

## Agenda for Housing Review Board Thursday, 13th November, 2025, 10.00 am

### Members of Housing Review Board

T Wang, R Dale, R Browne, A Bailey, C Burhop, S Chamberlain (Chair), M Martin, S Smith (Vice-Chair), S Clake, R Robinson, T Dumper, H Parr, K Bloxham and S Forde

**Venue:** Council Chamber, Blackdown House, Honiton, EX14 1EJ

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(or group number 01395 517546)

Tuesday, 4 November 2025



East Devon District Council  
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- 1 Minutes of the previous meeting (Pages 3 - 13)
- 2 Apologies
- 3 Declarations of interest  
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public speaking  
Information on [public speaking](#) is available online
- 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 is one item which officers recommend should be dealt with in this way.
- 7 Housing Review Board forward plan (Pages 14 - 15)
- 8 Staffing and recruitment update (Pages 16 - 18)
- 9 Finance report (Pages 19 - 21)
- 10 Performance report for Quarter 2 2025/26 - Tenancy Services (Pages 22 - 31)
- 11 Performance report for Quarter 2 2025/26 - Property and Assets (Pages 32 - 41)
- 12 Housing Complaints Performance Report - Quarter 2 2025/26 (Pages 42 - 50)
- 13 Domestic Abuse Policy (Pages 51 - 77)

14 Electrical Policy (Pages 78 - 95)

15 Exclusion of the Press and Public

**RESOLVED:** that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out in the agenda is likely to be disclosed and on balance the public interest is in discussing these items in private session (Part B).

16 Sheltered Housing Support Services (Pages 96 - 104)

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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, EX14 1EJ on 31 July 2025**

**Attendance list at end of document**

The meeting started at 10.10 am and ended at 3.00 pm

**51 Minutes of the previous meeting**

The minutes of the meeting held on 24 April 2025 were agreed.

**52 Declarations of interest**

Declarations of interest.

Councillor Sarah Chamberlain, Affects Non-registerable Interest, Employed by Exeter City Council in the housing department.

Declarations of interest.

Councillor Steve Gazzard, Affects Non-registerable Interest, Tenant of East Devon District Council.

69. Build and Buy Plan: Acquisitions and preliminary site-specific proposals.

Councillor Steve Gazzard, Affects Non-registerable Interest, some of the development sites were within his ward and the adjacent ward.

**53 Public speaking**

There were no members of the public registered to speak.

Councillor Dan Ledger, Portfolio Holder Sustainable Homes and Communities informed those present that following a 12-week inspection with the Regulator for Social Housing, the Council had received a C2 judgement. He explained the judgement grading and that the C2 judgement acknowledged several key areas of strength and the good experience that was being delivered to tenants. The feedback identified some work was needed to improve and enhance in some areas, but this was already planned for, with action plans in place for the coming year. Only 21 local authorities had been awarded the C2 so far, and only 3 awarded C1.

The housing team had shown dedication, commitment and drive to make significant changes across all teams to improve service delivery and the customer experience. The Portfolio Holder thanked the housing team and the wider teams at East Devon District Council as well as members of the Housing Review Board for their support, and positive approach to achieving such a great outcome.

**54 Matters of urgency**

There were none.

**55 Confidential/exempt item(s)**

There was one confidential/exempt item.

## 56 **Housing Review Board forward plan**

The Assistant Director – Housing Regulated Services presented the forward plan and advised members that the forward plan acted as a reminder of agenda items to come forward to future meetings. The forward plan had been derived from previous meetings and requests, as well as the housing service plan. Service managers were currently reviewing realistic time frames against each topic. Members were reminded that they could add further reports and topics for discussion to the next forward plan by either informing herself or the Democratic Services Officer.

Following on from his motion to Council in July, 'Communication Workers Union – design and positioning of letterboxes', Councillor Faithfull requested that the housing service actively support the work of the Communication Workers Union in relation to the design and positioning of letterboxes in relation to new and replacement doors on Council properties. He also asked for consideration to be given to the time that trade buttons to flats turned off. The Assistant Director – Housing (Regulatory Services) agreed to discuss this further with the housing teams.

Following on from a recent successful training session, members of the Housing Review Board requested that additional training sessions be arranged, particularly in relation to housing finances and the Housing Revenue Account.

## 57 **Housing staffing update**

The Assistant Director – Housing (Regulated Services)'s report provided the Board with key staffing updates on the housing service.

The Corporate Lead for Housing Property and Assets was in post and recruitment was moving forward with recruitment in other critical roles within the Property and Assets teams. Recruitment was live and ongoing and included:

- Compliance Manager
- Repairs Service Manager
- Senior Surveyor
- Heating Compliance Surveyor
- Maintenance and Planned Works Surveyors

These roles would bring further resource and resilience into the housing property and assets team and would ensure manageable scope and areas of responsibilities. They would support the Council in effective oversight and management of risk and health and safety and would increase the services' ability to respond quicker to requests for surveyor visits and inspections.

It was noted that the interim Repairs Service Manager had left EDDC in June and the Assistant Director – Housing (Regulatory Services) acknowledged his work and thanked him for his time and commitment to EDDC. There were currently no agency staff being employed by the housing service.

Additional resource was also being brought in to support with housing-related complaints, with a full time Housing Performance Lead post beginning on 4 August 2025. In response to a question, it was reported that all complaints were initially administered by the corporate complaints team, but were then reviewed and investigated by the relevant teams across the Council

**RESOLVED:** that the report be noted.

## 58 **Finance report**

The Housing Review Board considered the report of the HRA Accountant, which set out the revenue budget and capital outturn positions at the end of the financial year 2024/25 and provided a summary of the Housing Revenue Account (HRA) financial position for quarter 1 2025/26. The HRA was a ring-fenced account for providing Council housing and associated services.

The revised Housing Revenue Account (HRA) budget approved by Council (July 2024) agreed the use of the HRA Balance up to £1.750m in year, with the acceptance this would take the HRA Balance below its minimum adopted level of £2.1m to £1.350m, to be replenished in future years. Expenditure was being maintained within this parameter with ongoing analysis on future spending plans and projections to gain assurance on this position to financial year end. The year end outturn on the Housing Revenue Account was per the final agreed adjusted budget, resulting in a deficit of £1.336m, reducing the HRA Balance to £1.764m.

The review of the year to date figures up to the end of quarter 1 for the Housing Revenue Account showed that it was trending materially in line with the budget profile up to that point in the financial year. Therefore, there were no material revenue items or concerns to bring to the attention of members. As was normal at that point in the financial year, housing capital spend was low, as the procurement of contracts and assessment of required major works got underway.

The team were congratulated on the 2024/25 outturn position, regaining control and on achieving a budgeted that was better than that re-budgeted for.

The accountant advised the Board that he would arrange a training session for members on HRA finances in due course. A request was made for the finance report to be shown on the monitors in the Council Chamber in future.

### **RECOMMENDED:**

1. that Cabinet considers and notes the outturn position for 2024/25 including the implications and proposals relating to the balances and reserves held by the Council.
2. that Cabinet notes the year-to-date Housing Revenue Account position for quarter 1 2025/26.

## 59 **Review of Anti Social Behaviour Policy**

The Housing Review Board were asked to approve the Anti-Social Behaviour Policy, which had recently been reviewed. The management of anti-social behaviour (ASB) was covered under legislation and the Housing Act, as well as being a moral duty of the housing service to support tenants with their right to the peaceful enjoyment of their homes. It was important to have a policy which outlined how reports of ASB were managed, how tenants were supported to resolve disputes and how the council worked in partnership across the district to not only support its tenants, but also the wider community.

It was noted that the proposed policy had been out to consultation, which included three ASB focus groups, the Tenant Scrutiny Panel and a common place survey.

Once approved, a communications plan would be drafted and implemented to ensure the policy, and a key summary of it, was clearly communicated to tenants - balancing both the need to make tenants aware of their responsibilities, alongside what they could expect from the council as their landlord and clarity around definitions of anti-social behaviour.

A request was made for ward members to be informed at the initial stages when an ASB complaint was received. The Director for Housing and Health explained that she was conscious of the officer time and resource that this would involve, but that she would discuss it with the relevant teams. The Portfolio Holder for Sustainable Homes and Communities reminded councillors of their strategic role and that officers' role was operational. Councillors would be informed if the ASB complaint was escalated. It was noted that EDDC had a community safety team who dealt with non-EDDC housing ASB claims.

**RECOMMENDED:** that Cabinet approve the updated Anti-Social Behaviour Policy.

## 60 **Review of Electrical Safety Policy**

The Corporate Lead for Housing Property and Assets' report outlined the updates and changes made to the Housing Directorate's Electrical Safety Policy. The changes were in response to changes in legislation and ensured a full and robust policy was in place. The main body of the policy was approved by the Housing Review Board in 2023 and was due for a full review in September 2026.

A request was made to clarify in the policy the portable appliance testing of electrical items, whether this related to tenants' own electrical items or those supplied by EDDC. The Director of Housing and Health advised that this would be added to and clarified in the Electrical Safety Policy.

**RECOMMENDED:** that Cabinet approve the updates and amendments to the Electrical Safety Policy for Housing, including the clarification of portable appliance testing.

## 61 **Review of Housing Repairs Policy & Awaab's Law**

The Corporate Lead for Property and Assets' report presented a proposed Repair Policy that would replace the existing April 2021 Repairs Policy and the existing Damp and Mould Policy. The current policy was out of date and the introduction of Awaab's law from 27 October 2025 would require a high risk-based approach to repair, which defined timescales for responding to and completing the highest risk repairs. Compliance with the new law would require a fundamental change in the approach to how repairs were managed and the performance tracked, and would have a significant impact. The proposed policy aligned with the new requirements from Awaab's law and other related legislation.

It was noted that there were significant risks associated with the policy that would be managed as best as possible. The cost of the policy requirements was a risk and was dependant on the capital programme. Many of the issues and problems were historic and reflected the age of the Council's properties. In response to a question about disposals it was reported that a key factor was that the Council could not leave a tenant in an unfit property, however it was obligated to do works on a secure tenancy if the tenant did not want to move.

Members welcomed the policy and congratulated officers for their prompt response to the Awaab's Law requirements. They agreed that it was important to set realistic expectations and timings and communicate these to tenants. It was requested that garden maintenance be included in the policy.

**RECOMMENDED:**

1. that Cabinet approve the proposed Repairs Policy.
2. that Cabinet note that some final amendments may be made following further feedback from tenant scrutiny and stakeholders. The policy would be brought back to the Housing Review Board should any material changes be required.

62 **Review of Radon Policy**

The Compliance Surveyor's report presented a proposed Radon Policy for Housing to meet East Devon District Council's regulatory compliance and health and safety obligations. The proposed policy aligned with the Housing Act 2004 and other related legislation, ensuring legal compliance and that the Council's tenants would be provided with a healthy and safe home to live in as well as a safe environment for employees and contractors to work in.

The Corporate Lead for Housing Property and Assets explained to the Board that tenants were at the centre of the policy and confirmed that radon testing had been budgeted for.

**RECOMMENDED:**

1. that Cabinet approve the proposed Radon Policy.
2. that Cabinet note that some final amendments may be made following further feedback from tenant scrutiny and stakeholders (with a commitment to bring the policy back to the Housing Review Board should any material amendments be required).

63 **Quarterly performance report - Quarter 1 Tenancy Services**

The Housing Review Board were presented with key performance indicators (KPIs) for quarter 1 of 2025/26 for tenancy services. The Tenancy Services Manager (Regulated Services) gave a presentation which summarised performance actions being taken to improve performance in rentals, estate management and sheltered housing functions within tenancy services.

Some of the areas highlighted were:

- 98.93% rental income collected.
- Rent arrears of 1.34% (high performance and within top quartile).
- Reduction in number of ASB cases reported (although there were 43 open ASB cases).
- Estate inspections and tenancy visits.
- Communities team:
  - 8 Community Hubs per week.
  - 1603 attended in quarter 1.
  - Garden competition.
  - Resident Connect Festival.
  - Community Initiative Fun.

The Tenancy Services Manager and teams were thanked for all their hard work and excellent progress with performance. All of the KPIs were going in the right direction, with exceptional performance in some areas. It was hoped that tenants were seeing improvements on the ground. It was suggested that a positive communications piece be published on this.

## 64 **Quarterly performance report - Quarter 1 Property & Assets**

The Housing Review Board were presented with key performance indicators (KPIs) for quarter 1 of 2025/26 for property and assets. The Corporate Lead for Property and Assets gave a presentation which summarised performance actions being taken to improve performance in repairs, compliance and planned works functions within property and assets.

Quarter 1 performance headlines were:

- Progress was being made in filling the existing vacancies and right sizing the team for the current and future needs.
- Repairs: Calls and jobs were trending down and percentage of repairs completed within the target timescales was increasing (this was expected to increase with the introduction of the new repairs policy). Reporting alignment between systems was improving.
- There was a significant maintenance survey backlog due to resources constraints. This was leading to additional complaints, disrepair and Ombudsman cases. A new process for tracking and prioritising survey requests had been established.
- Average days to relet a property had stabilised due to void resources focusing on disrepair and extending the life of assets where possible.
- Outstanding compliance remedial works was decreasing, and new contracts were required to complete all the remedial works.
- The requirement for planned works was increasing as the service moved to a 'Whole Property' approach to the delivery of planned works. This would reduce repair costs and minimise disruption for customers. The resource constraints were reflective in the statistics.

The Corporate Lead for Property and Assets also gave some examples of void life extension works, successful planned works, and a case study which established a model for how planned works would be delivered, particularly with regards to tenant engagement.

The Director for Housing and Health thanked the officers for all their hard work. Performance was moving in the right direction and it had been an incredible journey over the last 12 months. She commended all the managers and staff teams working tirelessly to turn performance around. She also commented on the incredible performance in relation to the outturn budget and how the budget was being managed and attributed this to the hard work and judgement of housing teams and finance colleagues. The regulatory judgement of C2 position was fantastic and this was reflected in the tenant satisfaction measure (TSM) improvements.

The Director for Housing and Health went on to thank the Housing Review Board as a committee for all its support. It had scrutinised well, challenged where it was needed and asked officers to take on certain pieces of work and asked them to demonstrate ambition. The HRB had been a great critical friend.

## 65 **Stock condition survey report**

The Assistant Director of Programmes, Investment and Development's report presented the findings of the comprehensive stock condition survey undertaken by Currie & Brown on behalf of East Devon District Council (EDDC).



The programme surveyed 3,554 residential properties (86%) and assessed an additional 588 properties on a desktop basis. In total, 4,522 assets were surveyed, including community centres and garages. The purpose of the survey was to support strategic asset management, guide future investment planning, ensure continued compliance with the Decent Homes Standard and identify any health and safety risks under the Housing Health & Safety Rating System (HHSRS). The key outcomes were contained in the report and noted by the Board:

- Decent Homes compliance.
- Damp issues
- Housing, Health and Safety Rating System.
- Community centres.
- Sewerage treatment plants.
- 30-year investment forecast.

The stock condition survey results demonstrated that East Devon District Council's housing stock was largely compliant and fundamentally sound, but required priority investment in some areas as well as long-term strategic investment. This investment, which would be set out in a 30 year Business Plan. It would need to be targeted and sustained to avoid asset degradation and future compliance failures which would impact tenant wellbeing, service delivery and long-term sustainability. The results of the stock condition survey would be used to inform the Asset Management Strategy.

**RECOMMENDED:** that Cabinet note the results of the stock condition survey.

66

## **Housing Revenue Account Business Plan update report**

The Assistant Director – Programmes, Investment and Development's report provided the Housing Review Board with an update on the Housing Revenue Account (HRA) Business Plan and associated strategic documents that underpinned the effective management and investment in East Devon District Council's housing stock to ensure the housing service remained financially viable, sustainable and responsive to tenants' needs. The HRA Business Plan would provide the overall financial framework for the HRA.

The HRA continued to face significant financial pressure in the immediate and longer term. These pressures arose from a range of factors including an historic underinvestment, increased consumer and regulatory standards, general inflation, restricted rent increases, net zero expectations, disrepair claims, complaint resolution, high void and decant costs and other issues. The situation was not unique to East Devon with similar cost pressures being seen amongst other housing providers and stock holding local authorities.

The 2023/24 HRA budget outturn and capital spend far exceeded the planned budget, necessitating the contribution of all HRA earmarked revenue reserves and required £2.5m additional borrowing. The HRA adopted balance reserve was also reduced. A revised budget for 2024/25 was approved by Council in July 2024. Improved budget management, monitoring and controls meant the 2024/25 budget outturn was within budget at year end. This represented a significant improvement on the previous year and reflected significant improvements in financial planning and management of the HRA.

The previous HRA Business Plan had expired and needed updating to reflect current circumstances and the future investment needs of the stock. The purpose of a Business

Plan was to ensure long term financial sustainability over a 30-year period and ensure sufficient resources were available for the management, maintenance, repair and improvement of the stock. Business Plans should also consider maintaining stock levels through acquisitions, development and estate regeneration. The HRA Business Plan looked at development and stock regeneration, as well as considering land and assets that were underutilised. The key element was how this was balanced with investment in existing stock. The conclusion was that any development would need to pay for itself.

In order to support the required level of borrowing for stock maintenance and investment the HRA needed to reduce the revenue expenditure by 15% (£2.6m) in order to retain debt within a manageable capacity. Whilst achievable, the scale of reduction was significant and highly challenging. It was therefore essential that an Efficiency Plan was established to achieve a long-term sustainable position. An ongoing internal review had identified a number of opportunities for improved efficiency and cost reductions. Any savings or efficiencies would be based on the key principle of finding alternative approaches to service delivery to ensure the quality of tenant services were maintained or improved. Other elements of the Efficiency Plan included income maximisation and effective asset management to boost income and tackle poor asset performance.

The report outlined that a formal Business Plan would be published later in the current financial year with formal adoption to align with the 2026/27 budget. The plan would set the financial framework for budget setting and capital investment over the medium term. The Asset Management Strategy would be completed and presented prior to the start of the 2026/27 financial year.

It was noted that a stock transfer was not a viable option at this point in time so had been discounted as an option.

There were a number of assumptions in the Business Plan, which was a long term forecast. There were a number of variables and it was important to review the Business Plan on an annual basis. Assuming the efficiencies and reductions outlined in the report were delivered, modelling suggested a sustainable position was achievable within the overall plan period.

**RECOMMENDED:** that Cabinet note the Housing Revenue Account Business Plan position and required efficiency savings.

## 67 **Build & Buy - A housing investment and delivery plan for East Devon**

The Assistant Director for Programmes, Investment and Development's report provided an overview and introduction to Build and Buy, a housing investment and delivery plan for East Devon. The report was in response to a growing housing need and feedback from the Housing Strategy consultation to increase the supply of affordable homes for residents in East Devon and contribute to the wider housing and community objectives, including estate regeneration.

The purpose of the Build and Buy Plan was to maximise the use of the Council's assets, address housing need and support the Council's strategic objective of having a supported and engaged community that had the right homes in the right places with the appropriate infrastructure. The Plan aimed to deliver an aspirational target of 500 homes over the next five years, with an equal split between homes built on Council owned land and homes acquired through partnerships with private developers. This mixed delivery

approach was intended to accelerate housing supply, make efficient use of public assets, and ensure the Housing Revenue Account (HRA) had a range of housing stock to meet local needs. It was noted that the intention was that the majority of homes would be social rented rather than affordable rented. All would be funded through the HRA. A local authority development company was not being proposed.

Key considerations contained in the report were:

- Site development and feasibility.
- Construction type, procurement and delivery models.
- Housing mix and design standards.
- Community and stakeholder engagement.
- Risk assessment.
- Funding implications:
  - Capital investment.
  - Funding sources.
  - Revenue implications.
  - Governance.
- Communications and engagement strategy.
- Regular Portfolio Holder updates.
- Housing Review Board – routine reporting to provide oversight on delivery, risks and track performance against the plan proposals.
- Decision making and delegated authority.

Build and Buy – A Housing Investment and Delivery Plan for East Devon was a bold, ambitious and proactive response to the district's housing challenges. The Board noted that the development process could be lengthy and complex with the potential for lengthy delays, particularly at the planning and pre planning stage. Multiple external factors such as inflation, particularly on build costs and labour, could adversely affect development viability and necessitate a deviation from the plan target. As such, the hugely ambitious target of 500 homes over 5 years should be seen as an aspirational target.

The next steps included:

- Finalising site feasibility prioritisation and engagement plans.
- Establishing delivery partnerships and a pipeline of acquisitions.
- Regular progress reporting to Members, in addition to regular review to monitor delivery, risks, and financial performance.
- Seeking formal approval of the HRA Business Plan which would provide the strategic financial investment framework for financing the plan.

Concern was expressed over the resources that could be required to deliver such an ambitious plan. It was acknowledged that not all of the resource was currently available in-house and this would be built into the plan. It was currently a conceptual piece of work, with broad figures in principle. There would be precise costings and sustainability credentials on site specific schemes, which would be brought to the Board and considered on an individual basis.

The Board were pleased to see ambitions for the future and officers were thanked for presenting the build and buy plan.

