

Agenda for Housing Review Board Thursday, 30th April, 2026, 10.00 am

Members of Housing Review Board

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

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

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(or group number 01395 517546)

Tuesday, 21 April 2026



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1 Minutes of the previous meeting (Pages 3 - 11)

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 are no items which officers recommend should be dealt with in this way.

7 Forward plan (Pages 12 - 13)

8 Finance report (Pages 14 - 20)

9 Housing complaints - performance report 2025-26 (Q4) (Pages 21 - 28)

10 Tenancy services - performance report 2025-26 (Q4) (Pages 29 - 38)

11 Property & Assets performance report 2025-26 (Q4) (Pages 39 - 57)

12 Housing Review Board annual report 2025-26 (Pages 58 - 64)

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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 22 January 2026

Attendance list at end of document

The meeting started at 10.00 am and ended at 12.00 pm

85 Minutes of the previous meeting

The minutes of the meeting held on 13 November 2025 were agreed.

86 Apologies

In the absence of the Chair who had given her apologies, the Vice Chair Simon Smith was in the Chair and it was agreed that Councillor Chris Burhop would act as Vice Chair for the meeting.

87 Declarations of interest

3. Declarations of interest.

Councillor Aurora Bailey, Affects Non-registerable Interest, She was a Council housing tenant..

88 Public speaking

There were no members of the public registered to speak.

89 Matters of urgency

There were none.

90 Confidential/exempt item(s)

There were no confidential/exempt items.

91 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 Board noted that 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 the Assistant Director or the Democratic Services Officer.

RESOLVED:

To note the Housing Review Board forward plan.

92 **Draft Housing Revenue Account Revenue and Capital Budget report 2026-27**

The Finance Manager's report presented to the Board the draft revenue and capital budgets for 2026/27 relating to the Housing Revenue Account (HRA). Recommendations from the meeting would be presented back to Cabinet on 4 February 2026 to finalise the 2026/27 budget proposals to recommend to Council.

The HRA recorded expenditure and income on running the Council's housing stock and related services and facilities which were provided primarily for the benefit of the Council's own tenants. The HRA was a ring-fenced account within the General Fund, with strict legal and accounting rules to maintain separation from the General Fund. The HRA must always remain in surplus, and this needed to be considered when setting each year's budget and future planning. The Finance Manager's report explained what was considered as capital and revenue and that the Council was allowed to borrow to fund capital expenditure, but not revenue without specifically required central government permission.

The key revenue budget areas and general spending categories set by the Chartered Institute for Public Financial Accountability (CIPFA), and a brief summary of what was included in each was set out in the report:

- Income.
- Repairs and maintenance.
- Supervision and management.
- Other expenditure/special services.
- Capital charges.

The HRA was currently considered to be stable but continued to face, significant financial pressure in the medium to longer term. These pressures were being seen in other stock holding local authorities and arose from a range of factors including:

- A high stock investment requirement.
- Increased consumer and regulatory standards including new legal duties relating to damp and mould.
- General inflation.
- Net zero expectations.
- Disrepair claims.
- Complaint resolution.
- High void and decant costs.

In recognition of this the Council had developed a strategic plan to address the immediate pressures and ensure a long-term sustainable business model was in place to ensure it could provide safe, warm and regulatory compliant homes.

A financial sustainability / efficiency plan was in place to address and respond to the short-term financial pressures facing the HRA. This plan set out a range of measures to increase income and deliver savings over the next 5 years and included recommendations from the Chartered Institute of Public Finance & Accountancy (CIPFA), who undertook a health check of the HRA in 2024/25.

Savills, a market leading property consultancy, had also undertaken a business plan and options review. This led to the development of a 30-year Business Plan Financial Model which underpinned immediate and longer-term budget setting decisions. This model

underpinned budget setting for 2026/27 and would form the basis of a formally published 30-year Business Plan in 2026.

An Asset Management Strategy was also under development and would outline investment priorities over the medium term. This would reflect the findings of the stock condition survey completed in 2025 and would outline how the Council would effectively manage its assets ensuring investment was targeted and efficient.

Overall HRA income was expected to be £140k above the Business Plan target. The majority of the increase arose from a planned increase in service charge income. Total HRA costs were budgeted to be around £518k below the Business Plan target. The majority of saving in the current year derived from a reduction in repairs expenditure from improved contract management. The overall 2026/27 budget achieved a net positive position of + £658k above the Business Plan target.

The proposed capital budget priorities for 2026/27 had been influenced and informed by the stock condition survey and Business Plan review and included:

- Addressing category 1 and 2 hazards.
- Tackling damp and mould.
- Continuing to ensure regulatory compliance.
- Increasing the number of Decent Homes.
- Reduced responsive repairs through planned investment programmes.
- Addressing major repair works.
- Reducing void turnover times.
- Development and acquisition of new affordable homes.

The proposed capital programme amounted to a significant investment in the Council's housing stock. The investment would result in a substantial level of additional borrowing and an increase in the overall HRA debt burden. The servicing of the debt would be met from within the HRA revenue budget and therefore create further pressure on revenue in future years. The additional interest expense burden would be offset by efficiencies, savings, income generation and strategic asset disposals.

The Director – Finance informed the Board that the budget for 2026/27 presented a good picture, but there continued to be future pressures and investment requirements of the housing stock doing forward. It was noted that the information contained in the report was compared to the 2025/26 budget, not the actual current position of the 2025/26 budget. The Director – Finance reported that internal monitoring indicated that the budget was on target, with a capital underspend currently. This would need to be monitored in terms of delivery of the capital programme.

The HRA business plan would be presented to the next meeting of the Housing Review Board and a workshop session would be run for members in advance. The 30 year business plan would come alongside the asset management strategy.

RECOMMENDED: that the draft revenue and capital estimates are approved by the Housing Review Board and recommended to Cabinet to finalise the 2026/27 budget proposals.

The Housing Review Board received a presentation from the Rental Manager on how the rental team managed rent and service charge collections. The aim was to balance the collection of rent with the sustainment of tenancies, whilst ensuring the service was:

- Accountable.
- Fair.
- Efficient.
- Effective.
- Empathetic throughout the processes.

The rental team did not wait until the customer was already in debt before they started taking action. There were a number of recovery stages which were outlined to the Board and the Rental Manager also explained the process and steps involved in taking legal action. The possible legal outcomes were suspended possession order, adjournment on terms, outright possession order, possession forthwith or in 7/14 days, or the legal action is thrown out.

The Rental Manager gave the Board a case study of a recent customer saved from eviction through joint working with Rental and Options. Since 1 April 2025, working with Homemaker had prevented four homeless cases and saved customers £135,872.12 in debt. The rental team had made financial gains for customers of £15,050.29.

In summary, the Rental Manager explained that early intervention was used to try to sustain tenancies and avoid legal action. A well-defined rent recovery process helped maintain fairness and consistency across customer interactions. Balancing compliance with compassion supported customers facing financial challenges. Eviction was only used after persistent non-payment, and after multiple interventions to try to resolve the arrears had failed. Every customer was treated as an individual, with individual circumstances.

The Rental Manager was thanked by the Board for her presentation which set out how caring the Council's processes were. There was a robust system in place with the aim of having as few evictions as possible. In response to a question, she reported that there had been no evictions over the last year for rent purposes. There had been a few evictions over the last few months related to anti-social behaviour issues, persistent non-payers and property left empty.

On behalf of the Board, the Vice Chair in the Chair thanked the Rentals Manager and stated that the Council had a holistic resilience approach, with a lot of due diligence and several layers of protection for tenants.

94 **Income Management Policy**

The Rental Manager's report updated the Housing Review Board on how the Council's rental team dealt with the collection of rent and service charges. It outlined how customers in financial difficulties were supported, with both internal finance resilience team referrals and external sources of support which were free for customers to use. There were no legislative or material changes, but the previous policy was out of date, and the wording, grammar and formatting had been updated in consultation with the Tenant and Leaseholder Panel in June 2025.

The aim of the policy was to create a rent payment culture, thereby ensuring that rent and charges were collected quickly and effectively, whilst also offering help and support to tenants/licensees if needed or requested in matters relating to financial inclusion and the ability to manage their money.

RECOMMENDED: that Cabinet approve the proposed updated income management policy.

95 **Possession of council homes and garages policy**

The Rental Manager's report updated the Housing Review Board on how the Council's rental team dealt with the possession of council houses and garages. It established guidelines for the recovery of any Council property created by a breach of tenancy/licence, whilst supporting customers in matters relating to financial/social inclusion. There were no legislative or material changes, but the previous policy was out of date, and the wording, grammar and formatting had been updated in consultation with the Tenant and Leaseholder Panel in June 2025.

The policy outlined the Council's rental team's approach to the possession of Council dwellings and garages, after a breach of tenancy through non-payment of rent/service charges. The aim of the policy was to create a rent payment culture, thereby ensuring that rent and charges were collected quickly and effectively, whilst also offering help and support to tenants/licensees if needed or requested in matters relating to financial inclusion and the ability to manage their money effectively. It was emphasised that eviction was only used as a last resort.

It was noted that garages were not supposed to be used for storing anything other than a vehicle, which included mobility aids. The Assistant Director – Regulated Services reported that there were a number of work streams going into the review of garages, which would form part of the Asset Management Strategy and the Build and Buy scheme.

RECOMMENDED: that Cabinet approve the proposed updated possession of council homes and garages policy.

96 **Mutual exchange policy**

The Housing Solutions Manager's report presented the mutual exchange policy. This had been reviewed and updated to incorporate relevant changes in practice, outlining EDDC's approach to managing mutual exchange requests. EDDC was keen to promote mutual exchanges as a way of encouraging and promoting tenant mobility. Residents had been consulted through the Resident and Leaseholder Panel, with no changes to the policy content required.

In response to a question the Housing Solutions Manager reported that there had been 31 mutual exchanges in 2023/24, 56 in 2024/25 and 40 so far in 2025/26. Tenants could request to mutual exchange or be downsized. There were financial incentives for downsizing, as previously agreed by the Housing Review Board.

RECOMMENDED: that Cabinet approve the updated mutual exchange policy.

97 **Tenancy services - performance report 2025-26 quarter 3**

The Housing Review Board were presented with key performance indicators (KPIs) for quarter 3 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.

100.19% of rent was collected in quarter 3, above the target of 98%. The rental collection figure was over 100% as rent was also collected for former tenancies, therefore counting towards income for that period. The rentals team demonstrated high performance with low tenant rent arrears and were within the top 25% of landlords nationally and the Tenancy Services Manager congratulated the Rental Manager and her team.

It was noted that there was a significant decrease in the number of Anti Social Behaviour (ASB) cases reported in quarter 3 compared to previous quarters. There were no evictions for quarter 3 of 2025/26, although there were court proceedings in progress due to rent arrears and ASB which could lead to evictions in the coming months. 42.36% of estate inspections had been completed in the first half of the six month cycle.

Tenancy visits were a joint objective for the Estate Management and Sheltered Housing teams. The purpose of visits was to not only offer support to tenants, but also to identify any tenancy management issues, wellbeing/safeguarding concerns and issues of disrepair. The estates team were on target to complete visits to general needs tenants. The estate management team were nearing full staff capacity and it was anticipated that the number of tenancy visits to general purpose properties would increase as a result. The target for sheltered housing tenants to be visited every year was 100%. So far 60.42% visits had been undertaken in 2025/26. Sheltered housing managers would be taking a more proactive approach to ensure that Mobile Support Officers were undertaking their tenancy visits. It was noted that initial findings indicated that visits had been taking place, but not recorded on the systems. Improvements were required in new tenant visits to be completed within 10 weeks of the tenancy start date. There were 18 new tenant visits outstanding across general needs and sheltered housing. Managers would be regularly monitoring team and individual performance to drive improvements in this area. The Tenancy Services Manager outlined other areas of improvement that was anticipated through the successful recruitment of outstanding posts in the estate management team.

The Tenancy Services Manager informed the Board that the Communities Team had provided seven Community Festive Hubs across the district, giving 210 hot Christmas meals to tenants. Activities included balloon modelling and Christmas crafts, decorating community spaces and carol singing. Colleagues from Devon Communities Together also attended the festive hubs to provide advice on staying warm and safe during the colder months and supported residents with practical guidance at a crucial time. In addition, mobile support officers arranged a carol service, lunch and festive quiz for 30 residents at Palmer House.

In response to a question, it was reported that tenant scrutiny/consultation fed into strategy and policy processes.

RESOLVED: that the housing performance report – tenancy services quarter 3 (2025/2026) is noted.

98 **Housing complaints - performance report 2025-26 quarter 3**

The Housing Performance Lead's report provided the Board with details on housing related complaints performance, and details of the ongoing complaints improvement action plan. The Board noted that there had been a continued trend of improvement in response times throughout the year. 74 % of stage one complaints were processed

within target timescales during quarter 3, with 92% of stage two complaints responded to within target timescales. The approach to complaint handling was continuously being reviewed, with processes and communication channels streamlined to ensure that tenants were receiving the best service possible. The slight decline in stage two complaints received was an initial indication of successful focus on resolving complaints in full at stage one of the complaints process.

It was noted that data was not included in the figures until a complaint was closed, therefore overdue and ongoing cases were not included in the data set. A review of how data was calculated would be undertaken to provide a more accurate picture moving forward.

The Housing Performance Lead's report highlighted two complex cases which had been resolved during the quarter. It was noted that support continued to be received from the Housing Complaints Panel and a mechanism was being developed to record compliments received.

The Director – Housing and Health congratulated the Housing Performance Lead and her team who had worked incredibly hard. Some cases had been extremely challenging and a reduction in complaints coming through was now being seen. This was a result of whole collective of teams of people working very hard and proactively. It was agreed that communication with tenants was key.

RESOLVED: that the Housing Review Board note the content of the report outlining the quarter 3 performance for housing-related complaints.

99 **Property and Assets - performance report 2025-26 quarter 3**

The Housing Review Board were presented with the performance headlines for property and assets in quarter three 2025/26:

- There was continuous improvement in tenant satisfaction with time taken to complete repairs – 68% in quarter three.
- 61% of tenants felt their home was well maintained, up from 55% in the same period last year.
- The number of repairs calls received were on a continuous downward trend, with missed calls at almost zero. The introductory recorded message was longer, which meant that the length of time taken to answer calls had increased.
- The average number of days to relet a home was 58 at the end of quarter two, but this rose to 141 days in quarter three due to three long term voids being let in the period.
- Compliance was in a strong position. There had been a delay in one asbestos management survey, and the outstanding electrical checks were due to no access.

It was noted that anything over two months was classed as a long term void and that there were currently 34 properties in this category. However, this only equated to 0.8% of the entire housing stock. The Assistant Director – Tenancy Services explained how long-term voids were managed and the finances and budget involved. Some previously neglected properties required significant levels of investment and therefore disposal would be considered.

The Board were given case studies of a fire damaged property, a major adaptation, and refurbishment at Trumps Court.

Questions were raised about the process for requesting an adaptation, the number of major adaptations undertaken and keeping district councillors up to date with plans for

properties. It was suggested that the councillor enquiry form was the most appropriate way for a councillor to enquiry about and respond to constituent enquiries in relation to vacant properties.

Positive feedback was given by a tenant Board member on a recent successful repair and the Director – Housing & Health replied that the service should be more forthcoming with the compliments it received.

RESOLVED: that the housing performance report – property and assets, quarter 3 (2025/2026) is noted.

