details of other occupant				1471	l Birrille I
		onship	DOB	Work	Disabled
name n	name			status	Yes/No
			1		
Do you own pets? Yes/No	Please give det	ails:			
Resident involvement:	I				

Association/Tenant Scrutiny Panels, etc.? Would anyone in the household like to be involved? Give details: Is anyone in the household involved in anything else with the Council? Give details: Would you like to be involved in anything else? Tenant/Residents Estate Other			
Give details: Is anyone in the household involved in anything else with the Council? Give details: Would you like to be involved in anything else? Tenant/Residents Estate Other			
Is anyone in the household involved in anything else with the Council? Give details: Would you like to be involved in anything else? Tenant/Residents Estate Other			
Give details: Would you like to be involved in anything else? Yes / No Tenant/Residents Estate Other			
Would you like to be involved in anything else? Tenant/Residents Estate Other			
Tenant/Residents Estate Other			
Groups Walkabouts			
Can you think of anything			
that might improve the			
estate?			
Can you think of anything			
that might improve the			
services provided by the			
Council?			
Rent account:			
Is the account in Yes/No Is there a current Yes/No			
arrears? £ agreement? £ per			
Does the tenant want to set up a Standing Yes / No If yes complete Standing			
Order or use AUDDIS(BACS)? Order or refer to Rental			
for AUDDIS(BACS) set			
up.			
Does the tenant need to be referred to debt counselling, etc.? Yes / No			
Is contents insurance Yes / No If yes issue details			
required?			
Anti Social Behaviour			
Are you experiencing any anti social behaviour problems that we are Yes/No			
not already dealing with?			
If yes, complete ASB action plan			

	anding allegations of a		viour r	elating Yes / No		
	nbers of their househo		20			
if yes, discuss and r	ecord details of allega	ations/response	es.			
Dramantichanaction						
Property Inspection	•					
1141	· · · · lauta Ifana - Pa	-1 '11'4 O	/ N			
	en adapted for any dis	ability?	Yes/N	NO		
If yes, give						
details:			V / N	T-		
	ed out any improveme	nts?	Yes/N	NO		
If yes, give						
details:	marminaian?		Vaa/N	N_		
Did the tenant have		in the left	Yes/N			
	personal belongings	in the loft	Yes/N	NO		
space?	aliaahla\					
External area: (if app	olicable)					
Location	Doggorobio	If no subserve		Action care ad		
Location	Reasonable	If no, why not	ſ	Action agreed		
	condition?	Eg rubbish /		including timescales		
		overgrown		timescales		
Are there any vehic	 es parked within the b	oundary of	Yes/N	No		
the property or on the		ouridary or	163/1	10		
	eg (un)taxed, (un)road	worthy numbe	r of no	rmission where		
appropriate	eg (un)taxeu, (un)roau	worthy, numbe	i oi, pe	TITIISSIOTI WITETE		
appropriate						
Any other issues ra	aised by the tenant(s)?	>				
Any other issues it	alsed by the teriain(3):					
Internal Area						
IIILEITIAI AI Ea						
Location	Reasonable	If no, why not	.2	Action agraed		
Location	condition?			Action agreed		
	CONTUNITION	Eg damage / ı	иницу	including timescales		
Hallman / Ctairs /				unescales		
Hallway / Stairs / Landing						
Lanuny						

Loungo	1			
Lounge				
Lounge 2 (if				
applicable)				
171.				
Kitchen / Diner				
Bedroom1				
Beardonn				
Internal Area contin	ued			
Location	Reasonable	If no, why	not?	Action agreed
	condition?	Eg damag	ie / untidv	including
			,	
			,	timescales
Bedroom2 (if			,	
Bedroom2 (if applicable)				
Bedroom 2 (if applicable)				
Bedroom 2 (if applicable)				
Bedroom2 (if applicable)				
applicable)			,	
applicable) Bedroom 3 (if			,	
applicable)				
applicable) Bedroom 3 (if				
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applicable) Bedroom 3 (if				
applicable) Bedroom3 (if applicable)				
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Bedroom 3 (if applicable) Bedroom 4 (if	ity			
Bedroom3 (if applicable) Bedroom4 (if applicable)	-	Yes/No		
Bedroom3 (if applicable) Bedroom4 (if applicable) Equality and Divers Understanding your	needs			timescales
Bedroom3 (if applicable) Bedroom4 (if applicable) Equality and Divers Understanding your Are you or anyone e	needs else in your			timescales
Bedroom3 (if applicable) Bedroom4 (if applicable) Equality and Divers Understanding your	needs else in your			timescales

Does any member of the household receive support from an external agency?		
Do you think any household member not currently receiving support needs it?		
Do you or anyone else have mobility issues?		
Do you require any aids and adaptations to your home? (complete Aids and Adaptations Request Form)		
Do you or anyone in your home have any sight or hearing difficulties?		
Do you have any other difficulties that might affect your ability to understand forms, letters we send you or your tenancy agreement?		
Understanding your needs cont	Yes/No	Details (where applicable)
Do you have any mental health issues?		
Are there any other medical factors we need to know about?		
Is English your first language?		
Is there any other information you would like to tell us about?		

How does the tenant(s) describe their ethnic origin?

Description	Tenant 1	Tenant 2	Description	Tenant 1	Tenant 2
White British			Asian Bangladeshi		
White Irish			Chinese		
White Other			Mixed White / Black Caribbean		
Black African			Mixed White / Black African		
Black Caribbean			Mixed White / Asian		
Black Other			Mixed Other		
Asian Indian			Other / Own Description		

Asian			Question		
Pakistani			Refused		
Which religious	aroun does	the tenant(s)	helong to?		
Willow Teligious	group does	the teriant(3)	belong to:		
Religion	Tenant 1	Tenant 2	Religion	Tenant	1 Tenant 2
Christian			Sikh		
Hindu			No religion		
Islam			Any other		
Buddhist			Question refused		
Jewish					
To which of the	following gr	oups does the	e tenant(s) consid	er they bel	ong
Description	Tenant 1	Tenant 2	Description	Tenant	1 Tenant 2
Lesbian	Teriant	Toriant 2	Gay	Tonanc	1 Teriant 2
Bisexual			Heterosexual		
Prefer not to			Transgender		
say			Transgender		
	_				
Proof of ID (state type)	e what	Tenant 1:	Т	enant 2:	
type)					
		Tenant 1:		enant 2:	
Signature of Ter					
type)					
Signature of Ter					Date
Signature of Ter					Date Actioned
Signature of Ter					
Signature of Ter					
Signature of Ter					
Signature of Ter					
Signature of Ter					
Signature of Ter					
Signature of Ter					
Signature of Ter					

Office use only:	
Do signatures match those on tenancy agreement?	
Proof of ID shown?	
Has household details been updated?	
Additional info entered onto Open Housing?	
Repairs entered onto Open Housing?	

Date:

Direct phone: 01395 516551

Direct email: Estatemanagement@eastdevon.gov.uk

Our ref: **Appendix 4**

[Insert address]

Dear [Insert Title] [Insert Surname]

Re: Tenancy Visit

Following my recent visit to your home, I am writing to confirm that your tenancy is being conducted in a satisfactory manner and I thank you for your cooperation.

Should you require any advice or support in managing your tenancy please contact me at the earliest opportunity on the above number and I will be happy to assist.

Yours sincerely,

[Insert Name] Housing Officer – Estate Management

Date:

Direct phone: 01395 516551

Direct email: Estatemanagement@eastdevon.gov.uk

Our ref:

Appendix 5

[Insert address]

Dear [Insert Title] [Insert Surname]

Re: Tenancy Visit

I refer to the recent visit to your home, when it was found that your tenancy was not being conducted in a satisfactory manner.

At the time we discussed the area(s) for improvement and what would be required to bring your tenancy up to a satisfactory level. The details are shown below:

[Insert details]

I will call again on [date] at [time] to monitor the progress you are making. If this appointment is not convenient, please do not hesitate to contact me on the above telephone number.

I thank you for your cooperation.

Yours sincerely,

[Insert Name] Housing Officer – Estate Management

Report to: Housing Review Board

Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Housing Service Quarter 3 performance report

Report summary:

The attached presentation (Appendix 1) outlines key performance indicators for Quarter 3 and the

•	sure targets are achieved.
Is the proposed dec	cision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendation	on:
That members note	e the Quarter 3 performance and actions
Reason for reco	ommendation:
	mbers are able to scrutinise and have assurance on how the service is actions being taken where performance needs to be improved.
•	enior Managers; Graham Baker- Property and Asset Manager. Andrew Mitchell Manager. Yusef Masih-Interim Housing Services Manager.
□ Coast, Country a □ Council and Cor □ Democracy, Trai □ Economy and As □ Finance □ Strategic Plannin □ Sustainable Hon □ Tourism, Sports, Equalities impact	and Emergency Response and Environment porate Co-ordination ansparency and Communications assets ag ag anes and Communities Leisure and Culture Low Impact
Climate change Lo	ow Impact

Risk: High Risk; Failure to deliver services to tenants in line with our service standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information Presentation on QTR 3 performance and Overall KPI dashboard

Link	to	Counci	I Plan
------	----	--------	--------

Priorities (check which apply)
⊠ Better homes and communities for all
☐ A greener East Devon
☐ A resilient economy

On behalf of the Senior Management team, the Housing Services Manager will take Members through the attached presentation (Appendix 1).

The presentation focuses on;

- 12 high level key performance indicators that have been taken from the tabular summary as attached as Appendix 2. At the January meeting, Members approved the format of a new set of key performance indicators in order to track and monitor the performance of the service.
- Detail on areas of concerns and actions we are putting in place to address the issues.
- Detail on work underway ready for the start of the new financial year and how Pls will be reported on moving forward.

Financial implications:

There are no financial implications

Legal implications:

There are no legal implications.

Performance Report (Q1-Q3 / 1 April 2022 to 31 December 2022)

Presented by: Senior Housing Managers

Date: 16th March 2023



Housing Services Performance Indicator Framework

- Overall dashboard
- Key performance indicators presented to HRB quarterly
- Further indicators can be added if priorities or risks are identified by the Board
- Compliance Health & Safety Key Performance Indicator dashboard is being finalised
- Separate Complaints analysis and presentation
- Separate satisfaction presentation for new Tenant Satisfaction Measures
- We are still cleansing the data and reporting to ensure accuracy of indicators in line with best practice and methodologies

Recognising our achievements and good performance as well as identifying areas we need to improve

Housing Services Performance – understanding the jargon

Traffic light ratings

- We are meeting or exceeding our targets
- We are close to target
- We are outside of target

Health warning - indicator being cleansed

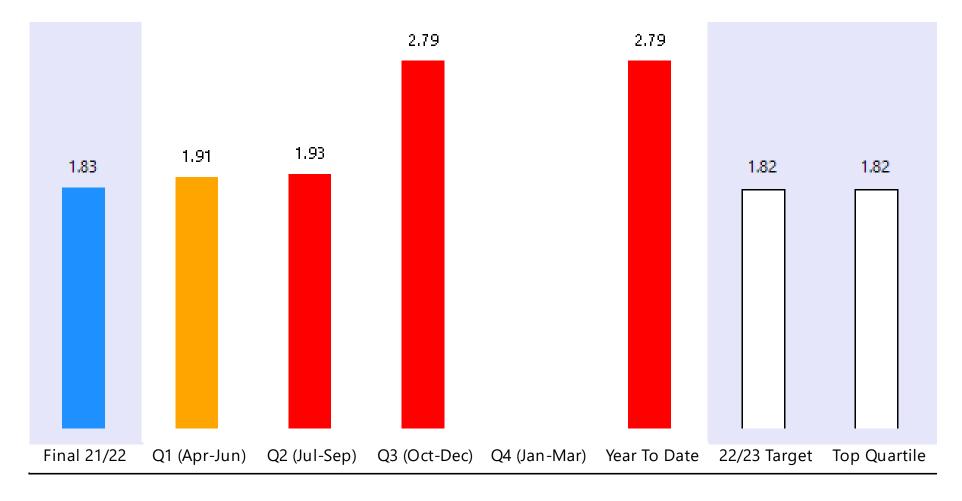
This is were we are still working on cleansing the data and making sure we are reporting this accurately – some further work is required

Targets will be set annually and this year we began the framework part way into year and did not set targets for all our indictors

Final 21/22 – this is last years performance at year end (31 March 22)

Top, **Median** and **Lower** Quartiles – We use Housemark to benchmark our performance and set targets for our KPIs. We strive to be within the top quartile for all our KPIs as this places us within the top 25% of best performing landlords.

Rent arrears of current tenants as a % of annual arear debit

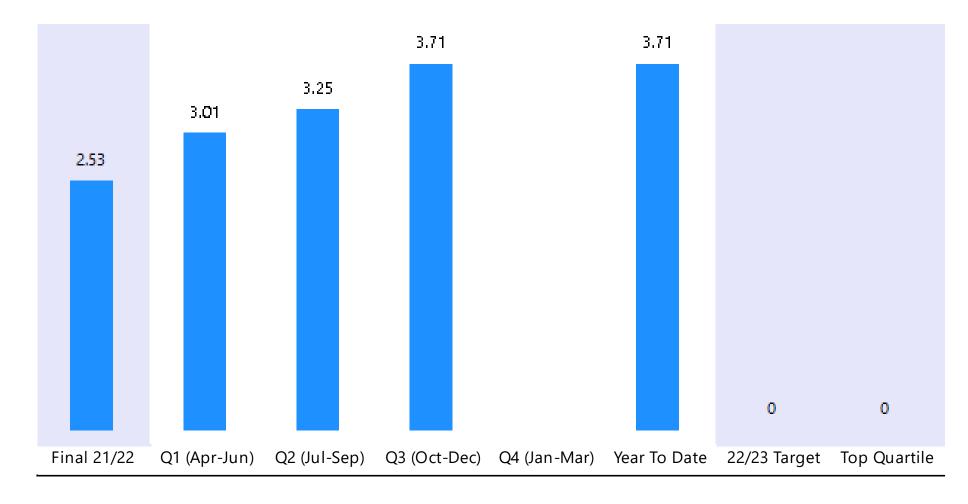


Rent arrears at Quarter 3 (2.79%) are outside of target (1.82%) and top quartile (1.82%). This is a seasonal peak and the January performance has corrected this peak and currently stands at 2.22% at end of Jan it is expected that we are on track to achieve the annual target.