#### RECOMMENDED:

1. that Cabinet recommend that Council endorse the Build and Buy Plan.
2. that Cabinet note that the financing of the Build and Buy Plan was subject to approval of the Housing Revenue Account Business Plan and the 2026/27 budget setting process in due course.

## 68 **Exclusion of the press and public**

**RESOLVED:** that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out in the agenda is likely to be disclosed and on balance the public interest is in discussing these items in private session (Part B).

## 69 **Build and Buy Plan: Acquisitions and preliminary site-specific proposals**

The Assistant Director for Programmes, Investment and Development and Development Surveyor's report set out the preliminary site-specific proposals to deliver circa 228 new affordable homes on six sites as part of the Build and Buy Plan, to maximise the use of the Council's Housing Revenue Account assets and deliver new affordable homes for the residents of East Devon. The report also recommended that work commence on establishing a programme of potential affordable housing acquisitions in line with the plan to deliver 500 new affordable homes over five years.

**RECOMMENDED:** that Cabinet:

1. note the proposed development sites; with further design feasibility and stakeholder engagement and consultation plans to be prepared.
2. approve that work to establish a pipeline of affordable housing acquisitions is commenced in line with the vision set out in the Build and Buy Plan.
3. approve that any capital and revenue expenditure above existing approved budgets be subject to the approval of the Housing Revenue Account Business Plan and budget setting process in 2026/27.
4. grant delegated authority to the Director of Housing and Health in consultation with the Portfolio Holder for Sustainable Homes and Communities to progress the RIBA stage 3 on sites 1-4 Honiton and RIBA stage 3 on sites 5 and 6 in Exmouth.

## **Attendance List**

### **Board members present:**

Wang Tian, Independent Community Representative  
 Rosemary Dale, Tenant  
 Rachel Browne, Tenant  
 Councillor Christopher Burhop  
 Councillor Sarah Chamberlain (Chair)  
 Councillor Melanie Martin  
 Councillor Simon Smith (Vice-Chair)  
 Rob Robinson, Tenants  
 Councillor Tim Dumper  
 Councillor Helen Parr

### **Councillors also present (for some or all the meeting)**

J Heath  
 S Jackson  
 P Arnott  
 I Barlow  
 R Collins  
 P Faithfull  
 S Gazzard

M Goodman  
P Hayward  
N Hookway  
G Jung  
D Ledger  
S Westerman

**Officers in attendance:**

Alethea Thompson, Democratic Services Officer  
Giles Salter, Solicitor  
Darren Hicks, Tenancy Services Manager (Regulated Services)  
Tom Butcher, Development Surveyor  
Will Dommett, District Ecologist  
Tracy Hendren, Chief Executive  
Andrew King, Assistant Director for Housing (Regulated Services)  
Nathan Muggeridge, Corporate Lead for Housing Property and Assets  
Liam Reading, Assistant Director - Housing Programmes, Investment and Development  
Catrin Stark, Director of Housing and Health  
John Taylor, Property and Asset Manager  
Emma Congerton, Assistant Director Statutory Housing  
Andrew Mitchell, Housing Solutions Service Manager  
Rob Ward, Accountant

**Councillor apologies:**

Councillor Aurora Bailey  
Sara Clarke, Independent Community Representative  
Councillor Kim Bloxham

Chair .....

Date: .....

## Housing Review Board Forward Plan

Proposed date	Topic
Meeting 1 25/26	<p>1 - Staffing and Recruitment Update (<i>standing item</i>)</p> <p>2 - Finance Report (<i>standing item</i>)</p> <p>3 - Review of ASB Policy</p> <p style="padding-left: 40px;">3.1 - Appendix A – ASB Policy July 2025</p> <p style="padding-left: 40px;">3.2 - Appendix B – EIA for ASB Policy</p> <p>4 - Review of Electrical Safety Policy Updates</p> <p style="padding-left: 40px;">4.1 – Appendix A – Electrical Safety Policy</p> <p>5 - Repairs Policy &amp; Awaabs Law</p> <p style="padding-left: 40px;">5.1 - Appendix A - Repair Policy - June 25</p> <p>6 - Review of New Radon Policy for Housing</p> <p style="padding-left: 40px;">6.1 – Appendix A – Radon Policy for Housing 2025</p> <p>7 - Performance Report for Quarter 1 of 25/26 – Tenancy Services (<i>standing item</i>)</p> <p>8 - Performance Report for Quarter 1 of 25/26 – Property &amp; Assets (<i>standing item</i>)</p> <p>9 - Stock Condition Report</p> <p>10 - HRA Business Plan Update</p> <p>11 – PART A – Build and Buy Report</p> <p style="padding-left: 40px;">11.1 – The Build &amp; Buy Plan</p> <p><b><u>PART B</u></b></p> <p>12 – PART B – Build and Buy Report (Part two)</p>
Meeting 2 25/26	<p>Performance Report for Quarter 2 of 25/26 – Property &amp; Assets (<i>standing item</i>)</p> <p>Performance Report for Quarter 2 of 25/26 – Tenancy Services (<i>standing item</i>)</p> <p>Staffing and Recruitment Update (<i>standing item</i>)</p> <p>Finance Report (<i>standing item</i>)</p> <p>Review of Domestic Abuse Policy</p> <p>Housing Complaints Performance and Action Plan</p> <p>Electrical Policy Update</p> <p><b><u>PART B</u></b></p> <p>Sheltered Housing Support Services</p>
Meeting 3 25/26	<p>Performance Report for Quarter 3 of 25/26 – Property &amp; Assets (<i>standing item</i>)</p> <p>Performance Report for Quarter 3 of 25/26 – Tenancy Services (<i>standing item</i>)</p> <p>Staffing and Recruitment Update (<i>standing item</i>)</p> <p>Finance Report (<i>standing item</i>)</p>

Meeting 4 25/26	Performance Report for Quarter 4 of 25/26 – Property & Assets ( <b><i>standing item</i></b> ) Performance Report for Quarter 4 of 25/26 – Tenancy Services ( <b><i>standing item</i></b> ) Staffing and Recruitment Update ( <b><i>standing item</i></b> ) Finance Report ( <b><i>standing item</i></b> ) Housing Asset Management Strategy Update Review of Allocations Policy Review of Mutual Exchange Policy
<b>Meeting TBC</b>	
TBC/ Meeting 2	Review and Replacement of Home Safeguard Equipment within Housing Stock.
TBC/ Meeting 2	Review and Implementation of digital capabilities for tenants.
TBC/ Meeting 3	Plan for Housing Revenue Account play-sites
TBC/ Meeting 3	Management of leasehold properties and service charges
TBC/ Meeting 3	Sheltered Housing Review
<b>Workshops / Briefings Requested for HRB Members</b>	
Q2	Workshop on Sheltered Housing Review
<p>Note that following the recommendations from the Centre of Governance and Scrutiny Report- the forward plan for this Committee will be aligned to the forward plans for other Scrutiny Committees and this will then link directly into the Cabinet Forward Plan. All above topics will then be aligned to the most appropriate meeting.</p> <p>Review/creation of Policy and Strategy documents as required will also appear on the Forward Plan.</p>	



Report to: Housing Review Board

Date of Meeting 13 November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

## Housing Staffing Update – November 2025

### Report summary:

This report provides key staffing updates for the Housing Service.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

- (1) That the Housing Review Board note the content of this report.
- (2) That the Housing Review Board approve this report is no longer required following the completion of recruitment to the key management roles across the Housing Service.

### Reason for recommendation:

Now that recruitment to the key and strategic management roles within the service are completed, the original requirements for this report are now fulfilled. All day-to-day operational and business as usual recruitment and staffing performance reporting will continue to go forward to Personnel Committee.

Officer: Andy King, Assistant Director for Housing (Regulatory Services)

### Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☐ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Communications and Democracy
- ☐ Economy
- ☐ Finance and Assets
- ☐ Strategic Planning
- ☒ Sustainable Homes and Communities
- ☐ Culture, Leisure, Sport and Tourism

**Equalities impact** Low Impact

.

**Climate change** Low Impact

**Risk:** Low Risk; N/A



Links to background information N/A

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
  - ☐ Carbon neutrality and ecological recovery
  - ☐ Resilient economy that supports local business
  - ☒ Financially secure and improving quality of services
- 

## Report in full

### 1. Recruitment Update

- 1.1. As previously reported, and supported by the HRB, our Property and Assets Team have been undertaking significant recruitment efforts. We are pleased to report that the key management appointments within the team have been successful in the last quarter, including:
  - Compliance Manager – Andrew Shaw was welcomed into the team on 22<sup>nd</sup> September.
  - Repairs Service Manager – Richard Seager was welcomed into the team on 13<sup>th</sup> October.
  - Senior Surveyor – Catherine Gilbert was welcomed into the team on 3<sup>rd</sup> November.
- 1.2. We have also carried out successful recruitment to vacant front-line roles, including 3 new Surveyors in our Property and Assets service, and 2 Housing Officers in our Estates Team (filling 1 long term vacancy and 1 new vacancy).
- 1.3. Recruitment is still ongoing for additional operational roles in the Property & Assets Team, including and Asset Planner, M&E Surveyor, Fire Surveyor, and Trainee Surveyor.
- 1.4. We are also currently carrying out live recruitment for our new Estates Team Manager, with appointment to this role anticipated mid-November.
- 1.5. These roles bring much needed resource and resilience into our Housing Property & Assets Team and ensure manageable scope and areas of responsibilities. They support the Council in effective oversight and management of risk and health and safety, and increase our ability to respond quicker to changing legislation and customer requests.
- 1.6. We can also report that, as of 10<sup>th</sup> October 2025, there are no Agency workers in the Housing Service. Whilst we recognise the value in agency cover for short term and urgent support, it is a positive step that we are currently in a position where this is not required and is something we have not achieved for at least the last three years.
- 1.7. This report was introduced at the request of the HRB to ensure oversight of recruitment efforts to key management posts across the Housing Service. These were significant roles overseeing key regulatory functions within the service, and therefore it was right that this work was highlighted and monitored. However, now that the recruitment to these key roles is completed and business as usual operations are now in play, it is recommended to the board that this report is no longer required.

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**Financial implications:**

The staffing updates given in this report are within the approved budget

**Legal implications:**

There are no legal implications.

Report to: Housing Review Board

Date of Meeting 12<sup>th</sup> November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



## Finance Report: Quarter 2 monitoring update

### Report summary:

This report provides a summary of the Housing Revenue Accounts financial position for quarter 2 2025/26.

### Quarter 2 2025/26 indications:

The review of the year to date figures up to Q2 for the Housing Revenue Account shows that it is trending materially in line with the budget profile up to this point in the financial year. Therefore, there are no material revenue items to bring to the attention of members.

Housing Capital Spend is increasing after a low start to the year, as the procurement of contracts and assessment of required major works gets underway in earnest, but is likely to remain below budget.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

That the Housing Review Board notes the year-to-date Housing Revenue Account position to Q2 2025.

### Reason for recommendation:

The report updates Members on the overall financial position of the Authority and includes recommendations to reserve transfers and for corrective action, when required, for the remainder of the current financial year.

Officer: John Symes – Finance Manager, [jsymes@eastdevn.gov.uk](mailto:jsymes@eastdevn.gov.uk), 01395 517413

### Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational

- ☒ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☐ Sustainable Homes and Communities

**Equalities impact** Low Impact

**Climate change** Low Impact

**Risk:** Low Risk; .

**Links to background information -**

**Link to [Council Plan](#)**

Priorities (check which apply)

- ☒ A supported and engaged community
- ☒ Carbon neutrality and ecological recovery
- ☒ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

## Financial Monitoring 2025/26 Quarter 2

The projected figures on the HRA's Reserve and Debt levels can be seen below. Indications are that the 2025/26 outturn position will be largely per the set budget for revenue but lower than budget capital spend is expected, reducing borrowing requirements.

2024/25 Closing			2025/26 Projected			
HOUSING REVENUE ACCOUNT - RESERVES						
PRIOR YEAR			RESERVE CATEGORY	4Cast Outturn		
Opening	Movement	Closing		Opening	Movement	Closing
				USABLE REVENUE RESERVES		
-3,100,000	1,336,000	-1,764,000		HOUSING REVENUE ACCOUNT GENERAL RESERVE		
-982,995	820,801	-162,194		HOUSING REVENUE ACCOUNT - EARMARKED RESERVES		
-4,082,995	2,156,801	-1,926,194				
			UN-USABLE CAPITAL RESERVES			
-6,096,493	-393,023	-5,703,470	RIGHT TO BUY CAPITAL RECEIPTS RESERVE			
-10,179,488	1,763,778	-7,629,664				

HOUSING REVENUE ACCOUNT - BORROWING					
2024/25			2025/26 Projected		
Opening	Movement	Closing	Opening	Movement	Closing
			DEBT CATEGORY		
-78,485,772	0	-78,485,772	EXTERNALLY FUNDED - PMLB		
-8,727,050	-5,302,656	-14,029,706	INTERNALLY FUNDED - GENERAL FUND		
-87,212,823	-5,302,656	-92,515,479	-92,515,479	0	-92,515,479
			0	-14,378,000	-14,378,000
			-92,515,479	-14,378,000	-106,893,479

The year-to-date Housing Revenue Account figures, show in the table below, up to Q2 are materially in line with the profiled budget overall, therefore there are no concerns or issues to raise to members at this stage.

24/25 Outturn			Total Revenue Summary	25/26 YTD @ Q2		
Actuals	Budget	Surp/Def		Actuals	Budget	Surp/Def
-22,185,140	-21,936,240	-248,900	1 Rental & Other Income	-12,131,277	-12,019,527	-111,751
38,737,863	39,308,740	-570,877	2 Revenue Expenditure	8,231,902	8,182,820	49,082
-15,216,722	-16,036,500	819,778	3 Financing & Movement In Reserves	0	0	0
1,336,000	1,336,000	0	TOTAL	-12,131,277	-12,019,527	-62,668

24/25 Outturn			Revenue Income Category	25/26 YTD @ Q2		
Actuals	Budget	Surp/Def		Actuals	Budget	Surp/Def
-21,298,647	-21,088,320	-210,327	1 Gross Property Rents	-11,288,042	-11,138,120	-149,922
-202,503	-155,292	-47,211	2 Garage Rents	-100,005	-138,176	38,171
-683,991	-692,628	8,637	3 Other Income	-743,230	-743,230	0
-22,185,140	-21,936,240	-248,900	TOTAL	-12,131,277	-12,019,527	-111,751

24/25 Outturn			Revenue Expenditure Category	25/26 YTD @ Q2		
Actuals	Budget	Surp/Def		Actuals	Budget	Surp/Def
6,204,509	6,060,500	144,009	1 Repairs And Maintenance - General	3,098,505	2,308,815	789,690
541,425	1,023,004	-481,579	2 Repairs And Maintenance - Special	123,041	484,591	-361,550
9,166,464	9,389,546	-223,082	3 Supervision & Management	4,460,421	4,816,508	-356,087
1,107,317	1,090,344	16,973	4 Other Expenditure	549,935	572,907	-22,972
21,718,147	21,745,346	-27,199	5 Capital Charges & Bad Debt	0	0	0
38,737,863	39,308,740	-570,877	TOTAL	8,231,902	8,182,820	49,082

24/25 Outturn			Financing & Movement In Reserves	25/26 YTD @ Q2		
Actuals	Budget	Surp/Def		Actuals	Budget	Surp/Def
2,388,817	2,787,276	-398,459	1 Net Interest Cost	0	0	0
-21,752,171	-21,752,171	0	2 Capital Charges - MIRs	0	0	0
-820,801	0	-820,801	3 Movement in Earmarked Reserves	0	0	0
4,967,432	2,928,395	2,039,037	4 Contribution to Capital Net of Other Income	0	0	0
-15,216,722	-16,036,500	819,778	TOTAL	0	0	0

### Financial implications:

Contained in the report.

### Legal implications:

Any legal implications are identified in the report and no further comment is required.

Report to: Housing Review Board



Date of Meeting 13<sup>th</sup> November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

## Housing Performance Report – Tenancy Services – Q2 2025/26

### Report summary:

The following report outlines the Tenancy Services element of the Housing Service's performance through Quarter 2 of FY 2025/26. The report covers the Rentals, Estate Management and Sheltered Housing functions within Tenancy Services.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

The Housing Review Board receives the report and our performance at end of quarter 2, 2025/26

### Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery and performance. To enable the Board to scrutinise and challenge the performance of Tenancy Services.

Officer: Darren Hicks, Tenancy Services Manager

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☒ Sustainable Homes and Communities

**Equalities impact** Low Impact The report is for noting and is not recommending any significant policy changes.

**Climate change** Low Impact The report is for noting and is not recommending any significant policy changes.

**Risk:** Low Risk; The report is for noting and is not recommending any significant policy changes.

**Links to background information** NA

**Link to** [Council Plan](#)

Priorities (check which apply)

- ☒ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

## Housing Performance Report – Tenancy Services – Q2 2025/26

### 1. Understanding This Report

- 1.1. The data presented in this report is colour coded in a traffic light system. Green means we are meeting or exceeding our targets, amber that we are close to target, and red means we are outside of target.
- 1.2. Targets are set annually and are our benchmark for where we would like our performance to be.
- 1.3. Top Quartiles are the benchmark figures from Housemark, which tells us whether or not we
- 1.4. are in the top 25% of best performing landlords.
- 1.5. The 'Final 24/25' data shows us where our performance was at the end of the last financial year, which gives us an indication of how we are doing compared to last year's performance.

### 2. Rentals:

#### 2.1. Infographic: Income Management:

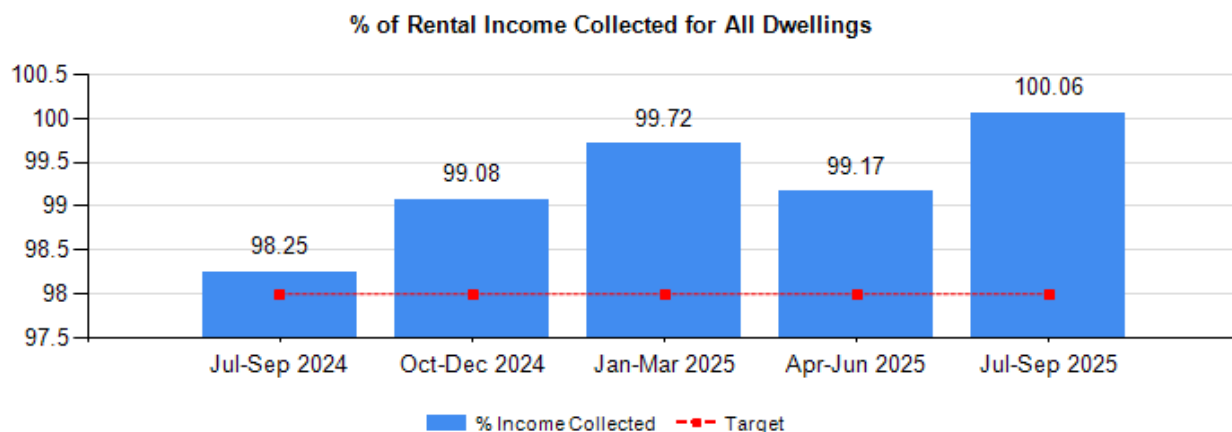
##### Housing Service Performance

(as at 1-Oct-2025)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ⬇️ Minimum Target, ⬆️ Maximum Target, GF General Fund

TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	October 2025	Year To Date	2025/26 Target	Top Quartile
INCOME MANAGEMENT										
IM01	% of rental income for all dwellings that was collected	99.72	99.17	100.07	104.22	N/A	104.22	104.22	98	100.2
IM01(a)	% of rental income for general needs housing that was collected	99.82	99.19	100.06	104.57	N/A	104.57	104.57	98	100.2
IM01(b)	% of rental income for sheltered housing that was collected	99.51	99.12	100.09	103.53	N/A	103.53	103.53	98	100.2
IM02	Rent arrears of current and former tenants as a % of annual rent debit	1.84	1.82	1.65	1.65	N/A	1.65	1.65	2.53	3.45
IM03	Rent arrears of current tenants as a % of annual rent debit	1.52	1.47	1.26	1.26	N/A	1.26	1.26	1.82	2.38

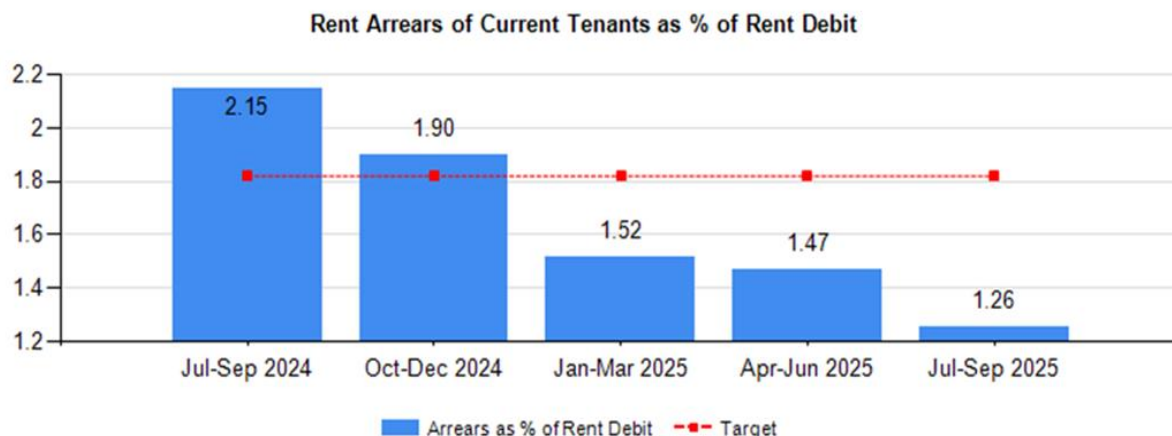
## 2.2. Infographic; % of income for all dwellings that was collected:



2.3. As can be seen 100.06% of rent was collected in Q2 of 2025.26, which is above target (98%)

Narrative from our Housing Rentals Manager: *"Rent collection rates fluctuate constantly and will be highest when we have our biggest input of Direct Debits on the first of the month. Debits are only charged weekly whereas the DDs are monthly, so a larger percentage of income will show at the start of each month than at the end of the month in general. It is over 100% as we also collect for former tenancies, which although have no ongoing debit to record against will still count towards any income for whatever period the money comes in"*

## 2.4. Infographic; Rent arrears of current tenants as a % of annual rent debit:



2.5. The key indicator for our performance in relation to Income is the Council's rent arrears for current tenants as percentage of the annual rent we should be receiving.