Attendance List

Board members present:

Sid Forde, Tenant
Wang Tian, Independent Community Representative
Rosemary Dale, Tenant
Councillor Christopher Burhop (Vice-Chair)
Councillor Melanie Martin
Councillor Simon Smith (Chair)
Sara Clarke, Independent Community Representative
Rob Robinson, Tenants
Councillor Tim Dumper
Councillor Helen Parr
Councillor Roy Collins

Councillors also present (for some or all the meeting)

A Bailey
B Bailey
D Ledger
S Westerman
J Heath
P Arnott

Officers in attendance:

Simon Davey, Director of Finance
Darren Hicks, Tenancy Services Manager (Regulated Services)
Sarah James, Democratic Services Officer
Andrew King, Assistant Director for Housing (Regulated Services)
Andi Loosemore, Rental Manager
Andrew Mitchell, Housing Solutions Service Manager
Giles Salter, Solicitor
Catrin Stark, Director of Housing and Health
John Symes, Finance Manager
Alethea Thompson, Democratic Services Officer
Tanya Traylen, Housing Performance Lead

Apologies:

Rachel Browne, Tenant
Councillor Sarah Chamberlain
Councillor Mike Goodman

Councillor Steve Gazzard (non committee member)
Councillor Ian Barlow (non committee member)
Tracy Hendren, Chief Executive

Chair

Date:

Housing Review Board Forward Plan

Meeting and Date	Topic
Meeting Q1 25/26 <i>Thursday 31st July 2025</i>	Staffing and Recruitment Update (<i>standing item</i>) Finance Report (<i>standing item</i>) Review of ASB Policy Review of Electrical Safety Policy Updates Repairs Policy & Awaabs Law Review of New Radon Policy for Housing Performance Report for Quarter 1 of 25/26 – Tenancy Services (<i>standing item</i>) Performance Report for Quarter 1 of 25/26 – Property & Assets (<i>standing item</i>) Stock Condition Report HRA Business Plan Update PART A – Build and Buy Report (Part one) <u>PART B</u> PART B – Build and Buy Report (Part two)
Meeting Q2 25/26 <i>Thursday 13th November 2025</i>	Performance Report for Quarter 2 of 25/26 – Property & Assets (<i>standing item</i>) Performance Report for Quarter 2 of 25/26 – Tenancy Services (<i>standing item</i>) Staffing and Recruitment Update (<i>standing item</i>) Finance Report (<i>standing item</i>) Review of Domestic Abuse Policy Housing Complaints Performance and Action Plan Electrical Policy Update Support Charge Alignment
Meeting Q3 25/26 <i>Thursday 22nd January 2026</i>	Performance Report for Quarter 3 of 25/26 – Property & Assets (<i>standing item</i>) Performance Report for Quarter 3 of 25/26 – Tenancy Services (<i>standing item</i>) Finance Report (<i>standing item</i>) Housing Complaints Performance Report Review of ‘Mutual Exchange’ Policy Review of ‘Income Management’ Policy Review of ‘Possession of Council Homes and Garages’ Policy
Meeting Q4 25/26 <i>Thursday 30th April 2026</i>	Performance Report for Quarter 4 of 25/26 – Property & Assets (<i>standing item</i>) Performance Report for Quarter 4 of 25/26 – Tenancy Services (<i>standing item</i>)

	Performance Report for Quarter 4 of 25/26 – Housing Complaints (<i>standing item</i>) Finance Report (<i>standing item</i>) Annual HRB Report
Meeting TBC	
1.	Review and Replacement of Home Safeguard Equipment within Housing Stock.
2.	Review and Implementation of digital capabilities for tenants.
3.	Plan for Housing Revenue Account play-sites
4.	Management of leasehold properties and service charges
5.	Sheltered Housing Review
6.	Review of Fire Safety Policy (postponed from Q4 25/26 due to public tenant consultation)
Workshops / Briefings Requested for HRB Members	
1.	Workshop on Sheltered Housing Review
2.	Workshop with ARK on the Asset Management Strategy
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. Review/creation of Policy and Strategy documents as required will also appear on the Forward Plan.	

Meeting Dates for FY 2026/27	
Quarter 1	Thursday 30 th July 2026
Quarter 2	Thursday 12 th November 2026
Quarter 3	Thursday 21 st January 2027
Quarter 4	Thursday 29 th April 2027

Report to: Housing Review Board



Date of Meeting 30th April 2026

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Initial Draft Financial Outturn of the HRA and Associated Capital Programmes

Report summary:

This report gives an initial draft summary of the Council's overall financial position for 2025/26 for the HRA and associated Capital Programmes.

Current monitoring indicates that:

- The Housing Revenue Account Balance is projected to be below budget with a considerable capital contribution to revenue in year.
- The Housing Revenue Account (HRA) budget strategy follows the Sustainability plan which required the restoration of the HRA Balance to £3.1m in £250k annual increments. This is set to be achieved.
- Capital in the Housing workstreams is significantly below budget expectations resulting in a large amount of slippage into 2026/27.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The variances initial draft variances identified as part of the Revenue and Capital Monitoring process be acknowledged.

Reason for recommendation:

The report updates Members on the overall financial position of the Authority at set periods and includes recommendations where corrective action is required for the remainder of the financial year.

Officer: Rob Ward – Principal Accountant – rob.ward@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
- Sustainable Homes and Communities

Equalities impact Low Impact

Climate change Low Impact

Risk: Choose a risk level; [Click here to enter text on risk considerations relating to your report.](#)

Links to background information -<https://eastdevon.gov.uk/council-and-democracy/council-business/our-finance/financial-information/financial-information-2024-25/>

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

Introduction

The purpose of this monitoring report is to update members of the HRB with an initial draft overall financial position of the Housing Revenue Account following the end of the financial year. The report considers expenditure to date as well as the best estimates at the time of writing to show the proposed impact on the Housing Revenue Account Balance and associated capital programmes.

Housing Revenue Account initial draft estimate @ mid-April 2026.

The Housing Revenue Account (HRA) is the ring-fenced account for providing Council housing and associated services. This is shown separately on the Income & Expenditure Statement.

The Revenue and Capital split across the Property & Asset related work streams has been reviewed in year and virements have been made, primarily moving budget and expenditure from Revenue and into Capital, with a relatively immaterial amount of budget reducing supplementary estimates.

The previous report provided a comparative of the original budget figures versus the revised amounts that are included in the HRA tables that follow herein, plus a summarised forecast of the estimated outturn against them for 2025/26.

Considerations and Caveats.

Due to the timing of the report, certain estimates have had to be made and information that will impact the final accruals applied to both revenue and capital is yet to be received, although every effort has been made to provide figures as accurate as is reasonably practicable at this stage of the financial year end close down.

A final report will be presented to cabinet, council and the HRB in due course and any material differences to the figures included below will be highlighted and explained.

Total Revenue Summary	25/26 Outturn Forecast		
	Actuals	Budget	Surp/Def
1 Rental & Other Income	-22,727,089	-22,665,930	-61,159
2 Revenue Expenditure	17,761,598	18,725,367	-963,769
3 Financing & Movement In Reserves	4,965,491	3,271,608	1,693,882
TOTAL	0	-668,955	668,955

Brief Summary:

The 2025/26 Financial year is estimated to outturn with a significantly lower than expected capital outlay, which will be carried forward into the 26/27 Property & Asset spending plans. The Property & Asset team has taken time to reach capacity, with all management roles now filled, ready to tackle the required future investment in the stock through a structured and well tendered approach, reducing the councils reliance on our primary contractor. Revenue is also due to contribute funding due to a significant overall surplus, through numerous underspends, notably improved Void turnarounds increasing rental income and lower than anticipated compliance revenue expenditure demands.

Revenue Income Category	0		
	Actuals	Budget	Surp/Def
1 Gross Property Rents	-21,800,717	-21,659,900	-140,817
2 Garage Rents	-192,653	-262,800	70,147
3 Other Income	-733,719	-743,230	9,511
TOTAL	-22,727,089	-22,665,930	-61,159

Total Capital Summary	0		
	Actuals	Budget	Surp/Def
1 Capital Expenditure in Year	10,549,654	19,110,781	-8,561,127
2 Capital Funding Sources	-7,177,821	-3,286,870	-3,890,951
2024/25 ADDITIONAL BORROWING REQUIREMENT	3,371,833	15,823,911	-12,452,078

Revenue Expenditure Category	0		
	Actuals	Budget	Surp/Def
1 Repairs And Maintenance - General	5,578,780	6,018,167	-439,388
2 Repairs And Maintenance - Special	210,351	815,700	-605,349
3 Supervision & Management	8,688,454	8,643,279	45,175
4 Other Expenditure	1,215,143	1,179,351	35,792
5 Capital Charges & Bad Debt	2,068,870	2,068,870	0
TOTAL	17,761,598	18,725,367	-963,769

Capital Expenditure Category	0		
	Actuals	Budget	Surp/Def
1a Affordable Housing - Right to Buy Funded	17,857	750,000	-732,143
1b Affordable Housing - Local Authority Housing Fund	1,601,316	0	1,601,316
2 Compliance Capital Expenditure	280,905	3,000,000	-2,719,095
3 Planned Capital Programme	836,018	4,299,520	-3,463,502
4 Major Repairs	7,813,557	11,061,261	-3,247,704
TOTAL	10,549,654	19,110,781	-8,561,127

Financing & Movement In Reserves	0		
	Actuals	Budget	Surp/Def
1 Net Interest Cost	2,701,675	3,021,608	-319,934
2 Capital Charges - MIRs	-1,183,130	-1,183,130	0
3 Contribution to restore HRA Balance	250,000	250,000	0
4 Contribution to Capital Net of Other Income	3,196,946	1,183,130	2,013,816
TOTAL	4,965,491	3,271,608	1,693,882

Capital Funding Sources	0		
	Actuals	Budget	Surp/Def
1 RTB/S106 + Grant Funding - Affordable Housing	-1,601,316	-750,000	-851,316
2 Unringfenced Right to Buy Receipts and Capital Grants	-1,315,868	-468,000	-847,868
3 Major Repairs Contribution (Depreciation)	-2,068,870	-2,068,870	0
4 Additional Capital Contribution from Revenue	-2,191,766	0	-2,191,766
TOTAL	-7,177,821	-3,286,870	-3,890,951

1 Revenue Income

Dwelling income lost due to void properties is expected to be £0.14m lower than budget due to the continuing focus on turnaround efficiency. In addition, rental collection rates remain excellent. This surplus is partially offset by a marginal shortfall in garage rental income as their refurbishment has been deprioritised while options for the garage sites are appraised.

2 Revenue Expenditure - Repairs & Maintenance

There are three key variations forecast within the Repairs and Maintenance revenue expenditure. Compliance related spend is expected to be significantly below budget following recruitment and procurement delays. These issues are currently being addressed to enable much greater progress next financial year and compliance KPIs remain on target. Much (but not all) of this underspend will be offset by higher than anticipated expenditure on jobs that are excluded from the PPP within the IAMC contract and on higher than expected disrepair legal costs which are notoriously difficult to predict. Going forward the Service has invested in processes and expertise to ensure spending is targeted, controlled and provides best value and outcomes for tenants

3 Revenue Expenditure - Supervision & Management

The Housing Service has been restructured and successful recruitment to key roles has taken place over the course of the year to enable effective and impactful management that is driving change. This has resulted in some overspending within the Property and Assets team which should be considered as an investment in the future of the service to provide greater value for money for tenants. Vacant posts and efficiency savings in Tenancy Services and Central Housing Management and Administration have mostly compensated for this impact.

4 Net Interest Cost

The current outturn assumption that has been made with regards to interest income is an initial estimate as the balance sheet has not yet finally come together. The contribution from the general fund for interest earned through Treasury investments on the HRA balances, being the reduced HRA Revenue Balance and the Capital Receipts Reserve from RTB sales of approximately £1m year on year has meant a reduced contributions, whereas the predicted significant fall in rates has not materialised. This has resulted in an approximate £0.1m reduction year on year in revenue, however the income earned is significantly higher than the prudent budget that was set. The interest burden is also estimated to be marginally lower than anticipated as the borrowing requirement in 24/25 was lower than initially anticipated.

5 Revenue Contributions made in year

The interim sustainability roadmap, that was approved for the HRA while the Asset Management Strategy and long term Business plan are in development, stated that the HRA balance be restored to the original threshold of £3.1m in £0.25m instalments per annum. After this contribution the initially estimated surplus on account is £1.9m. A revenue contribution to capital will be made for this amount to reduce the annual borrowing requirement and the resultant interest burden on revenue in each year going forward.

6 Affordable Housing Capital Expenditure

Acquisitions of new affordable housing in 2025/26 have been fully funded by a combination of Local Authority Housing Fund grant and Section 106 receipts. Five new build homes were purchased on Jasmine Walk within the Cranbrook estate and a further acquisition of a flat in Ottery St Mary is currently under consideration; this is likely to complete in 2026/27 if it progresses so has not been included in the outturn. No acquisitions have been or will be made with right to buy receipts in the financial year which has no knock on implications as the council has already met the spending limit to prevent repayment of receipts under the revised regulations.

7 Capital Expenditure - Property & Assets

Although the capacity issues that drove the Capital underspend in 24/25 have now been addressed through recruitment, this has been phased throughout the year. The process of recruiting, onboarding and training of the new property and asset managers and officers has taken precedence in 25/26 in order to create a cohesive, driven team. These unavoidable delays have been exacerbated by the lengthy procurement lead times dictated by legislation, resulting in the start dates for a large number of the budgeted capital programmes and projects being rescheduled. The financial impact of this is a predicted £5.77m underspend in year to be taken as slippage, to be delivered in 26/27.

8 Capital Funding - Receipts and Grants

The budgeted affordable housing right to buy receipt funding has been replaced by the availability of Section 106 receipts which are required to be spent within a set timeframe, otherwise they can be reclaimed by the contributing developer. The additional funds required to meet the £1.6m purchase price of the Cranbrook properties has been claimed through a successful application to the Local Authority Housing Fund. The remaining variance is solely due to the difficulty in predicting the income from unringfenced right to buy receipts. The volume of sales in 25/26 was 26 sales, much higher than the norm, due to the change in regulation. The significant reduction in available discounts in future years has resulted in a tidal wave of applications.

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 30th April 2026

Heading/Title: Housing Complaints Performance Report FY25-26 (Q4)

Cabinet Member(s): Cllr Dan Ledger

Director/Assistant Director: Catrin Stark, Andrew King

Author and Directorate: Tanya Traylen - Housing Performance Lead. Housing Services

Contact Details Tanya.traylen@eastdevon.gov.uk

Key decision No

If a Key Decision has it appeared on Forward Plan

Document classification: Part A Public Document

Exemption applied: None

1. Background

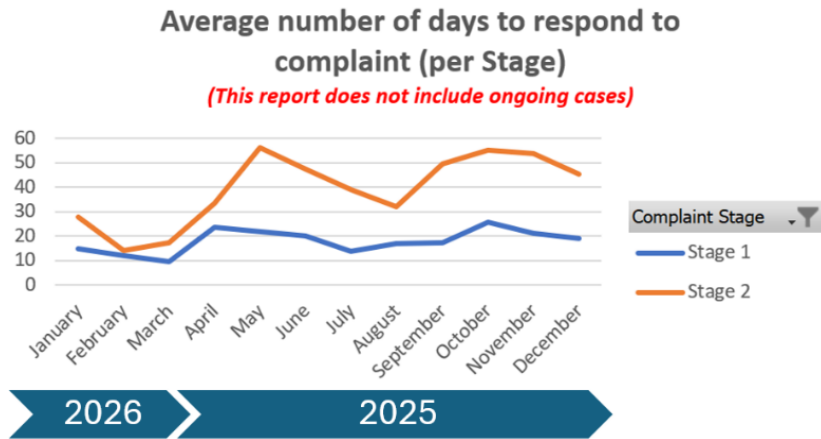
- 1.1** This report outlines the Housing Service's performance in relation to housing-related complaints and Housing Ombudsman cases.

2. Report in full

2.1 Complaints Response Times for 2025/26

- 2.1.1** The below (fig.1) details the average number of days to respond to complaints across 2025/26 of the financial year:

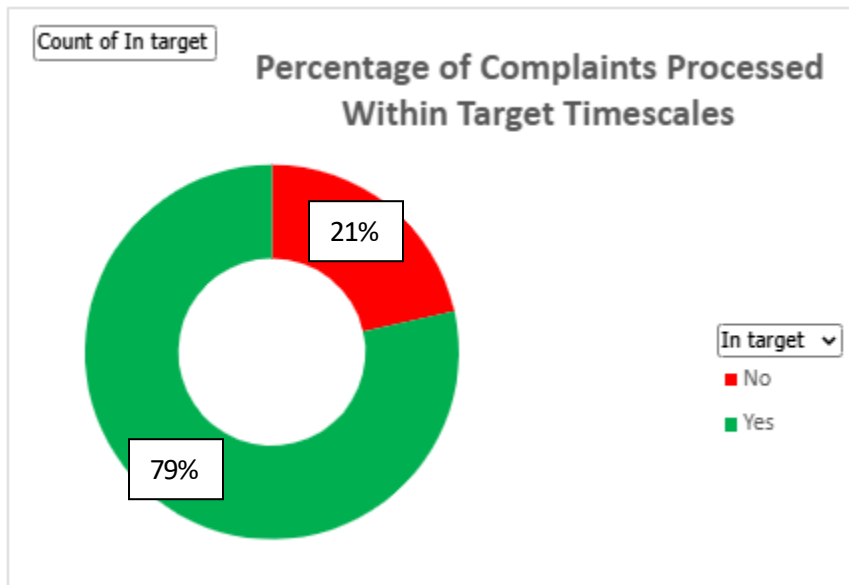
Average of New Days to complete



2.1.2 There has been a clear improvement of complaint response times during Q4 with responses for both stages one and two complaints now falling into target time scales. This follows the recruitment and induction of several surveyor employees and the imbedding of new practices during Q2 and Q3.