Actions taken to ensure income targets are achieved

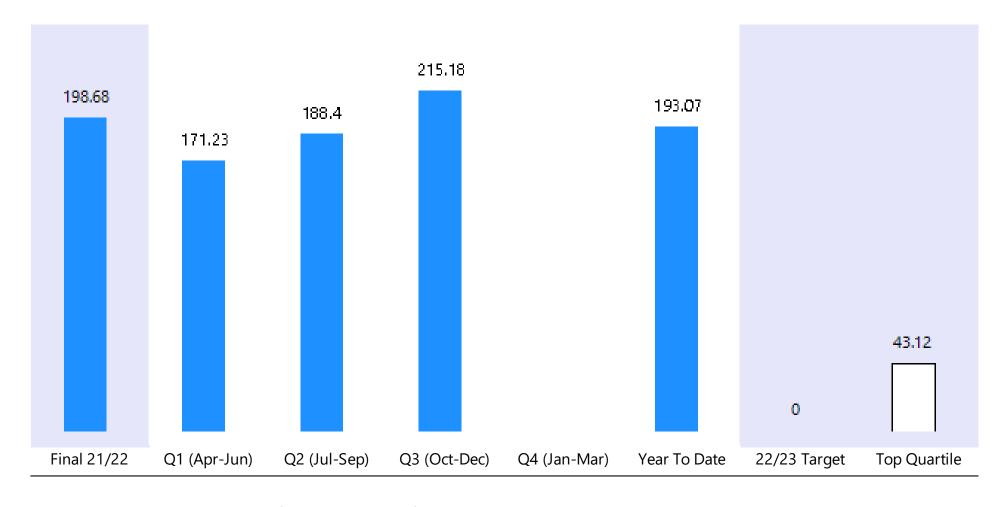
- 1. All accounts in arrears are monitored weekly
- 2. Manager meets monthly with Income Officers ensuring all cases are at the correct stage
- 3. Payment plans are put in place where tenants have fallen into arrears
- 4. New tenants are encouraged to pay rent in advance
- 5. Signposting to money advice and other support when needed
- 6. Income Officers continue to identify cases eligible for additional benefits/support
- 7. Applications for direct Universal Credit payments from the DWP (APAs) for all new tenants
- 8. Encourage and assist residents to apply for Discretionary Housing Payment (DHP) to assist with arrears reduction.
- 9. Referrals to Resilience team / Hardship Fund for tenants experiencing severe hardship
- 10. Referrals for food and fuel vouchers

TM02
% of self
contained
dwellings
vacant and
not
available to



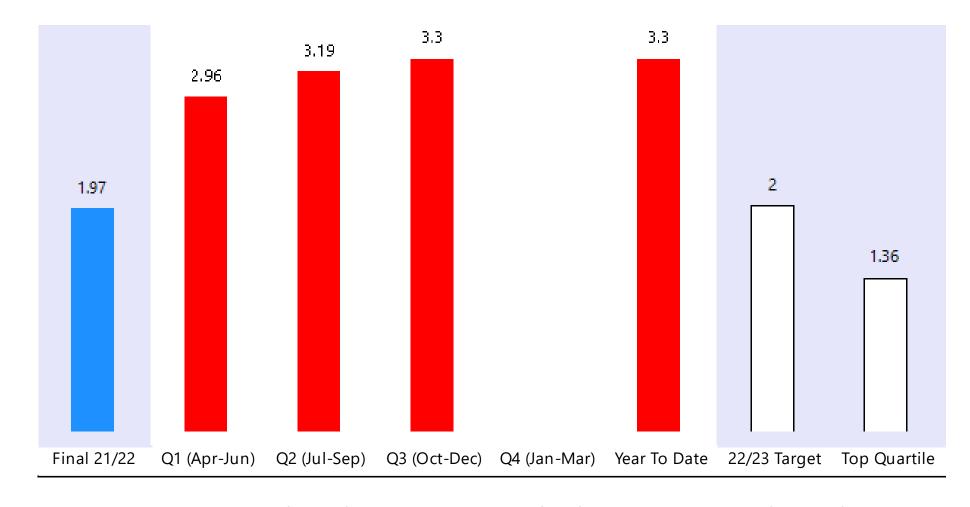
Performance at quarter 3, (3.71%) 155 properties undergoing repairs has continued to increase since year end (2.53%) 106 properties.

TM03 Average days to relet a social housing grental dwelling (Standard)



Performance at quarter 3 (215.18 days) continues to increase on previous quarters and year end and is outside top quartile (43.12 days)

M09
% of rent
lost
through
properties
becoming
vacant

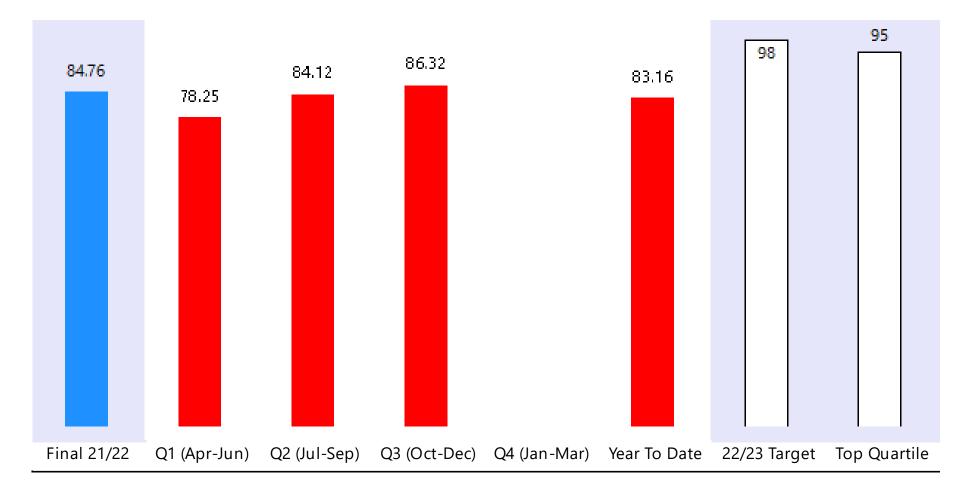


Performance at quarter 3 (3.3%) is outside target (2%) and top quartile (1.36%). Rent lost has continued to increase on year end (1.97%)

Actions taken to ensure void property targets are met

- 1. Void process from Key to Key is being reviewed and will be re-modelled to eliminate road-blocks and time wastage
- 2. Void Management responsibility will be clearly re-defined in all areas
- 3. A void dashboard will be created and void reporting will be tailored to provide intelligent business information on voids and will include jeopardy reporting
- 4. Void Pre-Termination visits are to be re-introduced to ensure out-going Resident's leave their property in a reasonable condition
- 5. EDDC IT systems are being re-configured to help manage the clear and smooth journey of a void property from Key to Key
- 6. All EDDC/IWS staff are to be re-trained on the Voids Contract to ensure understanding and uniformity

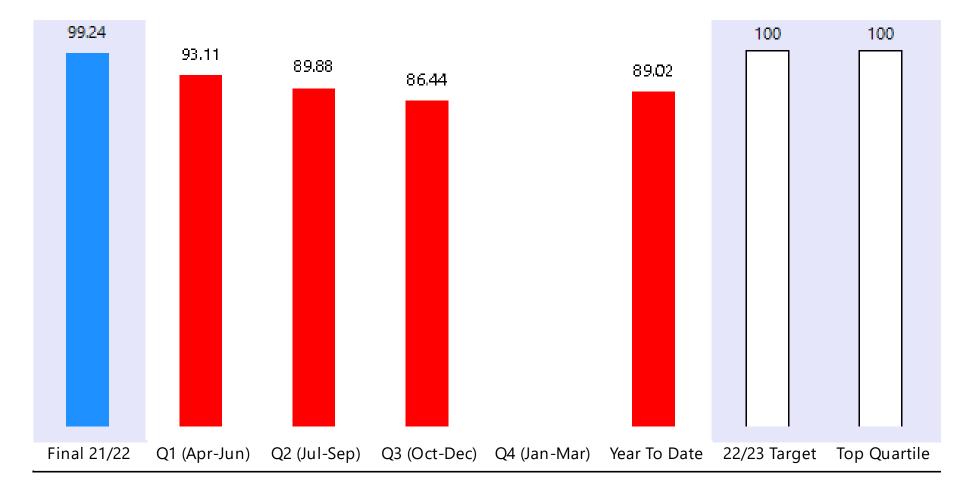
AM01
% of
routine
repairs
completed
within
starget



Performance at quarter 3 (86.32%) is below target (98%) and top quartile (95%). Year to date performance (83.16%) is below end of year performance (84.76%) To date we have completed 7,519 jobs within target and 1,523 jobs outside of target

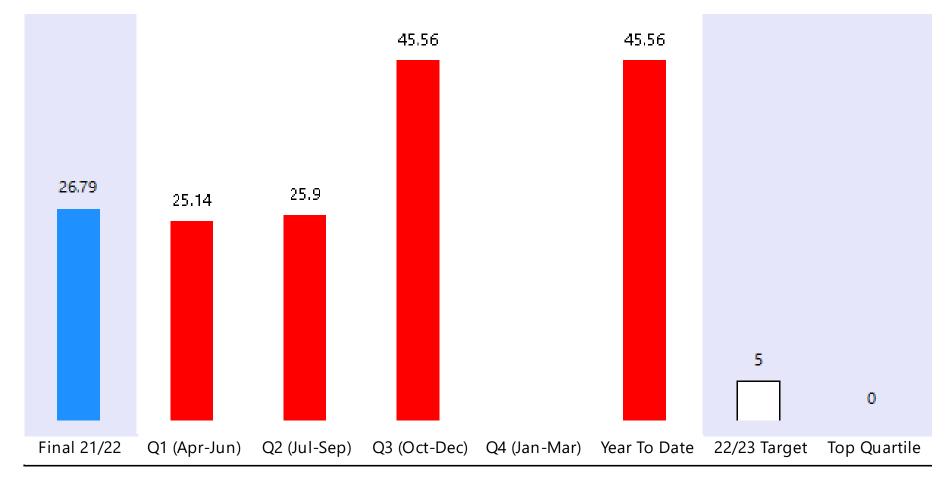
Health warning – indicator being cleansed

AM02 % of emergency repairs completed within starget



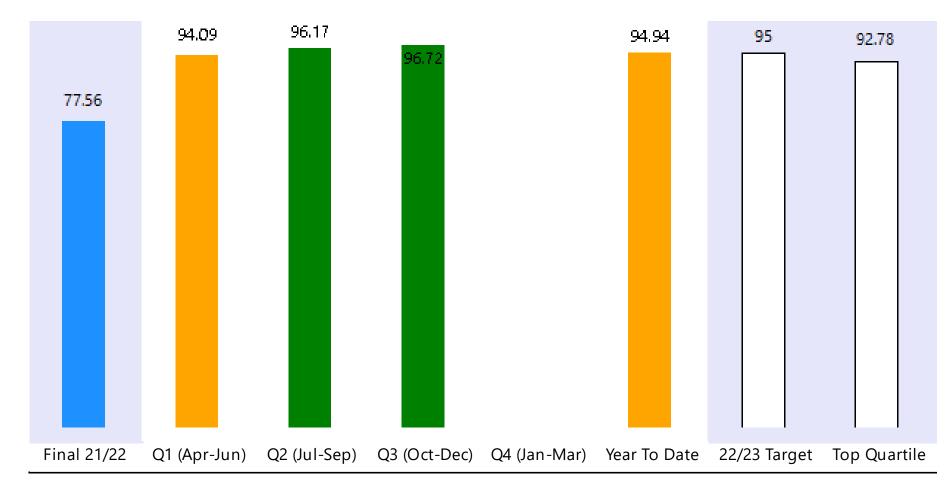
Performance at quarter 3 (86.44%) is below target (100%) and top quartile (100%). Year to date performance (89.02%) is below end of year performance (99.24%) To date we have completed 2,132 jobs within target and 263 jobs outside of target

Health warning – indicator being cleansed



Performance at quarter 3 (45.56%) is outside target (5%) Year to date performance (45.56%) has declined on year end performance (26.79%) As at quarter 3 we have 575 jobs outstanding and overdue, compared to 217 at year end

Health warning – indicator being cleansed

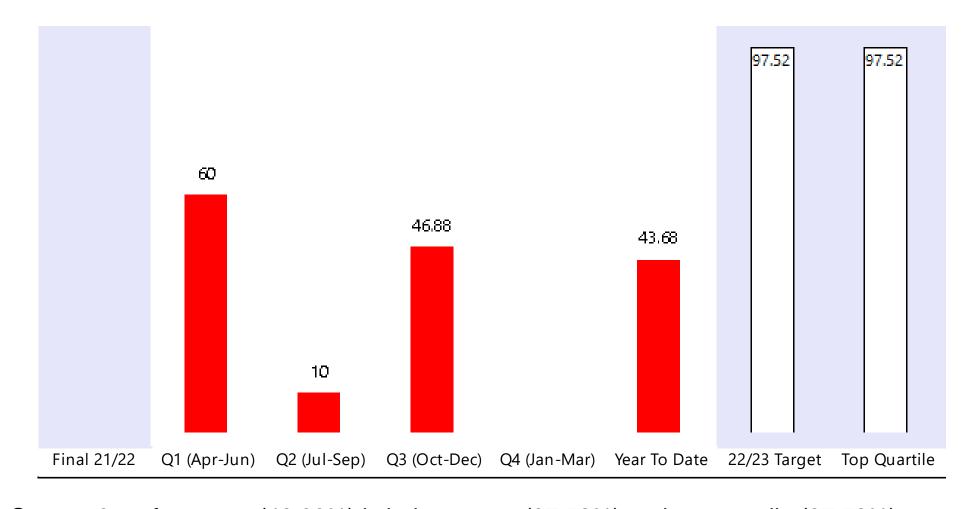


Satisfaction at quarter 3 (96,72%) is above target(95%) and top quartile (92.78%). To date performance (94.94%) has improved on year end performance (77.56%) To date we have had 949 surveys returned compared to 1,212 last year.