2.6. If all our current tenants paid 100% of their rent and service charges for the quarter, we would receive a total income of £5,695,748.75. Whilst of course we would like all our tenants to be paying all of their rent and charges, it is expected by all landlords that for various reasons there will be those tenants who cannot or do not meet with their obligations to pay.

2.7. At the end of Q2, we have a current tenant rent % arrear figure of 1.26% which equates to £71,766.43.



2.8. Our target for current tenant rent arrears is to be at, or below, 1.82%. Therefore, the figure of 1.26 % is extremely positive and demonstrates high performance from our Rentals team.

2.9. The top quartile for this area is 2.38%, therefore you can see that we are firmly seated as performing in the top 25% of landlords nationally and are beating this industry benchmark by over 1%.

### 3. Estate Management; General Overview:

#### 3.1. Infographic; Tenancy Management Performance Overview:

##### Housing Service Performance

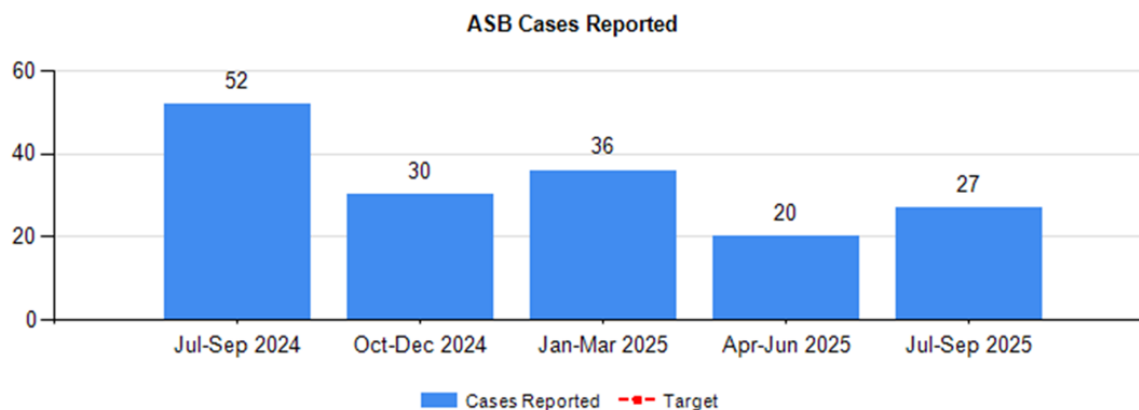
(as at 1-Oct-2025)

● Within Target, ● Close to Target, ● Outside Target, ■ Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target, GF General Fund

TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec) Partial	Q4 (Jan-Mar)	October 2025 Partial	Year To Date	2025/26 Target	Top Quartile
<b>TENANCY MANAGEMENT</b>										
TM04	Number of ASB cases reported	152	20	27	0	N/A	0	47	N/A	-
TM05	Number of evictions	10	3	1	0	N/A	0	4	0	0
TM07	Number of current Decants	8	9	13	No Data	N/A	No Data	13	N/A	-
TM08	% of 6 monthly Estate Inspections completed	14.46	32.18	74.54	0.81	N/A	0.81	0.81	100	-

### 4. Estate Management; ASB:

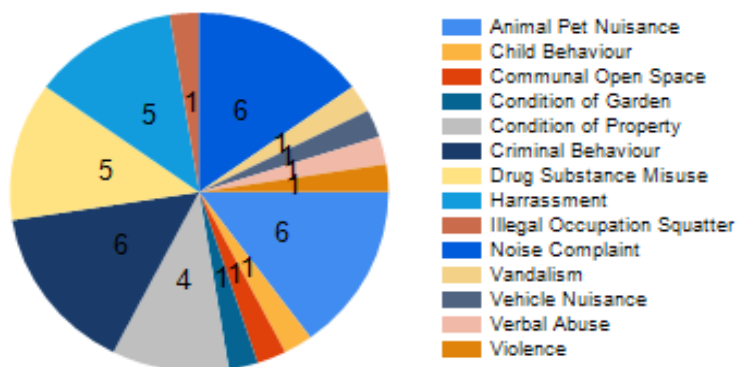
#### 4.1. Infographic; The number of ASB Cases Reported:



4.2. There has been an increase in the number of ASB cases reported in Q2, however the trend is still lower than the final three quarters of FY 24/25. The reported cases range from noise nuisance through to criminal behaviour (see 3.4 below).

#### 4.3. Infographic; Open ASB Cases:

**Open ASB Cases by Category**



4.4. There are 40 Open ASB Cases that the Estates team are currently dealing with. This involvement can range from monitoring of cases through to preparing court paperwork for Legal Services to commence legal proceedings.

## 5. Estate Management; Decants:

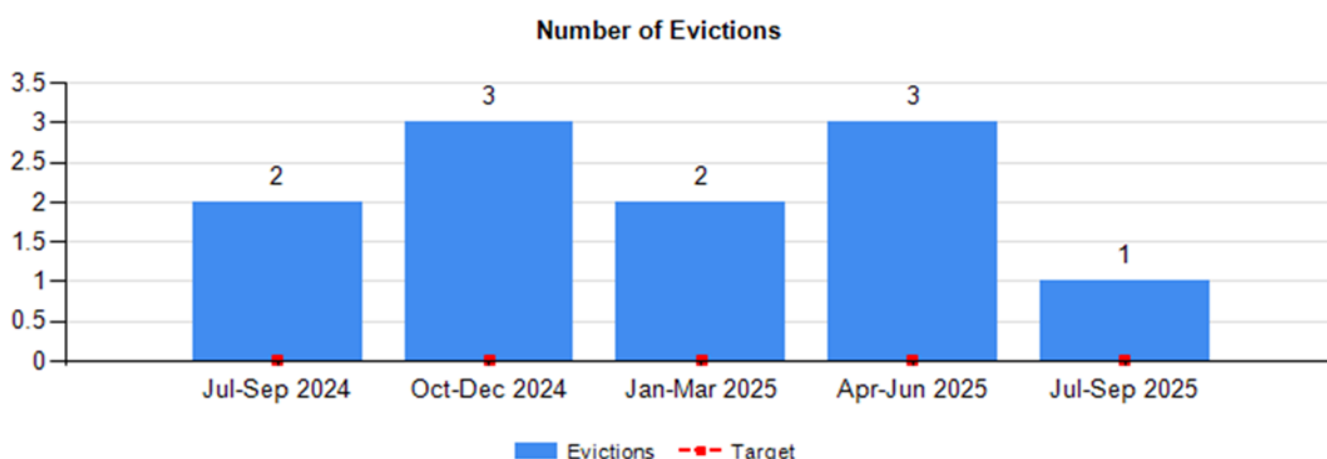
5.1. EDDC Tenants decanted to temporary accommodation is 13 Households.

5.2. The tenants decanted are a mixture of general needs and sheltered tenure, and the primary reason for the decanted tenants is due to the condition of property.

5.3. Work is currently underway to furnish EDDC properties that can be used as decant accommodation thereby reducing the need to use costly temporary accommodation. It is anticipated that whilst initial spend will be required to carpet and furnish these properties, the expenditure on temporary accommodation will be reduced over the financial year.

## 6. Estate Management and Rentals; Evictions:

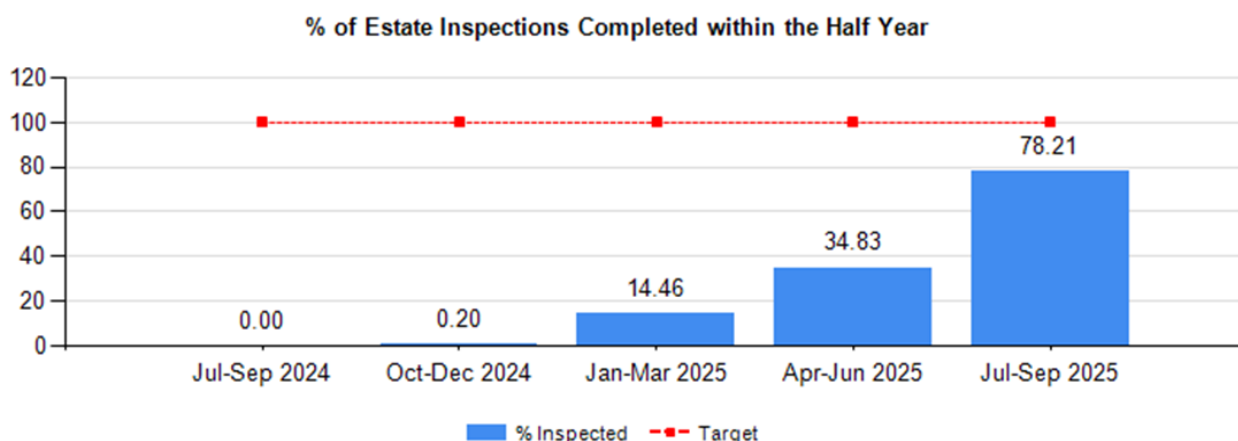
6.1. Infographic; The number of Evictions:



6.2. The 1 eviction in Q2, was from EDDC permanent accommodation. Comments from the Rental Manager *"The tenant moved out of the property and did not terminate her tenancy thereby accruing rent arrears. We were awarded possession as there was no intention on the part of the tenant to return to the property"*.

## 7. Estate Management; Estate Inspections:

### 7.1. Infographic; % of 6 monthly estate inspections completed:



7.2. The Estate Management team have a target of 100% estate inspections to be completed within the 6-month period. Estate inspections involve the Officers visiting every street in their geographical patch once every 6 months. This is to ensure that environmental concerns, that impact upon the quality of life for our tenants, are identified and resolved. It also enables to have a visible presence on our estates, fostering and nurturing further relationships with the community.

## 8. Sheltered Housing and Estate Management; Tenancy Visits:

### 8.1. Infographic; Tenancy Management (Sheltered and General Purpose Tenancies):

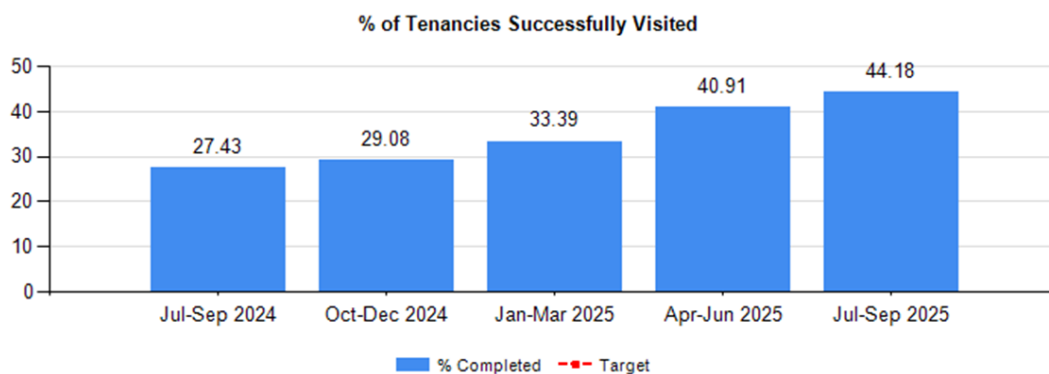
#### Housing Service Performance

(as at 1-Oct-2025)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ⬇️ Minimum Target, ⬆️ Maximum Target, GF General Fund

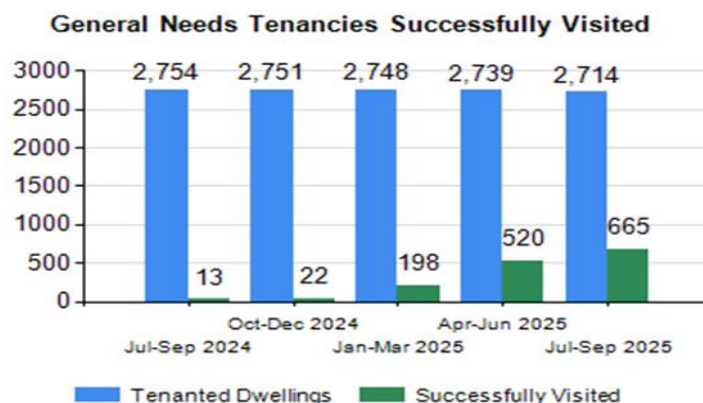
TABULAR SUMMARY 2025/26											
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	October 2025	Year To Date	2025/26 Target	Top Quartile	
<b>TENANCY MANAGEMENT</b>											
TM06	% of tenancy visits completed	33.39	40.9	44.16	44.18	N/A	44.18	44.18	-	⬇️	-
TM11	% of new tenancy visits completed in target	8.33	59.81	42.71	0	N/A	0	51.72	-	⬇️	-

### 8.2. Infographic; % of tenancy visits completed:



8.3. This is a joint objective for the Estate Management and Sheltered Housing teams. The purpose of the visits is to not only offer support to the tenant but to also identify any tenancy management issues, wellbeing/safeguarding concerns and issues of disrepair. Any changes to the tenant's situation are recorded on our systems.

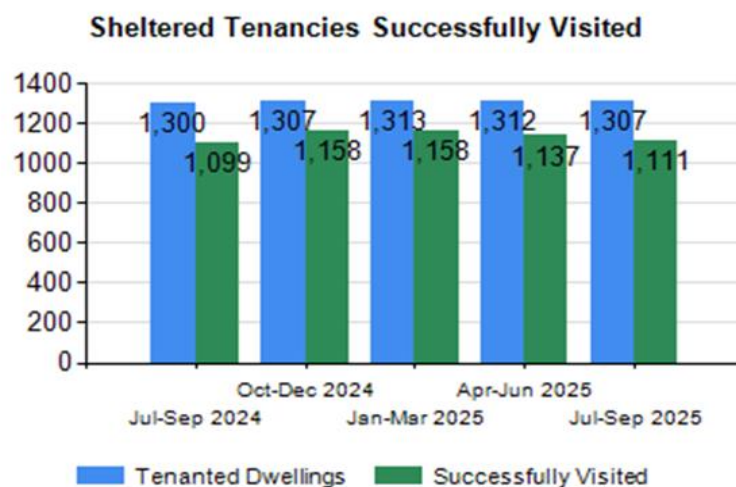
#### 8.4. Infographic; Number of general needs tenancies visited:



8.5. Estate Management-The target is for 33%(910) of general-purpose tenants to be visited every year, with the objective that each tenant will be visited every 3 years, where a tenancy audit will be completed. Of course, we would like to undertake a tenancy audit with each tenant once a year, but we do not have the resources within the Estates Team to achieve this.

8.6. In the first 2 quarters of 2025/26, 665 general needs tenants have been visited, and the Estates Team are on target, with 73.08% of the 910 tenancy audits completed to date.

#### 8.7. Infographic; Number of sheltered housing tenancies visited:

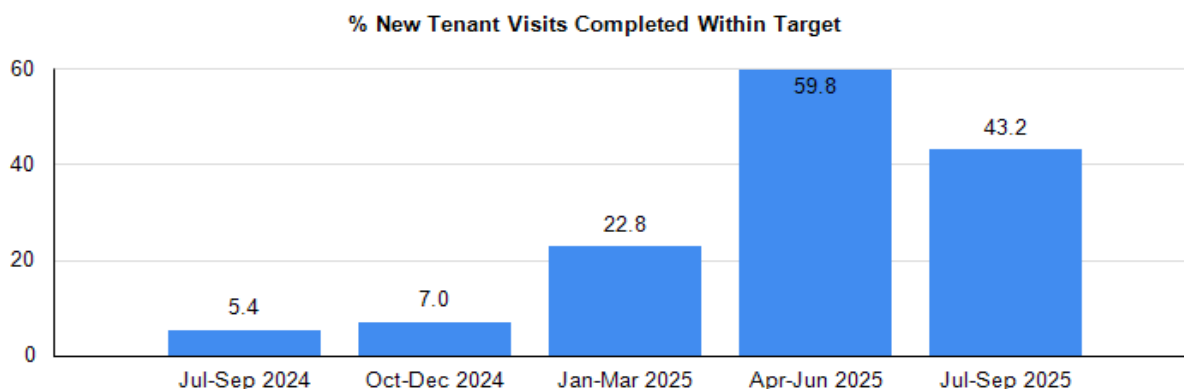


8.8. Sheltered Housing- The target is for 100% of sheltered tenants to be visited every year.

8.9. 515 (39.04%) Sheltered tenant audits have been undertaken in Q1 and Q2 of 2025/26 **\*NB this excludes routine scheduled visits to sheltered tenants.**

## 9. Sheltered Housing and Estate Management: New Tenant Visits

9.1. Infographic; % of new tenant visits completed in target:



9.2. The target for new tenant visits is for each new tenant to be visited within 10 weeks of tenancy start date.

9.3. This target is set so that any issues the tenant may have can be addressed at an early stage and will enable tenancy sustainment and identify social housing fraud.

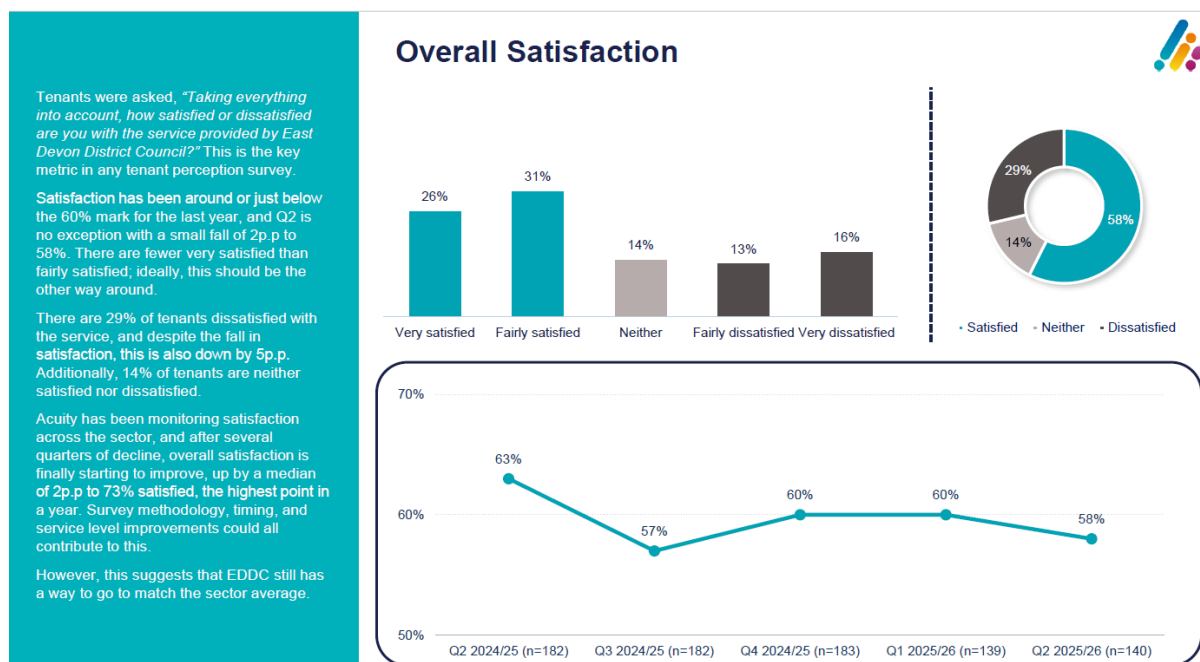
9.4. Of the 56.8% new tenant visits not completed within the 10 weeks of tenancy starting, this equates to 21 tenants not visited within target. Of the 21, 14 are in general purpose properties and 7 in sheltered accommodation.