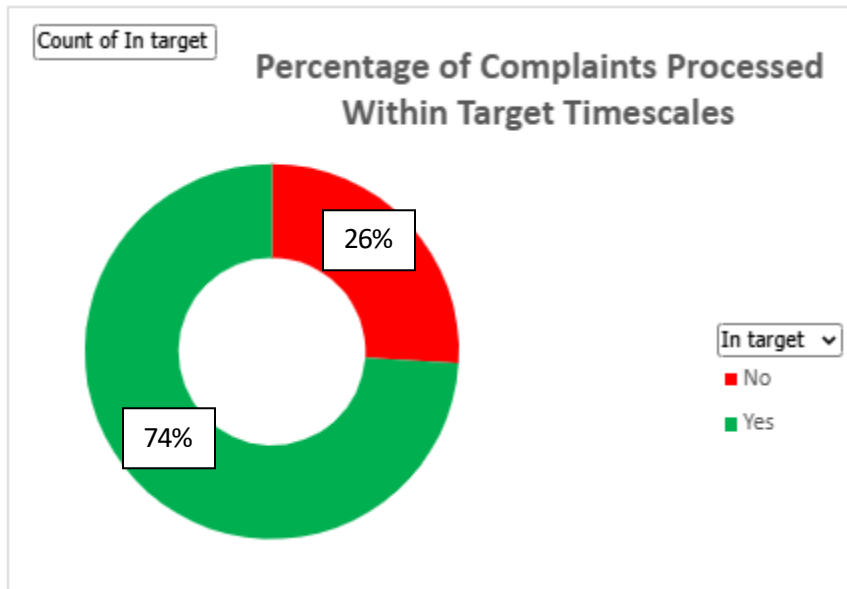
2.1.3 A breakdown of Q4 stage one response target timescale is below:

Stage 1:



2.1.4 A breakdown of Q4 stage two response target timescale is below.

Stage 2:



2.2 Complaints Themes

The following is the breakdown of departments for which each complaint related to during Q4:

Department	Stage 1	Stage 2	Total
Responsive Repairs and Voids	89	42	131
Planned Works and Compliance	0	0	0
Estate Management	8	3	11
Allocations	3	1	4
Rentals	0	0	0
Sheltered Housing	1	1	2
Communities	0	0	0
Right to Buy	1	1	2
Home Safeguard	2	1	3
Options	3	1	4
Total	107	50	157

Comparable between Q3 and Q4:

Q3 stage one	Q4 stage one	Q3 stage two	Q4 Stage two
73	107	25	50

A clear theme for escalation to stage two during Q4 has included:

1. Lack of works being completed at stage one
2. Requests for an increase in compensation
3. Dissatisfaction with responses for requests for upgrades to kitchens, bathrooms and windows

In order to remedy the above trending escalations to stage two complaints, during Q4 , a new process was implemented where following a surveyor visit to assess repairs, the customer is issued with a written report within x3 days outlining what works will be completed and the surveyor will follow the repairs through to post inspection of the works (this is discussed in further detail within the P&A Performance Report). In addition, a new compensation framework has been developed in order to ensure compensation is consistent, fair and in line with Housing Ombudsman guidance.

2.3 Housing Ombudsman Complaints 2025/26

2.3.1 43 cases were received.

2.3.2 10 are closed with an average time from receipt to issuing a decision of 4.5 months.

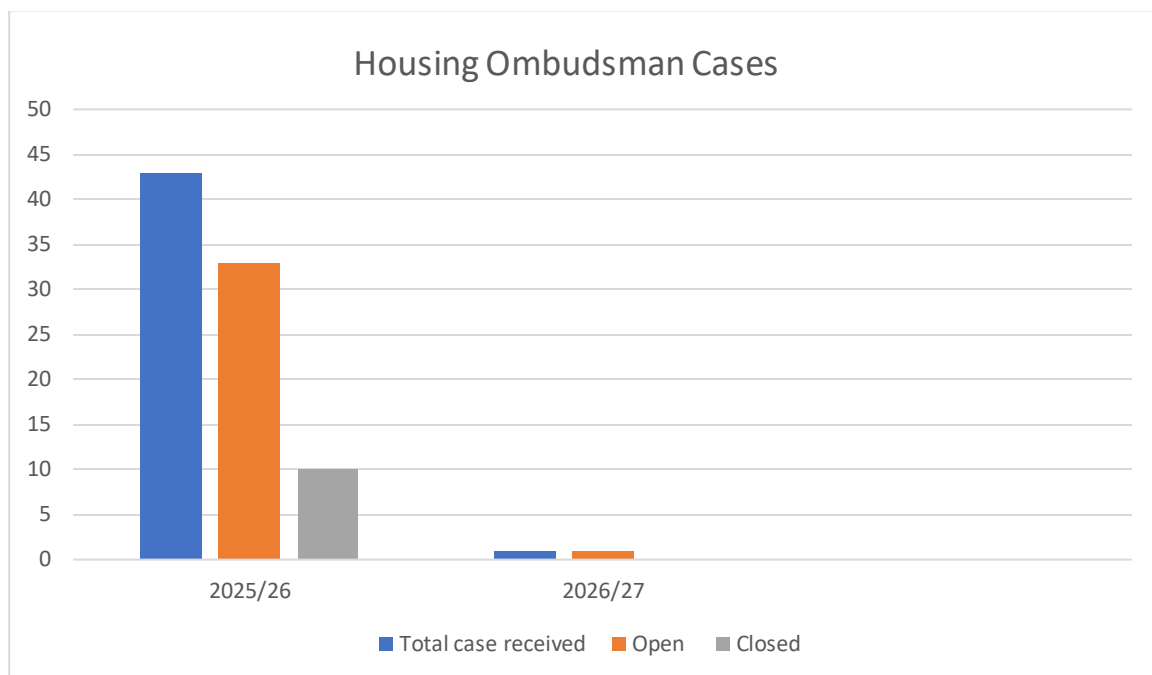
2.3.3 33 open of which 4 have been issued to EDDC with an outcome/ decision and 29 waiting for next stage in process.

2.3.4 The Housing Ombudsman have advised on their website that due to high demand and increased caseloads (a 30% increase in determinations in 2024-25), the Ombudsman is dealing with significant backlogs:

- **Investigation Target:** The Ombudsman is working towards completing all investigations within **12 months** from the date they accept a case.
- **High-Risk Cases:** High-risk cases (such as severe damp and mould) are prioritised, with a target of **4 months**.

Due to the above-mentioned Housing Ombudsman delays, many of the cases that are currently being determined relate back to complaints that originated in **2023**. Therefore, the themes and issues currently being determined are historical and, in many cases, have already been identified and addressed in the time that has passed.

2.3.5 The below infographic details the number of cases escalated to the Housing Ombudsman in the last financial year, how many of these cases have been heard and closed buy the ombudsman, and how many remain open:



2.3.6 During 2025/26, the total compensation awarded by the Housing Ombudsman is £10,790

2.3.7 Of the cases determined in 2025/26 there were:

- 2 counts of Severe Maladministration
- 10 counts of Maladministration
- 6 counts of Service Failure
- 2 counts of no maladministration

Severe Maladministration	Both were leasehold properties and there was a lack of action around damp and mould related repairs. The Section 20 process had contributed to timeframes in progress of resolve
Maladministration	Handling ASB Handling of Damp and Mould Lack of addressing reported repairs Allegation of unfair treatment by EDDC Officers Complaint handling
Service failures	All relate to complaint handling
No Maladministration	Recommendation of better record keeping and appointments to be confirmed in advance. Reasonable handling of noise transference noted

It must be noted that multiple counts may be recorded within one complaint.

2.3.8 When a Housing Ombudsman Determination is received, regular meetings are put in place to ensure all recommendations and actions are addressed.

2.3.9 Following completion of actions relating to a determination, we have now adopted a practice whereby feedback of observations of failures is created and shared with our Property and Assets colleagues in order to assess lessons learned from each case.

3. Complex Cases

3.1.1 The Housing Performance Lead has been leading a complex case involving the decant of a vulnerable customer with multiple support needs in the home. The decant has been extended due to the need for additional works required outside of our control. The case is requiring significant co-ordination of multiple teams and liaison with a third-party advocate service.

3.1.2 EDDC own 3 properties in a row of 4, the 3 EDDC properties are being affected by subsidence. All EDDC properties apart from one are currently vacant and have been held as strategic voids however, due to the extent of the works required, it has been deemed not viable for the remaining household to stay in situ and a decant is required. There are multiple vulnerabilities and support needs present within the family unit who have been reticent to leave the property to allow the works to move forward. The categorisation of this as a complex case means there is managed co-ordination and communication to work towards avoiding having to access legal routes to gain temporary possession of the property to complete these vital works.

3.1.3 Several areas of concern for a large family including ASB, rent arrears, safeguarding and criminality are being addressed by the co-ordination of multiple teams and they are currently being supported to decant to an EDDC property whilst works are undertaken as part of a disrepair case.

3.1.4 The Housing Performance Lead has attended a series of multi-agency meetings to contribute to the support needs, including re-location to an alternative area of which has resulted in reducing the child protection status of the children of the family. Financial support has been offered by EDDC's Financial Resilience Officer for essential items for their new home.

Continued support from Housing Complaint Panel:

3.1.5 A newly created Customer Complaints Survey is due to be presented to the Scrutiny Panel within the next session for their feedback and approval on each question alongside the tone of the wording.

3.1.6 In addition to the Survey, a tracker has also been created which will formulate responses into a RAG system. It is intended that the RAG system will identify further areas for consideration for improvements. The tracker will also be presented to the Scrutiny Panel for their feedback and suggestions.

3.1.7 Within the last Scrutiny Panel, it was suggested that a complainant be invited to a session to give their feedback on their experience of the complaints process. In order to provide transparency and a balanced approach, the HPL will invite two complainants of

whom has scored a red and green within the survey to give an account of their experience. Details of their feedback will be presented within Q1 of the HRB Report.

3.2 Compliments:

3.2.1 A total of x13 compliments have been recorded during Q4:

- 2 – EDDC
- 8 – Elite Electrical
- 2 – Ian Williams
- 1 – Peazen Flats

Two named contractors have been complimented for Elite and we have shared this information with Elite Management.

A customer praised the Planned Improvement Works process currently underway at Peazan Flats

Two named contractors have been complimented for Ian Williams relating to the standard of work and professionalism. This information has been shared with Ian Williams Customer Liaison Manager.

Two EDDC employees have been complimented by customers in relation to their complaint handling.

Moving forward, there is the potential to capture further compliments within the above mentioned customer survey of which we plan will be featured within Q1 HRB report.

4. Recommendations/Decision

- (1) That the Housing Review Board note the content of this report outlining the quarter 4 performance for housing-related complaints.

5. Reasons for Recommendations/Decision

To provide assurance of progress, continual improvement and transparency of complaint related information to the Housing Review Board for scrutiny.

6. Relevance to Council Plan/priorities

Set out how report links to the Council Plan/priorities:

A supported and engaged community that has the right homes in the right places, with appropriate infrastructure

A sustainable environment that is moving towards carbon neutrality and which promotes ecological recovery.

A vibrant and resilient economy that supports local business, provides local jobs and leads to a reduction in poverty and inequality.

A well-managed, financially secure and continuously improving council that delivers quality services

Indicate how the recommendations/decision contributes to the delivery of the Council Plan and its priorities

7. Financial Comments/Implications

6.1 There are no specific financial implications on which to comment. RW

8. Legal Comments/Implications

7.1 There are no legal implications requiring any comment. GS

Proposed Report Sign Off process

Please make sure you have obtained the relevant sign off and the date completed before submitting your report to Democratic Services.

	Officer Name	Date requested	Date Completed
Legal & Governance	Monitoring Officer or Deputy Monitoring Officer	14.04.2026	14.04.2026
Finance	Section 151 Officer or Deputy S151 Officer	14.04.2026	16.04.2026
Director	Relevant Director	16.04.2026	16.04.2026
Assistant Director(s)	Relevant Assistant Director(s)	15.04.2026	16.04.2026
Executive Leadership Team	ELT	16.04.2026	16.04.2026



Report to: Housing Review Board

Date of Meeting 30 April 2026

Heading/Title: Tenancy Services Performance Report 2025/26 Q4

Cabinet Member(s): Cllr Dan Ledger

Director/Assistant Director: Catrin Stark, Andrew King

Author and Directorate: Darren Hicks, Tenancy Services Manager, Housing Services

Contact Details: darren.hicks@eastdevon.gov.uk

Key decision: No

If a Key Decision has it appeared on Forward Plan

Document classification: Part A Public Document

Exemption applied: None

1. Background

- 1.1 The following report outlines the Tenancy Services element of the Housing Service's performance through Quarter 4 of FY 2025/26. The report covers the Rentals, Estate Management and Sheltered Housing functions within Tenancy Services.
- 1.2 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.
- 1.3 Targets are set annually and are our benchmark for where we would like our performance to be.
- 1.4 Top Quartiles are the benchmark figures from Housemark, which tells us whether or not we 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. Housing Rental: General Overview

2.1 Infographic; Income Management.

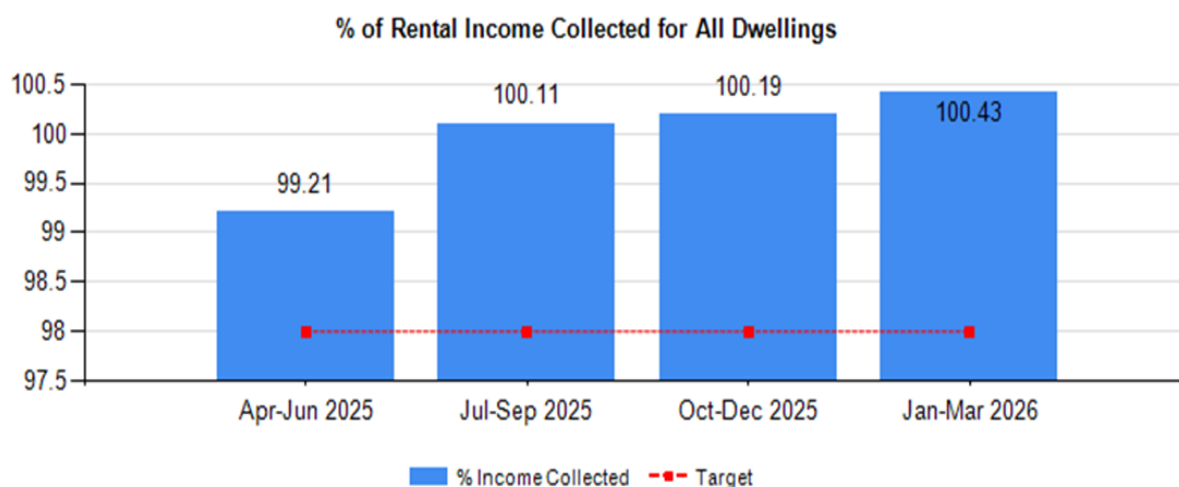
Housing Service Performance

(as at 31-Mar-2026)

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

TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	March 2026	Year To Date	2025/26 Target	Top Quartile
INCOME MANAGEMENT										
IM01	% of rental income for all dwellings that was collected	99.74	99.21	100.11	100.19	100.43	100.43	100.43	98	100.2
IM01(a)	% of rental income for general needs housing that was collected	99.86	99.25	100.11	100.28	100.52	100.52	100.52	98	100.2
IM01(b)	% of rental income for sheltered housing that was collected	99.51	99.13	100.1	100.02	100.25	100.25	100.25	98	100.2
IM02	Rent arrears of current and former tenants as a % of annual rent debit	1.92	1.9	1.74	1.86	1.61	1.61	1.61	2.53	3.45
IM03	Rent arrears of current tenants as a % of annual rent debit	1.55	1.49	1.29	1.48	1.17	1.17	1.17	1.82	2.38