Actions being taken to ensure repairs targets are achieved

- 1. Working with Echelon to ensure systems, processes and structures can effectively deliver the services
- 2. Recruitment in Key positions to support the repairs team including Customer Services Manager, Repairs intelligence Officer, and a Senior Surveyor
- 3. Review of the current Repair team structure throughout including a review of the Repairs Contact Centre
- 4. Ensuring our systems and that of our contractor are recording / processing repairs accurately
- 5. Review of the satisfaction survey process to ensure it is Fit for Purpose and covers new proposed legislation changes for recording Customer Satisfaction
- 6. Working with our IAMC contractor to review their operations and to ensure they are able to adapt to the increases in demand following the increase in Damp and Mould and Dis-Repair
- 7. Introduction of a Minor Works team and a review of our Planned Programmes to support the IAMC repair contract
- 8. IW repairs contract improvement plan

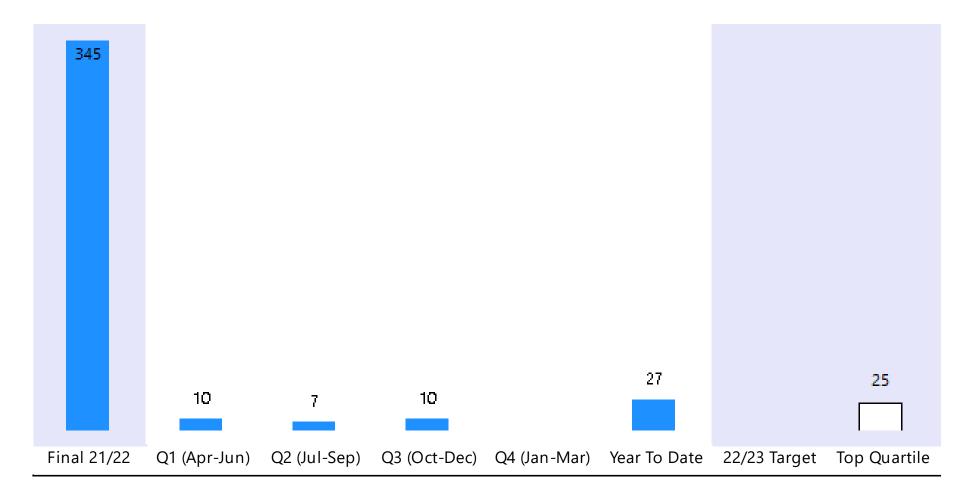
BM04
% of
complaints
responded
to and
closed
within 20
days



Quarter 3 performance (46.88%) is below target (97.52%) and top quartile (97.52%) We responded to 38 complaints out of 87 within target to date this year

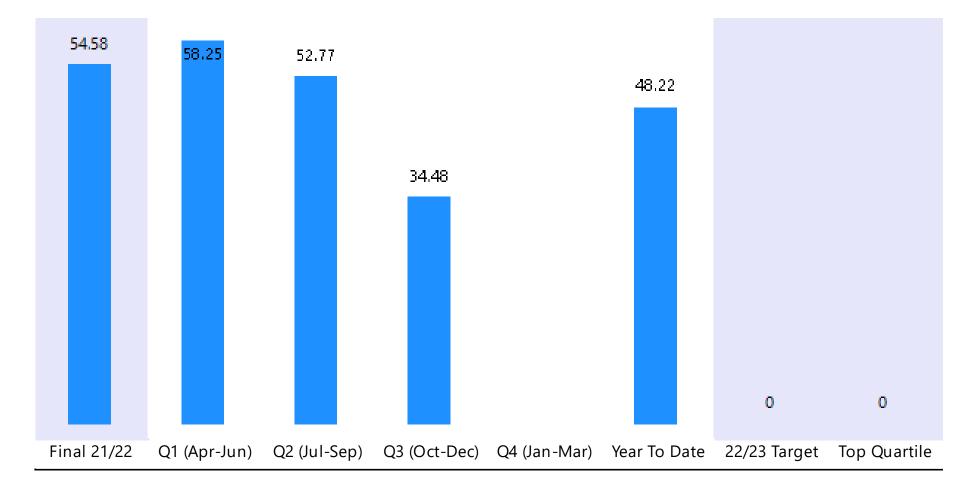
Actions taken to improve our complaints handling performance

- 1. All complaints to be logged, monitored and tracked by each team
- 2. Work with the Corporate complaints team to review the process for progressing complaints through to completion
- 3. Officers to prioritise complaints
- 4. Customer complaints training for all staff
- 5. All contact with tenants to be logged on system
- 6. Recruitment of repairs Customer Services Manager
- 7. Recording / documenting contact training for all staff

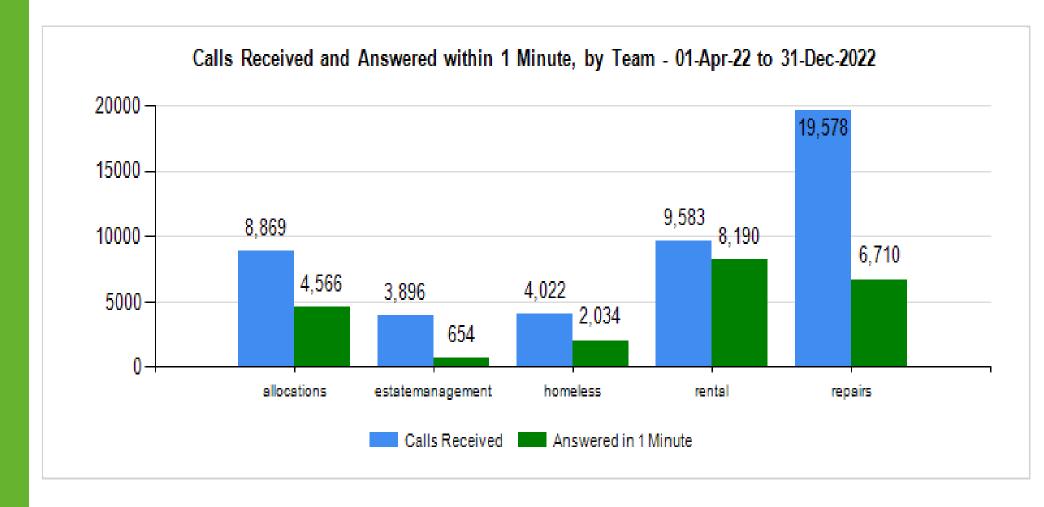


Year to date performance (27) is line with top quartile (25) Cases reported last year (345) are due to all incidents being reported as ASB and the reduction is as a result of now recording incidents separately to ASB cases.

BM05 % of calls answered within 1 minute



Quarter 3 performance (34.48%) has continued to decline Year to date performance (48.22%) has declined on year end (54.58%)

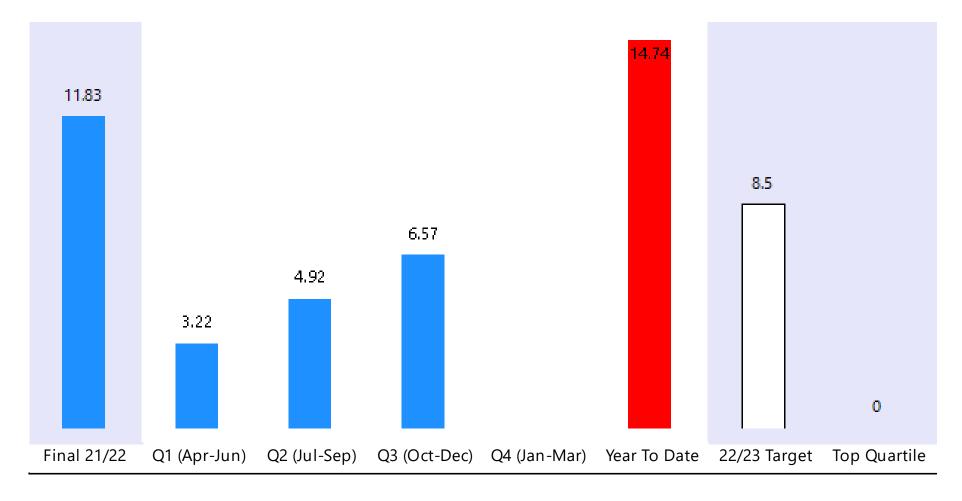


Performance by team shows the calls not answered within the target time by team with all teams failing to meet or be close to target.

Actions taken to improve our call response times

- 1. Analyse results and investigate if the system is recording this indicator correctly
- 2. Re-evaluate target to ensure it is comparable with good practice and is achievable
- 3. Investigate how each team is responding to calls ensuring that the correct resources are in place
- 4. Reviewing the capacity within the repairs call centre

BM01 Average number of working days per person alost athrough sickness



We have seen an increase in year to date absence at 14.74 days as compared with 21/22. Long term absence from 4 employees and phased returns have impacted on absence figures. Cold/flu & Covid have been the main reasons together with increased levels of anxiety & stress which is the top current reason for absence and reflects a similar pattern in the working population across the UK.

Actions taken to improve sickness absence

- 1. Ensure that sickness absence figures are regularly reported and reviewed by all managers;
- 2. Ensure that the Absence Management Policy and processes are applied consistently for all sickness absence; for example that return to work interviews are carried out for all sickness absence; that informal absence review meetings are held where necessary and appropriate support put in place. Where necessary formal absence review meetings will be held to support employee to manage their attendance and health and be well in work;
- 3. Ensure sickness absence is accurately reported and recorded by both employees and managers;
- 4. Health & wellbeing initiatives are developed to support employees and good use is made of support such as occupational health. A recent example of this is the team facilitated wellbeing sessions run for the teams supporting Homelessness and the health screening and advice sessions that were run by the local LED centre;

Planning for 2023/24 KPIs

- 1. Continuing to cleanse and improve the data we need to make sure we are collecting the Pis in line with the methodologies and best practice ensuring it is accurate.
- 2. Introducing new indicators (Tenancy visits, Tenant satisfaction measures, Community development)
- 3. Improving how we report complaints which will include complaints upheld, partially and not upheld and the learning from the complaints.
- 4. Setting targets for 23/24 consulting with staff and residents to ensure that we set targets that are appropriate and ensure we continue to enhance our services for residents.
- 5. Developing and monitoring team targets which measure and track performance of teams
- 6. Finalise the Compliance dashboard and commence reporting to the HRB.

Housing Service Performance

(as at 31-Dec-2022)

● Within Target, ● Close to Target, ● Outside Target, ■ Cumulative Measure,

Minimum Target,

Maximum Target

PI		Final	Q1	Q2	Q3	Q4	November	December	Year	2022/23	Тор	
Code	Indicator Title	2021/22	(Apr-Jun)	(Jul-Sep)	(Oct-Dec)	(Jan-Mar)	2022	2022	To Date	Target	Quartile	Comments
INCOME MANAGEMENT												
IM01	% of rental income for all dwellings that									98 👱	100.64	Within target - see presentation and actions.
	was collected	100.21	99.6	99.83	99.63	N/A	99.33	99.63	99.63			
IM02	% of rental income for general needs									98 🛂	0	Within target - see presentation and actions.
11 102	housing that was collected	100.33	99.39	99.74	99.63	N/A	99.25	99.63	99.63			
IM03	% of rental income for sheltered									98 🛂	0	Within target - see presentation and actions.
11105	housing that was collected	99.95	100.03	100.02	99.63	N/A	99.48	99.63	99.63			
TN40.4	Rent arrears of current and former									2.53	2.53	On track to achieve target - see board presentation and actions / target needs to be reviewed
IM04	tenants as a % of annual rent debit	2.31	2.34	2.34	3.2	N/A	2.55	3.2	3.2			/ target needs to be reviewed
	Pont arrears of surrent tonants as a 0/									1.82	1.82	On track to achieve target - see board presentation and actions
IM05	Rent arrears of current tenants as a % of annual rent debit	1.83	1.91	1.93	2.79	NI/A	2.1	2.79	2.79	1.02	1.02	/ target needs to be reviewed
		1.03	1.91	1.95	2.79	N/A	2.1	2.79	2.79		0 ==	
IM06	Rent arrears of former tenants as a % of annual rent debit	0.40	0.43	0.41	0.42	NI/A	0.45	0.43	0.42	0.77	0.77	Within target - see presentation and actions
		0.48	0.43	0.41	0.42	N/A	0.45	0.42	0.42			See board presentation and actions - targets were provisional
IM07	Rent arrears of current general needs									1.9 🔨	0	for 2022 and we are now reviewing targets ready for the 2023
11107	tenants as a % of annual rent debit	2.27	2.36	2.37	3.34	N/A	2.56	3.34	3.34			financial year.
		2.27	2.30	2.37	3.37	IN/A	2.30	5.54	3.34	1.82	0	With in house
80MI	Rent arrears of current sheltered tenants as a % of annual rent debit	0.94	0.99	1.03	1.67	NI/A	1.16	1.67	1.67	1.82	0	Within target - see presentation and actions
		0.94	0.99	1.03	1.07	N/A	1.16	1.67	1.07	2 -	1.20	
IM09	% of rent lost through properties becoming vacant	1.07	2.00	2.10	2.2	NI/A	2.20	2.2	2.2	2	1.36	see presentation and actions.
		1.97	2.96	3.19	3.3	N/A	3.28	3.3	3.3			
IM10	% of rent lost through general needs properties becoming vacant	4.50	2.27	2.57	2.62	N1/A	2.64	2.62	2.62	1.5	0	see presentation and actions.
	properties becoming vacant	1.52	2.37	2.57	2.63	N/A	2.61	2.63	2.63	_		
IM11	% of rent lost through sheltered needs properties becoming vacant									3 ₹	0	see presentation and actions.
	properties becoming vacant	2.88	4.14	4.44	4.64	N/A	4.59	4.64	4.64			
IM12	Rent written off for all dwellings as a % of rent debit									2 🔨	0	Within target
	or rent depit	0.01	0.09	0.14	0.1	N/A	0.11	0.1	0.1			
IM13	% of rental income for all garages that									99 🛂	0	Within target
	was collected	100.58	100.18	99.88	99.9	N/A	98.89	99.9	99.9			