9.5. Whilst 21 new tenants were not visited with the 10 weeks of their tenancy starting, 13 have been visited, leaving 8 tenants requiring a new tenant visit. Of the 8 outstanding new tenant visits, 6 live in sheltered properties and 2 live in general purpose accommodation.

## 10. Tenant Satisfaction Measures:

10.1. The following shows the headline results of our Q2 TSM Survey.

10.2. Infographic; Overall satisfaction:



10.3. The below analysis details each category questioned in the TSM Survey, showing how this compares between Q2 and the previous year's survey results:

	24/25 (%)	Q2 2025/26	Difference between 24/25 and Q2 25/26 (%)	25/26 TSM Median Target (%)
Proportion of respondents who report that they are satisfied with the overall service from their landlord	60	58	-2	71.3
Proportion of respondents who report that they are satisfied that their home is well maintained	58	61	3	70.8
Proportion of respondents who report that they are satisfied that their home is safe	69	64	-5	76.7
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	63	66	3	72
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	59	63	4	67.4
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling	17	18	1	34.5
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	65	69	4	76.8
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	66	61	-5	70.3
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	43	41	-2	66.4
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	53	55	2	63.1
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	55	54	-1	65
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	54	63	9	57.8

10.4. At the end of Q2, we are seeing that overall satisfaction with our housing service is at 58%. This is a slight decrease of 2% compared with 2024/25, but ultimately consistent with the previous years' results which were a pleasing increase on the previous year (23/24).

10.5. This trend of increased satisfaction continues across the piece, with increased satisfaction in the following areas:

- Satisfaction that homes are well maintained – 3% increase.
- Satisfaction with overall repairs service - 3% increase
- Satisfaction in our handling of anti-social behaviour – 9% increase.
- Satisfaction in our contribution to neighbourhoods – 2% increase.
- Satisfaction with time taken to complete repairs – 4% increase.
- Satisfaction with complaint handling- 1%increase.
- Satisfaction that landlord treats tenants fairly and with respect- 4% increase.

10.6. The 2024/25 benchmarking data is not yet available, therefore we have provided the national TSM median data as a sense checking tool. We can see that in 7 areas we are closing the gap on our performance vs the sector average, and we continue to work on operational action plans that address areas for improvement.

---

**Financial implications:**

There are no direct financial implications from the recommendations in this report.

**Legal implications:**

There are no legal implications on which to comment.

Report to: Housing Review Board



Date of Meeting 13<sup>th</sup> November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

## Housing Performance Report – Property & Assets – Q2 2025/26

### Report summary:

The following report outlines the Property & Assets (P & A) element of the Housing Service's performance through quarter two of FY 2025/26. The report covers the Repairs, Compliance and Planned Works functions within P & A.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

The Housing Review Board receives the report and our performance at end of quarter two, 2025/26.

### Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery, performance and compliance with our health & safety responsibilities for P & A. To enable the Board to scrutinise and challenge the performance of the housing service.

Officer: Nathan Muggeridge, Corporate Lead for Property & Assets

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☒ Sustainable Homes and Communities

**Equalities impact** Low Impact The report is for noting and is not recommending any significant policy changes.

**Climate change** Low Impact The report is for noting and is not recommending any significant policy changes.



**Risk:** Low Risk; The report is for noting and is not recommending any significant policy changes. However, it is acknowledged that future reports do need to identify the significant risks being managed by the P&A team.

## Links to background information NA

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

## Housing Performance Report – Property & Assets – Q2 2025/26

### Background / Context

1. This report presents an overview of P & A's performance during the second quarter of 2025/26 (e.g. July to September). The performance measures reported here support our governance responsibilities under the Regulator of Social Housing's Consumer Standards, particularly in relation to repairs, compliance and planned works. Regular performance reporting to the Housing Review Board ensures oversight is maintained and enables timely scrutiny and challenge, as expected under the regulatory framework.
2. Targets are set annually and are our benchmark for where we would like our performance to be. Top Quartiles are the benchmark figures from Housemark, which tells us whether we are in the top 25% of best performing landlords

### Tenant Satisfaction Measures

3. There are some green shoots of recovery in the quarter two Tenant Satisfaction Measure (TSM) report for repairs, where performance has improved by an average of 15% compared to the same time last year. This is a positive outcome, and we are pleased with our journey and trajectory. At the same time, we recognise further improvement is required. An Action Plan has been created to focus these improvements and solution in the areas relating to Property and Asset's service to customers. Table 1 below summarises how the proposed solutions will address the root cause for the TSM results.

*Table 1. Summary of the Q2 TSM results relating to Repair, root cause for the issues and details of ongoing solution.*

Customer Feedback	Root Cause	Solution
Many tenants reported waiting weeks or months for repairs, with some jobs left unfinished or inadequately completed.	<ul style="list-style-type: none"> <li>• Current reporting performance framework does not track delivery of all jobs (e.g. minor works and planned)</li> <li>• The delivery timescales where multiple jobs are required are not being measured correctly.</li> <li>• Ongoing integration errors between OneHousing and supplier's system.</li> </ul>	<ul style="list-style-type: none"> <li>• New repairs process is being implemented as part of the preparation for Awaab's law.</li> <li>• The metrics "% of repairs completed in target" is being modified to cover multiple jobs.</li> <li>• Work is ongoing to resolve the integration errors between EDDC and the supplier's systems. Further updates will be provided.</li> <li>• Implementation of Voicescape will enable customer satisfaction to be</li> </ul>

Customer Feedback	Root Cause	Solution
	<ul style="list-style-type: none"> <li>No independent system for measuring customers satisfaction at a job level and weekly frequency.</li> </ul>	<p>requested for all jobs and the root cause for any positive and negative feedback to be understood.</p>
<p>Requests for repairs sometimes “disappear” from the system, and tenants feel they have to chase for updates.</p>	<ul style="list-style-type: none"> <li>A review of the repairs process has identified several “Dead ends” which relating to how jobs are abandoned, and no next steps have been agreed between EDDC and the supplier.</li> </ul>	<ul style="list-style-type: none"> <li>The new repairs process includes for the prevention of suppliers abandoning jobs without approval from EDDC. Where required, this will ensure next steps will be agreed (e.g. raising of additional workorders). The number of abandoned jobs is being monitored weekly.</li> </ul>
<p>Some tenants noted that repairs are not completed to a satisfactory standard, leading to recurring problems.</p>	<ul style="list-style-type: none"> <li>The lack of Maintenance Surveyor resources and their inefficient application has result in minimal post inspections being completed.</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of sufficient Maintenance Surveyor’s to match demand.</li> <li>Maintenance Surveyor being deployed using a patched based model where the operational areas align with the Housing Officers.</li> <li>New repairs process allows for post inspections for higher value jobs initially.</li> <li>Housing Systems training on the ‘Recall’ process to stop payments if quality issues are identified.</li> </ul>
<p>There is a strong demand for better responsiveness and clearer communication from the Council.</p>	<ul style="list-style-type: none"> <li>The repairs communication from EDDC is reactive and does not allow for any proactive communication.</li> </ul>	<ul style="list-style-type: none"> <li>Evolving the capability of the Repairs Customer Service Team from just reactive customer comms to a blend of reactive and proactive comms.</li> <li>The capability of the new telephone system is being explored to automate some of the call routing. This will create capacity to enable the proactive comms.</li> <li>Scripting is being introduced to ensure a consist and deliverable response to reactive call.</li> <li>Introduction of proactive calls to customers where works has not been delivered within the target timescales.</li> <li>The Planned Works standard Comms plan is starting to be implemented. This will give customers an understanding of</li> </ul>

Customer Feedback	Root Cause	Solution
		when schemes will be completed and updates on progress.

4. In response to the Q2 TSM report, both Ian Williams and Liberty Gas have been requested to provide Service Improvement Plans in line with their contract. These plans will be agreed and the delivery monitored. Further progress update will be provided.
5. The Property & Assets team has made encouraging progress in tackling the underlying causes of historic Tenant Satisfaction Measure (TSM) performance. We know that improvement take time to embed and be felt by the end user, our tenants. So whilst we hope to see continued positive movement in the TSM results as we move through this financial year, we also recognise that some of the benefits of the changes we are implementing may not be visible in these results until we move into the next FY.

### **Awaab's Law**

6. A programme of works is currently being delivered in preparation for the implementation of Awaab's Law, which comes into force on 27 October 2025. The legislation introduces strict timeframes for investigating and resolving customer health-related risks. The programme includes the development of specification, modifications to processes and systems, provision of internal and external training, and the delivery of a communication plan.
7. Good progress continues in aligning our repairs service with Awaab's Law. While historic operational challenges and system limitations may prevent full compliance with statutory timescales from the outset, we are prioritising repairs in line with the person-centred, risk-based Repairs Policy approved at July's HRB. The introduction of new timeframes and metrics may temporarily impact performance as the service adapts to unknown pressures. However, this transition will provide a more accurate reflection of service delivery and support a data-driven approach to improving response times and tenant satisfaction.
8. The biggest risk with Awaab's law is the unknown change in repair call numbers and number of additional Disrepair cases. To mitigate the risk from the increase in calls, all the Technician's in P&A have been trained to take repair calls and will be used to create additional capacity if required. Any additional demand for surveyors will need to be met reactively.

### **Repairs**

9. Figure 1 below shows the quarterly repairs customer service metrics. Repair calls have reduced by 30% compared to the same period last year and reflects the general downward trend. Missed calls and call waiting times have reduce by 75% and 67% respectively between Q1 and Q2 this year. This is due to the new telephony system removing the introductory message and allowing customers calls to be answered quicker.

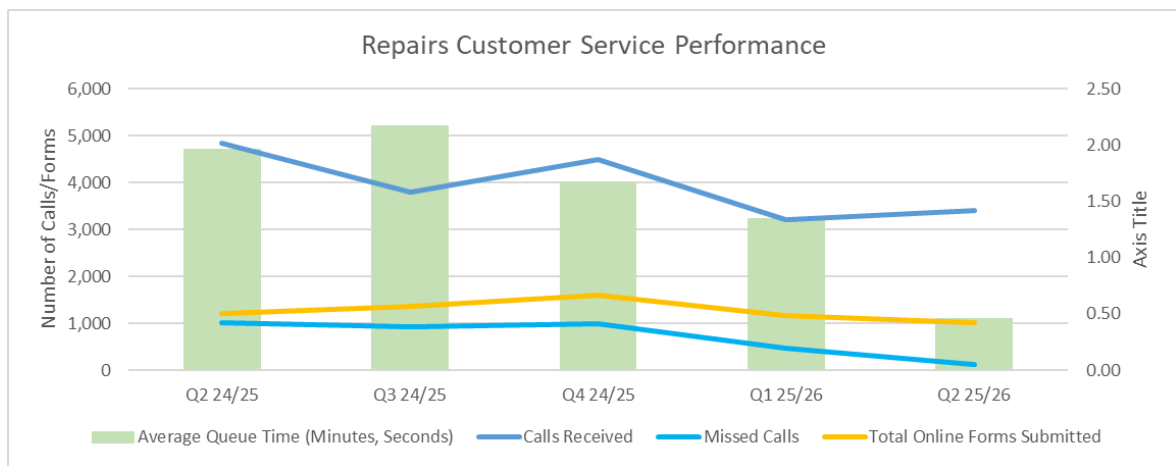


Figure 1. Repairs Call Centre Metrics

10. Figure 2 below shows both the percentage of repairs completed in the target timescales and the Q2 25/26 has seen a further improvement in this metric. This improvement has occurred through the resolution of the historic repairs, weekly checks of the data between OneHousing and IW's, and changes to the repairs process. Further works is still required to resolve the ongoing interface problems between OneHousing and our supplier's systems. Once resolved, we would expect to see a further improvement in this metric.

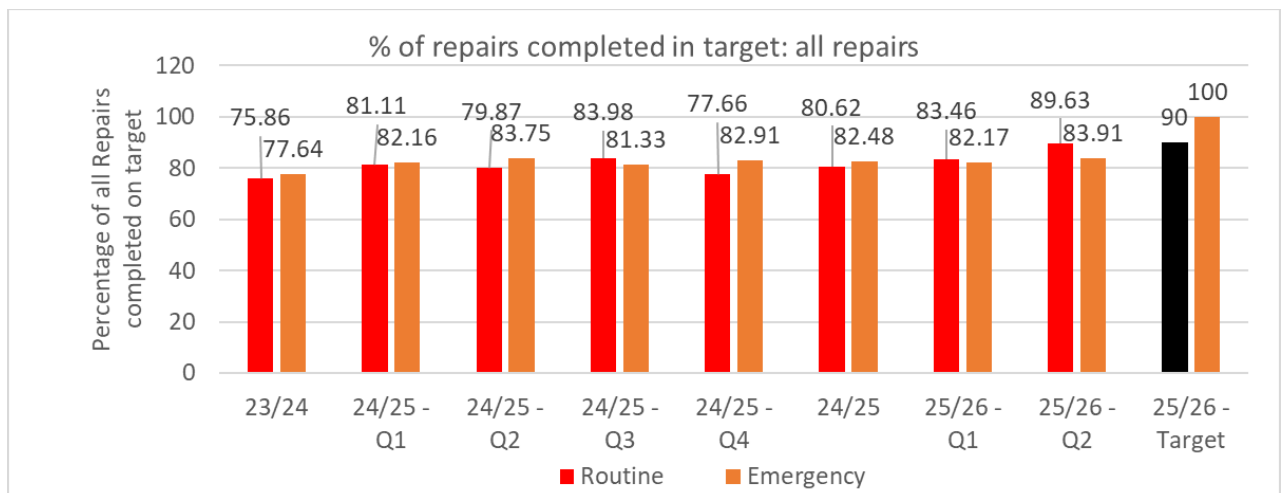


Figure 2. Percentage of repairs completed in target.

11. As we implement the new repairs process and align with the requirements of Awaab's Law, including revised timeframes, it is anticipated that performance metrics may temporarily decline. This reflects a more accurate and transparent view of the service being delivered to residents, rather than a reduction in service quality. The team's ability to manage these changes will be closely monitored, and any reactive adjustments will be made to ensure continuity of service. This transition presents an opportunity to adopt a more data-driven approach to service improvement. By better understanding the full customer journey and identifying areas for targeted intervention, we aim to reduce response times and enhance overall customer satisfaction.
12. The Maintenance Survey resource is now increasing with additional resources joining in August and September. The survey process has been redeveloped to ensure a consistent approach, and a professional survey capability is being established. Due to further recruitment, it is anticipated that the Maintenance Survey function will not be operating at capacity until the end of November 25.
13. The lack of Maintenance Surveyor has resulted in the survey backlog increasing from 219 surveys in June 25 to 471 at the end of Q2 25. In recent months we have grown the survey team to 5 FTE's and the remaining position is being recruited. The new survey team are

currently focusing on the very high priorities and will also be undertaking the Complaint surveys moving forward. The patched based operational model is reducing travel times and allow customers to receive a consistent approach.

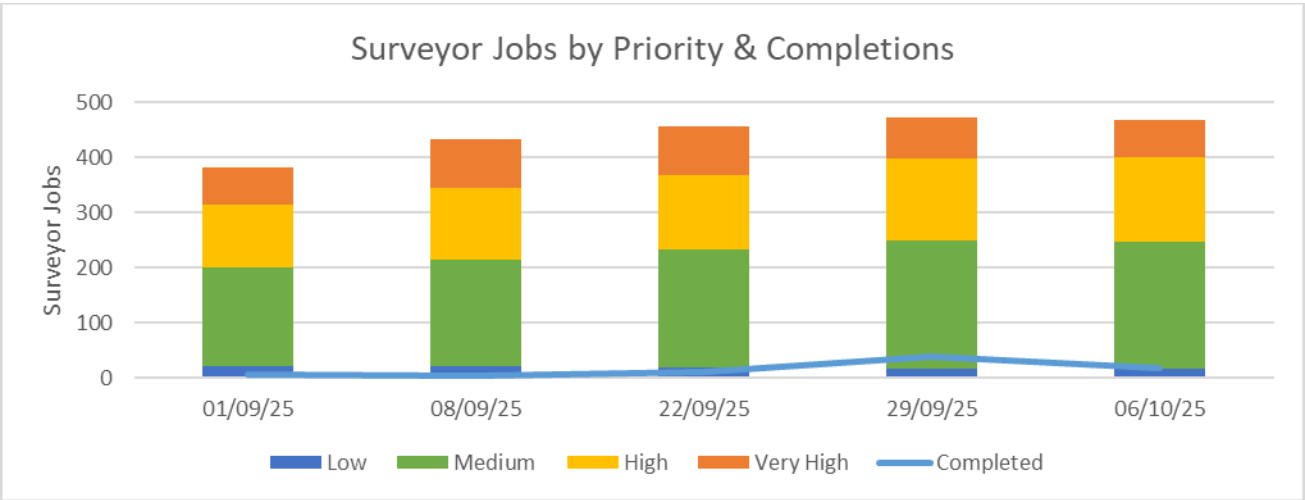


Figure 3. Maintenance Survey backlog by priority

14. Figure 4 shows the number of new disrepair cases has stabilised in recent months, but their a significant backlog of cases that have not been addressed and this has resulted in a high number of cases in breach. The scope of the VOIDS manager now includes the management of Disrepair cases, and the Repairs Admin role has been focused on confirming the status of each case and its next steps. This works has identified the opportunity to close 13 of the 33 breach cases through completion of the post inspections. These inspections are now ongoing. Further focus by P & A is required to address the unsatisfactory position and this may include additional resources to mitigate additional legal expenditure.

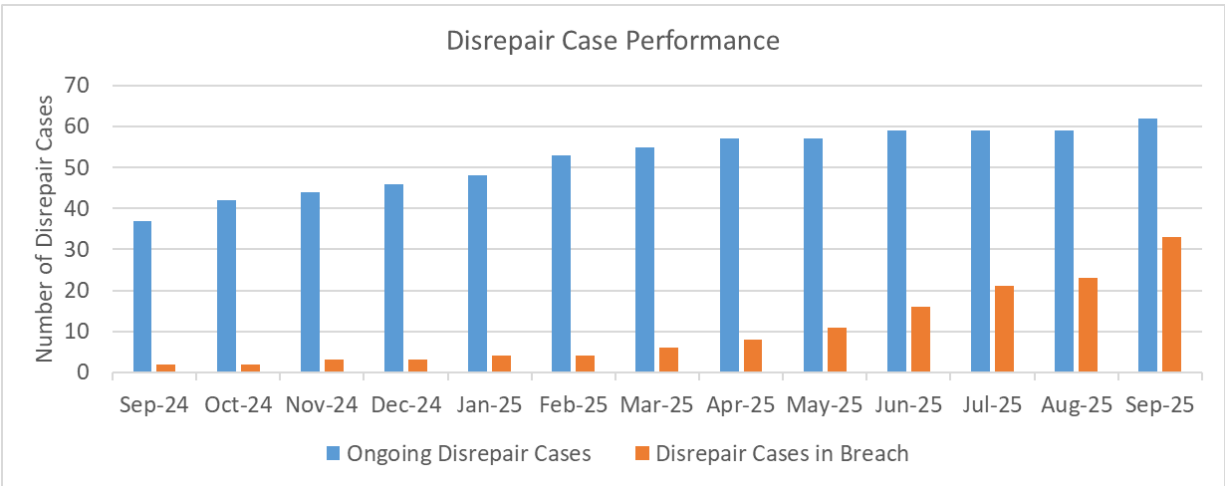


Figure 4. Disrepair case performance

### VOIDS

15. Figure 5 below shows a further reduction in the average number of days to relet a standard VOID property. This performance is positive given it is being delivered by the same team working on the backlog of disrepair claims. There is a risk this short-term standard void times will increase due to the number of VOID increasing from 62 in Q1 to 87 in Q2. This is due to an unusual number of legal cases coming to fruition at one time relating to tenant death and public trustee resolution. The subsequent resource challenge is being mitigate through prioritisation of the VOIDS to focus on the easy wins so to minimise the rent loss.

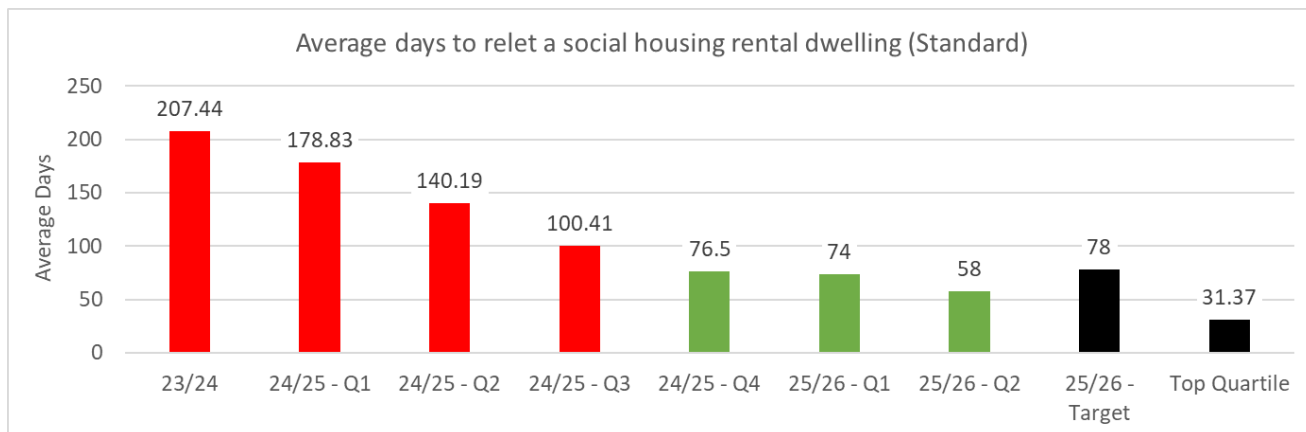


Figure 5. Standard VOIDS performance based on historic average days to relet.