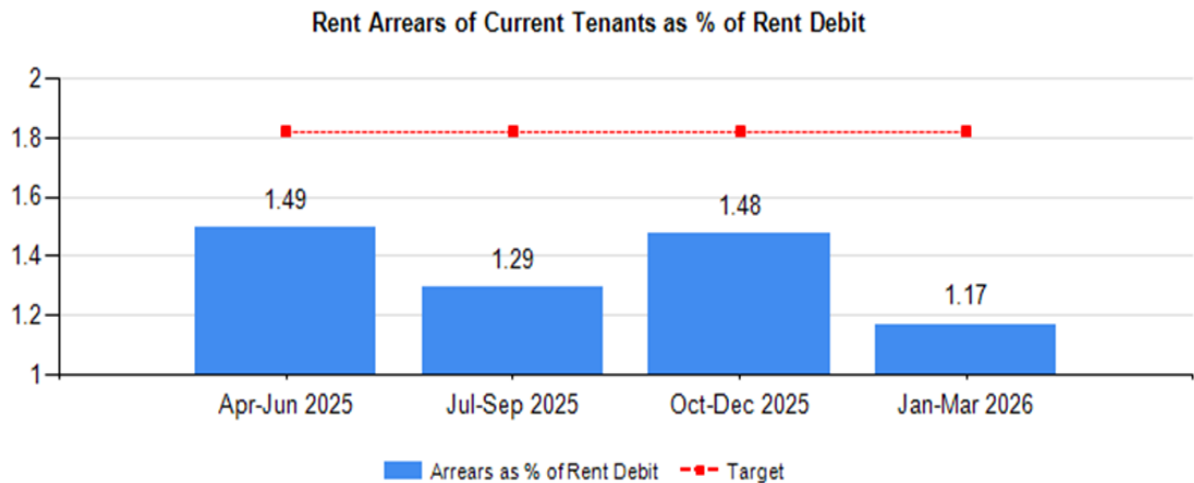
2.2 Infographic: % of income for all dwellings that was collected



2.3 As can be seen 100.43% of rent was collected in Q4 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 £22,724,496.25. 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 Q4, we have a current tenant rent % arrear figure of 1.17% which equates to £265,876.61.
- 2.8 Our target for current tenant rent arrears is to be at, or below, 1.82%. Therefore, the figure of 1.17 % 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

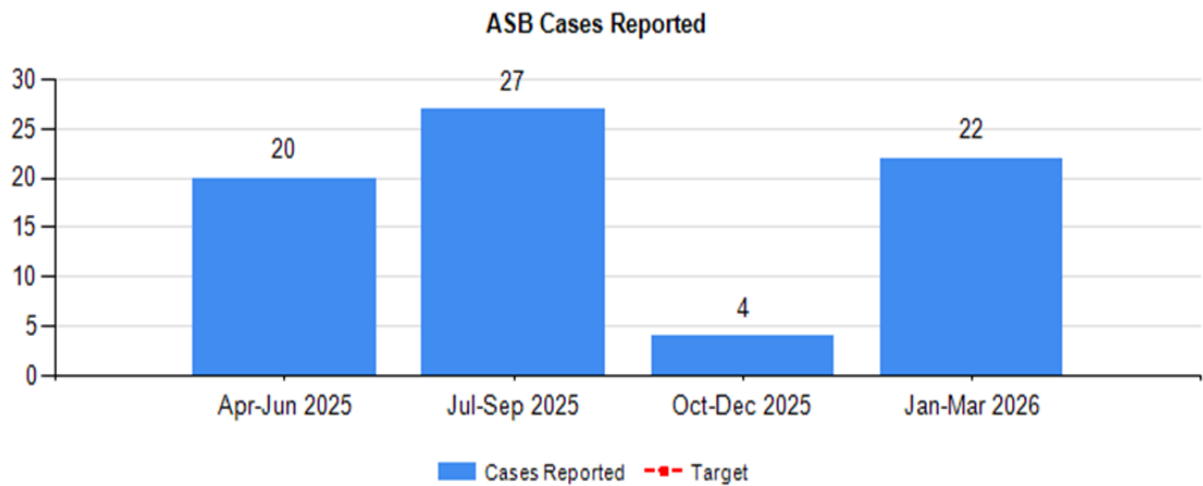
Housing Service Performance

(as at 31-Mar-2026)

● Within Target, ● Close to Target, ● Outside Target, ▒ Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target

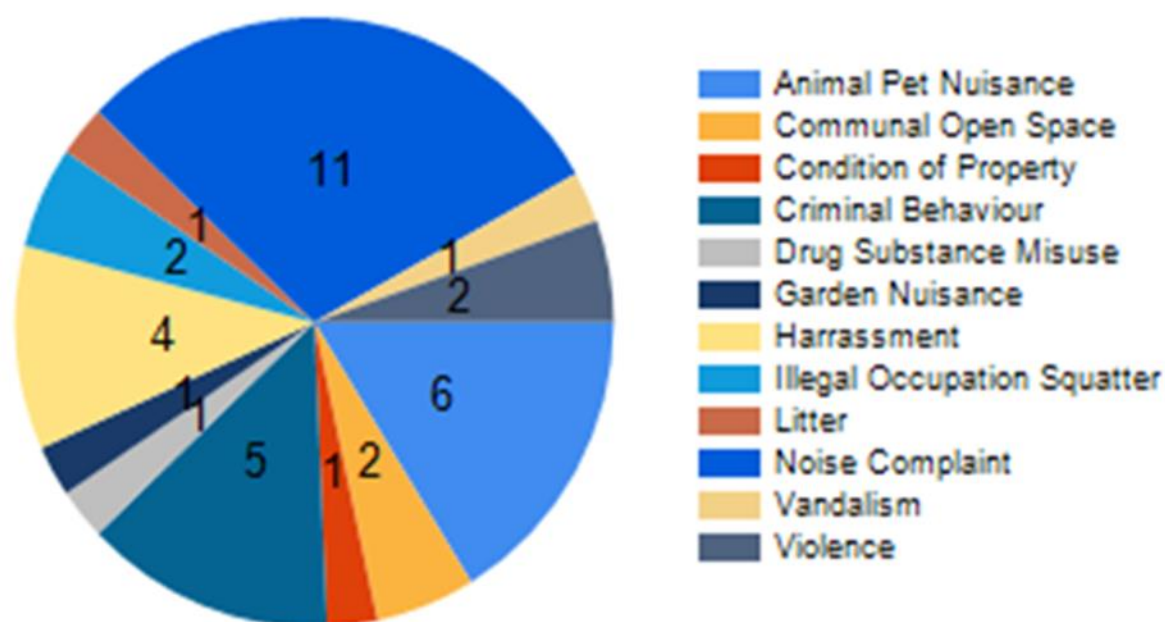
TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	March 2026	Year To Date	2025/26 Target	Top Quartile
TENANCY MANAGEMENT										
TM04	Number of ASB cases reported	153	20	27	4	22	11	73	N/A	-
TM05	Number of evictions	10	3	1	0	5	0	9	0	0
TM07	Number of current Decants	8	9	14	12	9	No Data	9	N/A	-
TM08	% of 6 monthly Estate Inspections completed	13.85	8.55	24.03	42.89	100	100	100	100	-

3.2 Infographic: The number of ASB Cases Reported



3.3 Infographic; Open ASB Cases

Open ASB Cases by Category



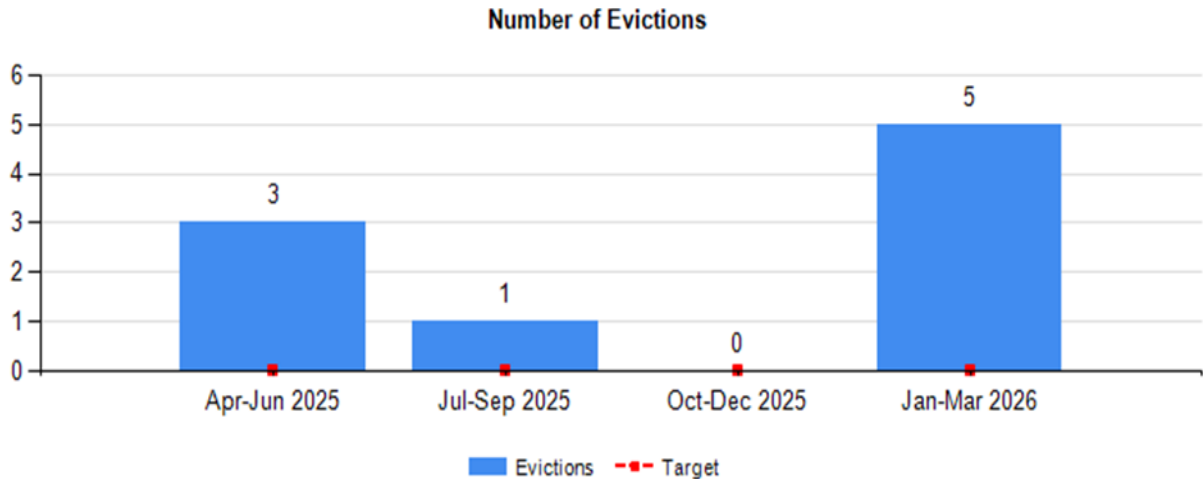
3.4 There are 37 Open ASB Cases that the Estates team are currently dealing with. This involvement can range from monitoring of cases through to preparing court paperwork for Legal Services to commence legal proceedings.

4. Estate Management: Decants

- 4.1 EDDC Tenants decanted to temporary accommodation is 9 Households.
- 4.2 The tenants decanted are a mixture of general needs and sheltered tenures.
- 4.3 The primary reason for the decanted tenants is due to the condition of property.
- 4.4 6 EDDC properties are being used as decant accommodation thereby reducing the need to use costly temporary accommodation.

5. Estate Management and Housing Rental: Number of Evictions

5.1 Infographic; The number of Evictions



5.2 We promote tenancy sustainment and early intervention measures when dealing with customers to prevent the need for evictions. The eviction of a tenant is as a last resort when all other options are exhausted. At times, intervention is not successful, and our only recourse is to seek possession of the property following the court process.

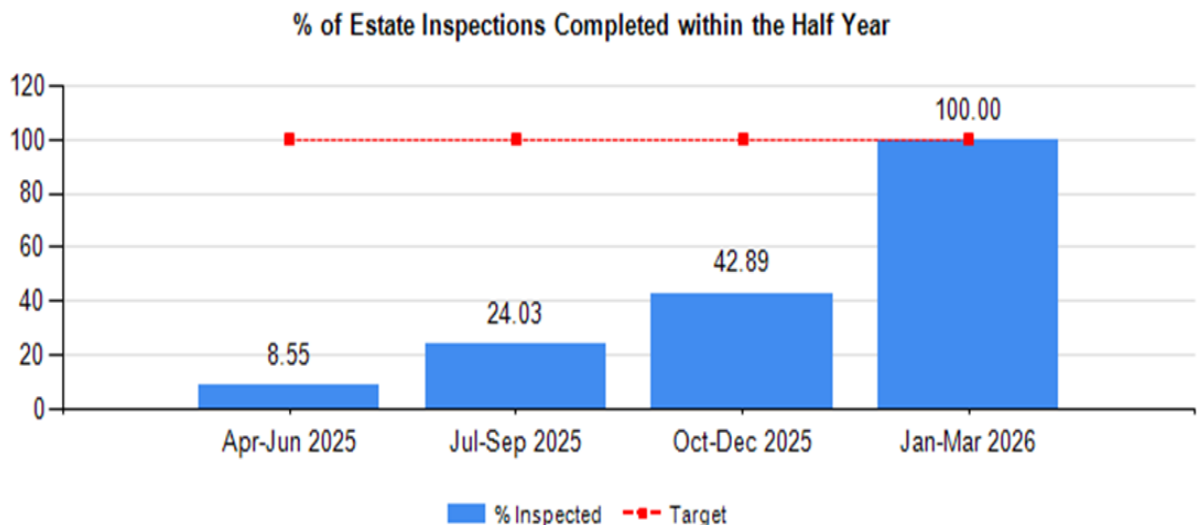
5.3 As indicated at the last HRB meeting there has been an increase in evictions in Q4.

5.4 There were five evictions in Q4.

5.5 Of the five evictions, two were for rent arrears, two for trespass and one eviction from temporary accommodation.

6. Estate Management: Estate Inspections

6.1 Infographic; % of 6 monthly estate inspections completed.



- 6.2 The Estate Management team have a target of 100% estate inspections to be completed within the 6-month period.
- 6.3 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 relationships with the community.

7. Sheltered Housing and Estate Management: Overview

7.1 Infographic; Tenancy Management (Sheltered and General Purpose Tenancies)

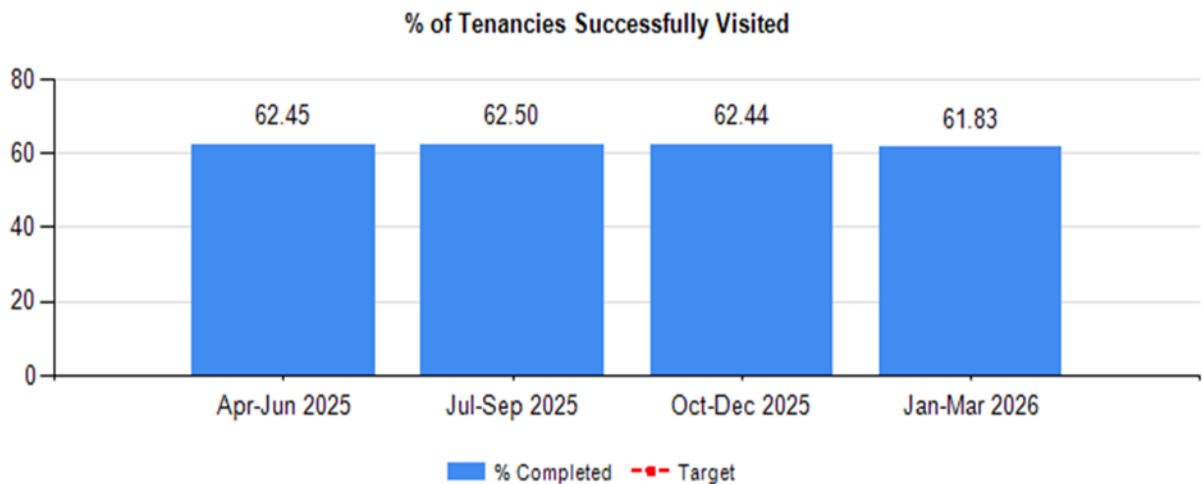
Housing Service Performance

(as at 31-Mar-2026)

● Within Target, ● Close to Target, ● Outside Target, ▬ Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target

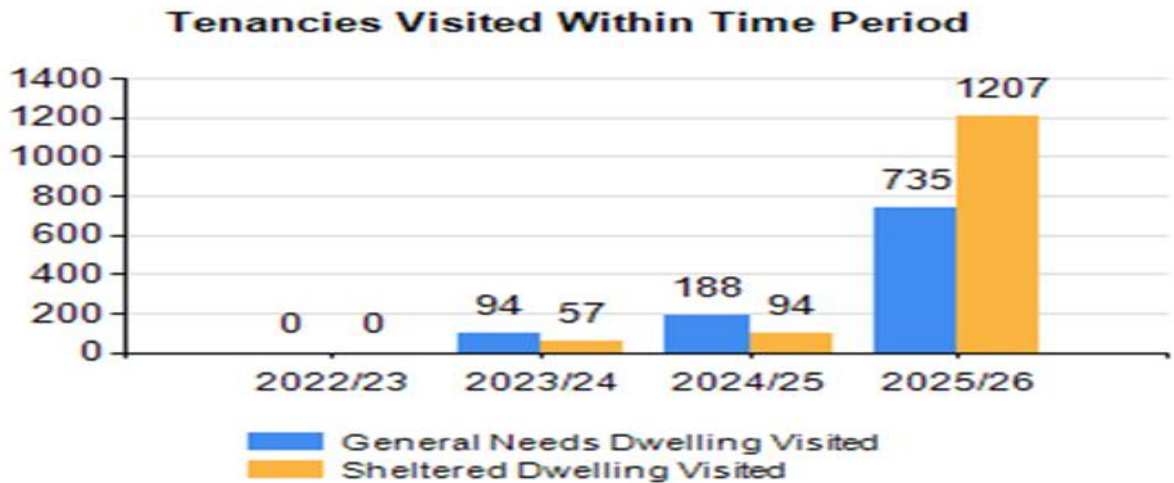
TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	March 2026	Year To Date	2025/26 Target	Top Quartile
TENANCY MANAGEMENT										
TM06	% of tenancy visits completed	62.1	62.45	62.5	62.44	61.83	61.83	61.83	-	-
TM11	% of new tenancy visits completed in target	12.65	86.84	68.66	68.33	92.68	100	78.28	-	-

7.2 Infographic; % of tenancy visits completed.



- 7.3 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.