IM14	Rent arrears of current and former garage tenants as a % of annual rent		•				•			2.53	↑	0	Within target
	debit	1.57	1.65	1.58	2.5	N/A	1.68	2.5	2.5				
IM15	% of rent lost through garages becoming vacant		•	•	•		•	•	•	0	T	0	Garages are due to be reviewed to ensure they are lettable and fit for purpose or considering re-development if needed - targets were provisional for 2022 and we are now reviewing targets ready for the 2023 financial year.
		1.26	0.41	0.82	0.6	N/A	0.6	0.6	0.6				
ASSE"	MANAGEMENT						-						
AM01	% of routine repairs completed within target	84.76	78.25	84.12	86.32	N/A	86.78	86.52	83.16	98	<u>T</u>	95	This is a combined score of Ian Williams and Liberty Gas. Ian Williams performance for this KPI is 89% and Liberty 46.5%. Work is underway to manage the performance of IWS and this includes validating jobs raised to ensure they are raised to the correct contract, this issue has resulted in under achieving figures for this KPI to date which we could not retrospectively amend. Process changes will be in place for the start of the new financial year. In regards to the performance of Liberty Gas the poor performance is primarily down to a lack of resource from the contractor end which is impacting this contract severely and we are undertaking a full contract review to see how we can take this forward with them.
page 114	% of emergency repairs completed within target	99.24	93.11	89.88	86.44	N/A	95.91	76.34	89.02	100	<u>↓</u>	100	This is a combined score of Ian Williams and Liberty Gas. Ian Williams performance for this KPI is 97% and Liberty 53%. For Ian Williams 8 out of 266 jobs for this period were deemed late and these jobs are under investigation. In regards to the performance of Liberty Gas the poor performance is primarily down to a lack of resource from the contractor end which is impacting this contract severely and we are undertaking a full contract review to see how we can take this forward with them.
AM03	% of repairs outstanding and overdue	26.79	25.14	25.9	45.56	N/A	28.61	45.56	45.56	5	₹	0	This is a combined score of Ian Williams and Liberty Gas. Ian Williams performace stands at 36% and Liberty Gas at 94%. The Ian Williams increase has been caused by a dramatic rise in the amount of Jobs being received and this has now been addressed and the WIP (Work in Progress list) is decreasing at a very good rate. Liberty issues are as mentioned above.
AM04	% of gas servicing carried out within 12			•	•		•		•	100	<u>+</u>	100	Performing as expected
7.110 T	months of previous service	99.94	99.9	100	100	N/A	100	100	100				
AM05	Average SAP rating (energy efficiency) of Social Housing rental dwellings	No Data	No Data	No Data	No Data	N/A	No Data	No Data	No Data	0	<u>∓</u>	0	This will be measured once we have the full results from the Stock Condition Survey
AM06	% of social housing rental stock failing to meet the decent homes standard	No Data	O No Data	O No Data	O No Data	N/A	O No Data	No Data	O No Data	0	T	0	This will be measured once we have the full results from the Stock Condition Survey
AM07	Number of dwellings taken out of management	5	7	8	6	N/A	6	6	6	N/A		0	at the end of December there were 2 garages available to let.

Number of garages taken out of									N/A	0	Number of garages identified as needing repair or as possible development sites.
management	353	356	360	363	N/A	362	363	363			
% of garages vacant and available to let	1.87	0.27	1.09	0.55	N/A	0.55	O.55	0.55	0 •	0	
% of garages vacant and not available to let	0	0	0	0	N/A	0	0	0	0 •	0	
% satisfaction with day to day repairs		•	•	•		•	•		95 <u>↓</u>	92.78	We are currently reviewing our satsifaction survey procedures with a view to on-boarding an independent company to manage this function.
	77.56				N/A		_	_			
% satisfaction with major works	_	O	O -	O -	N/A	O -	O -	O -	0 🛂	0	To be measured from start of the new financial year
Number of dwellings in Housing stock	4,199	4,191	4,191	4,184	N/A	4,184	4,184	4,184	N/A	0	
NCY MANAGEMENT											
% of self contained dwellings vacant		0	0	0		0	0	0	0 7	0.34	At the end of December there were 13 properties that have been handed back by repairs and in the process of being allocated. Number of properties
and available to let	0.36	0.36	0.48	0.31	N/A	0.38	0.31	0.31			anocated. Number of properties
% of self contained dwellings vacant and not available to let	2 53	3.01	3 25	O 3.71	N/A	0	3.71	3.71	0 •	0	Standard and non standard voids (inluding Major works and New Purchases) see presentation and action plan.
Average days to relet a social housing rental dwelling (Standard)		0	0	0		0	0	0	0 •	43.12	This is the overall key to key time, from property void to property let. With recognition that the void performance is not currently at the levels we expect, independent consultants, Echelon, have been employed to carry out a review of the overall process. A number of key recommendations to improve the process have been identified (see Void Performance Report section 4.1). See presentation and action plan.
Number of ASB cases reported	130100	•	-	-	14,74		0		N/A	25	No issues to report / calculation of this indicator has changed and is now ASB cases and does not include incidents which are recorded seperately. See presentation.
al	345	10	7	10	N/A	2	0	27			
Number of affordable homes delivered	230	7	39	No Data	N/A	No Data	No Data	O 46	0 🛂	0	
Number of acquisitions	11	0	3	0	N/A	0	0	3	0 4	0	
Number of completed RTB sales		8	10	8	N/A	1	2	26	N/A	0	
Number of evictions	4	0	1	0	N/A	0	0	1	0 •	0	This eviction was for rent arrears and ASB
	management % of garages vacant and available to let % of garages vacant and not available to let % satisfaction with day to day repairs % satisfaction with major works Number of dwellings in Housing stock NCY MANAGEMENT % of self contained dwellings vacant and available to let % of self contained dwellings vacant and not available to let Average days to relet a social housing rental dwelling (Standard) Number of ASB cases reported Number of affordable homes delivered Number of acquisitions	management % of garages vacant and available to let 1.87 % of garages vacant and not available to let 0 % satisfaction with day to day repairs 77.56 % satisfaction with major works Number of dwellings in Housing stock NCY MANAGEMENT % of self contained dwellings vacant and available to let 0.36 % of self contained dwellings vacant and not available to let 2.53 Average days to relet a social housing rental dwelling (Standard) 198.68 Number of ASB cases reported 198.68 Number of affordable homes delivered 10 10 11 Number of completed RTB sales 12 Number of evictions	management 353 356 % of garages vacant and available to let 1.87 0.27 % of garages vacant and not available to let 0 0 % satisfaction with day to day repairs 77.56 94.09 % satisfaction with major works 77.56 94.09 % satisfaction with major works 77.56 Number of dwellings in Housing stock 4,199 4,191 NCY MANAGEMENT 0.36 0.36 % of self contained dwellings vacant and available to let 0.36 0.36 % of self contained dwellings vacant and not available to let 2.53 3.01 Average days to relet a social housing rental dwelling (Standard) 198.68 171.23 Number of ASB cases reported 198.68 171.23 Number of affordable homes delivered 198.68 171.23 Number of acquisitions 11 0 Number of completed RTB sales 12 8	management 353 356 360 % of garages vacant and available to let 1.87 0.27 1.09 % of garages vacant and not available to let 0 0 0 0 % satisfaction with day to day repairs 77.56 94.09 96.17 % satisfaction with major works	management 353 356 360 363 % of garages vacant and available to let 1.87 0.27 1.09 0.55 % of garages vacant and not available to let 0 0 0 0 0 % satisfaction with day to day repairs 77.56 94.09 96.17 96.72 % satisfaction with major works 7 7 7 96.72 % satisfaction with major works 7 94.09 96.17 96.72 % satisfaction with major works 7 96.09 96.17 96.72 % of self contained dwellings vacant and available to let 0.36 0.36 0.48 0.31 % of self contained dwellings vacant and not available to let 2.53 3.01 3.25 3.71 Average days to relet a social housing rental dwelling (Standard) 198.68 171.23 188.4 215.18	management 353 356 360 363 N/A % of garages vacant and available to let 1.87 0.27 1.09 0.55 N/A % of garages vacant and not available to let 0 0 0 0 0 N/A % satisfaction with day to day repairs 77.56 94.09 96.17 96.72 N/A % satisfaction with major works - - - - N/A % satisfaction with major works - - - - N/A Number of dwellings in Housing stock 4,199 4,191 4,191 4,184 N/A NCY MANAGEMENT 0	management 353 356 360 363 N/A 362 % of garages vacant and available to let 1.87 0.27 1.09 0.55 N/A 0.55 % of garages vacant and not available to let 0 0 0 0 N/A 0.55 % satisfaction with day to day repairs 77.56 94.09 96.17 96.72 N/A 88.24 % satisfaction with major works 77.56 94.09 96.17 96.72 N/A 88.24 % satisfaction with major works 7. 7. 7. 96.72 N/A 88.24 Number of dwellings in Housing stock 4,199 4,191 4,191 4,184 N/A 4,184 NCY MANAGEMENT 8. 0.36 0.36 0.48 0.31 N/A 0.38 % of self contained dwellings vacant and not available to let 0.36 0.36 0.48 0.31 N/A 0.38 % of self contained dwellings vacant and not available to let 2.53 3.01 3.25 3.71 N/A 3.57	management 353 356 360 363 N/A 362 363 % of garages vacant and available to let 1.87 O.27 1.09 O.55 N/A 0.55 0.55 % of garages vacant and not available to let 0 0 O <	management 353 356 360 363 NyA 362 363 363 % of garages vacant and available to let 1.87 0.27 1.09 0.55 NyA 0.55 0.55 0.55 % of garages vacant and not available to let 0 0 0 0 NyA 0.55 0.55 0.55 % of garages vacant and not available to let 0 0 0 0 NyA 0	Management 353 356 360 363 N/A 362 363	management 353 356 360 363 N/A 362 363 363 363 363 363 363 363 363 363

TM09	% of tenancy visits completed (TO BE DEVELOPED)	_	0	0	0	N/A	0	0	0	0 🛂	0	This policy is awaiting approval from HRB and will commence from 1 April 23
TM10	Number of current Decants (TO BE DEVELOPED)	-	•	•	•	N/A	•	•	•	N/A	0	This indicator is in development and will be reported to next HRB / we currently have 6 decants
TM11	% of Estate Inspections completed (TO BE DEVELOPED)						•		0	0 4	0	Policy implemented from QTR 3 / target is two inspections for all estates per year. One inspection required for all estates in qtr3/4 on track to achieve target by year end
110116	ll.	-	-	-	-	N/A	-	-	-			
HOUS	SING ALLOCATIONS & OPTIONS									l I		Properties that have been handed back by repairs and in the
HA01	Number of properties ready to let	15	15	20	13	N/A	16	13	13	0 1	0	process of being allocated.
HA02	Number of properties allocated (including mutual exchanges)	267	51	78	62	N/A	18	15	191	N/A	0	Properties that have been let
HA03	Number of residential tenancies terminated									N/A	0	Properties that have been terminated by tenants or Next of Kin.
	.ali	307	81	94	79	N/A	24	18	254			
HA04	Number of households on the waiting list									N/A	0	As per Devon Home Choice
		4,547	4,699	5,076	5,109	N/A	No Data	5,109	5,109			
ge	Number of homelessness cases	313	302	286	286	N/A	266	286	286	N/A	0	
HA06	Number of homeless approaches	1,006	239	250	223	N/A	89	69	712	N/A	0	
HA07	Number of bouseholds living in	55	56	58	64	N/A	60	64	64	0 •	0	
HA08	Number of households placed in temporary accommodation	157	48	47	54	N/A	17	22	149	N/A	0	
HA09	Successful homology proventions as a 0/	74.22	38.79	46.22	30.54	N/A	13.82	9.03	64.48	0 🛂	0	
HA10	Successful homeless reliefs as a % of relief cases	40.74	39.84	37.7	38.76	N/A	21.51	14.13	64.73	0 4	0	
HA11	Number of verified rough sleepers		9				7			N/A	0	
BUST	NESS MANAGEMENT	3	<u> </u>	8	6	N/A	/	6	6			
_ 551												

BM01	Average number of working days per person lost through sickness	.il	11.83	3.22	4.92	6.57	N/A	2.11	1.94	14.74	8.5	→	0	We have seen an increase in year to date absence as compared with 21/22. Long term absence from 4 employees and phased returns have impacted on absence figures. Cold/flu & Covid have been the main reasons together with increased levels of anxiety & stress which is the top current reason for absence and reflects a similar pattern in the working population across the UK. Full use of our absence management processes is required to improve these figures and we will be keeping this under close review.
			11.05	3.22	1152	0.57	14/74			11.71		_		
BM02	% of employee PERS completed										100	$\overline{\mathbf{\Lambda}}$	0	
		_atl	No Data	6.33	46.02	80.45	N/A	79.84	80.45	80.45				
DMO2	% satisfaction with the way your			0						0	0	$\overline{\mathbf{\Lambda}}$	0	
БІЧОЗ	complaint was dealt with		No Data	No Data	No Data	No Data	N/A	No Data	No Data	No Data				
	% of complaints responded to and										97.52	<u> </u>	97.52	
BM04	closed within 20 days		No Data	60	10	46.88	N/A	30.77	45.45	43.68				
					0		,				0	1	0	This indicator requires validation and is being investigated
BM05	% of calls answered within 1 minute		F4 F0	50.25		24.40	NI/A	O 25.10	25.14	40.22		_	U	This indicator requires validation and is being investigated
			54.58	58.25	52.77	34.48	N/A	35.19	25.14	48.22				
BM06	Number of accidents reported										0	→	0	
D. 100	Training. of decidents reported	.il	2	1	1	1	N/A	0	1	3				

Report to: Housing Review Board

Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



HouseMark Membership Renewal 2023/24

Report summary:

HouseMark is a data analysis service which gathers performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient and performance business improvement.