16. The current VOIDS performance metric focuses on standard voids, while the 'percentage of rent lost through properties becoming vacant' provides a broader view by capturing the financial impact across all vacant properties. As shown in Figure 6, this figure has been steadily improving and has now reached a stable point. To build on this progress, the VOIDS team is taking a proactive approach to further reduce rent loss and increase HRA revenue. This includes exploring options such as the disposal of properties where completing void works may not be financially viable. Monthly reviews of contributing properties will support timely and informed decision-making, ensuring that appropriate actions are taken to minimise revenue losses and improve overall performance.

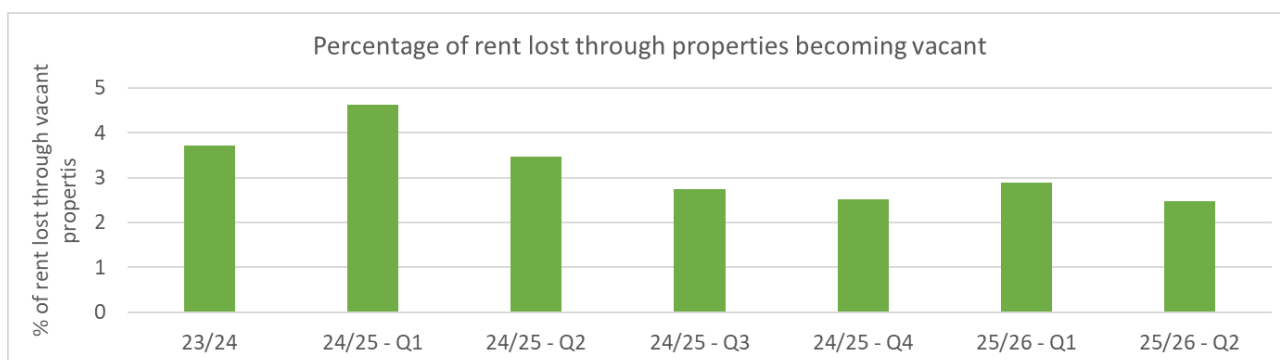


Figure 6. VOID performance based on Percentage loss of rent lost through properties becoming vacant.

## Compliance

17.

18. Table 2 shows 100% compliance across all areas apart from gas: an outstanding gas safety check at Millwey Community Centre has resulted in the 99.9% compliance position. The check was not completed due to the property being structurally unsafe, and therefore closed to the public, and the gas supply will be capped on the 17<sup>th</sup> October.

Table 2. TSM Compliance Performance

Metric	Reported TSM Performance.			
	23/24	24/25	25/26 Q1	25/26 Q2
BS01 - Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%	99.94%*
BS02 -Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%	100%
BS03 - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	99.25%

Metric	Reported TSM Performance.			
	23/24	24/25	25/26 Q1	25/26 Q2
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%	100%
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	47%	47%	100%

\*Millwey Community Centre is being capped 17-10-25 by Wales & West due to the building being structurally unsafe.

19. **Error! Reference source not found.** below contains the details of the outstanding remedial works identified from the compliance tests and the performance can be summarised by the following:

## 20. Gas

- Increase in remedials due to contractor interface issues. Heating Compliance Surveyor to review job closure process in OneHousing.
- SLA times and reporting methods under review to ensure correct response times.
- **Action:** Ongoing review of job priorities; Liberty have presented a Service Improvement Plan. One outstanding case (>3 months) due to premature job closure; engineers attending on 08/10/2025 to resolve.

## 21. Electrical

- Outstanding remedials: 10 (<3 months), 242 (>3 months), down from 893 in August 2024 due to Electrical Compliance Surveyor's efforts.
- **Action:** Tender a direct 3+1+1 contract with a specialist electrical contractor. ITT documents in progress; working with SWPA to finalise.

## 22. Fire Risk Assessments (FRA)

- No <3 month remedials due to recent FRA dates. 386 >3 month actions relate to passive compartmentation/fire doors.
- **Action:** Tender ready for passive fire remedials; awaiting Assistant Director sign-off. In-house surveyor role being created to support ongoing inspections and reduce costs.

## 23. Water Safety

- Remedials decreasing due to Compliance Surveyor's work. No formal Water Hygiene Contract; works subcontracted via Ian Williams Ltd.
- **Action:** Tender directly to a water hygiene specialist.

## 24. Asbestos

- All the remedials stem from this year's reinspection programme.
- **Action:** Quote request sent to IWS for all remedials.

## 25. Lifts

- All lifts are LOLER compliant. Coastal conditions causing frequent breakdowns; advanced maintenance trial underway.
- **Action:** One lift decommissioned for refurbishment. Long-term plan to tender a new lift contract.

## 26. Radon Gas

- No domestic radon detection programme currently in place.
- **Action:** Tender to be organised for radon gas surveys. Control measures to follow based on results.

*Table 3. Summary of the historic compliance remedial works.*

Remedial Work Category	Duration since identification	Number of Remedials					
		Aug-24	Nov-24	Jan-25	Apr-25	Jun-25	Sep-25
Overdue Gas* remedials	(<3month)	NA	NA	NA	63	65	107
	(≥3 months)	NA	NA	NA	1	1	1
Overdue Electrical remedials	(< 3 month)	24	6	2	1	2	10
	(≥3 months)	893	555	468	366	301	242
Overdue FRA remedial actions	(<3 months)	42	1	201	0	0	0
	(≥3 months)	405	703	323	426	413	386
Overdue Water Safety remedials	(< 3 months)	2	0	0	0	0	0
	(≥3 months)	NA	306	306	250	250	208
Overdue Asbestos remedials	(< 3 months)	0	0	0	0	50	0
	(≥3 months)	10	92	3	0	0	69
Overdue Lift remedials	(<3 months)	0	0	0	3	3	0
	(≥3 months)	0	0	0	7	9	9

\*Figures from One Housing higher than actual number due to interfacing issues with Liberty Gas Group

27. An internal audit in Fire Safety is currently ongoing by SWAP and will be completed by the end of Q3.

### Planned Works

28. The Planned Works Team have over 30 live projects at varying stages that is summarised in Table 4 below.

*Table 4. Summary of the Planned Works activities*

Metric	Q1 25/26	Q2 25/26
Total number of planned works referrals	34	79
Awaiting approval or approval preparation	11	12
Awaiting Design	5	4
In design	4	4
Tendering	1	3
Contract awards	4	3
Onsite projects (excluding adaptations)	7	3
Completed projects & in defect period	10	6

29. Planned Works referrals are rising, with 79 submitted by the end of Q2, up from 34 in Q1. Work is underway to:

- Scope out the required planned works.
- Estimate when it can be delivered.
- Coordinate with Repairs for any urgent actions to keep tenants safe.

30. A standard communication plan has now been introduced for each property with planned works. This follows the RIBA stages, starting with Stage 0, which includes:

- A letter to tenants explaining the planned works and expected timeline.
- An FAQ to help tenants understand the process and what to expect.

31. Stage 0 letters were first sent to tenants at Longdogs Close, Ottery St Mary and Chapel Street, Budleigh, with no negative feedback received. This approach is now being rolled out



to other properties in the programme, and **ward councillors will also receive copies of the letters** going forward.

32. **Case Study - Longdogs Close, Ottery St Mary:** Following a series of customer repair reports and an external survey, the block of 8 flats has been identified as a priority for major planned works. This decision reflects the strengthened collaboration between our Repairs and Planned Works teams, who are working together to deliver a comprehensive upgrade that enhances both safety and comfort for residents. While the building remains structurally sound, the roof covering has reached the end of its serviceable life and will be fully replaced. Additional improvements include new windows, re-rendering of the exterior, and an upgraded door entry system. These works are scheduled for completion in Q2 of 2026/27. To proactively manage the condition of the roof, scaffolding has been erected to allow monthly inspections and ensure gutters remain clear and functional. Residents are being kept informed through our standard communication plan, ensuring transparency and engagement throughout the process.
33. There is no recorded change to our Decent Homes performance position at this time, as we work to finalise data importing into the system from the stock condition survey, and address formerly acknowledged operation gaps which include the recruitment of an additional Stock Condition Surveyor and a review of our HHSRS reporting processes.

### **Resources**

34. Good progress is being made in strengthening its capacity and expertise of the P & A team. Key appointments include Andrew Shaw who joined as Compliance Manager on 22 September, Richard Seagar starting as Repairs Service Manager on 13 October, and Catherine Gilbert joining as Senior Surveyor on 3 November. The number of Maintenance Surveyors has grown significantly from 0.6 FTEs in August to 3.4 FTEs currently, with a further increase to 5.4 FTEs expected in November. This expansion is a direct response to the reactive survey backlog and reflects our commitment to improving service delivery.
35. Recruitment efforts remain ongoing, with roles such as Asset Planner, M&E Surveyor, Fire Surveyor, and Trainee Surveyor.

### **Performance Framework**

36. The introduction of a Performance Framework to ensure consistent reporting metrics to the Regulator and other stakeholders, has been slower than expected due to the resource challenges. Progress is now being made, and the framework will be operational by end of Q3 / early in Q4.

### **Risks**

37. The application of a structure risk assessment of P&A activities has not been possible this quarter due to other priorities (e.g. resourcing, Awaab's law, etc). The intention is for the next report to include a section on the risks that are being managed by the team. Further work is required to fully identify the risk, assess their impact and establish the mitigation measures.

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## **Financial implications:**

It appears that there are no additional budget requirements being identified in this report

## **Legal implications:**

The Council has a number of statutory duties in relation to its housing stock and how we are performing in relation to these statutory duties is outlined in the body of this report. The Housing Review Board has a key role in scrutinising that performance.



Report to: Housing Review Board

Date of Meeting 13 November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

## Housing Complaints Performance Report – Q2

### Report summary:

This report provides details on our housing related complaints performance, and details of the ongoing complaints improvement action plan.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

(1) That the Housing Review Board note the content of this report.

### Reason for recommendation:

This report is for noting only; no decisions required.

Officer: Tanya Traylen, Housing Performance Lead

Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☐ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Communications and Democracy
- ☐ Economy
- ☐ Finance and Assets
- ☐ Strategic Planning
- ☒ Sustainable Homes and Communities
- ☐ Culture, Leisure, Sport and Tourism

**Equalities impact** Low Impact

.

**Climate change** Low Impact

**Risk:** Low Risk; N/A

**Links to background information** N/A

**Link to [Council Plan](#)**

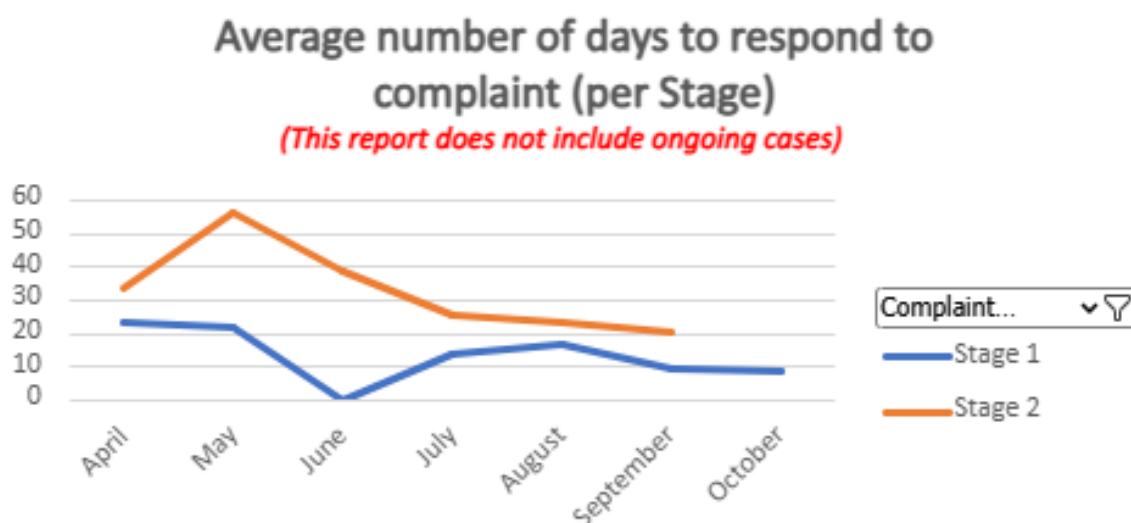
**Priorities** (check which apply)

- ☐ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

## Report in full

### 1. Complaints Response Times as at the end of Quarter 2 of FY 2025/26

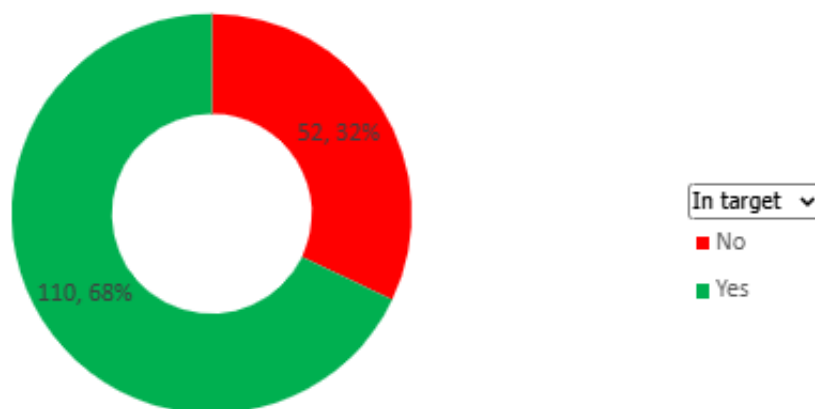
1.1. The below (fig.1) details the average number of days to respond to complaints across Q1 and Q2 of the financial year:



- 1.2. We can see from this that there has been a continued trend of improvement in our response times throughout the year, with the average number of days for Stage 1 complaints sitting at 9 (against a target of 10), and Stage 2's at 20 (against a target of 20) as at the end of Q2.
- 1.3. The peak in our Stage 2 response times in May can be attributed to a concerted effort to clear a backlog of stage 2 complaints that had overran from the previous financial year.
- 1.4. Various procedural and resourcing changes have been put into place to support this improvement, which has included weekly complaints meetings, the introduction of our Housing Performance Lead, and the increase of resource in our Property and Assets team which supports us in investigating and responding to repairs related complaints in a timely way.
- 1.5. The below details our performance in responding to Stage 1 complaints within target timescales as a % of complaints received (fig.2):

Count of In target

### Percentage of Complaints Processed Within Target Timescales

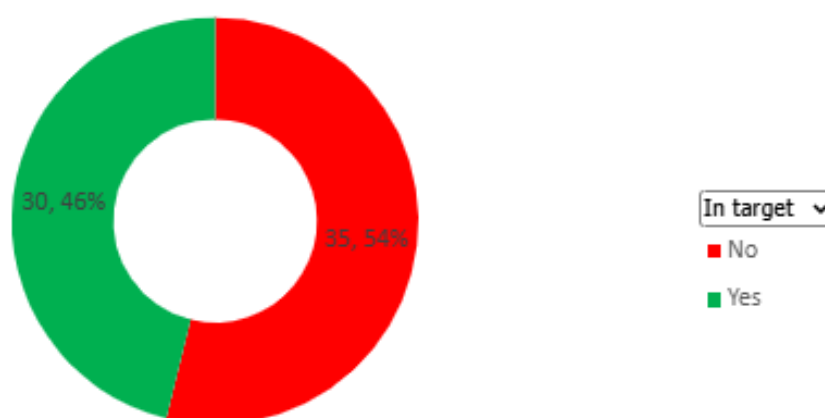


1.6. This is a vast improvement on our end of year performance for the previous financial year, which saw just 16% of Stage 1 complaints responded to in timescales.

1.7. The below details our performance in responding to Stage 2 complaints within target timescales as a % of complaints received (fig.3):

Count of In target

### Percentage of Complaints Processed Within Target Timescales



1.8. This too is a vast improvement on the previous year's performance, which saw a figure of just 14% of Stage 2 complaints responded to within target timescales at the end of the financial year.

1.9. We are continuously reviewing our approach to complaint handling, but are pleased to see that recent changes and efforts in this area are impacting positively on our performance and, therefore, the service received by our tenants.

## 2. Complaints Themes

2.1. As at the end of Q2, 196 complaints had been received (138 Stage 1's and 58 Stage 2's).

2.2. 137 of these complaints were related to our Responsive Repairs and Voids services, equating to 69.9%.

- 2.3. Of these, the most prevalent cited reason for the complaint was related to a failure to book works in, with 52 complaints in this category. 6 of these complainants specifically mentioned the works being in relation to damp and mould.
- 2.4. 29 of our complaints this year (or 14.8%) related to our Estate Management department. 13 of these complaints related to Anti-Social Behaviour.
- 2.5. It is really important to us that we extract meaningful and impactful learning from our complaints. In recent times, we know that there has been an understandable focus on dealing with an increasing backlog and improving complaint response performance. Our next step is to begin interrogating the data we are collecting, and ensuring that we are better recording our learning and outcomes from complaints so as to further support service improvement and design across the housing department. This work has already begun with our Tenant Complaints Scrutiny function, where anonymised case studies are looked at and tenants are feeding into how we can respond to service failures. We have also committed to regular sharing of case studies with management at Ian Williams to provide greater insight, and colleagues from Ian Williams now attend our weekly complaints meetings with EDDC staff.

### **3. Housing Ombudsman Annual Performance Report**

- 3.1. The Housing Ombudsman release an annual report for all landlords who have had 5 or more findings made within the financial year. Our report for FY 2024/25 can be viewed on their website: [Landlord Performance Data - Housing Ombudsman](#)
- 3.2. It is important to note that this report relates to Ombudsman cases from the last financial year, and that further more they have been operating on a backlog of up to 6 months. Therefore, many of the cases they determined during the last financial year related to cases from FY 2023/24. With this in mind, whilst the report is a somewhat useful benchmark, it does not reflect current performance nor is it particularly applicable to the current state of play.
- 3.3. The key headlines from the report are that in FY 24/25, the Housing Ombudsman made determinations on just 5 cases that were escalated to the by tenants of EDDC. From these cases, 12 findings were made. 2 of these findings were that no maladministration was present, 9 noted a maladministration (which includes service failure), and 1 finding ruled for redress. No Severe-Maladministration was found. The report highlights that our statistics are in line with comparable landlords.

### **4. Complaints Action Plan**

- 4.1. An operational action plan for the continued improvement of complaints handling and performance was created in the last quarter of FY 24/25, and is a live and working document. The 'Housing Service Action Plan for Improving Complaints Response and Process' is provided as *Appendix 1* below.
- 4.2. Please note, this is an operational document that will continue to be expanded upon and tracked by the Housing Performance Lead and the Assistant Director for Housing (Regulatory Services). The plan provides a snapshot in time and is being shared with the Housing Review Board to provide assurances, as requested by The Scrutiny Committee.

**Financial implications:**

There are no financial implications relating to this report - JS

**Legal implications:**

There are no legal implications - GS

## Appendix 1

### **Housing Service Action Plan for Improving Complaints Response and Process**

As we near the end of FY 2024/25, we know that there has been much improvement achieved across the Housing Service. Amongst a trend of improving KPIs, reported to the Housing Review Board throughout the year, this is perhaps best demonstrated through the stark sea of improvements being seen with our Tenant Satisfaction Measures.

However, one area that stands out is our performance in responding to complaints. Tenant satisfaction with our handling of complaints has reduced this year, and we know that our timescales for responses across Stage 1 are outside of target, and Stage 2's even more so.

The following action plan outlines the Housing Services plan of action to address these performance issues, and ensure that we deliver a complaints service to tenants that meets with their expectations, ensures true learning and change as a result of complaints, and ensures that EDDC are acting in accordance with the Housing Ombudsman's Complaint Handling Code.