7.4 Infographic; Number of tenancies visited in 2025/26.



7.5 735(27.44%) general purpose tenancies visited in 2025/26

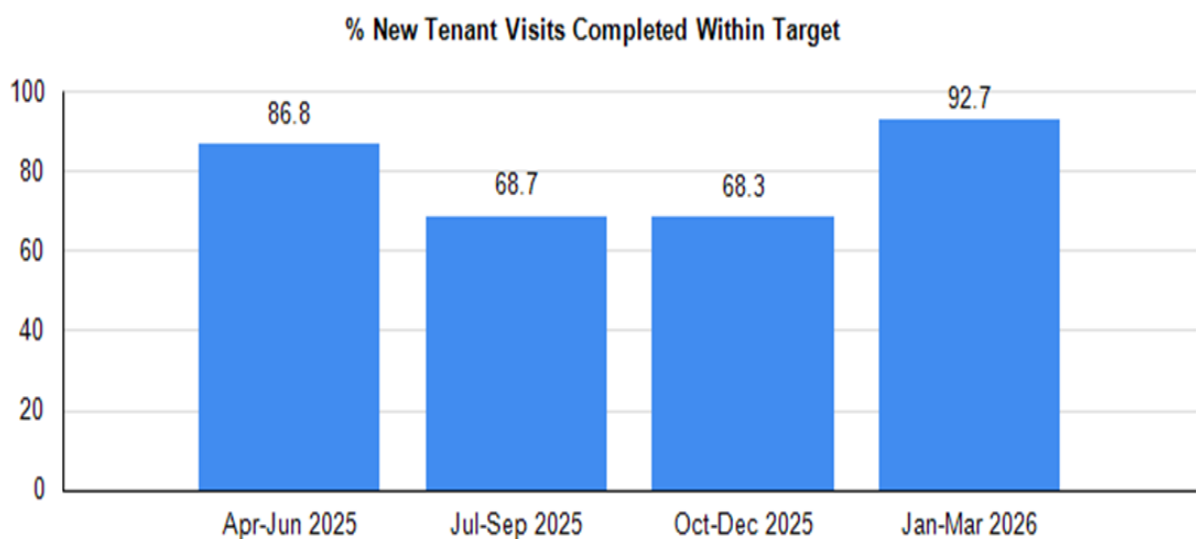
7.6 Whilst this is below the teams target of 910(33%), this has been achieved with two officers being absent for a quarter of the year.

7.7 1207(95.4%) sheltered tenancies visited in 2025/26

7.8 Of the 59(4.6%) sheltered tenancies not visited during this period, these can be accounted for by those opting out of support, access issues, and tenants being in respite care.

8. Sheltered Housing and Estate Management: New Tenant Visits

8.1 Infographic; % of new tenant visits completed in target.



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

- 8.3 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.
- 8.4 Of the 7.3% of new tenant visits not completed within the 10 weeks of tenancy starting, this equates to 3 tenants not visited within target. Of the 3, 2 are in general purpose properties and 1 in sheltered accommodation.
- 8.5 Whilst 3 new tenants were not visited with the 10 weeks of their tenancy starting, all have now been visited.

3 Recommendations/Decision

- 3.1 The Housing Review Board receives the report and our performance at end of quarter 4, 2025/26

4 Reasons for Recommendations/Decision

4.1 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.

5 Relevance to Council Plan/priorities

Set out how report links to the Council Plan/priorities:

- A supported and engaged community that has the right homes in the right places, with appropriate infrastructure
- A sustainable environment that is moving towards carbon neutrality and which promotes ecological recovery.
- A vibrant and resilient economy that supports local business, provides local jobs and leads to a reduction in poverty and inequality.
- A well-managed, financially secure and continuously improving council that delivers quality services

6 Financial Comments/Implications

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

7 Legal Comments/Implications

8.1 There are no legal implications on which to comment

8 HR and Workforce Implications

8.3 There are no HR implications

Proposed Report Sign Off process

Please make sure you have obtained the relevant sign off and the date completed before submitting your report to Democratic Services.

	Officer Name	Date requested	Date Completed
Legal & Governance	Monitoring Officer or Deputy Monitoring Officer		Required
Finance	Section 151 Officer or Deputy S151 Officer		Required
Communications	communications@eastdevon.gov.uk		N/A
Digital and Data	digital@eastdevon.gov.uk		N/A
Engagement	engagement@eastdevon.gov.uk		N/A
HR	HR Lead		N/A
Chief Executive	Chief Executive		N/A
Director	Catrin Stark	01.04.26	09/04/26
Assistant Director(s)	Andrew King	01.04.26	09.04.26
Cabinet Lead Member(s)	Relevant Lead Member (s)		N/A
Executive Leadership Team	ELT	14/04/26	14/04/26
Strategic Leadership Team	SLT		N/A



Report to: Housing Review Board

Date of Meeting 30th April 2026

Heading/Title: Housing Performance Report – Property & Assets – Q4 2025/26

Cabinet Member(s): Cllr Dan Ledger

Director/Assistant Director: Catrin Stark, Housing & Health

Author and Directorate: Nathan Muggeridge, Corporate Lead for Property & Assets, Housing & Health

Contact Details NA

Key decision No NA

If a Key Decision has it appeared on Forward Plan

Document classification: Part A Public Document

Exemption applied: None

1. Background

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

2. Recommendations/Decision

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

3. Reasons for Recommendations/Decision

- 3.1 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.

Housing Performance Report – Property & Assets – Q4 2025/26

Background / Context

1. This report presents an overview of P & A's performance during the fourth quarter of 2025/26 (e.g. January to March 2026). 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. The action of the Property & Assets (P&A) function directly influencing the following Tenant Satisfaction Measures (TSMs):
 1. TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
 2. TP03: 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.
 3. TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.
 4. TP05: Proportion of respondents who report that they are satisfied that their home is safe.
4. The Q4 TSM results on Figure 1 below continues to show an improving trend for the TSM metrics relating to repairs and it is assumed this is because of the ongoing work by Property & Assets to improve the Repairs function. The slight dip in satisfaction relating to "Repairs Time Taken" is due to the seasonal 50% increase in call number and 20% increase in repairs over the winter. This has resulted in increasing response times due to no or limited additional resources being available to deliver the increased demand. A 'Winter Planning' exercise will be completed Q2 of 2026/27 to increase the probability of the seasonal increase in demand being met and customer performance commitments being delivered.

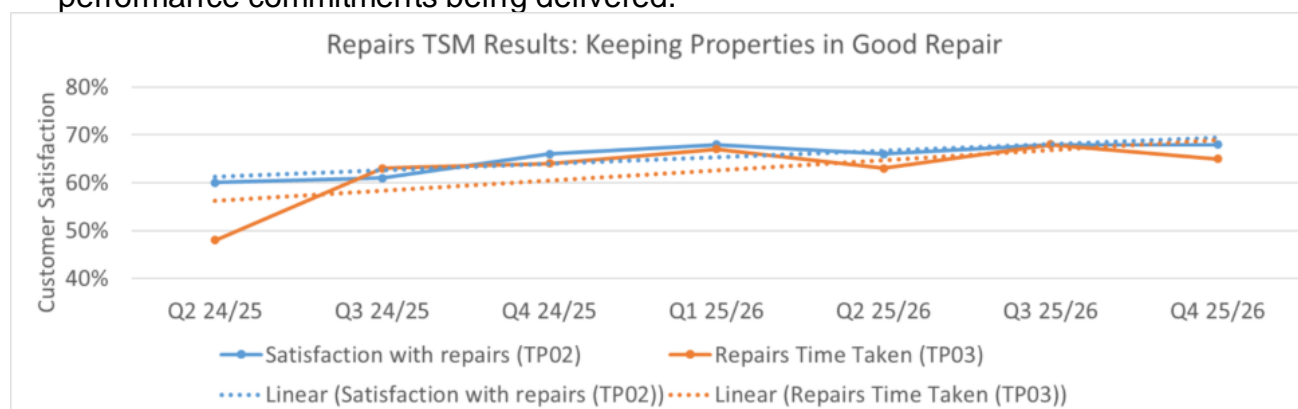


Figure 1. Both the 'Keeping Properties in Good Repair' TSM metric have an improving trend.

- Figure 2 show the TSM performance for the metrics relating to “Well Maintained & Safe”. The overall trend remains stable, and this is assumed to be due to P&A initial focus being on repairs. It is anticipated this metrics will not improve until the actions from the Strategic Asset Management Plan are implemented, which should provide a pathway to improve the decent homes metrics and associated TSM metrics.

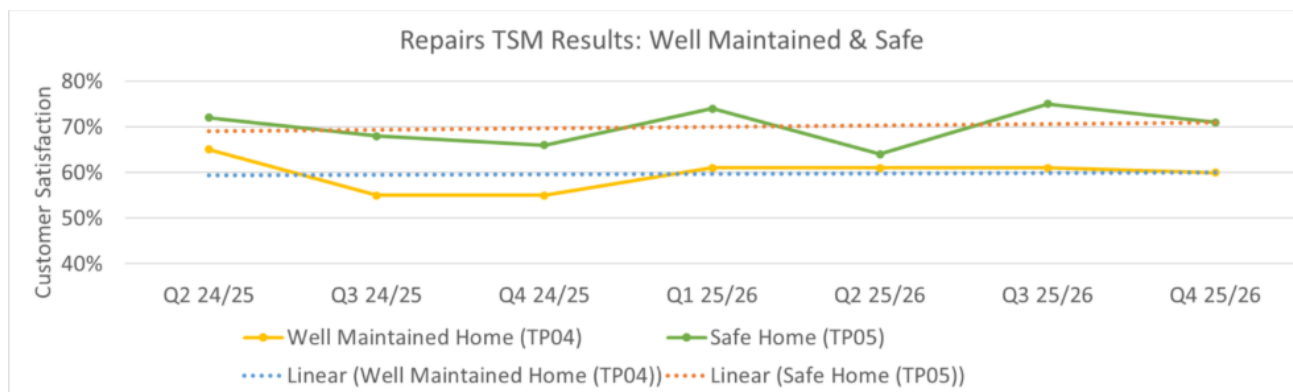


Figure 2. The TSM metric relating to “Well Maintained and Safe” are stable

- The Property & Assets team continues to make progress in addressing the underlying causes of historic Tenant Satisfaction Measure (TSM) performance through delivery of the Action Plan presented at the January 2026 HRB report. Good progress has been made in establishing a customer satisfaction system to capture feedback on all completed jobs. The backlog of surveys has reduced. Customers now receive a survey summary following each response, setting out what actions will be taken and the expected timescales for completion. In addition, work has commenced on a Damp and Mould Risk Assessment, which will be used to target proactive inspection activity during Q2 and Q3 of 2026/27. More challenging elements of the Action Plan include the complexity and timelines for implementing system changes within OneHousing to enable effective monitoring of Awaab’s Law compliance and awaiting the completion of the in-depth project and consultancy work relating to the Strategic Asset Management Plan.
- While P&A will continue to focus on delivering and evolving the action plan to maximise the TSM performance to an economic level, we also recognise that some of the benefits of the changes we are implementing may take time to be realised and performance may be impacted by external factors (e.g. weather, legislation changes, etc).

Customer Engagement

- P&A Customer Engagement activities during this reporting period have further increased with the events listed in Table 1 below. These events help P&A to understand what matters most to residents and this is essential to enable a repairs and maintenance services that are timely, effective, and meet tenant expectations.

Table 1. Schedule of P&A Customer Engagement & Scrutiny Activities in Q3/Q4 2025/26.

Engagement Event	Outcomes
Repairs & Maintenance Scrutiny Group (2 nd Dec 2025): Delivered an annual review report and co-created the 2026 agenda with the group.	<ul style="list-style-type: none"> Agenda for 2026 contains a mixture of topics the Scrutiny Group wish to cover and items that P&A need customer feedback on. Performance validated via presentation of the annual review of P&A’s performance.

Engagement Event	Outcomes
<p>Repairs & Maintenance Scrutiny Group (22nd Jan 2026) – Delivered a standard progress report, obtained initial requirements for Fire Safety & Recharge polices, provided an update on Awaab’s Law and co-created development of the P&A communication plan for 2026.</p>	<ul style="list-style-type: none"> • Policy feedback used to draft policy documents prior to formal consultation. • P&A Communication plan is now being implemented. • Performance validated via presentation of the annual review of P&A’s performance.
<p>Meet the Contractor - Peazen flats (2nd Feb 2026): Presented the scope of works, confirmed the programme and introduced the contractor’s key people.</p>	<ul style="list-style-type: none"> • Customers aware of how to contact EDDC and the contractor if any issue arise. • Customers understand the scope of works and how the works will be delivered. • Received positive feedback about the event from customers.
<p>Customer Journey Mapping Workshop (3rd Feb 2026) – Engagement Team ran a workshop with P&A to understand customers emotions and barriers/fenestrations during the repairs process.</p>	<ul style="list-style-type: none"> • Lots of great insights provided from the workshop. • Project required in P&A to implement the feedback where it is practical and appropriate. Update on progress to be provided at future HRB meeting.
<p>Complaints Scrutiny Group (4th Feb 2026) – P&A provided an update on activities being undertaken to improve the service provided to customers. 80% of all complaints relate to P&A activities.</p>	<ul style="list-style-type: none"> • Complaints group aware of ongoing activities to improved service and reduce complaints. P&A to provide an update at future progress meetings.

9. The whole of P&A will continue to be involved, and where appropriate, lead on customer engagement activities to ensure customer needs are understood. Furthermore, P&A will support the Repair & Maintenance group to enable performance to be tested against lived experiences, strengthen accountability, and ensure service improvements are shaped by what matters most to customers.

10. P&A continue to publish articles in each addition of Housing Matters on topics ranging from repairs service levels to storage of e-bikes / mobility scooters. The number of article submitted by the team typically exceeds the article allowance by over 100% and we are now looking for alternative communication channels to distribute these articles.

Awaab’s Law

11. The final part of the Awaab’s Law implementation programme to establish the repairs process remains incomplete due to scoping, technical and resourcing challenges associated with the required changes to OneHousing. This work will now be delivering over three phases with an initial phase delivered in May/June 2026 and the subsequent phases in September 2026 and March 2027.

12. We continue to continue to monitor the Damp & Mold (D&M) performance using a previous establish capability, which identifies if D&M is associated with

a repair. This approach does not report the severity of the D&M. Table 2 shows the breakdown of the outstanding D&M jobs as of the 31st March 2026. The backlog is due to the influx during the winter and some of the older cases have occurred due to access issues. Maintenance Surveyors would have attended every D&M case to assess the vulnerability and severity, and this information would have been used to priorities the D&M resolution work.

Table 2. Backlog of D&M jobs as of 31st March 2026.

Overdue Duration (Reported Date)	Number of D&M Jobs
<1 month	11
1 to 2 months	14
2 to 3 months	5
>3 months	0

13. The repairs survey team continues to work through the backlog of survey with waiting times for a survey ranging between 10 weeks for Exmouth and 3 weeks for all other areas. The surveyor operational areas are now being adjusted to make the Exmouth area smaller and increase another surveyor's coverage. We will continue to monitor the backlog and assess the need for additional temporary surveyor resources to resolve the Exmouth backlog.
14. The capability of the survey team has evolved with the implementation of a standard survey report to be completed for all surveys. The report documents the issues identified and scopes the works to be completed. Furthermore, the application of a Collaborative Intelligence model (e.g. AI + Human Intelligence) has allowed the Surveyors to produce summary for each survey that is send via post to the customers. This is done for every survey, which ensures compliance with Awaab's Law and improves the communication with customers.
15. Work has commenced on the development of a D&M Risk Register that is using available datasets including customer data (e.g. demographic, fuel poverty position, etc) stock condition survey, EPC status, referrals from our Gas Servicing provider and other data that helps quantify the D&M risk. The outputs will be used to better understand the D&M risk and drive proactive inspections that are intended to commence in Q1 2026/27. These proactive inspections combined with the distribution of further educational information will help to reduce the impact of D&M next winter.

Repairs

16. Figure 3 below shows the monthly repairs customer service metrics. Repair calls continue to trend downwards and the annual seasonal increase in communications was evident during Q4, which was exacerbated by the wet January 2026. Missed calls increase during this reporting period due to the increase called numbers and long term staff sickness in the Repairs Customer Service Team. This increased the average call waiting times in Q4 to 4 minutes from <1 minute in Q3. The number of online forms submitted are remaining stable and following the typical seasonal patten.