We have been members of HouseMark for a number of years and with the 2022/23 financial year coming to an end we need to decide whether to pay £8225+ VAT to continue to use HouseMark as a tool to monitor and evaluate our service again for this year.

Is the proposed dec	cision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendation	on:
That the Housing Rour membership to	Review Board agree to pay this year's annual cost of £8225+ VAT and renew HouseMark
Reason for reco	ommendation:
	es us with insights we can trust which can help inform the decisions we make r tenants, service and people.
Officer: Natalie Bro	wn; nabrown@eastdevon.gov.uk; 01395 517583
 □ Coast, Country a □ Council and Cor □ Democracy, Trai □ Economy and As □ Finance □ Strategic Plannin ⋈ Sustainable Hon 	and Emergency Response and Environment porate Co-ordination ansparency and Communications assets
Equalities impact	Low Impact

Climate change Low Impact

Links to background information.

Link to Council Plan

Priorities (check which apply)

⊠ Better homes and communities for all

☐ A greener East Devon

☐ A resilient economy

Summary

Being able to benchmark ourselves against our peers is a very difficult exercise to do on our own but it can play a hugely important role in evaluating our service and with the reports and online interactive analytical tools HouseMark provide this helps us to 'deep dive' into the data and compare ourselves with others. Below are some key performance measures from HouseMark's annual performance summary 2022. This illustrates the benefit and insight we can gain through being a member of HouseMark.

Key Performance from HouseMark's Annual Performance Summary 2022

As tenants grapple with the cost-of-living crisis, social landlords are facing an unprecedented series of challenges. Significant investment in assets will be required to meet net zero and ensure buildings are safe to live in.

Availability of materials and labour present significant logistical challenges as landlords continue to recover from the pandemic. Against this back-drop, landlords are increasingly looking at how their services are designed and the role technology and data can play in generating efficiencies and improving the customer experience.

1.0 Operational Productivity

Our overall operational performance was slightly above that of our peers and our costs are lower. This is based on our overheads cost per property of £425, front-line housing management cost per property of £182 and our average performance across arrears, void loss, staff sickness and turnover.



2.0 Asset Management

Our overall maintenance performance was slightly below that of our peers, however, our front-line costs are lower. This is based on our responsive repairs and void works cost per property of £715,

our cyclical maintenance and major works cost per property of £1,420 and our average performance across gas safety, repairs volumes, length taken to complete repairs and repairs satisfaction.



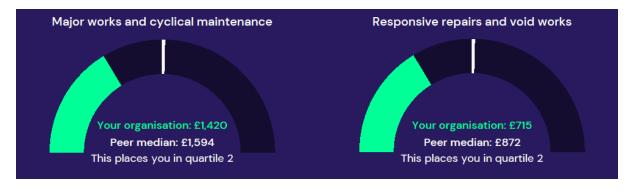
3.0 Housing management cost per property

Housing management is a core landlord service largely made up of employee costs -including specialist rent collection officers, lettings teams, ASB managers and generic housing, neighbourhood officers and administrators. Housemark's trend data shows an increase in overall housing management costs in 2021-22. With landlords focusing more on a positive customer experience we are noticing a trend towards more generic housing officer structures and smaller patch sizes, which tends to be more expensive than specialist options.



4.0 Housing maintenance cost per property

The year 2020-21 represented an anomaly in sector maintenance spend. Lockdown halted or postponed many planned works, while reactive repairs were subject to restrictions at various points in the year. As expected, 2021-22 maintenance costs represent a return to more normal working practices, with increased spending driven by more activity as well as price inflation due to material and labour shortages. With inflation in the construction industry rising during 2022-23, we forecast continued cost increases over the medium term.



Financial implications:

The financial considerations are contained within the body of the report.

Legal implications:

There are no legal implications on which to comment.

Report to: Housing Review Board

Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Self-Assessment against the Regulator of Social Housing (RSH) Consumer Standards

Report summary:

The attached presentation (Appendix 1) and self-assessment (Appendix 2) outline the current and proposed future role of the regulator and our self-assessment against the current Consumer Standards.

As part of preparation we are doing to prepare for the introduction of the Social Housing Act, the Social Housing Regulator has encouraged stock holding Local Authority landlords to self-assess themselves in detail against the current consumer standards as a way of highlighting areas that are not currently compliant. The results of this self-assessment are attached this report (Appendix 2).

Is the proposed decision in accordance with:

Budget Yes \boxtimes No \square Policy Framework Yes \boxtimes No \square

Recommendation:

- Members note and agree the self-assessment against the RSH Consumer standards and the actions identified
- Members agree the Annual process

Reason for recommendation:

To ensure that EDDC is complying with the Regulator for Social Housing Consumer standards and that Members are able to scrutinise and have assurance.

Officer: -Amy Gilbert-Jeans Assistant Director- Housing

Portfolio(s) (check which apply):
☐ Climate Action and Emergency Response
☐ Coast, Country and Environment
☐ Council and Corporate Co-ordination
$\hfill\square$ Democracy, Transparency and Communications
☐ Economy and Assets
☐ Finance
□ Strategic Planning
Sustainable Homes and Communities
☐ Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

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Climate change Low Impact

Risk: High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information Presentation and Self-Assessment

Link to Council Plan

Priorities (check which apply)								
I								

The attached presentation will take Members through this topic in detail.

The presentation provides an overview of

- The role of the Regulator of Social Housing and how the sector is currently regulated
- Changes to Regulation being proposed as part of the Social Housing Act.
- An overview of the Consumer Standards
- A summary of our self-assessment
- Areas identified that we need to focus on to strengthen compliance.

Financial implications:

There are no financial implications at this stage

Legal implications:

There are no legal implications.

Compliance Against the Regulatory Consumer standards

Presented by:

Amy Gilbert-Jeans - Assistant Director - Housing

Date: 16th March 2023



The Regulator of Social Housing

- They set the standards that social housing landlords must meet. Landlords managing social housing have a duty to meet the consumer standards
- Ensure providers are financially viable and properly governed
- Maintain confidence of lenders to invest into the sector
- Encourage and support supply of social housing
- Ensure tenants are protected and have opportunities to be involved in the management of housing
- Ensure value for money in service delivery

Current approach to regulation

Co regulatory approach

- Boards and councillors who govern providers service delivery are responsible for ensuring their organisation is meeting the standards and for being open and accountable in how their organisation meets its objectives.
- Expects provider to support tenants in the shaping and scrutinising of service delivery and in holding boards and councillors to account.
- Expect providers to identify problems and take effective action to resolve them.
- Work with the provider to deliver the necessary corrective action
- If a provider is unable or unwilling to respond positively they can use regulatory enforcement powers

Proposed future approach to regulation

Social Housing Regulation Bill will bring about one of the most fundamental changes to Social housing regulation for over a decade

- The legislation will set new expectations on the services that landlords need to provide for their tenants.
- New Consumer regulation and standards
- Reactive inspections every 4 years considering feedback from tenants, board reports on service performance, evidence from the Housing Ombudsman
- Tenant satisfaction measures
- Look at assurances councillors are getting about the quality of homes, service performance and their engagement with residents.
- Stronger powers if things go wrong (improvement plans / sanctions)
- Publish conclusions from individual consumer inspections

Landlords need to ensure they are prepared for Consumer regulation to start in April 2024

Regulatory Standards - set out expectations of the regulator

Economic standards (excludes Local authorities)

- Governance and financial viability standard
- Value for money
- Rent standard

Consumer standards (Currently being reviewed)

- Tenant involvement and empowerment standard
- Home standard
- Tenancy standard
- Neighbourhood and Community standard

We have previously reported to the Housing Review Board on the Consumer standards.

The Consumer Standards

Tenant involvement and empowerment standard

- Customer service and choice
- Involvement and empowerment
- Understanding and responding to the diverse needs of tenants

Home standard

- Quality of accommodation
- Repairs and maintenance

Tenancy standard

- Allocation and mutual exchanges
- Tenure

Neighbourhood and Community standard

- Neighbourhood management
- Local are co operation
- Anti-social behaviour

Our self assessment (Appendix 1)

Self assessment provides details of:

- Where we meet the standard
- Where we meet the standard and have further work to strengthen our compliance
- Where we do not meet the standard
- The further actions we are proposing to take

Our assessment demonstrates that we meet the following three standards although we have further work we can do to strengthen our compliance:

- Tenant involvement and empowerment standard
- Tenancy standard
- Neighbourhood and Community standard

We do not fully meet the Home standard:

 As we are unable to demonstrate: Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard

Further work we need to do to strengthen our compliance with the standard

- Carry out a tenant profiling exercise to better understand the needs of our tenants
- Review our Resident engagement strategy
- Introduce RSH tenant satisfaction measures
- Tenant inspectors / mystery shoppers
- Fairness strategy
- Review service standards and service level agreements
- Review the contents of future annual reports
- Improve how we communicate the outcomes of complaints performance and learning
- Training for tenants
- Review and improve website
- Review voids policy
- Introduce estate inspections and tenancy visits
- Complete stock condition survey and ensure we meet the Decent homes standard

Recommendations

 Members note and agree the self assessment against the RSH Consumer standards and the actions identified

Members agree the Annual process

Going forward

- Carry out a further Self-assessment when the new revised Consumer Standards are published
- Consult with a panel of tenants and residents to seek their assurance on our self assessment.
- HRB to formally receive the self assessment as part of our governance assurances.
- Prepare for the new Consumer regulation

EDDC - Self Assessment 2022/23

Feb 2023

Regulator of Social Housing

Regulatory Consumer Standards

We	meet the standard	
	meet the standard but e further work to do	•
	do not meet the ndard and have work o	

Tenant Involvement and Empowerment Standard

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards	We communicate with our tenants through a number of different routes. The EDDC website and social media page are used alongside traditional approaches such as our tenant magazine and noticeboards in our offices and supported housing schemes. Tenants can access our service via:		We are also planning to gather more information about our tenants through a tenant profiling exercise to help ensure that the services we provide are relevant and inclusive and to better understand our tenants needs including how they wish to communicate with us.
	 Telephone staff Pre-planned surgeries and Social Value days across the district 		We are developing our tenant portal so customers can access

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
WITATIO THE REGUIRENT	 Face-to-face at our offices on an appointment basis. Home visits via appointment Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language. An indicator on Open Housing computer system highlights individual requirements and 	_	more information and self serve at a time that is convenient to them.
page 135	is used to help ensure that we consider needs when communicating. Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all. We produce an Annual report that is published		
	in our tenant magazine and online. New tenants are provided with comprehensive information packs at sign up, including our tenant handbook which provides a handy one stop guide to everything a tenant needs to know about their tenancy and who to contact for repairs or other estate management services.		
	Our website has lots of information about the standard of service tenants can expect .		

