

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

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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.

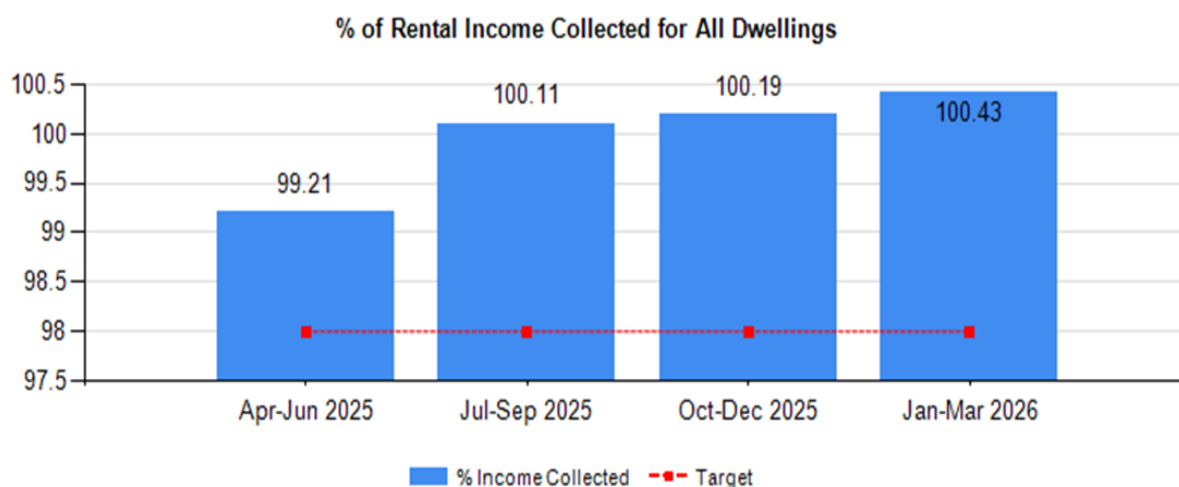
Housing Service Performance

(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

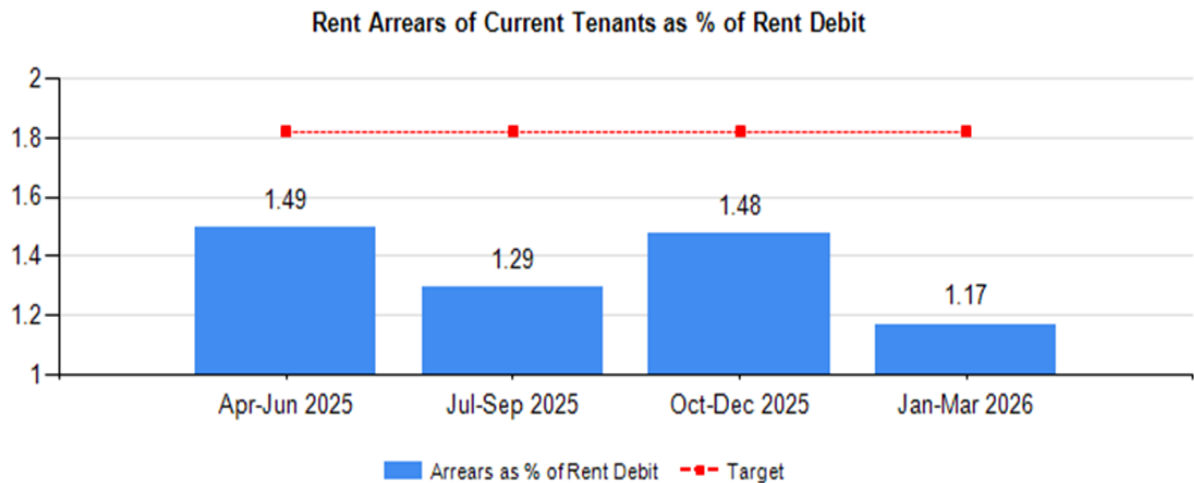
2.2 Infographic: % of income for all dwellings that was collected