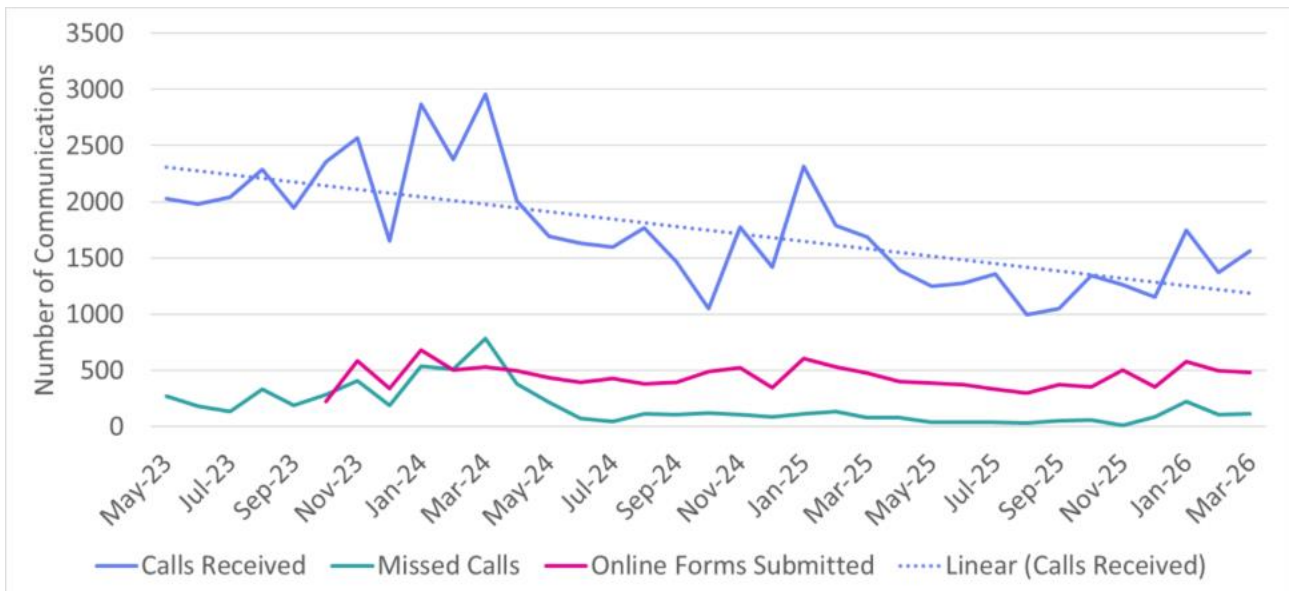


Figure 3. Repairs Call Centre Metrics

17. To prevent a repeat of this situation next winter, it is proposed to complete a winter planning exercise in July/August to ensure sufficient capability is available within P&A to manage the increased call numbers. These arrangements might include other P&A staff being asked to take calls during peak times and/or the use of temporary resources during this period.

18. Figure 4 below shows both the percentage of emergency and routine repairs completed in the target timescales up to and including Q4 25/26. The performance in the last last quarter has deteriorated for both metrics: 88% to 78% for routine repairs and 85% to 76% for emergency repairs. Both Ian William and Liberty’s repairs completion performance has been poor during Q4. The increase in job numbers during this period would have been a significant factor but was not unexpected. Furthermore, we understand system interface issues with Liberty has influence the performance outcomes. Despite the poor Q4 performance, the initial performance for 25/26 has remained stable for emergencies and improved by 3% for routine repairs. Work is now underway to identify the root cause for this poor performance and establish measures to ensure it is not repeated in future years. This will be reported on at the next meeting.

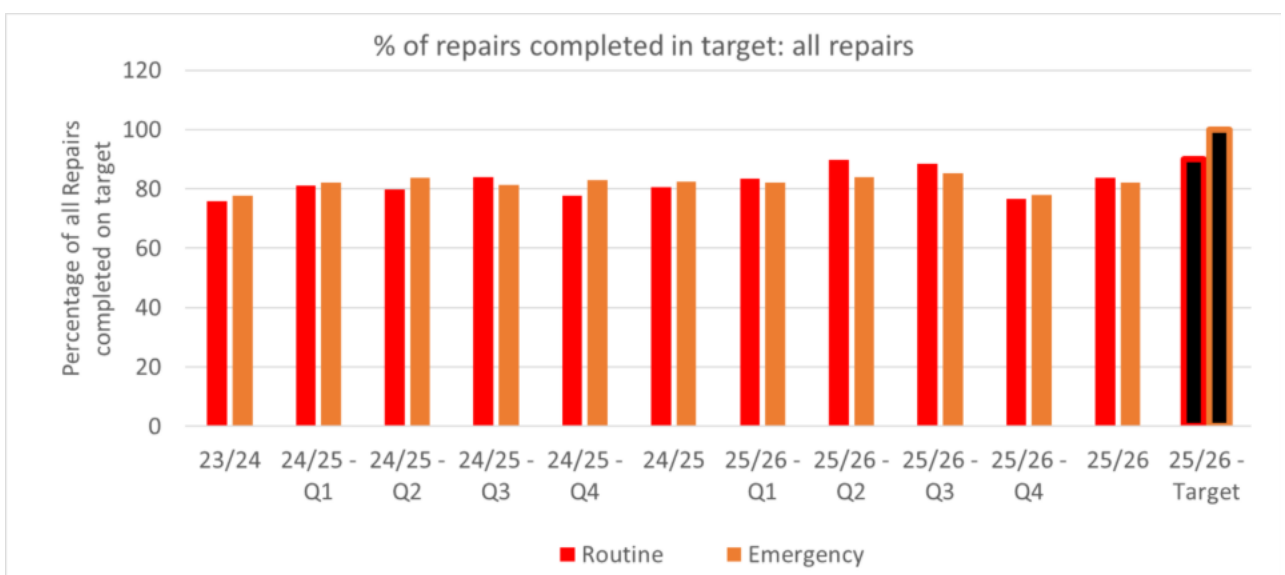


Figure 4. Percentage of repairs completed in target.

19. Figure 5 shows complain numbers relating to P&A activities have followed a similar pattern in January and February compared to previous years, but numbers remained high in March 2026. The cause for the increase is not fully known, but additional challenge by P&A to requests for immediate replacements of components is likely to be influence this increase. As previously reported, the root cause for the complaints is split between planned works and compliance issues (10%), contractor issues (30%), poor customer journey (30%) and work not being progressed (30%).

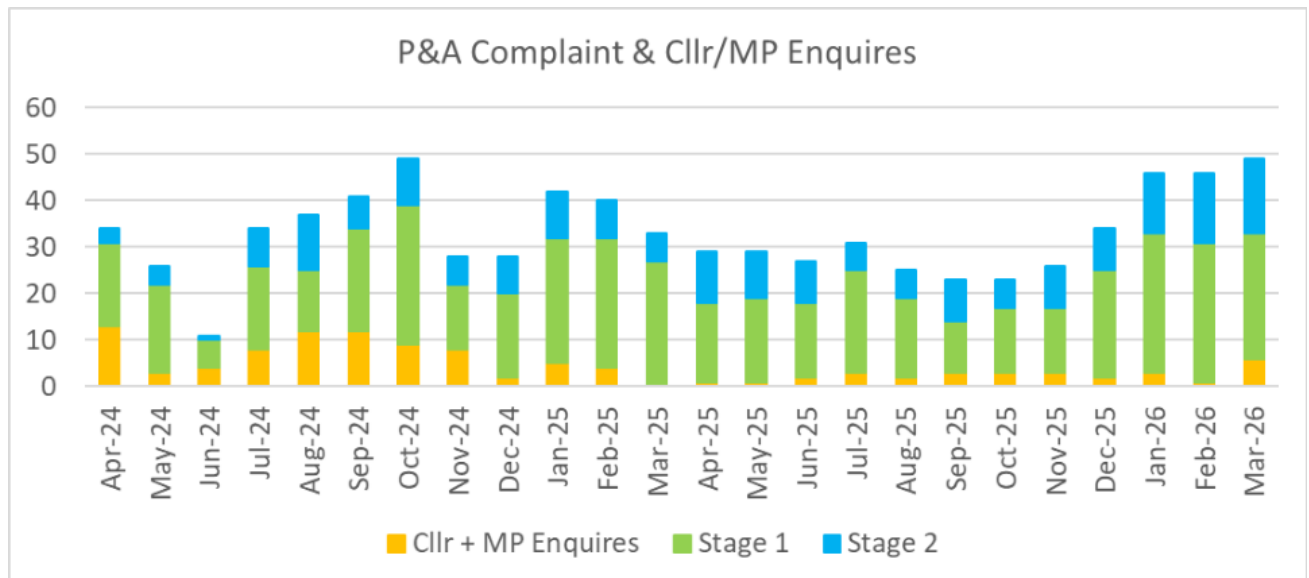


Figure 5. P&A Complaint and Enquiry trends show an increase in recent months above the seasonal trend.

20. The new process for managing complaints in P&A was stretched over the winter months given a 100% increase in complaints during the winter compared to the summer, and no additional resources were available. This led to a proportion of complaints not being responded to within the given time constraints. During March, the position has improved significantly with 90% complaints being responded to by P&A within the agreed Service Level Agreement timescales.

21. Where customers are not satisfied with the response from a stage 2 complaint, then they are able to refer their case to the Housing Ombudsman for an independent decision. Typically, two cases per month are referred to the Ombudsman and the process starts with a request to EDDC for all the information relating to the case. It's at this point, P&A work with the Complaints team to coordinate the information provision and support the development of request. At the end of this process, the Complaints team provides feedback on the root cause for the case to P&A. This enables lessons to be learned, which have included:

- Use of the standard survey report for Mutual Exchanges and provision of a survey summary so the customer understands what works will and will not be completed.
- Ensuring EDDC employees do not set the wrong expectations with customers for what will be repaired.
- Establishing a survey and repairs capability to meet demand and ensure repairs are actioned within the prescribed timescales. This has not always been the case.

22. Figure 6 shows the number of ongoing disrepair cases continues to increase and a significant backlog remains. Cases continue to be resolved alongside a steady flow of new referrals, making progress on the backlog challenging for the following reasons:

- Not all the additional resources assigned to the programme have been effective. The recruitment has recently been completed to fill a vacant post in the Disrepair team.
- Our supply chain has been unable to allocated additional resources to address the backlog in jobs. Alternative supply chain routes are now being explored.
- A review of disrepair tracking has also identified several data anomalies, and this has result in cases going into breach. The anomalies have now been resolved, and process is being established to ensure the status of each case is being tracked.

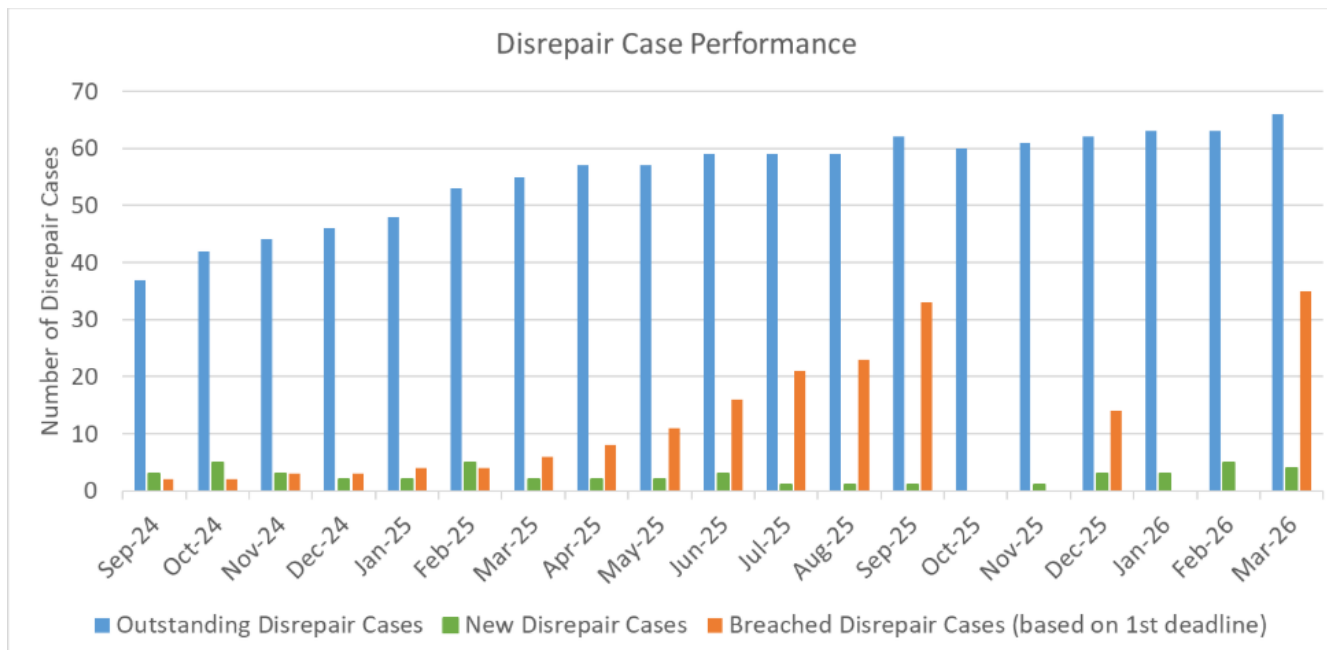


Figure 6. Disrepair case performance

23. An internal audit of the disrepair process is due to commence shortly and will provide a clear action plan for addressing the backlog. In the meantime, P&A will continue to focus on improving this unsatisfactory position and will take all reasonable steps to reduce the backlog using the resources currently available. Where possible, this includes using the Maintenance Surveyors to complete the post inspections.

VOIDS

24. Figure 7 shows the annual standard void (e.g. no component replacements and <£7.5k) re-let time for 2025/26 has decreased compared to previous years. However, in the last two quarters the relet times exceed +140 days. While the resolution of several long-term voids (including one property exceeding 400 days and two exceeding 200 days) in Q4 has contributed to the high relet time, the clearance of twelve voids exceeding 100 days during Q4 points to more fundamental issues within the void delivery process.

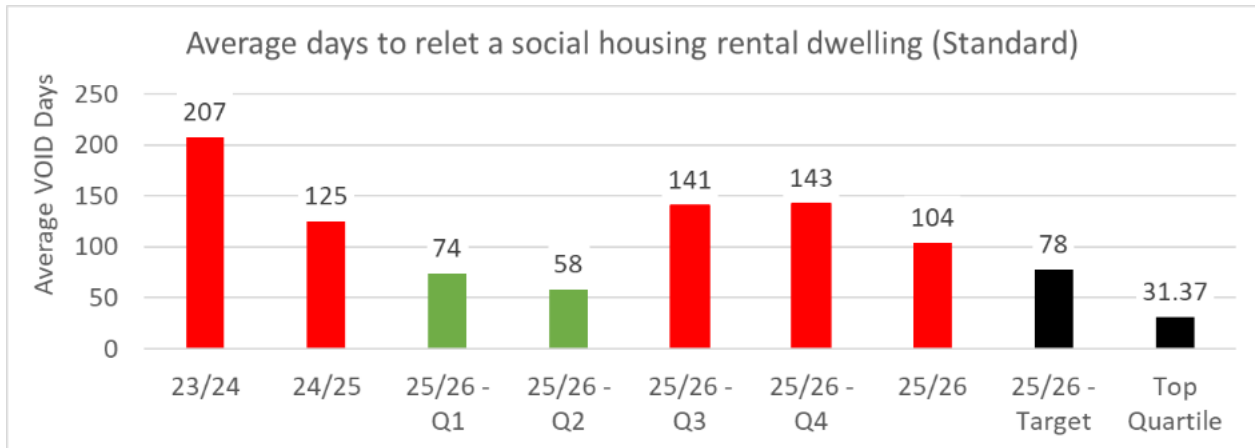


Figure 7. Standard VOIDS performance based on historic average days to relet.

25. Figure 8 shows a recent increasing trend in the number of current voids even though the number of VOIDS started remains relatively stable. The cause for the increasing number of VOID and subsequent VOID relet times is due to the number of VOIDS ended being lower than those started since June 2025. To understand the root cause for this reduction in delivery capacity, P&A has complete a full review of the VOIDS process.