Identified Issue	Resulting Action	By When	By Who	Date Completed
<p>Complaint Response times are taking too long, resulting in us being non-compliant in a number of cases. The following have been identified as key factors feeding into this issue:</p> <ol style="list-style-type: none"> <li>1. Stage 1 sign-offs are currently required by the Assistant Director, with Stage 2 sign-offs sitting with the Director for Housing and Health. This is causing a bottle-neck, resulting in response delays even when investigation and drafting of the response has been completed in good time.</li> <li>2. Resource for writing complaints and senior oversight directly involved with complaints is lacking, particularly whilst we recruit to recent vacancies within the Corporate Complaints team.</li> <li>3. Information from the Property and Assets team is not consistently provided, making it difficult to collate evidence, facts and responses in a timely way.</li> </ol>	<ol style="list-style-type: none"> <li>1. Proposal to ELT that the seniority for complaints sign-offs is reviewed. Stage 1s to be reviewed and approved by Service Managers, and Stage 2s by the Assistant Director. This will spread the responsibility wider, whilst still ensuring appropriate seniority of the Officer.</li> <li>2. Additional resource to be brought in using the vacant funding for the Corporate Performance Lead.</li> <li>3. Senior Managers from the Property and Assets Team to attend weekly complaints meetings, along with representatives from Ian Williams. Ensuring a clear forum for roadblocks to be raised and addressed in a timely way, and to give oversight of this to senior managers.</li> </ol>	February 2025	AK	18.02.2025
		April 2025	AK	07.04.2025
		March 2025	AK	01.03.2025



<p>The current format for reviewing and writing complaint responses does not provide a robust conduit for monitoring and auditing the approach to investigation and outcome, nor adequately recording the commitments and learnings from the complaint.</p>	<p>To introduce a new Complaint Investigation Form, to be trialled with Stage 1s in the first instance. This form should provide opportunity to accurately record the initial complaint, the investigating Officers, response drafting, sign-off, and recording of learning and commitments.</p>	February 2025	AK	18.02.2025
	<p>Following successful trial of the Stage 1 complaint form, this form is now to be adjusted and applied to the Stage 2 process.</p>	November 2025	TT	
	<p>The complaints dashboard to be updated to collect data on upheld/not upheld outcomes.</p>	November 2025	TT	
<p>We need to ensure that we have accurately recorded commitments and learning from complaints, and that these have been followed-up. A retrospective piece of work is required, however ongoing implementation of this moving forward should result in a reduction of Stage 2 complaints.</p>	<p>The new interim Housing Performance Lead (HPL) to carry out an audit of all complaint responses sent in FY 2024/25, and to collate a full record of all commitments and learning.</p>	Dec 2025	TT	
	<p>The HPL to investigate the commitments and learning to ensure that these have been followed through, including contacting</p>	Feb 2026	TT	

	<p>customers to follow-up where necessary.</p> <p>HPL to provide a report to housing senior leadership of the findings, and any further actions required as a result.</p> <p>Complaints team to ensure a central record and follow-up of commitments and learning implemented for future to avoid a retrospective task being necessary again.</p>	<p>March 2026</p> <p>Dec 2025</p>	<p>TT</p> <p>MW, DC, TT</p>	
It is good practice to periodically review our templates, processes, and information available to tenants. This should be done in partnership with our tenant scrutiny groups, and also draw on best practice and learning from other housing providers.	<p>An initial review of letter templates and website information to be carried out by the HPL.</p> <p>HPL to feed in to review of Tenant Handbook to ensure correct and up to date information on complaints and Housing Ombudsman is provided.</p> <p>Housing Complaints Support Panel to be involved in further review of letter templates, including advising on tone of voice.</p>	<p>Aug 2025</p> <p>Aug 2025</p> <p>Dec 2025</p>	<p>TT</p> <p>TT</p> <p>TT / HCSP</p>	<p>Aug 2025</p> <p>Aug 2025</p>

Report to: Housing Review Board

Date of Meeting 13<sup>th</sup> November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release



## Housing Domestic Abuse Policy

### Report summary:

This report presents the updated Domestic Abuse Policy 2024–27 for East Devon District Council's Housing Service. The policy outlines the Council's commitment to supporting survivors of domestic abuse, including tenants, leaseholders, and members of the public accessing housing services. It reflects current legislation, best practice standards, and incorporates trauma-informed approaches to ensure safety, inclusivity, and effective support.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

- Notes and approves the updated Domestic Abuse Policy 2024–27.
- Endorses the launch of the Detect and Protect service to enhance tenant safety.
- Supports the introduction of trained generic housing officers to provide specialist support.

### Reason for recommendation:

The updated policy ensures compliance with the Domestic Abuse Act 2021 and other relevant legislation. It strengthens the Council's approach to safeguarding, early intervention, and partnership working. The policy also reflects feedback from service users and aligns with DAHA standards, promoting a consistent and compassionate response to domestic abuse.

Officer: Rebecca Meakin – Communities Manager, [Rebecca.meakin@eastdevon.gov.uk](mailto:Rebecca.meakin@eastdevon.gov.uk)

### Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☒ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☒ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning

## **Equalities impact** High Impact

The policy addresses the needs of diverse survivors, including those with protected characteristics. It uses national and local data to tailor support and ensure equitable access to services.

## **Climate change** Low Impact

**Risk:** Medium Risk; The key risks are outlined in Section 4 of this report.

**Links to background information** ☐ Domestic Abuse Policy 2024–27] ☐ Council Plan ☐ Housing Service Plan

Links to Council Plan-

### 1. Supported and Engaged Community

This priority includes:

- Ensuring residents have safe and appropriate housing.
- Supporting wellbeing and safety in communities.
- Promoting inclusive and accessible services.

Domestic abuse support fits here through:

- Housing interventions like the Detect and Protect service.
  - Trauma-informed and person-centred housing services.
  - Collaboration with partners to support survivors and prevent abuse.
- 

### 2. Partnership Working

The Plan emphasizes:

- Working with local and regional partners.
- Sharing data and insights to improve outcomes.

This supports domestic abuse initiatives through:

- Collaboration with the Devon Domestic Abuse Alliance and Safer Devon Partnership.
  - Referrals to MARAC and safeguarding teams.
  - Coordinated responses across housing, health, and community safety.
- 

### 3. Equality, Diversity, and Inclusion

The Council Plan underpins all priorities with a commitment to:

- Fair and respectful treatment.
- Reducing inequalities.

Domestic abuse policy aligns by:

- Addressing intersectionality and protected characteristics.
- Using data to target support for vulnerable groups.
- Ensuring survivors are treated with dignity and respect.

4. Risks: The key risks associated with the proposed Domestic Abuse Policy for Housing Include;

Ref:	Risk	Mitigation Measure	Residual Risk
1	Tenants unable to access online services.	Digital Inclusion workshops offered to tenants. National Data Bank referrals for Sim Cards.	Medium
2	Limited specialist support for LGBTQ+ survivors	Further partnership working required with Devon Domestic Abuse Alliance and Safer Devon Partnership to identify what services are available for LGBTQ+ survivors of DA.	Medium
3	Language barriers for tenants where English is not their first language.	Use of language line and partnership working with the Resettlement team to identify and remove language barriers where possible.	Medium
4	Lack of adapted properties and places of safety for those with disabilities and needing to relocate due to DA.	To work with internal departments to ensure that we have a clear understanding of those properties that have been adapted. To work with Devon Domestic Abuse Alliance to establish provision for survivors of DA with disabilities.	Medium.

Priorities (check which apply)

- ☒ A supported and engaged community
- ☒ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

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## Purpose and Scope

The policy outlines East Devon District Council's commitment to supporting individuals affected by domestic abuse, including tenants, leaseholders, and members of the public accessing housing

services. It applies to all Council staff, contractors, and agents, and is aligned with the Domestic Abuse Act 2021.

## **Definition and Forms of Abuse**

Domestic abuse is defined as abusive behaviours between individuals aged 16+ who are personally connected. It includes:

- Controlling and coercive behaviour
- Economic abuse
- Sexual abuse
- Online abuse
- Psychological and emotional abuse
- Physical abuse
- Stalking and 'honour'-based violence
- Elder abuse

## **Introduction**

Domestic abuse remains a pervasive and often hidden issue affecting individuals across all demographics. East Devon District Council recognises its responsibility as a housing provider to respond effectively to domestic abuse and to support those affected. The Housing Domestic Abuse Policy 2024–27 sets out the Council's approach to identifying, responding to, and preventing domestic abuse within its housing services. It applies to all staff, contractors, and agents working on behalf of the Council and covers tenants, leaseholders, and members of the public accessing housing support.

## **Policy Objectives**

The primary aim of the policy is to ensure that anyone experiencing or at risk of domestic abuse receives timely, compassionate, and effective support. The Council commits to treating all disclosures seriously, offering person-centred assistance, and working in partnership with other agencies to safeguard individuals and promote recovery.

## **EDDC Housing Approach**

East Devon District Council's response to domestic abuse is guided by a set of core principles that promote inclusivity, respect, transparency, and trauma-informed practice. The Council aims to:

- Prioritise the safety of survivors through interventions such as the Detect and Protect service, which installs additional security measures in homes.
- Provide non-judgemental, confidential support to those disclosing abuse.
- Empower survivors to make informed decisions and regain control over their lives.
- Understand and respond to the diverse experiences of survivors, including those with protected characteristics.
- Collaborate with survivors and partner organisations to deliver coordinated support.

## **Core Principles**

The policy is built on values that guide staff behaviour and service delivery:

- Equal access and inclusivity
- Community engagement

- Health and wellbeing promotion
- Quality and transparency in services
- Respect and trauma-informed practice
- Environmental responsibility
- Collaborative working across Council teams

## **Monitoring and Review**

- The policy will be reviewed every three years or in response to changes in legislation or service needs. Staff will receive appropriate training, and feedback from survivors will be actively sought to inform service improvements. Case reviews will be conducted regularly to ensure learning and accountability.

## **Partnerships and Staffing**

- To strengthen its response, the Council will introduce housing officers trained specifically to support survivors. It will also continue to work closely with organisations such as the Safer Devon Partnership and the Devon Domestic Abuse Alliance to ensure a joined-up approach to service provision.

## **Equality, Diversity, and Inclusion**

- The Council is committed to ensuring fair and sensitive treatment for all individuals. National and local data is used to understand the demographics of survivors and to tailor services accordingly. The policy highlights that women are disproportionately affected by domestic abuse, with significant representation among younger women and older men.

## **Consultation**

- The development of this policy has been informed by comprehensive consultation with a range of stakeholders, including senior managers, frontline staff, safeguarding leads, the anti-social behaviour officer, and external partner organisations. Their insights and recommendations have been carefully considered and fully integrated into the final version of the policy, ensuring it reflects both operational expertise and best practice in supporting individuals affected by domestic abuse.

## **Legal and Regulatory Framework**

The policy supports compliance with a wide range of legislation, including but not limited to:

- The Domestic Abuse Act 2021
- The Housing Acts 1988 & 1996
- The Equality Act 2010
- The Children Acts 1989 & 2004
- The Care Act 2014
- Clare's Law (Domestic Violence Disclosure Scheme)
- DAHA Accreditation framework
-

## **Related Policies**

- The Domestic Abuse Policy is supported by other Council policies such as the Allocations Policy, Tenancy Policy, Homelessness Strategy, Safeguarding Policy, and the Domestic Abuse Toolkit for Frontline Officers.

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### **Financial implications:**

There are no financial implications as a result of this new Policy. Delivery of the policy will be within existing teams and staffing structures.

### **Legal implications:**

The legal implications and risk is set out within the report and requires no further comment at this stage.



# Equality Impact Assessment

*Before completing this EIA please ensure you have read the EIA guidance notes and other resources, available on the [intranet](#)*






<b>Version</b>	<b>1</b>	<b>Date Completed</b>	<b>08/10/2025</b>
<b>Description of what is being impact assessed</b>			
The implementation of the Housing Domestic Abuse Policy 24-27			
<b>Evidence</b>			
<b>What data/information have you used to assess how this policy/service might impact on protected groups?</b>			
<ul style="list-style-type: none"> <li>-Domestic Abuse Housing Alliance (DAHA) standards</li> <li>-East Devon District Council's Equality Policy and Objectives 2021–2025</li> <li>-Relevant legislation including the Equality Act 2010, Care Act 2014, and Domestic Abuse Act 2021</li> <li>- Office of National Statistics, crime and data</li> <li>- CSEW – Crime survey for England and Wales</li> </ul>			
<b>Who have you consulted with to assess possible impact on protected groups and what have they told you? If you have not consulted other people, please explain why?</b>			
<ul style="list-style-type: none"> <li>-Housing staff and safeguarding leads</li> <li>-Tenant representatives and working groups</li> <li>-Local partners, including the Safer Devon Partnership</li> <li>- ASB Lead</li> <li>- External agencies</li> </ul>			

- Public consultation

Analysis of impact on protected groups				
<p>The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. The Council also has a legal duty to have due regard to armed forces personnel when carrying out healthcare, housing and education functions. Consider how this policy/service will achieve these aims. In the table below, using the evidence outlined above and your own understanding, detail what considerations and potential impacts against each of the three aims of the Public Sector Equality Duty. Based on this information, assess the likely outcome, before you have implemented any mitigation.</p>				
Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
<b>Age</b>	<p>The policy acknowledges that domestic abuse affects people of all ages, including older adults and young people.</p> <p>It includes specific references to elder abuse, recognising the unique vulnerabilities of people aged 60 and over, and outlines how abuse may be perpetrated by those closest to them.</p> <p>The policy also considers the impact of domestic abuse on children and young people, ensuring they have access to services as early as possible.</p> <p>National data (ONS and CSEW) is used to understand age-related trends in domestic abuse, helping to target support appropriately.</p> <p>The trauma-informed approach ensures that services are tailored to the emotional and physical needs of different age groups.</p> <p>The policy promotes early help and intervention, which is particularly beneficial for younger survivors and older adults who may be isolated or dependent on others.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Disability</b>	<p>The policy recognises that survivors with disabilities may face additional barriers to accessing support, such as communication challenges, physical accessibility, or dependency on others (who may be perpetrators).</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	<p>It promotes a person-centred and trauma-informed approach, ensuring that support is tailored to individual needs, including those with physical, sensory, cognitive, or mental health disabilities. The policy commits to creating safe environments for disclosure and support, which includes making reasonable adjustments and ensuring confidentiality.</p> <p>Staff are expected to respond in a non-judgemental and inclusive manner, with training provided to help them understand and support disabled survivors effectively.</p> <p>The policy aligns with safeguarding responsibilities under the Care Act 2014, ensuring that vulnerable adults are protected and referred appropriately.</p>			
<b>Gender reassignment</b>	<p>The policy recognises that domestic abuse can affect individuals regardless of gender identity, including those who are transgender or non-binary.</p> <p>It promotes a trauma-informed and person-centred approach, ensuring that support is tailored to individual experiences, including those undergoing or having undergone gender reassignment.</p> <p>The commitment to non-judgemental and inclusive service delivery helps create safe spaces for disclosure and support, which is especially important for trans individuals who may fear discrimination or disbelief. Staff are expected to treat all survivors with respect and dignity, and training is provided to help them understand the specific challenges faced by trans people, such as misgendering, isolation, or lack of access to appropriate services.</p> <p>The policy's emphasis on intersectionality ensures that gender identity is considered alongside other protected characteristics, enabling more effective and sensitive support.</p>	□	□	□

<b>Marriage and civil partnership</b>	<p>The policy explicitly includes individuals who are or have been married or in civil partnerships within its definition of domestic abuse, ensuring they are recognised and supported.</p> <p>It acknowledges that abuse can occur within intimate relationships, including those legally recognised through marriage or civil partnership, and does not make assumptions about the nature or dynamics of these relationships.</p> <p>Survivors in these groups are treated with the same level of care, respect, and urgency as any other, with access to tailored support and intervention.</p> <p>The policy promotes equal access to services, regardless of relationship status, and ensures that survivors are not deterred from seeking help due to stigma or fear of judgment.</p> <p>Staff are trained to respond sensitively and appropriately to disclosures from individuals in these relationships, recognising the potential complexities such as shared housing, finances, or children.</p>			
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Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
<b>Pregnancy and maternity</b>	<p>This policy recognises that pregnancy can increase vulnerability to domestic abuse, and that survivors who are pregnant or have recently given birth may face additional risks and barriers to accessing support. It promotes a trauma-informed and person-centred approach, ensuring that services are responsive to the physical, emotional, and safeguarding needs of pregnant individuals and new parents. Staff are trained to respond sensitively to disclosures and to consider the wellbeing of both the survivor and any children involved. The policy includes a commitment to early intervention, which is particularly important for pregnant survivors who may be at increased risk of harm. It aligns with safeguarding responsibilities under the Children Act 1989 and 2004, ensuring that unborn and newborn children are considered in risk assessments and referrals. The policy supports access to housing and safety measures that help pregnant survivors remain safe and supported during a critical time.</p>	□	□	☒
<b>Race and ethnicity</b>	<p>The policy acknowledges that domestic abuse affects individuals from all racial and ethnic backgrounds and commits to delivering services that are culturally sensitive and inclusive. It promotes an intersectional approach, recognising that race and ethnicity may intersect with other protected characteristics to create unique barriers to accessing support. The policy uses national and local data (e.g. ONS and CSEW) to understand how domestic abuse impacts different ethnic groups, helping to inform targeted support and commissioning decisions. Staff are expected to treat all survivors with respect and dignity, and training includes awareness of cultural differences and how these may influence experiences of abuse and help-seeking behaviour.</p>	□	□	☒

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
	<p>The policy encourages feedback from diverse communities and works with local partners to ensure services are accessible and trusted by ethnic minority groups.</p> <p>It supports equal access to housing and safety interventions, regardless of background, and avoids assumptions or stereotypes in service delivery.</p>			
<b>Religion or belief</b>	<p>This policy recognises that domestic abuse affects individuals of all faiths and beliefs, and commits to delivering services that are respectful of religious and cultural practices.</p> <p>It promotes a non-judgemental and inclusive approach, ensuring that survivors feel safe and supported regardless of their religious background.</p> <p>Staff are expected to treat all survivors with dignity and respect, and training includes awareness of how religious beliefs may influence experiences of abuse, help-seeking behaviour, and support preferences.</p> <p>The policy's emphasis on intersectionality ensures that religion or belief is considered alongside other protected characteristics, enabling tailored and culturally sensitive support.</p> <p>By working with local partners and community organisations, the policy helps build trust and improve access to services for individuals from faith-based communities.</p>	□	□	☒
<b>Sex</b>	<p>This policy acknowledges that domestic abuse disproportionately affects women, with national data showing that 73% of domestic abuse crimes and 76% of domestic homicides involve female survivors.</p> <p>It also recognises that men can be survivors of domestic abuse and ensures that support is available to all individuals, regardless of sex.</p>	□	□	☒

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
	<p>This policy promotes equal access to services, ensuring that both male and female survivors are treated with dignity, respect, and sensitivity. Staff are trained to respond appropriately to survivors of all sexes, avoiding gender-based assumptions and ensuring that services are inclusive and non-discriminatory.</p> <p>The trauma-informed approach supports survivors in a way that is responsive to their individual experiences, which may differ based on sex.</p> <p>The policy also considers the impact of domestic abuse on children and young people, ensuring that both boys and girls affected by abuse have access to early help and support.</p>			
<b>Sexual orientation</b>	<p>The policy recognises that domestic abuse affects individuals of all sexual orientations, including lesbian, gay, bisexual, and queer survivors.</p> <p>It promotes a non-judgemental and inclusive approach, ensuring that survivors feel safe and supported regardless of their sexual orientation. Staff are trained to respond sensitively and respectfully, avoiding assumptions about relationship dynamics or gender roles.</p> <p>The policy's emphasis on intersectionality ensures that sexual orientation is considered alongside other protected characteristics, enabling tailored support.</p> <p>By working with local partners and community organisations, the policy helps build trust and improve access to services for LGBTQ+ individuals.</p> <p>The trauma-informed approach ensures that services are responsive to the unique experiences and potential barriers faced by LGBTQ+ survivors, such as fear of discrimination or lack of representation</p>	□	□	☒



Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
<b>Armed Forces (including serving personnel, families and veterans)</b>	<p>This policy acknowledges the unique challenges faced by armed forces personnel, veterans, and their families, particularly around housing, mobility, and access to support services.</p> <p>It aligns with the Council's legal duty to have due regard to armed forces communities when carrying out housing functions, ensuring that survivors from these groups are not disadvantaged.</p> <p>The trauma-informed approach is especially relevant for veterans and serving personnel who may have experienced or witnessed trauma and ensures that support is delivered in a sensitive and empowering way.</p> <p>The policy promotes early help and intervention, which is beneficial for families experiencing domestic abuse, especially where frequent relocations or isolation may be factors.</p> <p>Staff are trained to respond appropriately and signpost to specialist services, including those tailored to armed forces communities.</p> <p>The Council works in partnership with local and national organisations to ensure that armed forces survivors have access to appropriate housing, safeguarding, and emotional support.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other, e.g. carers, care leavers, low income, rurality/isolation, etc.</b>	<p>The policy recognises that individuals in these groups may face additional barriers to accessing support, such as financial hardship, lack of transport, digital exclusion, or limited local services.</p> <p>It promotes early help and outreach, including pop-up events and community engagement, which are particularly beneficial for those in rural or isolated areas.</p> <p>The policy supports digital inclusion initiatives, helping low-income residents and digitally excluded individuals access online services and information safely.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
	<p>Survivors who are carers or care leavers may have complex needs, and the policy's trauma-informed approach ensures that support is tailored to their circumstances.</p> <p>The Council works with local VCSE networks and partners to ensure that support is available in communities where formal services may be limited.</p> <p>By prioritising accessibility and flexibility, the policy helps ensure that no one is excluded from receiving help due to their socioeconomic or geographic situation.</p>			
<b>Negative outcomes action plan</b> Where you have ascertained that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.				
Action taken/to be taken	Date	Person responsible	How will it be monitored?	Action complete
				<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
If negative impacts remain, please provide an explanation below.				
	<p><b>Digital Exclusion for Low-Income or Rural Residents</b>  <i>Despite efforts to promote digital inclusion, some survivors may still struggle to access online services due to lack of devices, internet connectivity, or digital literacy. While outreach and pop-up events help mitigate this, full digital access remains a challenge for some groups.</i></p> <p><b>Limited Specialist Support for LGBTQ+ Survivors</b>  <i>Although the policy is inclusive, there may be limited availability of specialist services for LGBTQ+ survivors in the local area. This could affect the ability to provide tailored support and may require further partnership development.</i></p> <p><b>Language Barriers for Ethnic Minority Groups</b>  <i>Survivors whose first language is not English may face difficulties understanding available services or communicating their needs. While translation services are available, they may not always be timely or comprehensive.</i></p> <p><b>Accessibility for Survivors with Disabilities</b>  <i>Some housing-related interventions (e.g. emergency relocations or safety adaptations) may not be fully accessible for individuals with physical or sensory disabilities. Further work is needed to ensure all services meet accessibility standards.</i></p> <p><b>Underreporting Among Armed Forces Families</b>  <i>Due to stigma or fear of reputational damage, survivors from armed forces communities may be less likely to disclose abuse. This can limit access to support and requires ongoing awareness-raising and trust-building.</i></p>			

<b>Completed by:</b>	<b>Rebecca Meakin – Communities Manager</b>
<b>Date:</b>	<b>25<sup>th</sup> September 2025</b>
<b>Approved by:</b>	<i>Should be reviewed by the relevant Assistant Director/Director and signed off</i>
<b>Date:</b>	<b>27/10/2025</b>
<b>To be reviewed by:</b>	<b>Rebecca Meakin</b>
<b>Review date:</b>	<b>April 2027</b>

***Ensure that a final copy of this impact assessment is sent to HR as per the equality impact assessment guidance.***

#### Policy Description

This policy outlines East Devon District Council's approach to preventing and responding to domestic abuse. It sets out the council's responsibilities under the Domestic Abuse Act 2021 and other relevant legislation, and details how the housing service will support survivors, prioritise safety, and work in partnership with other agencies. The policy applies to all staff, contractors, and agents and promotes a trauma-informed, person-centred, and inclusive approach.