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

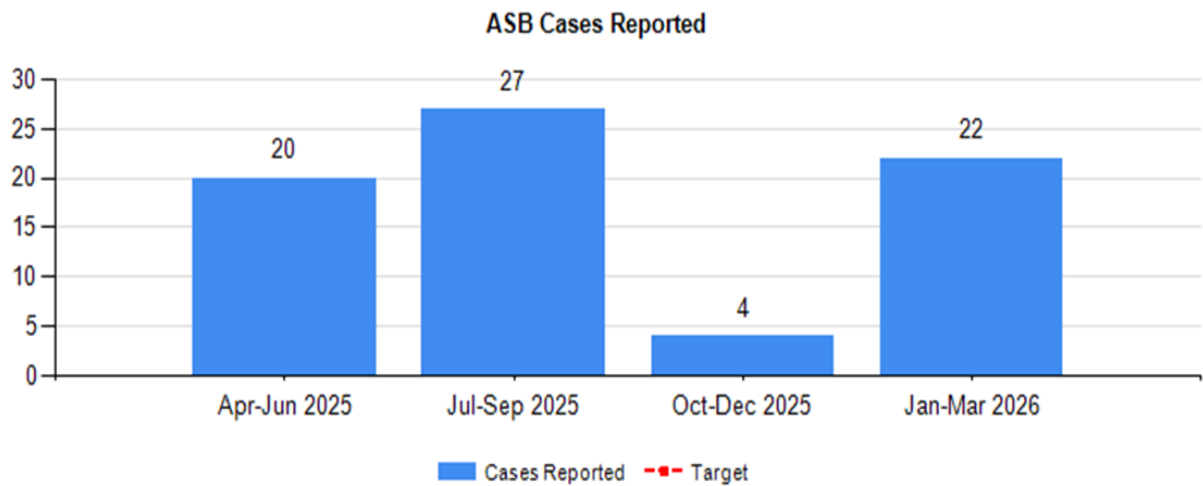
Housing Service Performance

(as at 31-Mar-2026)

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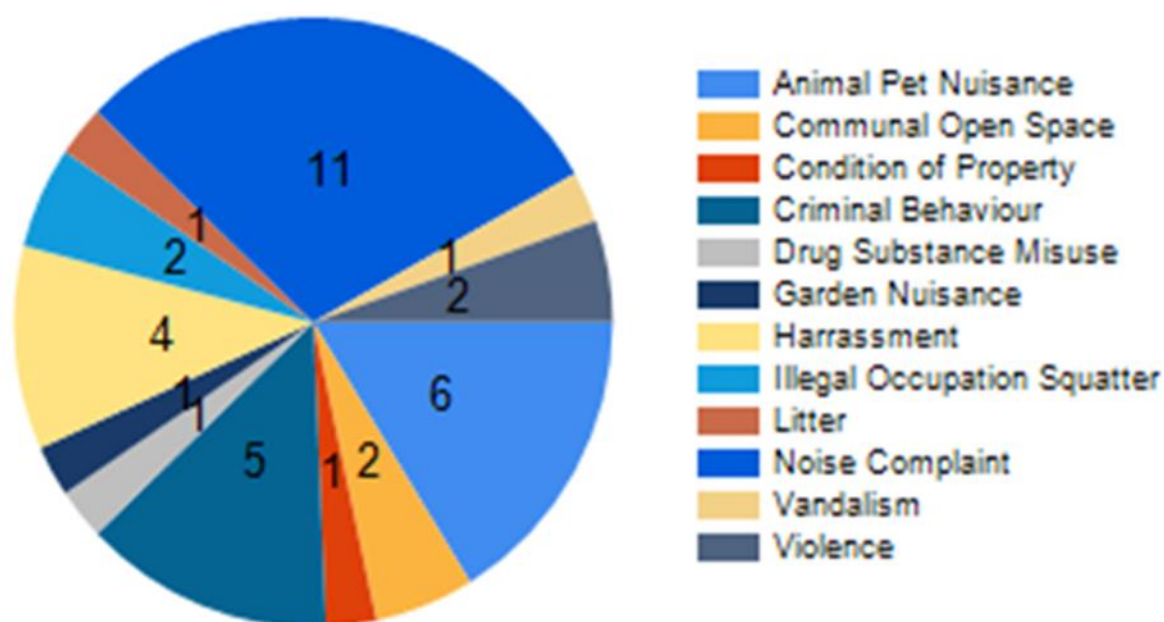
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TENANCY MANAGEMENT										
TM04	Number of ASB cases reported	153	20	27	4	22	11	73	N/A	-
TM05	Number of evictions	10	3	1	0	5	0	9	0	0
TM07	Number of current Decants	8	9	14	12	9	No Data	9	N/A	-
TM08	% of 6 monthly Estate Inspections completed	13.85	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