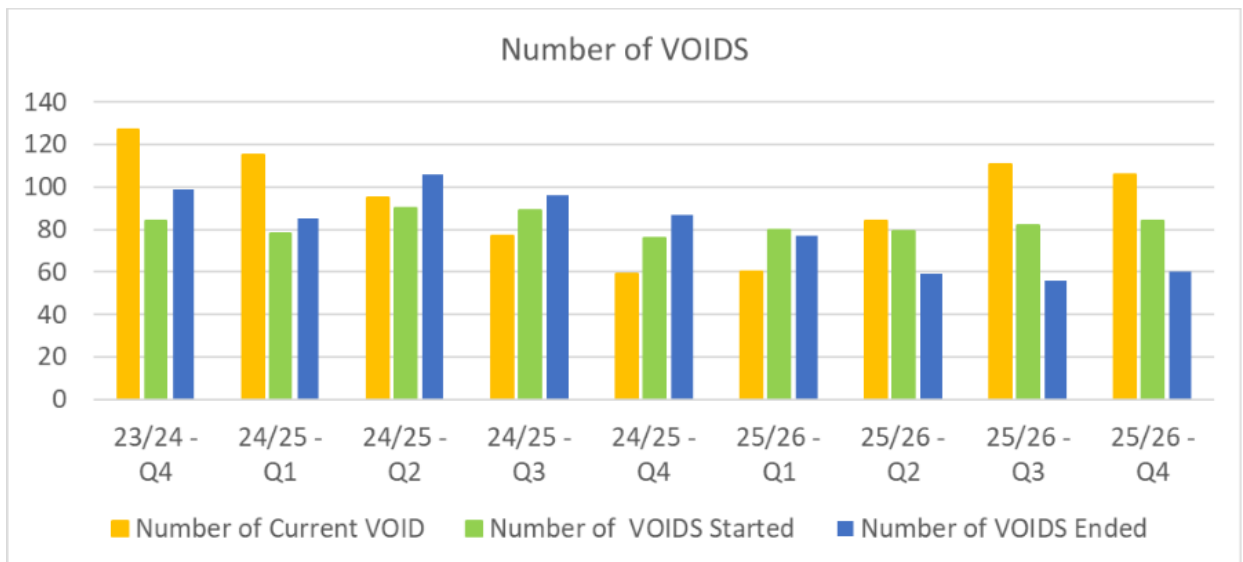


Figure 8. Breakdown of the number of ongoing, new and ready to relet VOIDS

26. The review started with mapping out the current VOID process to understand the different property usages and status classification within the VOID lifecycle. Figure 9 shows the output from this process and highlighted a disparity between the actual VOIDS process and how OneHousing had been configured to track VOID performance. The disparity has been caused through inclusion of additional property usage types in recent years (E.g. Temporary & Resettlement Accommodation) and the need to consider commercial viability, which is creating additional Out of Management types.

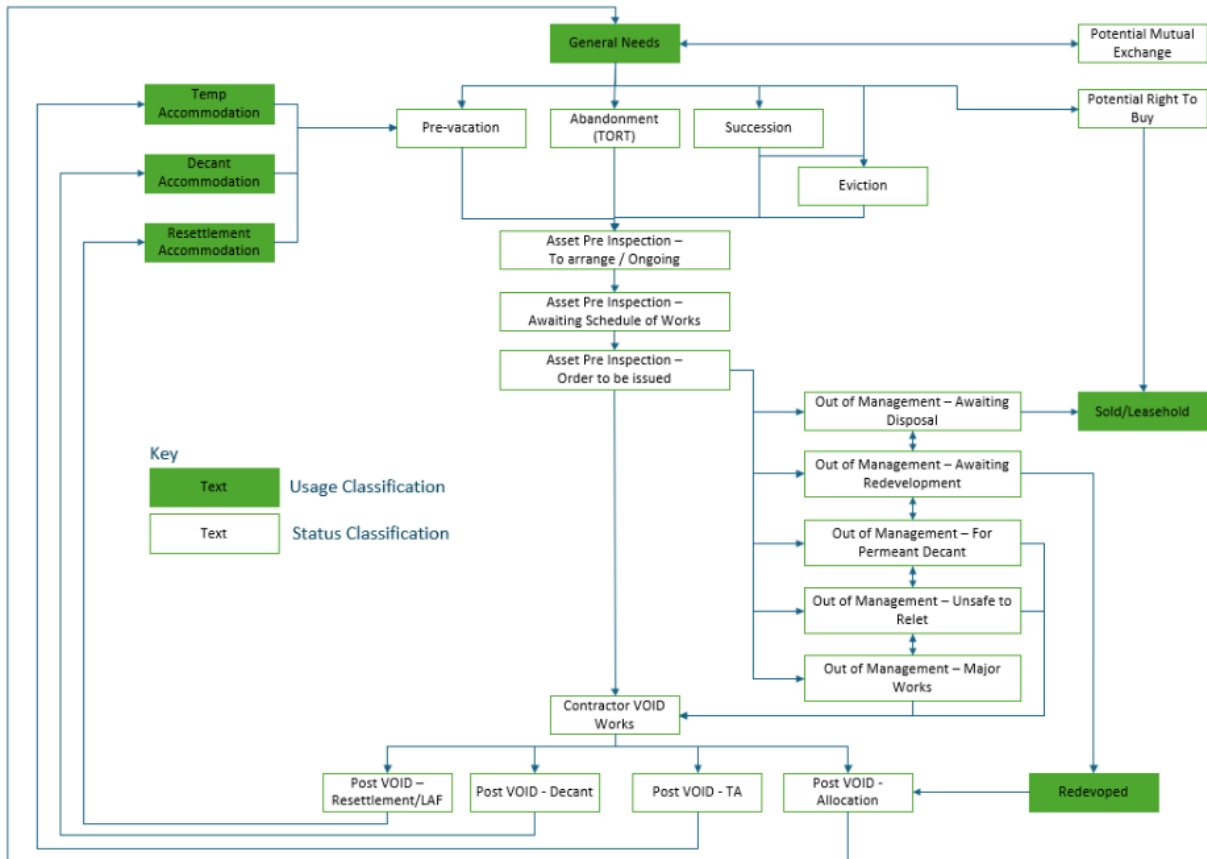


Figure 9. VOID Lifecycle process that includes the property usage and status classification

27. The next stage was to work with the VOID and Allocations teams to triangulate the different lists to produce one VOID list and apply a 'Usage' and 'Status' to each VOID. The output from this exercise is shown on Table 3, which includes all the Out of Management properties previously excluded from the VOID performance metrics. This analysis has enabled the development of a Voids Performance Recovery Action Plan setting out a structured approach to stabilising and improving void turnaround performance. The Action Plan includes the introduction of a new voids classification framework, clearer separation of voids and disrepair resources, and strengthened performance oversight. Collectively, these measures are intended to improve visibility, prioritisation and delivery confidence across the voids programme and support sustained performance recovery. Approximately 30% of the Action Plan has already been delivered and progress will be tracked monthly.

Table 3. VOID property number breakdown by usage and status.

VOID Status	Property Usage				Totals
	Decant Accommodation	General Needs	Resettlement	Temporary Accommodation	
Pre-vacancy		11			11
Succession		3			3
Eviction		1			1
Asset Pre Inspection - To Arrange / Ongoing		34			34
Asset Pre Inspection - Awaiting Schedule of works		2		1	3
Asset Pre Inspection - Order to be Issued		2	1		3
Out of Management - Awaiting Disposal		20	1		21
Out of Management - Awaiting Planned Works		8			8
Out of Management - Awaiting Redevelopment		1			1
Out of Management - For Permeant Decant		1			1
Out of Management - Major Works Required		15	1	1	17
Out of Management - Unsafe to Relet		3			3
Contractor VOID Works		34	1	8	43
Post VOID - Allocations		18			18
Post VOID - Decant	1				1
Post VOID - Resettlement/LAF			2		2
Totals	1	153	6	10	170

Compliance

28. Table 5 demonstrates strong TSM compliance, with most areas consistently achieving 100% or improving compared to last month's position. Electrical compliance has been included for the first time in anticipation of its expected addition to the annual TSM reporting requirements. The move away from 100% compliance for Asbestos management reported in the last quarter has been resolved and Electrical compliance continues to improve with a focus on obtaining access to the non-compliant properties. The deterioration in the gas compliance is due to delays with the supplier not booking in the tests on time. This issue has been raised with the supplier and is being resolved as per the contract.

Table 5. TSM Compliance Performance

Metric	Reported TSM Performance					
	23/24	24/25	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4
BS01 - Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%	99.94%	100%	99.84%
BS02 - Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	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%	99.52%	100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%	100%	100%	100%

Metric	Reported TSM Performance					
	23/24	24/25	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	47%	47%	100%	100%	100%
BSTBC - Proportion of homes for which all required electrical safety checks have been carried out	NA	99%	NA	NA	94.50%	95.22%

29. Table 2 below contains the details of the outstanding remedial works identified from the compliance tests and the performance can be summarised by the following:

Table 6. Summary of the historic compliance remedial works.

Remedial Work Category	Duration since identification	Number of Remedials					
		Jan-25	Apr-25	Jun-25	Sep-25	Dec 25	Mar 26
Overdue Gas* remedials	(<3month)	NA	63	65	107	251	309
	(≥3 months)	NA	1	1	1	180	112
Overdue Electrical remedials	(< 3 month)	2	1	2	10	1	7
	(≥3 months)	468	366	301	242	234	181
Overdue FRA remedial actions	(<3 months)	1	0	0	0	0	0
	(≥3 months)	323	426	413	386	386	323
Overdue Water Safety remedials	(< 3 months)	0	0	0	0	0	0
	(≥3 months)	306	250	250	208	207	196
Overdue Asbestos remedials	(< 3 months)	0	0	50	0	0	0
	(≥3 months)	3	0	0	69	62	85
Overdue Lift remedials	(<3 months)	0	3	3	0	3	0
	(≥3 months)	0	7	9	9	4	4

Gas

30. The number of capped gas properties has reduced from 44 to 31, including 7 properties returned to service this month. Of the remaining 31, 2 are short-term (under 3 months) and 29 are long-term capped.

31. The majority of long-term capped properties relate to tenant circumstances, including financial hardship (26 cases, now referred to Financial Resilience) and a small number of tenants apprehensive about gas heating; alternative heating options are being explored where appropriate.

32. Recent non-compliance and overdue checks are linked to contractor booking failures, including delays by supplier and outstanding checks in 5 long-term voids, which have been escalated to the contract and service delivery managers.

33. **Action:** Continue targeted reduction of capped properties through tenant support and alternative heating options, strengthen contractor performance management around LGSR booking and void compliance, and maintain annual capped-property safety checks with clear re-commissioning controls.

Electrical

34. Non-compliance and remedial backlogs are primarily driven by access and vulnerability factors, with 264 domestic properties currently outside the inspection cycle and an ageing profile that includes a smaller but persistent cohort over 12 months overdue; while no overdue C1 (danger-to-life) defects are present, 197 overdue C2 remedial actions remain, the majority over 12 months old, requiring continued focus.
35. **Action:** Use mobilisation of the new electrical contract to prioritise reduction of overdue domestic EICRs and aged C2 remedials, strengthen access escalation and follow-on works management, and apply improved coordination across electrical and smoke alarm programmes to prevent cases ageing into higher-risk categories.

Fire Risk Assessments (FRA)

36. An internal audit of Housing Fire Safety has identified 10 findings with 4 categorised as priority 2 and 6 categorised as priority 3. The issues identified by the audit included an out-of-date Fire Safety Policy, lack of oversight data relating to first safety activities, gap in the KPI reporting, outstanding remedial works, no fire door inspection programme, weaknesses with the PCFRA and PEEPS, poor data storage governance and weaknesses with the communal safety checks. Work has already started to update the Fire Policy and initial consultation on the policy has been completed with the Repair and Maintenance Scrutiny committee. A wider consultation on the policy will commence in April.
37. Procurement and delivery arrangements are strengthening programme capacity, with the new Passive Fire Safety Remedials Contract due to commence on 23 April 2026 with Bell Group Limited, and interim works already underway to reduce outstanding FRA actions, including fire door upgrades, compartmentation measures, electrical fire protection and emergency lighting improvements.
38. **Actions:** Mobilise the new passive fire remedials contract and review programme to accelerate closure of outstanding FRA actions, continue to address the actions from the internal audit, and ensure inspection, remedial works, and management controls remain coordinated and on track. Commence the consultation on the new Fire Risk Safety policy. Procurement of a framework service provider contractor to complete cyclical FRAs frequency every 2 years. Due dates for revised FRAs are July-December 2026.

Water Safety

39. Good progress has been made in addressing remedial actions, with 132 of 328 actions completed and many remaining items relating to administrative improvements rather than operational risk; routine controls such as flushing, inspections and repairs have continued as standard practice since the LRAs were completed in 2023.
40. An internal water management compliance audit is currently underway and due to complete in May 2026. It is anticipated several findings will be identified and work is already ongoing to address them (e.g. procurement of a new contract, new policy, training of key people, etc).
41. **Actions:** Progress the internal water management compliance audit and commence procurement for the Water System Maintenance and Remedials Contract, including full asset capture on the housing system and delivery of new Legionella Risk Assessments, to close identified gaps and strengthen ongoing compliance assurance.

Asbestos

42. Asbestos survey coverage and inspection control are strong, with 100% of required re-inspections/new management surveys (208 of 208) completed and stored, and remaining surveys not due until May 2026; across the wider stock, 4,848 of 5,219 properties (92%) have completed management surveys, with remaining access-related gaps identified.
43. Outstanding remedial actions are low risk and actively managed, with 85 low-risk remedials identified (no immediate hazard), works prioritised through risk assessment, quotes in progress, and specific remediation already planned or embedded within wider projects, including bin chute sealing and asbestos removal linked to the Spencer Court fire door upgrade.
44. **Action:** Finalise the asbestos management plan and implement a programmed approach to complete remaining surveys and address aged low-risk remedials, alongside establishing a five-year rolling re-inspection cycle for domestic properties to strengthen long-term compliance assurance.

Lifts

45. Lift safety compliance is fully maintained, with all 6 passenger lifts holding valid LOLER certificates, no major defects requiring isolation, and only a small number of minor (3) and recommended (4) remedials identified, all of which have quotes raised and are being progressed.
46. Operational performance and oversight have improved, evidenced by a significant reduction in breakdowns following an enhanced service regime at Trumps Court, strengthened remedial tracking through a new monitoring spreadsheet, and forward planning for an asset survey and full modernisation programme at Country House where required.
47. **Action:** Continue with the LOLER compliance requirements and start to plan the tendering for a new lift contract.

Radon Gas

48. Domestic radon protection contract has been awarded, and work will commence in May 2026. The first task will be to complete testing at the properties with potentially a high risk of radon. The testing will confirm the risk and allow the next steps to be confirmed.
49. **Action:** Radon detection programme to start May 2026 with Mouldex Limited. Control measures to follow based on laboratory results.

Smoke and CO alarms

50. Smoke alarm compliance remains below the required level, currently at 89.56% (3,728 of 4,164 properties), with non-compliance driven by a mix of access challenges, complex resident circumstances, phased upgrade programmes, and historic record verification issues; in contrast, carbon monoxide alarm compliance remains at 100%, providing strong assurance for that element of life-safety control.
51. **Action:** Accelerate recovery by transferring verification and installation activity to the new electrical contractor, progressing HSG replacements and sheltered LD1 upgrades, and prioritising record validation and access management to reduce the smoke alarm compliance gap and improve reported assurance.

Planned Works

52. The Planned Works Team have over 30 live projects at varying stages that is summarised in Table 7 below. Consideration is being given to the recruitment of an additional Planned Works Surveyor to process the increasing number of referrals into programmes of work.

Table 7. Summary of the Planned Works activities

Metric	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Total number of planned works referrals	34	79	121	143
Awaiting approval or approval preparation	11	12	3	4
Awaiting Design	5	4	10	12
In design	4	4	4	6
Tendering	1	3	1	3
Contract awards	4	3	1	2
Onsite projects (excluding adaptations)	7	3	2	3
Completed projects & in defect period	10	6	13	18

53. Planned Works referrals continue to rise with 143 submitted by the end of Q4. This is anticipated as we look to complete the non-emergency and more complex repairs through the Planned Works programme due to this route providing greater value for money: reactive repairs are typically two to four times more expensive compared to a planned delivery approach. The completion of the Strategic Asset Management Plan in Q1 2026/27 will enable this referral to be considered against the other strategic investment needs, which will inform the 27/28 budget planning that will commence in June 2026.

54. There is no recorded change to our Decent Homes performance position currently. The stock condition survey completed in 2023 is now available on OneHousing, but work is still required to incorporate the component replacements (e.g. kitchen replacements, roof replacements, etc) data completed since 2023 and calculate an update Decent Home performance number. Furthermore, ongoing Housing System delays are impacting on the Awaab's Law / HHSRS reporting, which is a component of the Decent Homes reporting.

55. A new programme of stock condition surveys has commenced in January with 5 surveys complete. This increased to 17 in February and it is the intention to increase this to 40 surveys per month when the programme process have been refined and the team is fully staffed. Any HHSRS failures or emergency repairs identified during the survey are raised immediately after the survey. The required repairs and work will be delivered via existing processes and suppliers.