#### Evidence Sources

- Office for National Statistics (ONS) and Crime Survey for England and Wales (CSEW) data on domestic abuse
- Local housing and tenancy data
- Feedback from tenants and service users

#### Consultation

The policy was developed in consultation with:

- Housing staff and safeguarding leads
- Public consultation - commonplace

- Devon Domestic Abuse Alliance
- Antisocial Behaviour Officer

Feedback was gathered through meetings, informal conversations, online platforms

#### Analysis of Impact on Protected Groups

The policy recognises that domestic abuse affects individuals across all protected characteristics. It adopts a trauma-informed and intersectional approach, ensuring that services are accessible and responsive to diverse needs. The policy includes specific commitments to:

- Promote equal access and inclusivity
- Understand and address barriers related to identity and protected characteristics
- Provide tailored support based on individual needs
- Ensure staff are trained to respond sensitively and appropriately

#### Summary of Impact

This policy has a positive impact on all protected groups. It is designed to be inclusive, person-centred, and trauma-informed. By embedding equality, diversity, and inclusion into its core principles, the policy ensures that survivors of domestic abuse receive fair, respectful, and effective support regardless of their background or identity.

# Housing Domestic Abuse Policy 2024–27

This page was prepared by the [Housing Service](#) on 12 June 2025. It was last updated on 25 June 2025.

## Introduction

We do not tolerate domestic abuse and take seriously our duty to support survivors and survivors. This policy sets out how East Devon District Council will take steps to assist and support any person experiencing or threatened with domestic abuse. This includes forced marriage. It applies to all customers including those living with our tenants.

Domestic abuse is still a largely hidden crime and measuring the true scale of the issue is difficult. Domestic abuse happens in all communities, regardless of gender, age, disability, gender reassignment, race, religion or belief, sexual orientation, marriage or civil partnership and pregnancy or maternity.

As a Housing Provider we are well placed to recognise the signs of domestic abuse. It is essential that we take all reports of domestic abuse seriously and work positively and pro-actively with the survivor to offer support.

East Devon District Council uses the DA Act 2021 recognised definition of Domestic Abuse. Domestic abuse describes abusive behaviours that take place between two people aged over 16 who are personally connected to each other. This includes people who are, or have previously been married, in civil partnerships or in relationships; or have a child together; or are relatives, including abuse of adult parents or adult children.

The Domestic Abuse Act 2021 states that abuse can be a single incident, but is often a pattern of behaviours that can take many forms including:

- Controlling behaviour
- Coercive behaviour
- Economic abuse
- Sexual abuse
- Online Abuse
- Psychological and emotional abuse
- Physical abuse

It also includes stalking and so called 'honour' based violence such as female genital mutilation (FGM) and forced marriage. The Law also defines children Stonewater Domestic abuse policy – Customers V1.0 Approved: COG 24 May 23 Page 2 of 8 Our vision

## **Definitions of domestic abuse**

### **Controlling behaviour**

A range of acts designed to make a person subordinate and/or dependant by isolating them from their sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

### **Sexual abuse**

This could include rape and coerced sex, forcing a survivor to take part in unwanted sexual acts, refusal to practice safe sex or use contraception, threatened or actual sexual abuse of children.

### **Coercive behaviour**

An act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their survivors. It includes forced marriage or so called 'honour violence.' Abuse from more than one perpetrator is not uncommon.

### **Economic abuse**

This could include controlling money or bank accounts, making a survivor account for all expenditure, running up debt in a survivor's name, allowing no say on how monies are spent, controlling or withholding rent payments, refusing them to allow to study or work.

### **Elder Abuse**

Elder abuse, also known as abuse of older adults, older people or abuse of a vulnerable adult, is intentionally harming a person who's older than 60. This could be by intentionally inflicting pain (physical or emotional), neglect or financial exploitation. Abuse causes serious risk and harm. Abuse can happen anywhere and to anyone. Most often, people closest to a vulnerable adult are the ones who mistreat them. If you or a loved one experiences abuse, reach out to local authorities and/or adult protective services to report it.

# Psychological and Emotional Violence

## Abuse techniques include but not limited to:

- Creating isolation e.g. not allowing them to see other people, preventing them from making their own friendships, not allowing them to go anywhere on their own, causing them to feel bad about themselves and then using this against them.
- Use of threats e.g. stalking, threats to kill their family, children, friends, pets, to throw them out of the house and keep the children, to find them if they ever leave, to have them arrested and locked up, telling people that they are 'mad.'
- Putting them down e.g. humiliating and undermining them in front of others and their children, telling them they are stupid, hopeless, that no one would believe them or they are a bad parent.

## Physical abuse

This could include hitting, punching, kicking, slapping, hitting with objects, pulling hair, pushing, or shoving, cutting or stabbing, restraining, strangulation and finally murder.

## How to use this policy

This policy applies to all East Devon District Council staff, contractors, subcontractors and agents working for East Devon District Council and details how we will support our social housing tenants and leaseholders and the public accessing our housing service.

Our approach to raising awareness of domestic abuse and promoting early help.

- How we expect staff, contractors, sub-contractors, and their agents to respond to disclosure of domestic abuse.
- Details of the options available to East Devon District Council Housing tenants seeking assistance from Housing and Regeneration and our Housing Advisory Service
- Information for all residents as to their rights and how to access housing service help should they experience abuse in the future.

## Our Core Principles

This policy is built on a set of core behaviours that all Council staff are expected to demonstrate, helping us to provide all our services across Housing in a way that is respectful, responsive and co-ordinated.

Our core principles are:



- promote equal access and inclusivity,
- consult and engage with our communities,
- promote the health and well-being of our residents and colleagues,
- deliver quality, accessible services – a great service, first time and every time,
- be open, clear and transparent,
- treat others and their opinions with respect always,
- Adopt a Trauma informed approach
- work towards reducing our carbon footprint and enhancing our environment,
- operate as one Council team.

In our work to prevent domestic abuse and support survivors and survivors across all housing services we will:

## **Prioritise Safety**

survivors have the right to be safe in their homes and communities. We will prioritise safety and recognise that safe intervention starts by talking to individuals and providing appropriate services and support in a way that avoids triggering further trauma. These may include referrals to partner agencies for support, looking for out of district placements, or referrals to the Detect and Protect service to help with making their home safer, by installation of additional safety measures in the property such as locks or a tamper proof letter box., that will be installed by our contractors.

## **Be non-judgemental**

survivors disclosing abuse will be believed, listened to, and accepted. We will create safe environments to enable open, honest, and respectful discussions and all disclosures will be taken seriously and treated in confidence. Be person-centred. survivors are at the heart of any intervention and support. We will focus support and care based on the individual's needs.

## **Amplify survivor voices**

Feedback and suggestions about the services we provide are valued, escalated when appropriate and lessons are learnt. We will collect their views in several different ways, including through working groups and informal conversations.

## **Understand intersectionality**

survivors all have different experiences and face barriers related to their identity and protected characteristics such as age, sex, gender, sexual orientation, religion or belief, disability, pregnancy and maternity, marital status, and socio-economic status. We will respect and seek to fully understand individual differences, experiences and needs, enabling tailored services and the right support.

# Trauma informed approach and practice

It is essential to embed principles that recognise the impact of trauma, promote safety and empowerment, and avoid re-traumatisation.

**Safety** – Ensure physical and emotional safety for survivors and staff.

**Trustworthiness & Transparency** – Build trust through clear, consistent communication and actions.

**Empowerment & Choice** – Support survivors to make informed decisions and regain control

**Collaboration** – Work in partnership with survivors and across agencies.

**Cultural, Historical & Gender Awareness** – Recognise how identity and systemic factors affect experiences of trauma.

## Our approach

### Predict

We predict current and future needs through using local and national crime data, our population data and equality impact assessments. These are regularly reviewed, informed through service user and staff feedback and enable us to make commissioning decisions based upon predicted demand.

### Target

We direct our limited resources toward those with the greatest needs. Through Domestic Abuse, Stalking and Honour based risk identification checklist (DASH) Risk checklists and other assessments, we can identify individual's needs and the best way to meet them.

### Prevent

We provide accessible, co-ordinated and early help to stop situations escalating. This means raising awareness and learning from our experiences through audits, case reviews and user feedback. We have a robust complaints system to alert us to any issues that need additional attention.

### Deliver

We provide high quality services through meeting regulations, allocating our resources appropriately, listening to our service users and staff and gaining accreditation.

# Vision and Commitment

At East Devon District Council we believe that our customers and tenants should not live in fear of violence or abuse from a partner, former partner, or any other member of their household.

People experiencing domestic abuse will be treated in a sympathetic, supportive, and non-judgmental way. A survivors' disclosure alone is sufficient for them to be given advice and assistance as a matter of priority by staff.

- Ensure that people experiencing any form of domestic abuse can access appropriate services as early as possible and are given advice to allow them to make choices about what to do next.
- Support people who are / have experienced abuse to rebuild their lives by working in partnership with them and other support agencies.
- Ensure that where children and young people are affected by domestic abuse, they too have access to services as early as possible.
- Ensure that people experiencing abuse are not deterred from reporting abuse.
- Seek appropriate support solutions for perpetrators of domestic abuse to prevent abuse recurring.
- follow the relevant child protection / Safeguarding Children policies and toolkits if
- if we believe a child is at risk due to an abusive relationship.
- Follow the relevant reporting domestic abuse toolkit if we believe a vulnerable adult is at risk due to an abusive relationship.
- We will Launch the Detect and Protect service by collaborating with the Property and Assets team to prioritise emergency repairs and ensure tenant safety for all survivors of domestic abuse. The aim is to support survivors in remaining safely in their homes wherever possible.

# People and Partnerships

We will Introduce generic housing officers who are specifically trained to provide this service

We are developing collaborative work with local partners and organisations such as the Safer Devon Partnership and the DDAA (Devon Domestic Abuse Alliance) in order to provide advice and support to meet the needs of our tenants experiencing domestic abuse.

# Action and Monitoring

This Domestic Abuse Policy will be reviewed every 3 years or in line with business need or changes in regulation and/or legislation. Appropriate training and guidance will be provided to staff as a result of any changes.

To monitor our progress and ensure that the service continues to improve, we will review cases on an ongoing basis. Learning and feedback on cases will be shared and discussed with officers, on an ad hoc basis through case reviews.

Feedback from those survivors who have experienced our service provide important insight into performance and therefore we will actively seek feedback and evaluation where appropriate.

This Policy and the reporting of Domestic abuse Toolkits have been cross referenced with good practice and Domestic Abuse Housing Alliance (DAHA) standards.

## **Equality, diversity, and inclusion**

Equality, diversity and inclusion are central to the decisions we make on how to deliver the best possible outcomes for our tenants. We will make sure that everyone receives fair, sensitive, and equal treatment and are treated with dignity and respect when accessing our housing services. This includes making sure that tenants are aware of their rights and supported to make informed decisions.

Although we know that anyone can be a survivor, we use national and local data in addition to tenants feedback to make sure we offer the right types of accessible support.

The Office of National Statistic (ONS)<sup>3</sup> and Crime Survey for England and Wales (CSEW)<sup>4</sup> provides some insights into the gender, age and ethnicity of survivors of domestic abuse. This data helps us target our support, commission services, and make appropriate referrals to meet differing needs. Analysis of the most recent available national data at the time of publication of this policy shows us that:

- 73% of domestic abuse crimes list the survivor as female
- Female survivors were aged 30 to 34 years, whereas male survivors were generally older with the highest proportion of survivors aged 75 years and over.
- 76% of survivors of domestic homicide were female

## **Regulation and evidence**

### **Confidentiality and data protection**

East Devon District Council recognises that cases of domestic abuse can be very sensitive and managing it must be done with care. East Devon District Council colleagues will only share information with our customer's permission with the exception of:

- Raising safeguarding concerns about adults with care and support needs or child protection concerns
- Referring high risk cases to MARAC
- Where East Devon District Council is required by law, for example, if being questioned by Police as part of a criminal investigation.

# Regulation and Legislation considerations.

This Policy helps to fulfil the following legislation:

- The Housing Act 1988 & 1996
- The Family Law Act 1996
- Protection from Harassment Act 1997
- Human Rights Act 1998
- The Data Protection Act 2018
- Neighbourhood and Community Standard
- Domestic Violence, Crime and Victims Act 2004
- Forced Marriage (Civil Protection) Act 2007
- Police and Justice Act 2006
- Anti-Social Behaviour Act 2003
- The Equality Act 2010
- Protection of Freedoms Act 2012
- Matrimonial Causes Act 1973
- Children Act 1989 and 2004
- Adoption and Children Act 2002
- Anti-Social Behaviour Crime and Policing Act 2014
- Serious Crime Act 2015
- The Care Act 2014
- Clare's Law, also known as Domestic Violence Disclosure Scheme (DVDS)

## Related East Devon District Council Policies

- Allocations Policy
- Tenancy Policy
- Homelessness Strategy
- Lone Worker Policy
- Data Protection Policy
- Safeguarding Policy
- Anti-social behaviour Policy
- Equality Policy and objectives 2021- 2025
- EDDC Domestic Abuse Toolkit for Frontline Officers

Report to: **Housing Review Board**



Date of Meeting Thursday November 13<sup>th</sup>

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

## **Electrical Safety Policy**

### **Report summary:**

This report presents the updated Electrical Safety Policy for Housing, which outlines East Devon District Council's approach to ensuring electrical safety across its housing stock. The policy has been revised in response to Government announcing in June 2025 changes to the Electrical Safety Standards in the Private Rented Sector Regulation. The changes include the requirement for Electrical Installation Condition Reports (EICRs) completed for all electrical installations every 5 years to tenants receiving copies of the EICRs within 28 days of the inspection being completed.

### **Is the proposed decision in accordance with:**

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### **Recommendation:**

1. The Housing Review Board to recommend to Cabinet that they approve the proposed Electrical Safety Policy.
2. Request from Housing Review Board that delegated authority is given to the Assistant Director for Housing (Regulatory Services) to make minor changes to policy.

### **Reason for recommendation:**

The Electrical Safety Policy has been updated to reflect changes in Electrical Safety Standards in the Private Rented Sector Regulation and improve tenant safety in relations to the connection of electrical cookers to fixed wiring systems.

Officer: Nathan Muggeridge, Corporate Lead for Property & Assets

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning

☒ Sustainable Homes and Communities

**Equalities impact:** Low Impact

**Climate change:** Low Impact

**Risk:** Medium Risk; The Policy mitigates risks associated with electrical hazards through robust inspection, testing, and remedial procedures.

**Links to background information:** Electrical Safety Policy for Housing 2023, Council Plan

**Link to [Council Plan](#)**

Priorities (check which apply)

- ☒ A supported and engaged community
  - ☒ Carbon neutrality and ecological recovery
  - ☐ Resilient economy that supports local business
  - ☒ Financially secure and improving quality of services
- 

## Housing Repairs Policy & Awaab's Law

### Background / Context

1. Electrical policy was updated and approved at the last HRB in July 25. The policy changes were required to ensure ongoing compliance with legislation and provide a clear and transparent Policy that supports robust management of Electrical Safety across our stock.
2. In June 2025, Government announced the introduction of the Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025. The new Regulation include the following changes:
  - a. Electrical Installation Condition Reports (EICR):
    - Mandatory inspection and testing of electrical installations at least every 5 years.
    - A copy of the EICR must be provided to:
      - Existing tenants within 28 days of inspection.
      - New tenants before occupation.
  - b. Portable Appliance Testing (PAT):
    - Known formally as In-service Inspection and Testing of Electrical Equipment (ISIT).
    - Applies to all electrical appliances provided by the landlord (e.g. communal areas, temporary accommodation, etc).
    - Results must be shared with tenants alongside the EICR.
  - c. Remedial Works:
    - Any required repairs identified during inspections must be completed within 28 days. This includes all Immediate Danger (C1) and Potential Danger (C2) defects.
  - d. Access and Compliance

- Landlords must demonstrate reasonable efforts to gain access for inspection and repairs.
- If access is denied, legal action may be considered to enforce compliance.

3. The timescales for the introduction of the new Regulations include:
  - a. From 1st November 2025 the new regulations apply to all new tenancies granted on or after this date.
  - b. From 1st May 2026 the new regulations apply to all existing tenancies granted before 1st November 2025 and landlords have until this date to conduct the first inspection.

## Repairs Policy

5. The updated Electrical Safety Policy can be viewed [here](#).
6. The Policy has been updated to reflect the above changes. The changes are not anticipated to have a significant impact on the services as the existing delivery has been aligned with best practice.
7. The implementation of the new Policy will create the following challenges:
  - a. **Resolution of all remedials within 28 days:** We currently have 242 remedials over 3 months old and this is partly due to not having a formal delivery route for these remedials; Ian Williams Limited are undertaking the work in the short term. A new Electrical Inspection and Repairs contract is currently being procured and will likely commence in Q4 25/26.
  - b. **Issuing of EICR's:** The issuing of the EICR certificates to tenants will need to be completed manually at a rate of 15 to 20 per week.

## Risks

8. The key risks associated with the proposed Policy include:

Ref	Risk	Mitigation Measure	Residual Risk
1	Access refusal by tenants, especially vulnerable individuals	<ul style="list-style-type: none"> <li>• A No-Access Policy is being developed to address this risk and will be operational from 26/27.</li> <li>• Maximise the use of non-legal efforts to obtain access.</li> </ul>	Medium
2	Penalties for non-compliance: failure to comply can result in fines up to £40k.	Low probability of fines due to historic compliance with best practices, which aligns with the new Regulation.	Low
3	Additional commitments and no increase in funding.	Existing best practice model means these legal changes are reflected in our existing budgets.	Low



## Next Steps

9. The application of the new Policy will be supported by the following next steps:

Action	When
Provide the EICR's for all new tenancies.	1 <sup>st</sup> Nov 2025
Communicate the new Policy via 'Housing Matters'.	Q3 2025
Procure the new Electrical Testing and Repairs Contract	Q4 2025
Provide the EICR's for all existing tenancies and resolve the backlog of remedial works so they are resolved within 28 days.	1 <sup>st</sup> May 2026

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## Financial implications:

There are no additional financial implications arising from this report.

## Legal implications:

It is essential that we have an up to date and robust policy in place.

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# Electrical Safety Policy



Issue details	
<b>Title:</b>	Electrical Safety policy
<b>Version number:</b>	Version 4
<b>Policy owner:</b>	Compliance Manager
<b>Policy sponsor:</b>	Corporate Lead for Property and Assets
<b>Authorisation by:</b>	
<b>Authorisation date:</b>	
<b>Future review date:</b>	1 <sup>st</sup> November 2028
<b>Delegated authority to make changes to the policy:</b>	Assistant Director Housing (Regulatory Services)

## 1. Purpose of Policy

The electrical safety policy details how East Devon District Council (EDDC) meet the requirements for electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. In addition to this the policy provides assurance that measures are in place to ensure compliance with these regulations and to identify, manage and/or mitigate risks associated with electrical installations and electrical portable appliances.