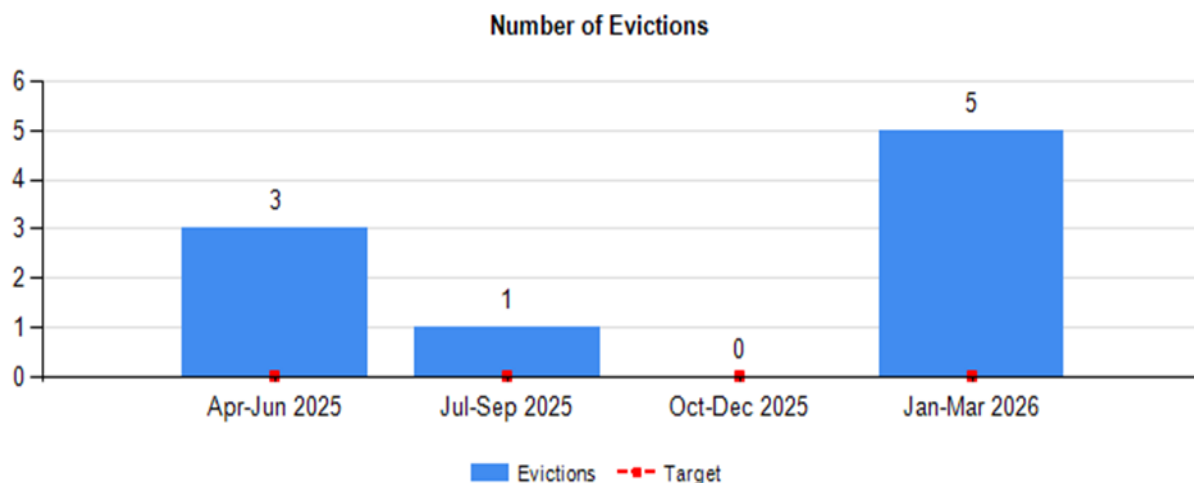
3.4 There are 37 Open ASB Cases that the Estates team are currently dealing with. This involvement can range from monitoring of cases through to preparing court paperwork for Legal Services to commence legal proceedings.

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.