Case Study: Adaptations

56. EDDC housing has a legal duty to ensure homes are adapted for disabled tenants so they can live safely and independently. These adaptations range from minor changes like grab rails to major works such as installing stairlifts or level-access showers. The need for the adaption is assessed by a Devon County Council Occupational Therapist. Unlike adaptations to private properties that are funded through the Disabled Facilities Grant (DFG), EDDC are required to fund this works through the HRA accounts, and the need for this work is increasing.

57. At the end of February 2026, the current number of of adaptation request to be actioned was:

- Minor: 38
- Major: 32

58. The adaptations requests received during 25/26 by type are shown on Figure 10.

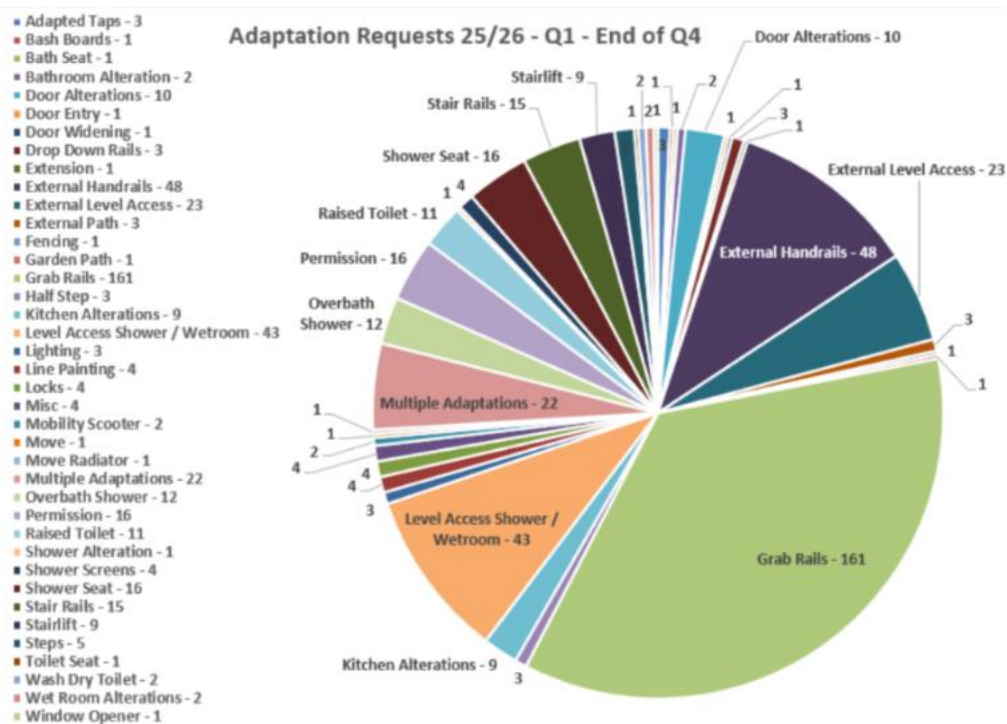


Figure 10. Adaptation Requests 25/26 by type.

59. Figure 11 below shows a clear and sustained increase in adaptation demand over the period 2020–2025, rising from 232 requests in 2020 to 492 in 2025, with growth driven primarily by minor adaptations, which have more than doubled over the period, while major adaptations have remained relatively stable with a modest upward trend. This pattern reflects increasing need linked to an ageing tenant population, greater awareness of adaptation support, and rising health and mobility pressures being managed within existing homes. Looking ahead, the implementation of Phase 2 of Awaab’s Law from 2026 (note: implementation date yet to be confirmed) will extend the statutory response timescales to additional health and safety hazards including falls. This is likely to place further pressure on adaptation services. Many adaptation requests are closely linked to these hazards (for example, level-access showers, stair safety, heating controls, and layout changes), meaning more cases may need to be prioritised as compliance-critical rather than discretionary, increasing demand, urgency, and the need for closer alignment between adaptations, repairs, and compliance programmes.

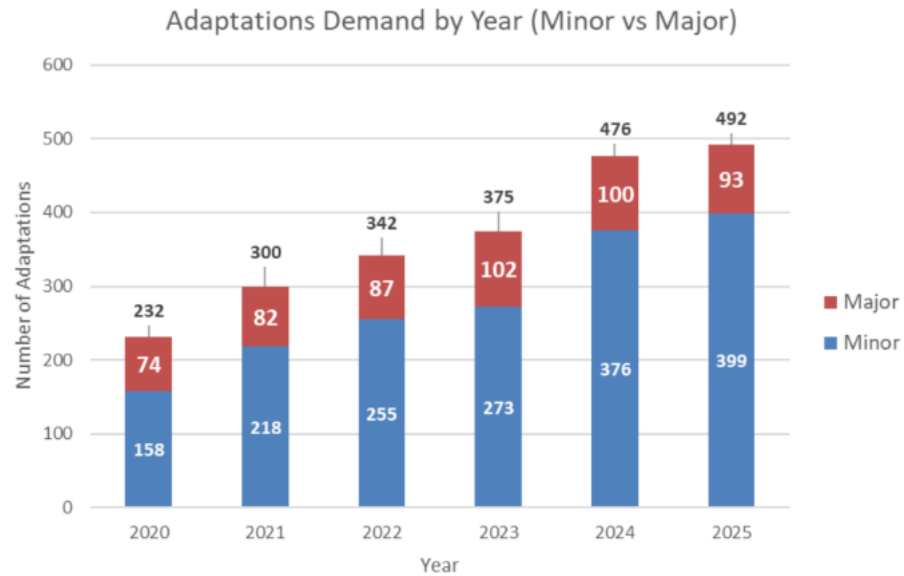


Figure 11. Adaptation requests on EDDC properties by year
Resources

Resources

60. An internal promotion has strengthened the Compliance function, with further recruitment underway for Compliance and Repairs Administrator roles. All other positions within P&A are currently filled.

Performance Framework

61. Good progress continues to be made in the introduction of the Performance Framework across Property & Assets. The Framework will provide consistent and robust performance reporting to the Regulator of Social Housing and other stakeholders, while clearly defining accountability for the delivery of P&A service areas. Its implementation has already provided improved visibility of performance and highlighted areas requiring further improvement, including VOIDS and Disrepair, now that underlying performance is better understood. As the Framework becomes embedded as business as usual, it is anticipated that additional improvement opportunities will be identified and addressed.

4. Relevance to Council Plan/priorities

Set out how report links to the Council Plan/priorities:

- A supported and engaged community that has the right homes in the right places, with appropriate infrastructure
- A sustainable environment that is moving towards carbon neutrality and which promotes ecological recovery.
- A vibrant and resilient economy that supports local business, provides local jobs and leads to a reduction in poverty and inequality.
- A well-managed, financially secure and continuously improving council that delivers quality services

4.1 This report supports delivery of the Council Plan by providing assurance on the safety, condition and performance of council homes, demonstrating how repairs, compliance and planned investment are being managed to support

safe, well-maintained homes and engaged communities. Through strengthened performance management, regulatory compliance, and targeted service improvement actions, the report also contributes to the Council's priority of being a well-managed, financially secure and continuously improving authority delivering quality services.

5. Financial Comments/Implications

5.1 There are no direct financial implications on which to comment.

6. Legal Comments/Implications

6.1 There are no legal issues raised in the report.

7. HR and Workforce Implications

7.1 NA

8. Community Safety Implications (Crime and Disorder)

11.1 NA

9. Climate Change Implications

9.1 NA

10. Health & Safety and Health & Wellbeing Implications

10.1 Covered in the report.

11. Procurement and Social Value implications

13.1 NA

12. Land and Buildings (non-housing)/Asset Management Implications

14.1 NA

13. Overview and Scrutiny Committees Comments/Recommendations

15.1 NA

14. Digital and Data

16.1 NA

15. Consultation and Engagement

15.1 The items in this report have been presented to the Repairs and Maintenance Scrutiny Group. A report was provide to the group on 26th March 2026 and

this was followed up with a presentation on 14th April 2026. The Repairs and Maintenance Scrutiny Group help to validate the performance being presented and provide challenge where performance is not meeting the expectations.

16. Communications

18.1 NA

17. Appendices

19.1 NA

18. Background Papers

20.1 NA

Proposed Report Sign Off process

Please make sure you have obtained the relevant sign off and the date completed before submitting your report to Democratic Services.

	Officer Name	Date requested	Date Completed
Legal & Governance	Monitoring Officer or Deputy Monitoring Officer	10/4/26	13/04/26
Finance	Section 151 Officer or Deputy S151 Officer	10/4/26	13/4/26
Communications	communications@eastdevon.gov.uk		NA
Digital and Data	digital@eastdevon.gov.uk		NA
Engagement	engagement@eastdevon.gov.uk		NA
HR	HR Lead		NA
Chief Executive	Chief Executive		NA
Director	Relevant Director	9/4/26	09/04/26
Assistant Director(s)	Relevant Assistant Director(s)	8/4/26	08/04/26
Cabinet Lead Member(s)	Relevant Lead Member (s)		NA
Executive Leadership Team	ELT	14/4/26	14/04/26
Strategic Leadership Team	SLT		NA

Report to: Housing Review Board



Date of Meeting 30 April 2026

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Annual report of the Housing Review Board

Report summary:

The 2025–26 year has been defined by significant strategic activity, regulatory scrutiny, and operational improvements across East Devon District Council’s (EDDC) housing services. With growing demand for high-quality, affordable homes and heightened national expectations around consumer housing standards, the Housing Review Board (HRB) has continued to play a critical governance role, shaping policy, overseeing performance, and ensuring accountability to tenants and communities.

This report summarises the key activities, performance indicators, challenges, and forward plan priorities for the HRB during the 2025–26 municipal year.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That Cabinet and Council note the work that the Housing Review Board has undertaken during the 2025-26 civic year.

Reason for recommendation:

To inform the Board, Cabinet and Council of the work of the Housing Review Board.

Officer: Alethea Thompson, Democratic Services Officer, alethea.thompson@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
- Sustainable Homes and Communities

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; .

Links to background information [Committee details - Housing Review Board - East Devon](#)

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

The Housing Review Board

The remit of the Board covers:

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

The Housing Review Board (HRB) met regularly throughout the year attended by councillors, tenant and community representatives and key officers.

The Board provided oversight on:

- Housing performance indicators
- Financial monitoring
- Strategic housing delivery plans
- Tenant engagement and scrutiny outcomes
- Compliance with new consumer regulation standards

The Chair of the Housing Review Board was Councillor Sarah Chamberlain, with Councillor Simon Smith as Vice Chair. The Board welcomed new tenant representative Sid Forde onto the Board,

as well as new councillors, Councillor Helen Parr, Councillor Roy Collins and Councillor Mike Goodman.

1. Regulatory Environment and Compliance

In July 2025, the Regulator of Social Housing issued its first formal consumer regulatory judgement for EDDC, awarding a C2 grade, indicating that while many requirements were being met, improvement was needed in all four consumer standards.

Key findings included:

- 90% of council homes had undergone a stock condition survey within the last three years.
- 7% of the homes assessed did not meet the Decent Homes Standard, prompting the council to refresh its investment planning.
- The inspection involved direct observation of HRB meetings and engagement with tenants, officers, and portfolio holders, evidencing the Board's central role in consumer regulation.

This was presented to the HRB in July and the HRB monitored the implementation of improvement actions following this judgement throughout 2025–26.

2. Policy reviews

A number of policy reviews were conducted and presented to the HRB during the year. These included:

- Antisocial behaviour
 - Electrical safety
 - Housing repairs and Awaab's Law
 - Radon
 - Domestic abuse
 - Possession of Council homes and garages
 - Mutual exchange
 - Income management
-

3. Key Performance Areas

3.1. Tenancy services

3.1a. Rent Collection

- Rent collection performance remained strong and stable, above the target of 98%, placing EDDC among the top 25% of social landlords nationally in rent collection.
- Out of £22.6 million possible rental income, only £307,000 (1.4%) remained in arrears—performing within target and placing EDDC among the top 25% of social landlords nationally in rent collection.

3.1b. Estate management & sheltered housing

- Antisocial behaviour cases reported declined during the year.

- Tenancy visits were a joint objective for the estate management and sheltered housing teams. Some improvements were required but improvement was anticipated through the successful recruitment of outstanding posts in the estate management team.
- The communities team ran 18 hubs each week, as well as a garden competition, Resident Connect Festival, Community Initiative Fun, and seven community festive hubs

3.2. Property & Assets

3.2a. Repairs

- There was continuous improvement in tenant satisfaction with time taken to complete repairs and the percentage of repairs completed within the target timescales increased.
- There was an increase in the percentage of tenants who felt their home was well maintained.
- The number of repairs calls was on a continuous downward trend.

3.2b. Compliance

- Compliance was in a strong position

3.2c. Planned works

- A programme of works was delivered in preparation for the implementation of Awaab's Law.
- The requirement for planned works increased as the service moved towards a 'whole property' approach to the delivery of planned works. This reduced repair costs and minimised disruption for customers
- Management of empty homes (voids) – empty council homes continued to be a significant and operational focus.
 - Average relet times reduced significantly.
 - Number of homes unavailable for letting dropped, reflecting operational improvements

3.3 Housing complaints

- There was a continued trend of improvement in complaint response times throughout the year.
- The approach to complaint handling was continuously reviewed using an operational action plan.

These improvements demonstrate meaningful progress in turnaround efficiency and income protection, both of which the HRB monitored closely through the year.

4. Strategic Housing Delivery

One of the most significant strategic developments in 2025–26 was the continued progress on EDDC's ambitious plan to deliver 500 new social homes within the next five years through an equal mix of building on Council owned land and acquisitions through partnerships with private developers: The purpose of the Build and Buy plan was to maximise the use of Council 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. This was to be funded through the Housing Revenue Account.

This programme aligns with the district's long-term commitment to:

- Increasing availability of affordable housing
- Reducing homelessness and housing pressure
- Modernising and decarbonising the housing stock
- Strengthening community resilience

The HRB received updates on financing, site appraisal, and strategic partnerships connected with this programme.

5. Housing Strategy 2025–2030

Throughout 2025–26, the HRB was consulted on and contributed to the emerging East Devon Housing Strategy 2025–2030, which underwent public consultation ahead of final approval.

Key themes of the strategy include:

- Improving housing quality and safety
- Ensuring health-driven housing policies
- Enhancing affordability and supply
- Strengthening tenant engagement
- Tackling inequalities through better housing conditions

The HRB's role included reviewing consultation findings and shaping the strategy's final priorities.

6. Financial Overview

Housing finances remain ring-fenced, ensuring that fluctuations—such as void rent losses—do not impact wider council budgets, including planning, waste, and recycling services.

The HRB reviewed financial monitoring reports covering:

- Revenue and capital outturn positions at the end of the financial year 2024/25.
 - Housing Revenue Account (HRA) balances and budget
 - Capital programme delivery
 - Planned maintenance and compliance investments
 - Revenue spending on housing operations
-

7. Tenant Engagement

The HRB's work was strengthened by:

- Observations from the Tenant Scrutiny Panel, referenced in the regulatory inspection.
- Continued integration of tenant feedback into housing operations and policy development.
- Public access to meetings, livestream availability, and publication of reports, agendas, and minutes via the council's website.

8. Key Challenges

The 2025–26 year presented several challenges:

- Meeting the requirements of the Decent Homes Standard across all properties
- Addressing the remaining 7% of homes needing upgrades to meet modern quality and safety expectations
- Continuing to reduce void losses in a context of ageing stock and complex refurbishment needs
- Delivering ambitious new housing development during financially constrained times
- Responding to increased regulatory scrutiny following the July 2025 inspection

9. Priorities for 2026–27

The HRB has identified the following priorities moving into the next municipal year:

Strategic Priorities

- Accelerate delivery of the 500-home social housing plan
- Finalise and begin implementing the Housing Strategy 2025–2030

Operational Priorities

- Reduce void rent losses toward benchmark levels
- Continue reducing re-let times through process improvement and investment
- Sustain high rent collection performance

Regulatory Priorities

- Deliver the improvement plan addressing the Regulator's C2 judgement
- Strengthen tenant influence and accountability mechanisms

10. Conclusion

The Housing Review Board has had a productively challenging year, balancing day-to-day operational oversight with strategic vision and the need to respond to heightened consumer regulatory expectations. Despite challenges, significant progress was made in reducing void losses, maintaining strong rent collection, and advancing housing strategy and development plans.

The Board remains committed to ensuring East Devon residents have access to safe, affordable, and high-quality homes, and will continue to work collaboratively with tenants, officers, councillors, and statutory bodies to deliver on this mission in 2026–27.

Financial implications:

All financial implications are contained within the body of the report.

Legal implications:

There are no legal implications.