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.	The Housing Service uses the EDDC Corporate complaints procedure and policy for formal complaints. This policy has been assessed against the new Ombudsman code of practice in October 2022 to ensure compliance with the latest guidance. Formal complaints are managed by the EDDC Complaints team rather than the housing service which provides a level of objectivity.		We will review the role of the Designated tenant panel in light of the removal of the democratic filter as part of our review of the Resident Engagement Strategy
Tenants given a wide range of opportunities to influence and be involved in: • Formulation of housing polices and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and	Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service. The Covid pandemic meant that many of our plans were put on hold due to social distancing restrictions and the need to keep our tenants and staff safe. We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities. We have a number of resident involvement groups: • Resident Involvement Management Group		Our Community Engagement strategy is being reviewed. This is likely to carry over strategic objectives delayed by Covid as well as introduce new and innovative ways to increase and maximise tenant involvement in the housing service. A Tenant Satisfaction survey, aligned with the new requirements set out in the White Paper is being distributed in February 2023, We are looking to re-introduce Tenant inspectors / mystery shoppers
maintenance service such as commission and undertaking a range of repairs as agreed	 Scrutiny Group Joint Community action Panel Repairs and Maintenance Service review Group 		Tenants will be involved in the review of our specification and procedures for communal cleaning

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
with the landlord and sharing in savings made • Agreeing local offers for service delivery	 Designated Tenant Panel Community Initiative Fund Panel Conference Committee Editorial Group 		and grounds maintenance in August 2023
page 137	The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly. Have your say forms and repairs feedback forms are regularly used to assess our performance and to gather tenant views on		
Treat all tenants with fairness	housing service delivery. Tenant consultation is built into the policy and strategy review process to ensure that tenant views are considered and captured We set out our commitment to tenants in		We intend to carry out a number of
and respect	relation to how we will communicate with and treat our tenants on our website Our Housing Mental Health strategy sets out how we will ensure that we will always consider the impact of any activity on the mental health and well-being of our tenants.		activities to further embed fairness and respect into our service. We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
page 138			ASSESSMENT	Our Tenant profiling work will also provide us to understand the needs of our tenants with more information to minimise the risk of unintentionally offending or discriminating against any of our tenants We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area. Treating our tenants with respect and fairness will be a key part of our revised Community Engagement Strategy. We are developing an action plan to implement objectives the Mental
				Health Strategy
	Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs	We have a Needs indicator on our OPENHousing system that helps our staff identify any factors that need to be considered when assisting specific tenants. Our Estate management and mobile support		We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.
		officers have a detailed knowledge of our supported housing tenants and are able to adapt their behaviours to ensure that specific tenant needs are met.		Our Tenant profiling work will also provide us with more information to minimise the risk of unintentionally

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
		Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language.		offending or discriminating against any of our tenants We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area.
	Provide tenants with accessible, relevant and timely information	Our <u>Housing matters magazine</u> provides		We will be providing more information on Displays in offices
	 Access to services Standard of services they can expect 	information on our services as well as updates and news of events and activities that have taken place.		and on Notice Boards in our communal areas and community centres to further improve our information sharing.
page 139	 How we are performing against standards Service choices available to tenants, including any additional costs relation to 	Our Website contains information covering all aspects of the housing service and standards of service		We are reviewing our Annual reports structure to reflect changes in the requirements of the Regulator for Social Housing. An
	 specific choices Progress of any repairs work How tenants can 	Our tenant handbook, provided to all tenants when they move in to their property also provides a comprehensive overview of the services available to tenants. It also covers all		annual tenant satisfaction survey will provide a comparative performance summary compared to other social landlords for tenants.
	communicate with us and provide feedback Responsibilities of the	aspects of their tenancy agreement including both tenant and landlord responsibilities. Sheltered/Supported housing tenants have their own handbook that covers the same		This will be done alongside enhanced management information reports to demonstrate our compliance against a number of
	tenant and providerArrangements of tenant involvement and scrutiny	areas. We provide regular performance information to our Housing Review Board and produce an annual report for tenants which provides		key criteria and health and safety requirements. This will also be comparable with other organisations so that tenants can

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	information on how we have performed over the year.		compare our performance against that of our peers.
	We have an internal KPI dashboard that provides managers and Housing Review Board members with up to date performance information. Our Community engagement strategy demonstrates how we involve tenants in all aspects of the Housing Service		We will be reviewing and updating our webpages to make sure that information provided is clear and comprehensive for our tenants. We are intending to review our tenant Handbooks to ensure they
	Tenants can contact us by email, phone or in person. We also use "Have your say" forms to		continue to be fit for purpose. Our Community Engagement
page 140	enable tenants to provide us with feedback. We have a repairs feedback form that all tenants are given following a repair being undertaken at their property.		strategy is being reviewed.
	Our <u>Tenancy agreements</u> set out both tenant and landlord responsibilities. These are also set out in the tenant handbook provided to all tenants at the start of their tenancy as part of the information pack.		
	We set out our commitment to tenants in relation to how we will communicate with and treat our tenants on our website		
	Our Complaints policy and procedure set out how we deal with complaints, the timescales for response, and what steps tenants can take		

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-	FURTHER ACTION IN 2023/24
Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints	if they are dissatisfied with our response to their issue. Phone calls and letters for repairs to tenants who are unable to be contacted We have a Repairs Appointment system in place designed to keep tenants informed of the progress of their repair. We will call tenants in relation to this or write a letter to them if they are unable to be contacted in another way. We carried out a self-assessment in line with the Housing Ombudsman Complaint Handling Code in Oct 2022 and are satisfied that our Corporate complaints policy is fit for purpose. This sets out clear expectations and standards for responding to formal complaints. Tenants are able to express dissatisfaction with our service via telephone, letter, email or in person. However, should they wish to make a formal request, this will have to be done in writing. We have a complaints form on our website, but we will also accept letters to our Information and Complaints Officer at our office address or emails directed to complaints@eastdevon.gov.uk	ASSESSMENT	The corporate complaints policy will continue to be reviewed against the Housing Ombudsman Code of Practice on an annual basis. Our tenant handbooks will also be reviewed to ensure they continue to provide tenants with all the information they need. This will include how they can complain about the service they have received from us. We will ensure all staff receive training in complaint handling
	Our Tenant and Sheltered Tenant Handbooks also set out our complaints procedure for tenants' information		

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint	Our Corporate complaints policy and process is the route for all complaints against the housing service. This sets out the two stage complaints process and how they can escalate issues to stage 2 and then directly to the Housing Ombudsman if necessary if they are unhappy about the outcome of the complaint		
Page 142	Inform tenants on how we use complaints to improve the service	As set out in our Corporate complaints policy, we are committed to learning from complaints and using complaints information to drive efficiencies and service improvements. A Report is taken to Cabinet detailing all formal complaints made against the council, and the outcomes and learning from complaints are published on our web site.		We will provide a regular complaint review report to HRB which will include what learning we have taken away from each complaint. As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints We will work with our corporate complaints team to add learning objectives for each complaint on the website.
	Publish information about complaints each year including number, nature and the outcome of the complaint	We publish the number of complaints made against the housing service in our magazine, Housing matters. This information is also included in our annual report.		As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints We will work with our corporate complaints team to add learning

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
			objectives for each complaint on the website.
Accept complaints made by advocates authorised to act on tenants behalf	Our <u>Corporate complaints policy</u> sets out that we accept complaints made by advocates as required.		
Support tenants to exercise their right to manage or otherwise exercise housing management where appropriate	Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service. We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities. We have a number of resident involvement groups: Resident Involvement Management Group Scrutiny Group Joint Community action Panel Repairs and Maintenance Service review Group Designated Tenant Panel Community Initiative Fund Panel Conference Committee Editorial Group		We will be developing an annual training programme for tenants so that they can maximise their ability to work with officers to improve the housing service We will be reviewing and updating the getting involved booklet and web pages We are reviewing our Resident Engagement Strategy

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly.		
Support the formation and activities of tenant panels or equivalent groups in a constructive and timely manner	Our Community Engagement strategy sets out how we will engage with our tenants, including through the formation of resident involvement groups. The following groups are all in place • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group Our Housing Review Board, with tenant representatives alongside elected councillors as members, provide scrutiny of overall performance.		We are working in partnership with our tenants to review our Community Engagement strategy to make sure we are making use of all avenues to encourage tenant involvement across the housing service.

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	We use our Getting involved booklet, website and articles in the Housing Matters magazine to encourage participation in the above groups These groups are supported by the tenant		
	participation team and have the full backing of senior management and directors.		
Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets	We have a KPI dashboard which provides a live summary of performance across a number of service areas. This information is regularly reported to HRB and all forums and is available online. We produce an annual report that provides annual performance figures compared with previous years as well as budget information		We are reviewing our annual report and website to ensure that we provide information that our tenants wish to see alongside that which is statutorily required. We are also developing a formal Reporting framework to support our KPI dashboard and HRB reporting.
	Our <u>Housing Matters magazine</u> also provides information on how we have performed as a housing service.		
Provide support to tenants to build their capacity to be more effectively involved	Our Community Engagement strategy sets out how we will support our tenants to be able to become more involved with the housing service. Our Communities Team and tenant participation team are both in place to support tenants to be more involved.		We will be reviewing our Community Engagement strategy to ensure that we continue to provide tenants with every opportunity to become effectively involved with the housing service We are also developing a Training
			plan for our tenants which will

WHAT IS TI	HE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
		We advertise for tenant involvement through Getting involved booklet, our Housing Matters magazine and through our Annual conference, which provides opportunities for tenants to become actively involved in the running of the housing service.		provide them with skills to help them effectively engage with officers and fellow tenants to improve our service We will review our "getting involved" booklet
scope of loca delivery This performance reported and tenants and a	tenants on the all offers for service should include how will be monitored, scrutinised by arrangements for ese on a periodic	Our Community Engagement strategy sets out how we will consult with tenants on all matters relating the housing service. Our Housing Review Board scrutinises performance monitoring reports on a quarterly basis, and all tenants are provided with annual statistics through our annual report.		Community Engagement strategy Review is being undertaken this year The annual tenant Satisfaction survey will provide year on year comparative data for tenants, alongside reporting of performance management information We will work with tenants as we review the specification and procedure for our cleaning and grounds maintenance contracts
tenants, setti costs and be options, if the change their proposing a	all consult with ing out clearly the enefits of relevant ey are proposing to landlord or when significant change in ement arrangements	We are compliant with this requirement. We comply with all statutory consultation requirements should any changes be made to management arrangements or tenancy agreements.		

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-	FURTHER ACTION IN 2023/24
		ASSESSMENT	
Providers shall consult with tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisations housing management services	We review our Community Engagement strategy every 3 years. This is done in consultation with our tenants.		Our Community Engagement Strategy is being reviewed.
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.	Letters and other documents are available in large print or braille. We also use a Language line to aid in communication where required for those tenants for whom English is not their first language. An indicator on Open Housing computer system highlighting individual requirement is used to help ensure that we consider their needs when communicating with them. Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all. Our Housing Matters magazine is available both as a hard copy, sent to tenant's home, but also online.		We will develop a Communication strategy which will demonstrate how we respond to tenants needs We are also reviewing our website to make sure it remains relevant and easy to access and navigate Our "Getting to know you – tenant profiling" exercise will also help inform our service delivery as we will be able to adapt our services to meet needs that may be identified.

Neighbourhood and Community Standard

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
Keep neighbourhood and communal areas associated with homes clean and safe.	We have a maintenance SLA in place with Streetscene to deliver Grass cutting / weeding / hedge trimming around our estates. We have a cleaning SLA in place with Streetscene for maintaining our communal areas Our repairs contractor delivers Social value days on our estates, with officers and repairs/maintenance staff on hand to help tenants on an ad hoc basis, provide a skip for rubbish removal and other activities.		We will be reviewing the Specification and procedure for both our maintenance and cleaning SLAs We will be implementing an Estate inspections procedure to proactive identify and remedy any issues on our estates and communal areas.
Work in partnership with tenants and other providers and public bodies	We have a number of internal resident involvement groups that we work with: Resident Involvement Management Group Scrutiny Group Joint Community action Panel Repairs and Maintenance Service review Group Designated Tenant Panel Community Initiative Fund Panel Conference Committee Editorial Group We also link in with other local social landlords and community safety partnerships, recognising our role as a local authority		We will be implementing Estate inspections with tenants and other providers / contractors to proactively manage our neighbourhoods, estates and communal areas All of our tenant participation groups will be reviewed and relaunched as part of the Community Engagement Review

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	landlord in maintaining the safety and cleanliness of our neighbourhoods		
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.	We work with a number of local partners to facilitate this, including Homemaker Finance Resilience Team Poverty Panel Referrals to Jobcentre Referrals to CAB Police Service Fire Service Social Services		
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods	Charities Our ASB policy sets out how we work with other agencies to tackle anti-social behaviour. This is available on our website		Our Anti-Social behaviour policy and procedure are being reviewed
Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.	We have an existing Grass cutting / weeding / hedge trimming SLA in place with Street scene We have a Cleaning SLA in place with Streetscene		We will review the specification and procedure of both the maintenance and cleaning SLAs in partnership with our tenants We will be working with tenants to develop and implement an Estate inspections procedure
Identify and publish roles we are able to play within areas we have properties.	Our Website provides information on how we manage our estates, including how tenants can contact us,		The review of our Annual report structure will look at how best to demonstrate the work we do within our neighbourhoods to keep them clean and safe.