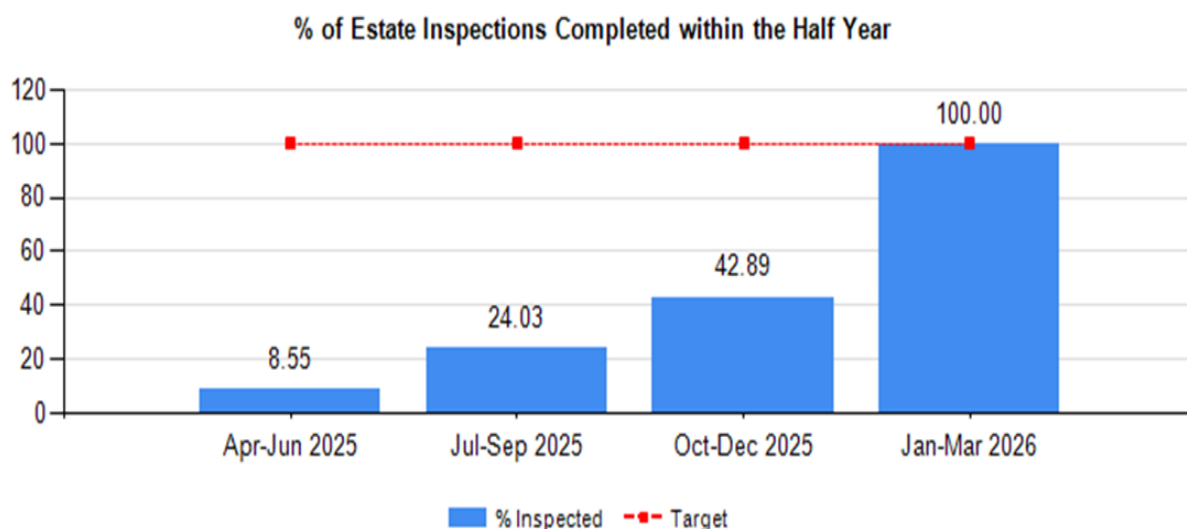
5.3 As indicated at the last HRB meeting there has been an increase in evictions in Q4.

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)

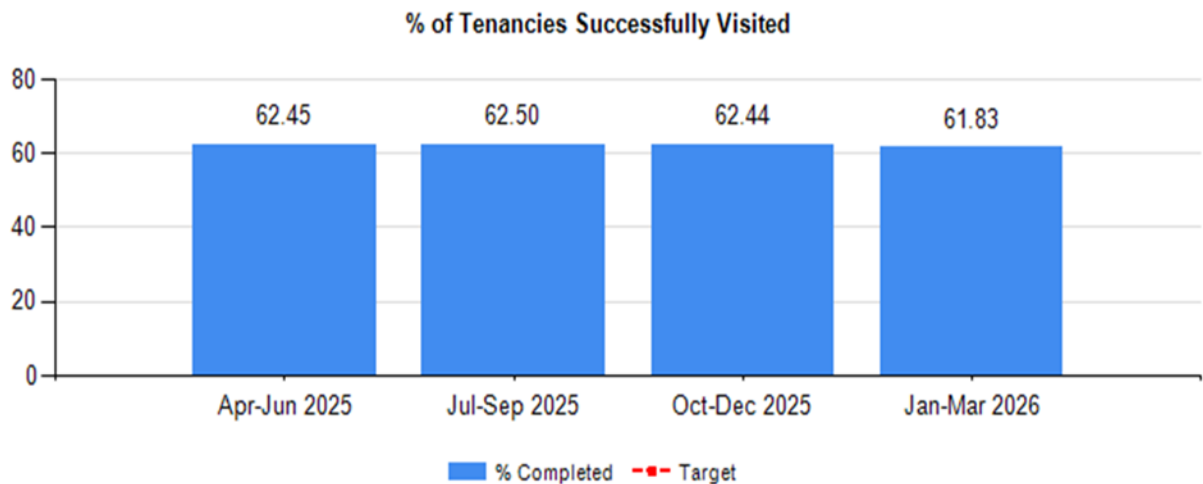
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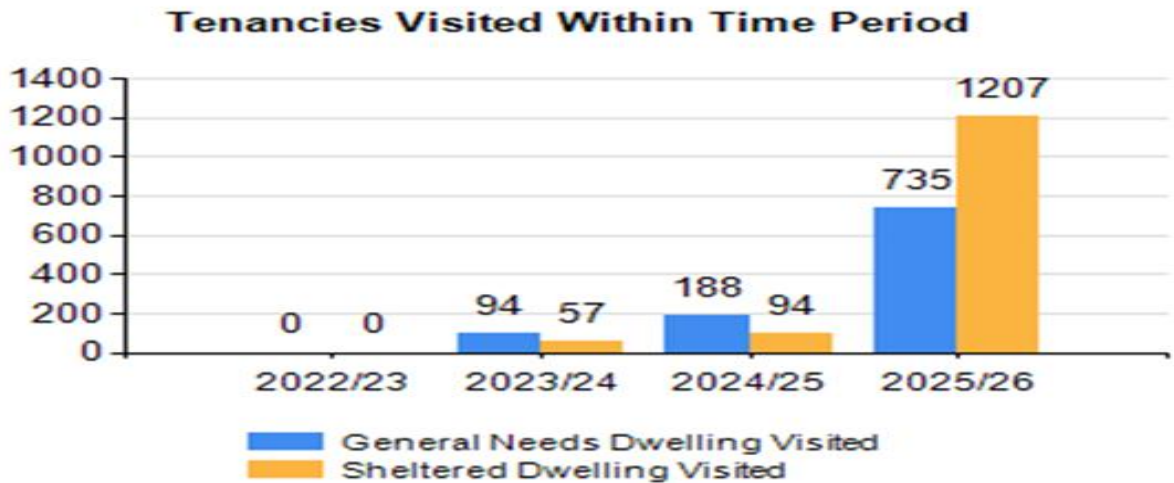
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TENANCY MANAGEMENT										
TM06	% of tenancy visits completed	62.1	62.45	62.5	62.44	61.83	61.83	61.83	-	-
TM11	% of new tenancy visits completed in target	12.65	86.84	68.66	68.33	92.68	100	78.28	-	-