The policy is relevant to tenants, contractors and other persons who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services. It should be used by all to ensure they understand the obligations placed upon EDDC to maintain a safe environment for tenants and employees within the home of each tenant and within all non-domestic (communal) premises or areas of buildings. EDDC will follow a systematic approach to the management of electrical work to ensure it meets the requirements set out in BS 7671 2018 Requirements for Electrical Installations IET Wiring Regulations 18th edition including all amendments and other relevant legislation relating to electrical safety. This is to ensure the safety of tenants, employees and members of the public.

## 2. Scope

EDDC acknowledges and accepts its responsibilities regarding electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. The Landlord and Tenant Act 1985 places duties on landlords to ensure that electrical installations in rented properties are:

- Safe when a tenancy begins
- Maintained in a safe condition throughout the tenancy

To be compliant under these duties electrical installations are required to be periodically inspected and tested within 5 years under the new legislation detailed in Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025

### 3. Definitions

- **EICR (Electrical Installation Condition Report):** A formal document produced following an assessment of the electrical installation within a property, confirming whether it is safe for continued use.
- **PAT (Portable Appliance Testing):** The process of periodically inspecting and testing electrical portable appliances to ensure they are safe to use.
- **C1 Defect:** A code used in electrical inspection indicating “Danger present. Risk of injury.” Requires immediate action to make safe.
- **C2 Defect:** A code indicating “Potentially dangerous.” Requires urgent remedial action and risk assessment.
- **C3 Defect:** A code indicating “Improvement recommended.” Remedial work is not required for the report to be deemed satisfactory.
- **NICEIC:** National Inspection Council for Electrical Installation Contracting – a regulatory body for electrical contractors.
- **No Access Policy:** The Council’s process for gaining access to properties where tenants refuse entry for safety inspections or repairs.
- **Competent Person Scheme:** A government-approved scheme allowing individuals and enterprises to self-certify that their work complies with building regulations.
- **HHSRS (Housing Health and Safety Rating System):** A risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from deficiencies identified in dwellings.

### 4. Policy Details

#### Policy Objectives

The objectives of the policy include:

- Protect the health, safety and wellbeing of customers.
- Ensure compliance with relevant legislation.
- Prioritise resources to address defects and hazards having the greatest risk on customer health, safety and wellbeing.

- Provide a transparent, consistent and accountable repairs service.
- Allow for timely and consistent communications to enable customers to be kept informed.
- Deliver value for money. This includes, where possible, delivering planned works programme over more expensive responsive repairs.

## Policy Principles

Detailed below are the key policy principles relating to electrical safety:

- East Devon District Council will hold accurate records against each property it owns or manages identifying when the electrical installation was last inspected and tested and all electrical portable appliances that is held at each property together with details of Portable Appliance Tests (PATs) undertaken.
- East Devon District Council will ensure that all domestic properties owned or managed have a valid Electrical Installation Condition Report (EICR) that is no older than 5 years from the date of the previous EICR. East Devon District Council will deliver a comprehensive programme of testing and inspection of all domestic properties on a rolling 5-year cycle.
- East Devon District Council will ensure that all non-domestic (communal) properties and offices owned or managed have a valid Electrical Installation Condition Report (EICR) that is no older than 5 years from the date of the previous EICR. East Devon District Council will deliver a comprehensive programme of testing and inspections of all non-domestic (communal) properties and offices on a rolling 5-year cycle.
- East Devon District Council will ensure that all electrical installations shall be in a satisfactory condition following completion of an electrical installation inspection and test where possible. Where a test is unsatisfactory and a C1 defect is identified, the electrician **must make safe immediately** before leaving the property similarly where a C2 item is identified it must be risk-assessed on site and made safe. Where time constraints during the test prevent completion, the electrician shall still **make safe**
- East Devon District Council will ensure that electrical installation inspection and tests are carried out prior to the commencement of any new tenancies (void properties), mutual exchanges and transfers and that a satisfactory EICR is issued to the tenant prior to them moving in.
- East Devon District Council will ensure that only suitably competent NICEIC electrical contractors and engineers undertake electrical works.

This policy recognises the Housing Health and Safety Rating System (HHSRS) as a critical framework for assessing and managing hazards in residential properties, including electrical safety. In line with HHSRS and the Repairs Policy, the Council identifies electrical hazards as a priority area of risk, ensuring that all electrical installations, wiring, and appliances are maintained in a condition that protects residents from harm. Our approach to electrical compliance supports our duty to prevent hazards associated with electrical faults, fire, or shock, and to create homes that are safe, healthy, and free from avoidable risks—as set out in HHSRS guidance. By explicitly referencing HHSRS within our electrical safety policy, we demonstrate our commitment to meeting statutory and regulatory requirements, and to maintaining the highest standard of safety in all our housing stock.

The Council is committed to providing an inclusive electrical safety service that recognises and meets the needs of all residents, including those who are vulnerable or disabled. We ensure that access arrangements for inspections, testing, and remedial works are adjusted to accommodate individual circumstances, such as mobility limitations or communication requirements. Where necessary, alternative formats or additional support will be provided to enable full understanding and cooperation.

### **Issuing of Reports**

Following each inspection, a copy of the Electrical Installation Condition Report (EICR) will be provided to the tenant(s) of the property within 28 calendar days of the inspection's completion. For new tenancies, the EICR will be issued prior to the commencement of the tenancy.

### **Remedial Works**

Where remedial works are identified in the EICR, ie C1 and C2. These works will be completed within 28 days of the inspection, or sooner if required to ensure the safety of occupants.

### **Commitment to Safety**

This Policy reflects East Devon District Council's ongoing commitment to maintaining safe homes and ensuring compliance with all relevant housing and electrical safety regulations.

### **PAT Testing**

East Devon District Council will ensure that all electrical portable appliances are tested periodically in accordance with the testing guidance set out in The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (ISITEE).

### **Scope of PAT Testing**

The PAT testing cycle applies exclusively to electrical portable appliances located in community centres/hubs and Houses in Multiple Occupation (HMOs) managed or regulated by the Council.

In community centres and hubs, all portable appliances used by staff, volunteers, or the public will be subject to regular inspection and testing. The frequency of testing will be based on the type of equipment, its usage, and the environment in which it operates, in line with ISITEE recommendations.

In HMOs, PAT testing will be carried out on all landlord-provided portable appliances as part of the Council's licensing and compliance responsibilities. Testing intervals will be determined by risk assessment and legal requirements under the Housing Act 2004 and associated regulations. No routine PAT testing cycle is applied to other council-owned or managed properties unless specifically required by risk assessment or statutory obligation.

## **4.1 Additional Testing**

East Devon District Council will carry out electrical installation inspection and tests and issue new satisfactory EICRs when completing planned component replacement works within domestic properties. In the case of a rewire East Devon District Council will receive an installation certificate and following minor works, a minor works certificate.

East Devon District Council will test and replace as necessary smoke alarms, heat detectors and carbon monoxide detectors which are not covered as part of the annual gas safety check visit (i.e. the property does not have gas), as part of the 5-yearly electrical inspection and testing visit.

East Devon District Council will ensure that robust processes and controls are in place to manage the completion of follow up works identified during inspection and testing of electrical installations and electrical portable appliances. East Devon District Council will ensure that robust processes and controls are in place to ensure that all electrical works are properly notified and approved under Part P of the Building Regulations for England and Wales where this is required.

East Devon District Council will ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing electrical installations.

## **4.2 No Access**

East Devon District Council will have a robust process in place to gain access to properties where tenants refuse access to ensure tenant safety and to ensure East Devon District Council fulfil their duty as a landlord. This detailed in our No Access Policy.

## **4.3 EICR Testing**

East Devon District Council will write to advise tenants that their property is included in the testing programme for that forthcoming year & that a named contractor has been appointed to carry out the work.

Our appointed Electrical Contractor will call &/or write to the tenant advising them of when they will be attending to carry out the electrical test.

If the tenant is not home at the time of the test or the tenant refuses access our Electrical Contractor will make a further attempt to book an appointment with the tenant, this will be by telephone and/or letter.

Should the tenant refuse access, fail to make a suitable appointment or make an appointment (which is not kept), for whatever reason, the Electrical Contractor will refer this back to the Council for their pursuance.

An appropriate Officer will attempt to make contact with the tenant to arrange an appointment to carry out the electrical test (EICR). If they are unable to do so, the Officer will serve the tenant with a final warning letter stating that the tenant must arrange an appointment with the Council's appointed Electrical Contractor within the next 7 days.

Should the tenant fail to make contact within the designated time (7-day period), a 7-day legal letter will be served advising the tenant that the Council's appointed Electrical Contractor will be attending on a specific date and time (legal appointment). The letter states that the tenant must allow access at this time and the Council will force entry to carry out the test (EICR) if the tenant is not home.

On the day of the legal appointment a relevant Officer will attend the tenant's property with the Electrical Contractor and a locksmith to carry out the electrical test (EICR). Should the tenant not be home at the time of the legal appointment the Council will force entry to carry out the test to ensure the property is safe. If the tenant is at home but refuses access, the Officer will refer this to our Legal Department to apply for a Court Injunction to compel the tenant to allow access to enable the Electrical Contractor to carry out the test (EICR)

## **4.4 Compliance Remedial Work**

East Devon District Council will ensure there is a sturdy process in place for the management of any follow-up works required following the completion of a periodic inspection and test of an electrical installation or electrical portable appliance. East Devon District Council Electrical Contractor will as a minimum make safe and/or will repair all code 1 and code 2 defects identified by a periodic electrical installation inspection and test before leaving site after completing the inspection and testing works.

All Code 1 works will be completed on site during the initial visit.

Any code 2 works which cannot be completed at the time of the inspection and test will be completed within a maximum of 28 working days. Where time constraints during the test prevent completion. Once all C1 and C2 remedials are completed an EICR issued stating that the installation is in a satisfactory condition.

Code 3 (recommended improvement) type works will be referred to the Council's programme manager for a decision.

East Devon District Council will ensure there is a process in place to investigate and manage all RIDDOR notices issued regarding electrical safety.

## **4.5 Record Keeping**

East Devon District Council will record and maintain a core asset register of all properties that have an active electrical supply and electrical installation. This register should identify electrical installations within all domestic properties and electrical installations within non-domestic (communal) properties and offices.

East Devon District Council will establish and maintain a register against each property asset of any electrical portable appliances and portable appliance testing (PAT) requirements.

East Devon District Council will establish and maintain accurate records of all completed Electrical Installation Condition Reports (EICRs), Minor Electrical Works Certificates (MEW) and Building Regulation Part P notifications associated with remedial works from these reports and Electrical Installation Certificates and keep these for a period of not less than 10 years.

East Devon District Council will establish and maintain accurate records of all completed electrical Portable Appliance Test reports and details of associated completed remedial works and keep these for a period of not less than 5 years.

## **4.6 Performance management**

The following key performance indicators are reported to East Devon District Council's Leadership team & Housing Review Board –

- Number of properties with a valid electrical inspection certificate (EICR - 5 yearly)
- Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings)
- Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly)
- Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas)

These key performance indicators are also used to monitor the contractor's performance.

## **4.7 Competent Persons**



East Devon District Council will ensure that the manager(s) with lead responsibility for operational delivery are appropriately qualified holding a recognised safety management qualification.

East Devon District Council will ensure that only suitably competent NICEIC Approved Electrical Contractors (or equivalently accredited) contractors are procured and appointed to undertake electrical inspection, testing, installation and repair works.

The operational team with responsibility for delivery will check the relevant accreditations for the work that they are carrying out as part of the due diligence checks carried out at the procurement of any new contract. These checks will be undertaken on an annual basis to ensure competency and training is up to date.

East Devon District Council will ensure that only suitably competent engineers are employed or appointed to undertake electrical portable appliance testing (PAT). The operational team with responsibility for delivery will check the relevant qualifications of persons undertaking PAT testing to ensure that they are certified as competent to carry out PAT testing. These checks will be undertaken on an annual basis.

## **4.8 Training**

The manager(s) with lead responsibility for operational delivery will hold a relevant qualification in respect of electrical safety compliance management.

On the job training will be provided by an external provider to those employees who will be responsible for managing the programme of electrical installation inspections and repair works to electrical installations and portable appliances as part of their daily job and other employees within the Property & Asset Team.

## **4.9 Quality Assurance**

East Devon District Council will carry out 100 per cent desktop audits on the documentation using specialist compliance software.

East Devon District Councils Electrical Compliance team will carry out a minimum of 5% onsite inspection of completed works.

The Council will carry out an independent audit of electrical safety at least once every three years. This audit will specifically test for compliance with the regulation, legislation and codes of practice and identify any non-compliance issues for correction.

## **4.10 Non-Compliance/Escalation Process**

The definition of non-compliance in relation to this policy refers to any incident which results in a potential breach of legislation or regulatory

standard, or which causes or has the potential to cause a significant a risk to health or safety.

Any non-compliance issue identified at an operational level will be formally reported to the Corporate Lead for Property and Assets as part of the monthly reporting cycle.

Where necessary the Corporate Lead for Property and Assets will agree an appropriate course of corrective action with the relevant operational team(s) in order to address the non-compliance issue.

The Corporate Lead for Property and Assets will ensure timely reporting of non-compliance issues to the Assistant Director for Housing (Regulated Services) and the Executive Leadership Team, and where appropriate bring the issues and planned remedies to the attention of the Housing Review Board.

## 4.11 Electrical Safety Information

East Devon District Council considers good communication essential in the safe delivery of electrical safety management and will therefore ensure that relevant information is provided to residents. East Devon District Council will develop on their website information and advice to customers regarding electrical safety and will publish this information through other outlets such as social media and in the Housing Matters Magazine.

## 5. Policy Administration

### 1. Equality impact considerations

The Equality Impact Assessment below has been generated for the proposed recharge policy.

Protected Characteristic	Impact	Explanation / Action
Age	Neutral	The policy applies to all tenants regardless of age. Adjustments may be needed for elderly tenants (e.g., communication, access support).
Disability	Positive	Explicit commitment to reasonable adjustments for disabled tenants including when and how testing and repairs are completed.
Sex (Gender)	Neutral	No direct impact identified. Policy is applied equally.
Race / Ethnicity	Neutral	Information and support can be provided in alternative languages or formats if required.
Religion or Belief	Positive	Appointments can be scheduled to respect religious observance.
Sexual Orientation	Neutral	No direct impact identified. Policy is applied equally.
Gender Reassignment	Neutral	No direct impact identified. Policy is applied equally and confidentially to all tenants.
Marriage / Civil Partnership	Neutral	No direct impact identified. Policy applies to all household types.

Protected Characteristic	Impact	Explanation / Action
Pregnancy and Maternity	Neutral	Inspections and remedial works can be scheduled flexibly to accommodate pregnant tenants or those with newborns.

## 2. Data Protection

The [EDDC Data Protection Policy](#) outlines how we store and use personal information.

The following privacy notice(s) provide further information on how we will use personal data, how it is gathered, how long we will retain this information, and what rights individuals have in relation to this.

All our privacy notices can be found on the EDDC website – <https://eastdevon.gov.uk/access-to-information/data-protection/privacy-notices/>.

## 3. Policy Review

We'll review this policy within three years of its publication, or sooner if:

1. There's a change in the law that affects how we manage recharges.
2. Feedback from tenants or staff shows the policy is causing unexpected problems.

As part of our commitment to continuous improvement, the Compliance Manager will carry out a twelve-monthly review of how the Electrical Safety Policy is working. This will help us spot any issues early and make things better.

### History of most recent policy changes – Must be completed

Date	Section	Change	Origin of change (e.g. change in legislation)
08/10/2025	3.6	Pat testing	Tighter definition
08/10/2025	3.3	Issuing of Reports	Legislation change

## 4. Policy Authorisation

Actions have been taken to ensure the policy reflects the needs of our tenants and the priorities of East Devon District Council. Here's how we've involved others in shaping it:

- Executive Leadership Team (ELT): Our senior leadership team reviewed the policy and shared their feedback to help us align it with the council's wider goals.
- Repairs & Maintenance Tenant Scrutiny Group: Presenting the policy to this group allows their invaluable feedback to help shape the final version.
- Housing Review Board: The Board has reviewed and approved the policy, ensuring it supports safe, decent, and financially sustainable homes for all.

We're committed to making sure our policies work for tenants, staff, and the council. We also ask our tenants to continue sharing their experiences and ideas.

## 5. Responsibilities

The table below outlines who is responsible for different parts of the Electrical Safety policy and how it's applied:

Role	Responsibility
Tenant / Customer	<ul style="list-style-type: none"> <li>- Live in the EDDC property in line with the Tenancy Agreement.</li> <li>- Report any electrical faults to EDDC.</li> </ul>
Compliance Manager	<ul style="list-style-type: none"> <li>- Owner for the policy and its application.</li> <li>- Reviews the policy regularly and gathers feedback from tenants to improve it.</li> <li>- Ensures the policy is applied correctly.</li> <li>- Acts as the data owner for related performance and reporting.</li> </ul>
Compliance Team	<ul style="list-style-type: none"> <li>- Applies the policy.</li> <li>- Shares feedback on how the policy is working in practice.</li> </ul>
Electrical Contractors	<ul style="list-style-type: none"> <li>- Deliver the policy in accordance with the policy.</li> </ul>

## 6. Policy Dissemination

The application of the policy by EDDC first requires effective communication of the policy to both internal and external stakeholders. This will be achieved by:

- Internal Stakeholders Communication (Staff, Contractors, Managers):

- **Leadership Briefing:** Briefing to managers of the policy's purpose, what's changing, and expected impacts.
- **Team Meetings:** Present the policy, explain operational impacts, and answer questions during existing team meetings.
- **Written Documentation:** Distribute the policy document and a summary guide. Include a step-by-step process, decision flows, and key contacts.
- **Update Repairs Customer Service Scripting:** update the standard scripts to include for the recharge policy.
- **Monthly Reviews of the Electrical Safety Metrics:** The performance metrics above will be reviewed with the accountable data owners, and changes made were appropriate.
- External Stakeholders (Tenants, Leaseholders, Partners):
  - **Advance Notice:** Update the website before the policy takes effect, explaining the purpose of the policy, what's changing and why and when changes will occur and what tenants need to do. This will be communicated via Housing Matters, social media updates and community posters.
  - **Publish the new policy:** what it covers, how people are affected, and how to seek help.

## 7. Related policies, strategies, procedures, and legislation

### Related Policies

To make things clear and fair for everyone, this policy works alongside a few others that help define responsibilities and support tenants:

- **Tenancy Policy:** This helps explain what tenants are responsible for. If something falls under tenant responsibility and isn't taken care of, it may lead to a re-charge.
- **Repairs Policy:** Ensures timely and risk-based categorisation of electrical repairs.
- **Recharge Policy:** Governs cost recovery for repairs, including those linked to electrical safety.
- **Fire Safety Policy:** Electrical faults are a major fire risk; this policy intersects with electrical safety through inspection regimes and remedial actions.
- **Smoke and CO Alarm Policy:** Supports electrical safety by ensuring detection systems are functional and integrated with electrical inspections.

- **Permissions Policy:** Tenants must seek approval for changes like that could affect wiring or access.
- **No Access Policy:** Defines procedures for when tenants deny access for inspections or repairs, and how the legal tools such as injunctions or warrants may be used to gain entry.

## Legislative and Regulatory Context

This policy is informed by and complies with:

- Health & Safety at Work Act 1974.
- 18th Edition of the 'Wiring Regulations', which are published as British Standard 7671.
- Classification Codes – 18th Edition:
  - Code 1 (C1): Danger present. Risk of injury.
  - Code 2 (C2): Potentially dangerous.
  - Further Investigation (FI): Further investigation required without delay.
  - Code 3 (C3): Improvement recommended. Further remedial work is not required for the report to be deemed satisfactory.
- Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.
- Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.
- Classification Codes for Domestic and Similar Electrical Installations (Best Practice Guide 4).
- Housing Act 2004 – Section 9 – Housing Health and Safety Rating System (HHSR) – Safety – Electrical Hazards (23).
- Regulatory Reform (Fire Safety) Order 2005 – Article 17 – Maintenance (Landlord Communal Areas Only).
- The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 & The Provision and Use of Work Equipment Regulations 1998 (PUWER) – All lifting equipment owned and installed by EDDC.
- Defective Premises Act 1972 – Section 4 Landlord's Duty of Care in Virtues of Obligation or Right to Repair Premises Demised.
- Building Safety Act 2022 – Part 5 Other Provisions about Safety, Standards, etc.

- Landlord and Tenant Act 1985 – 8 Implied Terms as to Fitness for Human Habitation.
- Environmental Protection Act 1990 – Maintenance of Sewage Treatment Plants.

By virtue of paragraph(s) 5 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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