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
		Our ASB policy sets out how we work within our community to reduce and tackle anti-social behaviour		We are reviewing the housing pages of the EDDC website to ensure that they provide accurate and comprehensive information for tenants and other interested parties. Our ASB policy is being reviewed
				this year
	Tenants are made aware of their responsibilities to address ASB, and their rights.	Our <u>Tenancy agreements</u> set out tenants' responsibilities and rights in relation to Anti-Social Behaviour. This information is also contained within our tenant handbooks.		
page 150		As part of the Sign up process, tenants are reminded of their responsibilities in this area, but also how they can contact us if they experience anti-social behaviour.		We are reviewing our tenant handbooks to make sure that the information contained within it is up to date, relevant and informative.
		Housing Matters articles provide the opportunity to help tenants address any antisocial behaviour, how to report it if they are unable to resolve any issues themselves, and what the potential consequences of persistent anti-social behaviour might be, both in terms of the impact for the victims of such behaviour, but also for the perpetrator.		
	Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of	We are active members of the East & Mid Devon Community Safety Partnership, a multi- agency group set up to work together to keep our communities safe through information		

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	responsibilities with local agencies.	sharing and joint working. We also take part in Bi weekly TIMS meeting (District Neighbourhood Policing Teams) Our ASB policy also sets out our		We are reviewing our ASB policy to make sure it continues to be fit for purpose.
		responsibilities on preventing and tackling anti- social behaviour including the importance of joint working with local agencies		
		We have appointed a new ASB officer who will lead on our ASB response and support our other officers in this area		We will create a separate housing ASB budget in line with good practice and audit purposes
page 15'		EDDC has its own Internal legal team who support us as and when ASB results in court proceedings. They also help to ensure that any action we do take is legal and proportionate.		
	Strong focus on preventative measure tailored towards the needs of tenants and their families.	Our ASB policy explains that our priority will always be to prevent ASB, with enforcement action coming only after other avenues for resolution have been exhausted. Our officers work hard to understand the root causes of such behaviours They will always seek to		Our Community Engagement strategy review will address how we communicate with our tenants in relation to Anti-social behaviour, and how they can help to reduce it.
		resolve matters amicably rather than resorting to evictions and court procedures, whilst ensuring that the safety and security of our tenants remains a top priority.		We are reviewing our ASB policy to ensure that it continues to reflect our aims and objectives.
		We have specifically trained staff, including our Mental Health Officer and ASB officer, who		We are also producing an implementation plan for our new Housing Mental Health Strategy, which will make sure that we are considering the mental health of our

	WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
		can support our other colleagues where required to resolve ASB issues.		tenants in assessing any issues that may arise We will be developing area based community development plans which will include preventative work
	Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available	Our ASB policy includes variety of methods to ensure resolution		Our ASB policy is being reviewed
page 152	All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted	Our ASB policy and procedure enables variety of methods to report ASB including face to face, via email, letter or over the telephone. We are committed to keeping our tenants informed in the progress of their case		Our ASB policy is being reviewed
	Provision of support to victims and witnesses.	ASB policy		Our ASB policy is being reviewed
	Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.	Tenancy Manager – Adam Cornish		
	Provide timely and relevant information to the regulation that relates to current and future noncompliance with the economic standards.	EDDC commit to this requirement and are compliant		

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
Provide financial and statistical data through NROSH	EDDC commit to this requirement and are compliant		

Tenant Standard

	WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
page 153	Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings: (a) make the best use of available housing (b) are compatible with the purpose of the housing (c) contribute to local authorities' strategic housing function and sustainable communities	All EDDC properties allocated in accordance with the detailed guidance provided through the EDDC Housing Allocation Policy which explains how the Council's Housing Service will use Devon Home Choice to allocate homes available to rent. The Devon Home Choice policy is very prescriptive and sets out how properties are let. (a) Reference 3.1.8.6 of the EDDC Housing Allocation Policy –to make best use of our stock within the district (b) Reference 3.2.1 and 3.2.5 of the EDDC Housing Allocation Policy – confirmation that the allocation system meets the	ASSESSMENT	
		Council's statutory duties to those in greatest housing need		
		(c) 3.1.8 of the <u>EDDC Housing Allocation</u> <u>Policy</u> lists how the Council's objectives		We will add specific reference to how the housing allocation policy

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	will be met but there is no specific reference to 'sustainable communities' –		will contribute towards sustainable communities by April 2023
Clear application, decision- making and appeal process	The <u>Devon Home Choice Policy</u> provides clear guidance on how to apply for housing (section 2.1), how decisions are made (section 2.9) and how to request a review (4.2.1)		
Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.	Detailed explanation of the mutual exchange process and assistance is available within the EDDC Mutual Exchange Policy . Reference is also made to mutual exchanges in section 12 of the Tenancy Policy		
Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.	Tenancy types and conditions listed within section 4 of the Tenancy Policy including introductory, secure, flexible, demoted, non-secure tenancies and also licences. Note - Reference made to the management of flexible tenancies under 2,2 Tenure, below)		
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	All forms of tenancy and license agreements are approved by the Council's Legal Team to ensure statutory and legal requirements are met		
Registered providers shall co- operate with local authorities' strategic housing function, and their duties to meet identified	EDDC holds the statutory responsibility for Homelessness – an objective of the EDDC Housing Allocation Policy listed under 3.1.8.5 is to prevent homelessness and to reduce the		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.	use of temporary accommodation through an effective prioritisation scheme. Reasonable preference is awarded for homeless applicants as confirmed within sections 3.8.1.1 and 3.8.1.2 of the EDDC Housing Allocation Policy		
Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.	Reasonable preference is awarded to applicants who are occupying insanitary or overcrowded housing as confirmed under 3.8.1.3 of the EDDC Housing Allocation Policy . Downsizing is referenced under section 9 of the Tenancy Policy , but is not referenced in the Housing Allocation Policy		Report being taken to the Housing Review Board on 18.01.23 with a recommendation that a downsizing paragraph will be added to the EDDC Housing Allocation Policy, in consultation with tenants.
Publish policies to include how we have made use of community housing registers, community allocations policies and local letting polices. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.	The EDDC Housing Allocation Policy confirms how properties are allocated via the Devon Home Choice scheme (section 3.1.3 of the Policy) including eligibility (3.3) and ineligibility		
Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first	Steps in place to assist applicants with support needs are in place i.e. potential over-the phone assistance with completing or amending applications, and home visits for the same purpose.		We will incorporate avenues of assistance for applicants who may face barriers, including those with support needs or who do not speak English as their first language, into

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
language and those who have difficulties with written English.	The <u>Devon Home Choice</u> website uses Google Translator for applicants who do not speak English as a first language However, these steps are not recorded currently within the Housing Allocation Policy and will need to be added. Reference is made to 'potential barriers to participating in Devon Home Choice' under section 7 of the <u>Devon Home Choice Policy</u> , including applicants who do not speak English as a first language and also applicants with literacy problems		the Housing Allocation Policy by April 2023
Minimise time that properties are empty between each letting, taking into account circumstances of tenants offered properties.	Section 2.3 of the Void Management Policy states that the policy will help to 'minimise rent loss through reducing the length of the void period and repair costs'. However, no reference is made towards taking into account the circumstances of tenants under offer, so this will need to be factored in – will also capture the need for balance between efficient void allocations and the responsibility for 'ensuring that the right people are placed in the right property on the right type of tenancy as stated in section 15.1 of the Tenancy Policy		Housing Void Management Policy to be reviewed in June 2023 to ensure the points here are captured
Record all lettings and sales on CORE	All allocations/lettings of housing properties are recorded by the Allocations team through the CORE process, confirmation needed for property sales (right to buys)		We will confirm sales through RTB are being recorded by April 2023

	WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
1	Provide tenants wishing to move with access to clear and relevant advice about housing options.	Information for tenants is provided through the EDDC Website, the tenant magazine and the tenant handbook		
1	Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing: • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs	EDDC subscribe to Homeswapper, an internet based mutual exchange service – reference is made via 12.5 of the EDDC Tenancy Policy. The following criteria are met: a) EDDC pay the subscription fee b) details can be added via HomeSwapper c) details are provided via the HomeSwapper website.		
1 1	Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under	We have an existing agreement in place with HomeSwapper		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.			
Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.	The mutual exchange service is advertised via the EDDC website and (see below)		
Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.	Information is provided within the tenant handbook Face to face appointments and home visits can be arranged		Examine how else we can reach tenants with no internet access
Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:	The Tenancy Policy lays out the Councils' approach to tenancy management including specific paragraphs on tenancy sustainment and tackling tenancy fraud		
(a) The type of tenancies they will grant.	(a) type of tenancies granted are listed within section 4 of the <u>Tenancy Policy</u>		
(b) Where they grant tenancies for a fixed term, the length of those terms.	(b) fixed term/flexible tenancies acknowledged in section 4.3 of the <u>Tenancy Policy</u>		

	WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-	FURTHER ACTION IN 2023/24
			ASSESSMENT	
	(c) The circumstances in which	(c) the circumstances in which particular types		
	they will grant tenancies of a	of tenancy will be granted is confirmed within		
	particular type.	4.3.5 and 4.3.6 of the Tenancy Policy		
	(d) Any exceptional	(d) the aircumstances in which aborter term		
	circumstances in which they will	(d) the circumstances in which shorter term fixed term policies will be granted is confirmed		
	grant fixed term tenancies for a	within 4.3.6 and 4.3.7 of the Tenancy Policy		
	term of less than five years in	Within 4.3.0 and 4.3.7 of the Tenancy Folicy		
	general needs housing following any probationary period.	(e) The circumstances in which we may or may		
		not grant another tenancy on the expiry of the		
	(e) The circumstances in which	fixed term, in the same property or in a		
	they may or may not grant another tenancy on the expiry of	different property is confirmed within 4.3.10 of		
	the fixed term, in the same	the <u>Tenancy Policy</u>		
	property or in a different			
page	property.			
To 1	(f) The way in which a tenant or	(f) The way in which a tenant or prospective		
59	prospective tenant may appeal	(f) The way in which a tenant or prospective tenant may appeal against or complain about		
	against or complain about the	the length of fixed term tenancy offered and		
	length of fixed term tenancy	the type of tenancy offered, and against a		
	offered and the type of tenancy	decision not to grant another tenancy on the		
	offered, and against a decision	expiry of the fixed term is confirmed within		
	not to grant another tenancy on	4.3.15 and 4.3.16 of the Tenancy Policy		
	the expiry of the fixed term.			
	(g) Their policy on taking into			
	account the needs of those	(g) how we take into account the needs of		
	households who are vulnerable	those households who are vulnerable by		
	by reason of age, disability or	reason of age, disability or illness, and		
	illness, and households with	households with children, including through the		
	children, including through the provision of tenancies which	provision of tenancies which provide a		
	provision of tenancies which	reasonable degree of stability is set out in		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
provide a reasonable degree of stability.	sections 4.3.4, 4.3.5 and 4.3.11 of the Tenancy Policy		
 (h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. (i) Their policy on granting discretionary succession rights, taking account of the needs of 	 (h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy is set out in 4.3.12 of the Tenancy Policy (i) Section 3.6 of the Succession Policy sets out our approach on granting discretionary 		
vulnerable household members	succession rights, taking around of the needs of vulnerable household members		
Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.	Lengths of flexible tenancies covered within 4.3.6 and 4.3.7 of the Tenancy Policy		
Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.	Flexible tenancy reviews detailed within 4.3.9, 4.3.10, 4.3.11 and 4.3.12 of the Tenancy Policy		A process for undertaking and recording that flexible tenancy reviews are being carried out and recorded will be in place by end February 2023

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.	Conditions of the probationary/introductory tenancies are recorded within section 4.1 of the Tenancy Policy Section 4.1.2 clarifies timescales – usually 12 months from the tenancy start date but in certain circumstances (listed under 4.1.5) they can be extended		
Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.	4.3.12 of the Tenancy Policy		
Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.	Tackling tenancy fraud is covered within section 6 of the Tenancy Policy		Tenancy visits will be re-introduced by April 2023
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction.	Tenancy sustainment is covered within section 5 of the Tenancy Policy		
Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act	Section 11.1 of the <u>Tenancy Policy</u> confirms that for secure tenants who transfer to another property, we will ensure that they are given another secure property		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).			
Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.	Security of tenancy for tenants who have been moved into alternative accommodation during any redevelopment or other works is confirmed under section 3.12 of the Decant Policy		Decant policy review

Home Standard

	WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard	We have limited amount of data on our system in relation to the Decent Homes standard		External consultant has been engaged to carry out a 100% stock condition survey. This will include the current status in relation to decent homes standard, providing a baseline for our stock and inform all future work programmes and budget planning.
page 100	Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards	All of our homes were built in accordance with the regulations in place at the time.		All future new build homes will be constructed in strict accordance with all statutory regulations and guidance in place at the time, including the latest versions of Decent Homes
	In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance	Works programmes implemented take account of the requirements of the Decent Homes standard to ensure that the minimum requirements are achieved.		Works programmes implemented take account of the requirements of decent homes to ensure that the minimum requirements are achieved. Planned retrofit works across our housing stock will focus on maximising the energy performance and thermal comfort of our housing stock Programmes will be informed once we have received and analysed the findings of the Stock Condition Survey Review of lettable standard

WHAT IS THE REGULA	TION HOW	/ WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
Provide a cost effective reparameter ance service to home communal areas that responsithe needs of and choices to and have the objective of completing repairs and improvements right first times	Management Carrangement Carrangement Carrangement for gas, lift servicing Our core aim is stay fixed'. Choice is provice Planned Works programmes. Carrangement for like basis Cyclical servicing Regulations is programmes in timescales to expense.	g term Integrated Asset Contract and other contractual or specific areas of work (e.g. ng etc.) s 'Right repair, right time, fixed, ded to our Tenants through our component Upgrade Generally repairs are on a like ing in line with Statutory carried out under defined accordance with set ensure that our homes are fully Tenants can feel safe in their		Continue to deliver and aim for further service improvement Carry out repairs cost benchmarking through Housemarek
Meet all statutory requireme provides for the H&S of occin their homes	statutory regular compliance wo our housing sto These policies and are available Gas safety policies affective and series affects and are safety policies and are available Gas safety policies affects affect	are publicised on our website ole in writing on request icy cy cy y and management plan y checks ergency Response plan dures are also in place:		New wave of fire risk assessments Implementing fire door inspection programme in line with updated legislation Implementing a new gas servicing regime Procure a new electrical testing programme Compliance dashboard

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF- ASSESSMENT	FURTHER ACTION IN 2023/24
	Weekly health and safety and fire safety checks Fire alarm and smoke detector testing		
Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.	The Integrated Asset Management Contract has been commissioned with a view to moving towards a 70:30 ratio of planned to reactive works. Additional works may be undertaken at void stage, particularly when major works are required. We have an active Adaptations programme working with Occupational Therapists/specialist services to meet the needs of our Tenants. Value for money - Repairs are assessed on their merits. Where a component upgrade is deemed to be required, then it will added to the following year's planned works programme, rather than being carried out as a reactive component upgrade at higher cost. Repairs will be carried out in the intervening period.		Ongoing service delivery will continue to meet this requirement Stock condition survey and asset management plan to be developed
Registered provider shall co-operate with relevant organisations to provide an adaptations service that meets tenant needs.	We have established working relationships with hospital discharge, medical practitioners, adult and child social services, and occupational therapists for the delivery of our adaptations work streams that meet our tenants' specific needs We have a Landlord disabled adaptations policy that details our commitments in this area		

Report to: Housing Review Board

Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Annual	report of	the Hou	ısina Rev	view Board
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Ailliuai report or ti	ne riousing Keview Board					
Report summary:						
To review the work of the Housing Review Board during the 2022-23 civic year.						
Is the proposed dec	cision in accordance with:					
Budget	Yes ⊠ No □					
Policy Framework	Yes ⊠ No □					
Recommendation	on:					
That the Housing R	eview Board note the work it has undertaken during the 2022-23 civic year.					
Reason for reco	mmendation:					
To inform the Board	d and the Council of the work of the Housing Review Board.					
Officer: Alethea Tho	ompson, Democratic Services Officer, athompson@easdevon.gov.uk					
 □ Coast, Country a □ Council and Corp □ Democracy, Tran □ Economy and As □ Finance □ Strategic Plannin □ Sustainable Home 	and Emergency Response and Environment porate Co-ordination asparency and Communications assets ag ag and Communities Leisure and Culture					
Climate change Lo	ow Impact					
Risk: Low Risk; .						
Links to background information						

Links to background information .