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

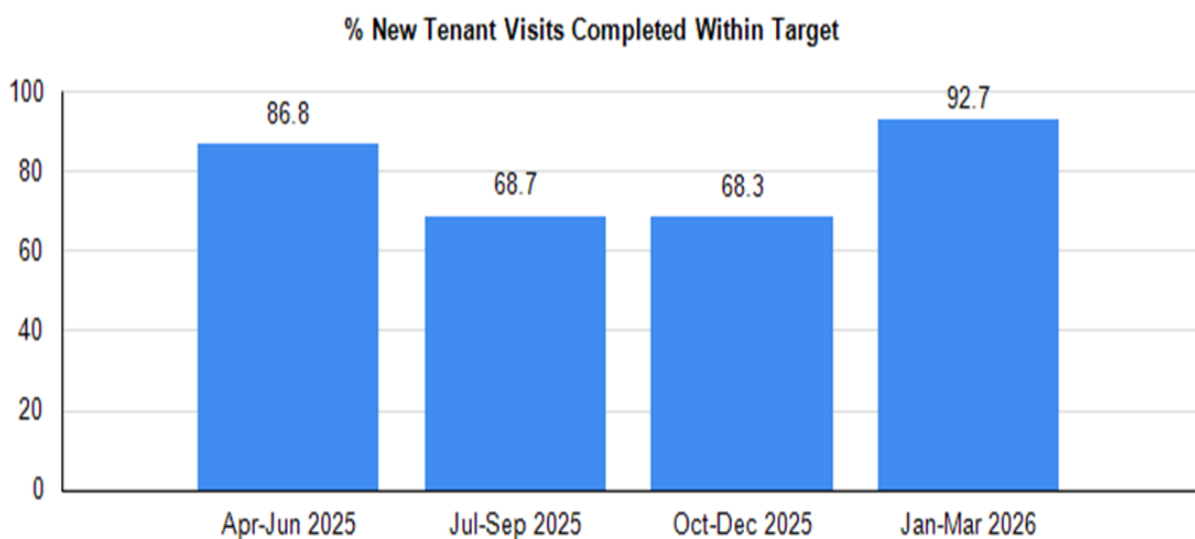
7.6 Whilst this is below the teams target of 910(33%), this has been achieved with two officers being absent for a quarter of the year.

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