Link to **Council Plan**

Priorities (check which apply)

☐ A greener East Devon	
☐ A resilient economy	

Report in full

The Board

The remit of the Board covers:

- Advising the Cabinet on the Council's landlord activities and functions affecting tenants and leaseholders;
- Maintaining an active involvement in the on-going review of the options for the future ownership and management of Council owned homes, and to make recommendations;
- Promoting good practice and overseeing service improvements;
- Monitoring performance on core housing management activities and reporting to the Cabinet;
- Preparation of the Housing Revenue Account budget and Business Plan;
- Promoting tenant and leaseholder involvement and implementation of the Resident Involvement Strategy;
- Consulting with the Resident Involvement Strategy Monitoring Group, who liaise with tenant groups and representatives;
- Encouraging good practice in relation to equality and diversity issues, and ensuring that the needs of vulnerable tenants are satisfied;
- Advise on any other matters affecting the Council's landlord duties and responsibilities.

The Board has continued in its role of introducing service improvements and monitoring throughout the year, liaising with the Resident Involvement Strategy Monitoring Group as appropriate.

The Chair of the Housing Review Board was Councillor Sarah Chamberlain, with tenant representative Sue Saunders as Vice Chair. The civic year began with online consultative meetings, with the Board finally resuming face to face meetings in January 2023.

The Board welcomed three new board members, independent community representatives Sara Clarke and Rob Robinson and tenant/leaseholder representative Sue Dawson. They said goodbye to independent community representative Christine Drew and also received the sad news that former tenant representative and Vice Chair of the Board Peter Sullivan had passed away.

Words from the Chair

I would like to thank all officers, staff, members and tenants as always for their continued support and commitment to the Councils housing department which is so important and key in so many ways. Over the last year we have continued to adapt to the new normal way of working, be it from home or in fact now in some circumstances face to face, or going forward, hybrid.

The housing department has had to make some difficult decisions this year with rent increases in these already difficult times, but the housing department have also made some great inroads into some new projects, including starting the huge task of the stock condition survey for the Council's housing stock. Once completed this will make a huge difference to our tenants and our stock properties, highlighting any repairs or defects that need addressing. We also have the new damp and mould policy which has been actioned and being implemented. Also the development team headed by Jo Garfoot with some great opportunities going forward.

I would like to thank everyone who has been involved over the last year and am confident in the future.

Some examples from the HRB work programme are summarised below:

1. Draft Housing Service Plan 2023/24

The service plan is produced annually and sets out the key achievements over the past year and the forthcoming issues to be faced by the service. A range of service improvements were identified, performance data reported, consultation proposals outlined and budget information provided to the Board. The plan linked closely with the housing strategy and was designed to complement a number of other housing plans and policies as part of how the Council managed its own housing stock, managed homelessness, and the services it delivered in the private sector. The plan also considered service challenges and pressures over the next three years, including climate change implications, the implications of the Social Housing White Paper, the Building Safety Act and the ambitions to increase the supply of social housing with the role of the newly formed Housing Task Force team. The over-arching priorities of the plan were more affordable homes, homelessness and rough sleeping, and Council homes fit for purpose and satisfied tenants. This years' service plan had also been produced alongside a comprehensive workforce development plan document to compliment it and ensure that the correct resources and staffing requirements were considered and in place to ensure plan delivery is realistic.

The service plan was presented to tenant groups and the Board's input was welcomed.

2. Draft Housing Revenue Account and Capital Budgets 2023/24

The draft Housing Revenue Account for 2023/24 was a key document for the Board to influence. The annual HRA was underpinned and influenced by the 30 year HRA Business Plan. This business plan needed to be updated with revised financial modelling once the stock condition survey work was complete. The budget was in effect a 'stand still' budget based on existing stock data, whilst the updated stock condition survey data was awaited. The draft budget assumed an increase in rents of 7% in order to meet rising costs. There were measures in place to protect low income council tenants.

The draft 2023/24 budget continued to invest in and maintain existing properties to a high standard with a comprehensive planned programme of expenditure, adaptations and routine repairs. All planned expenditure was met from available income. Reserves were kept at adopted levels. There was a healthy surplus of £0.268milllion.

3. HRA financial monitoring reports

A summary of the overall financial position on the Housing Revenue Account (HRA), HRA Capital Programme and the Business Plan for 2022/23 has been regularly provided at meetings. Careful monitoring throughout the year indicated that the HRA was in a healthy position.

The Board were kept up to date with acquisitions and right to buy sales.

At its October meeting the Board discussed the social housing rent cap consultation, which had been produced by the Department for Levelling Up, Homes and Communities, as part of measures to protect tenants from further impacts of the cost of living crisis. Under the current policy, rent was increased in line with the consumer price index (CPI) plus 1% which would currently mean a potential increase of 11% from April 2023 onwards. The consultation suggested a rent cap of either 3%, 5% or 7% was imposed and the Government were asking for views from the sector. The Board were reminded that although the increase and implications on tenant affordability to meet this increase were a key consideration, the cost of maintaining the housing stock would be increasing with inflation and by not keeping pace with increase income levels would necessarily result in a reduction in available resources to meet current plans to maintain and improve stock.

The draft budget presented to the Board in January 2023 assumed a rent increase of 7%.

4. Stock condition survey

The Board were regularly updated on the delivery of the stock condition survey which was taking place both internally and externally across 100% of the EDDC housing portfolio. The completion of a full stock condition survey was an economic and strategic imperative for the Council as without one it was at risk of struggling to fulfil the full remit of its duty as a social landlord and also to achieve its ambitions to provide a carbon neutral housing stock across the district by 2040. It would provide the information necessary to enable effective forecast and budgeting for the financial implications of managing repair and maintenance obligations. A full stock condition survey was also required in order to comply with the new Building Safety Act. Following the initial stock condition survey, a five year rolling programme on 20% of the stock per annum would be delivered, which would require a dedicated stock condition surveyor. The mobilisation period had been completed and the stock condition survey commenced in September 2022

5. Integrated asset management contract updates/lan Williams complaints and compliments

The Board received regular progress updates on the integrated asset management contract with lan Williams Ltd throughout the year. This was part of the regular performance update but also as a direct response to ongoing concerns raised regarding the delivery of some key functions of the contract. The issues identified had directly impacted on customer satisfaction and complaints.

The purpose underpinning the contract was right repair, right time, fix and stay fixed. EDDC developed an action plan with lan Williams to improve the repairs and maintenance service to a level that client, contractor and customers were expecting from the contract. This action plan was reported to and reviewed by the Board. It was being rigorously implemented and had resulted in service improvements. Key Performance Indicators were also used to monitor performance. Voids remained a concern throughout the year, with many factors contributing to the issue, such as labour shortages, type of property, an increase in void turnover, condition the properties were being returned in and the problem of clearing previous debt left on meters.

6. Tenant satisfaction survey

The Board endorsed the housing service carrying out a housing satisfaction survey. Having accurate and up to date information on what tenants thought about the service enabled it to see how it was performing, and more importantly to ensure that informed decisions were made about how the service was shaped and planned for the future. Tenant satisfaction measures were proposed in the Social Housing White Paper and published by the Regulator for Social Housing. There was strict guidance on how the tenant survey was carried out.

7. Resident involvement strategy

The Board received a joint report from an officer and tenant on the process to review the resident involvement strategy to ensure that the Council maintained a fit for purpose approach to engaging its tenants in the management and maintenance of their homes.

8. Emergency winter housing plan

The Council's plans to respond to the cost of living crisis and its commitment to support vulnerable tenants throughout the winter period were considered by the Board. The report proposed the adoption of a series of short-term measures to be implemented during the winter and the creation

of a Housing Winter Pressures Hardship Fund to help combat the worst impacts on vulnerable households.

9. Complaints

Throughout the year tenant members raised their concerns over the complaints policy. Officers explained the corporate complaints procedure in detail and outlined the options available to complainants. The Board also considered a report concerning self-assessment of the complaints procedure against the Housing Ombudsman's code. It was noted that changes to the Housing Ombudsman scheme which took effect in October 2022 included the removal of the 'democratic filter', which the Housing Ombudsman considered would make it easier for residents to access their service. The Board also received the results of a broader review of how the housing service responded to complaints and service issues. In January 2023 the Board considered a report which set out learning and improvements identified from the complaints the housing service had received during the year. This report made recommendations in the handling and processing of complaints by the housing service in line with the EDDC corporate complaints procedure, the Housing Ombudsman code and the consumer standards, which the Board approved.

10. Review of downsizing grant

The Board recommended that the Council should trial suggested financial payments for tenants who were downsizing. Encouraging tenants to downsize would lead to an increase in the number of larger family homes available and would also help tenants who were struggling in larger properties. It was acknowledged that there were factors over and above financial incentives and that the key area was additional support for some tenants downsizing. It was agreed that the council would give consideration towards helping tenants, when help was needed, with some of the tasks which came with the process of moving homes.

11. Damp and mould policy

The prevalence of damp and mould in social housing, as well as failings to address these had become national headlines in the press over the winter months and the Government/Regulator had asked every housing provider to answer some probing questions that sought to establish their current position. The issues surrounding damp and mould highlighted the need to have a specific policy and process in place for the management of damp and mould. The Board recognised the serious health impacts that damp and mould could have on the occupants and the need to take meaningful action as a social housing landlord that aimed to provide a decent home for tenants. The Board endorsed the policy, which had been written to ensure that wherever possible tenants were not adversely affected by the causes of damp and mould. There would be proactive action to manage and eradicate cases of damp and mould and would avoid a culture of attributing the problem to tenant lifestyle.

12. Performance management

Throughout the year the Board received reports measuring performance across the housing service. In January 2023 the Board were asked to consider a newly developed tabular summary, which would help to ensure that it had better assurance around performance of the housing service, which would support it to scrutinise, challenge and be accountable for the performance of the housing. The Board were asked what performance information it wanted to see presented to future meetings and also different format options for how this information was presented. 56 key performance indicators (KPIs) and 25 compliance performance indicators were chosen to monitor and reflect the different areas of housing. These showed at a glance areas for improvement and

where focus was needed, in addition to where the service was doing well. Officers could access a live dashboard to see detailed information on any performance measure.

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

- Social Housing White Paper the contents of this were likely to be translated into legislation and would signal a significant change to the governance of social housing.
- Chartered Institute of Housing (CIH) professional standards these were based on seven characteristics and linked closely with the Social Housing White paper. The standards were being cascaded through the EDDC housing service.
- Housing Task Force convened to look into concerns, issues and potential solutions to meet the levels of housing need within the district. The Board received reports on progress to date, options and future plans for the delivery of affordable social housing across the district.
- Climate change update the Board received information on retro-fit renewable measures and delivery to date, approach and current programmes, successful funding applications and continued delivery and bid planning for the future.
- Procurement of the gas servicing/services contract the Board were updated on the procurement, award and mobilisation of the gas servicing contract.
- Additional post Data Officer (Property & Asset) the Board recommended an additional
 post of Housing Data Analyst to provide accurate validated data in relation to the variety of
 work undertaken by the Property and Asset team to ensure the housing stock remained
 safe, compliant and that tenants could also feel safe in their homes.
- Housemark membership renewal the Board approved the Housemark membership renewal and acknowledged the need to benchmark as well as share information and best practice.
- Community Development: food support the Board received an update on the vital work being done by the Community Development team to address food poverty across the district.
- Use of external consultants the Board recommended approval of the use of external
 consultants to support the delivery of key projects and essential services to ensure that the
 housing stock remained safe, compliant and that tenants could feel safe in their homes.
- Electrical safety policy to ensure compliance with current legislation and regulations. This included community centres, communal areas and district offices.

Financial implications:

The financial considerations are included within the body of the report.

Legal implications:

There are no legal implications