

HOUSING SERVICE ANNUAL REPORT 2019 – 2020

MESSAGE FROM COUNCILLOR BOB EVANS, CABINET MEMBER FOR HOUSING

Welcome to the annual report for the Housing Service area of Mid Devon District Council for 2019/2020. This was a year different to any other we have experienced due to the emergence of Covid19 towards the end. The pandemic had an effect on all service areas and those that work for the council and I would like to publicly acknowledge the work of all staff throughout the year.

A comparison of performance against target shows that performance was good during the year. Our Repairs Service continued to meet their targets in most areas whilst the Neighbourhood teams were able to collect a high level of income. This is important due to the fact that most management and maintenance activity is funded by the rent collected.

Working in partnership with other agencies, we were able to resolve some very serious issues associated with anti-social behaviour.

As an authority and as elected members our duty is to the communities and business that we serve, looking to ensure best value, seek opportunities and raise standards at every opportunity. In my short time as portfolio holder I have worked with officers to understand how best to bring forward opportunities for additional affordable rented and social housing and we will be bringing ideas and projects forward as soon as possible to meet this ever demanding need. Cllr Simon Clist was the portfolio holder during 2019/20 so I must also acknowledge his contribution and his support of the Housing Service.

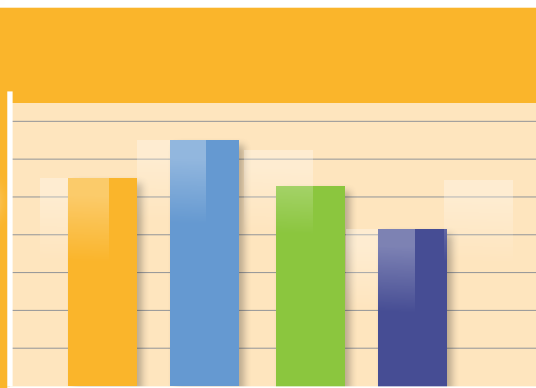
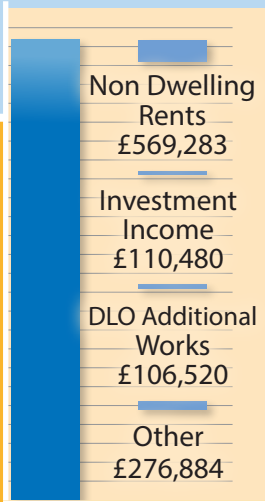
In conclusion housing service is not just about data sets and rental income, it's about people, their needs and how we can work together to meet them.

Councillor Evans

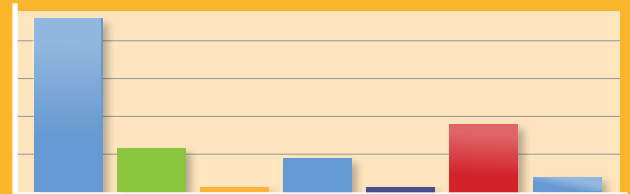


Mid Devon District Council's Performance for 2019 - 2020

Below we've provided some performance highlights for the year



Capital Expenditure was split as follows:



Income (dwelling rent) £12,100,000

Income (other) £1,063,000

Repairs Expenditure £2,734,000

Management & Services £3,373,000

Self Financing Loan Repayment £2,645,000

Capital Spend £2,025,000

Doors, windows & roofing £1,011,440

Boiler replacements £282,785

Heating systems £25,539

Modernisation £171,088

Fire safety £21,649

Other £471,882

Renewables £40,695

Home



Kitchen
(Ian Williams)

64
Kitchens complete



Bathrooms
(Ian Williams)

54
Bathrooms



Heating
(Ian Williams)

19
Heating Systems



Davies Roofing

86
Roofs



Direct Labour Operative Scheme

181
Boilers



New Windows
(Paramount)

177
Homes



Disabled Facility Grant works

28
Adaptations



External Homes Painted (Novus)

384
Homes



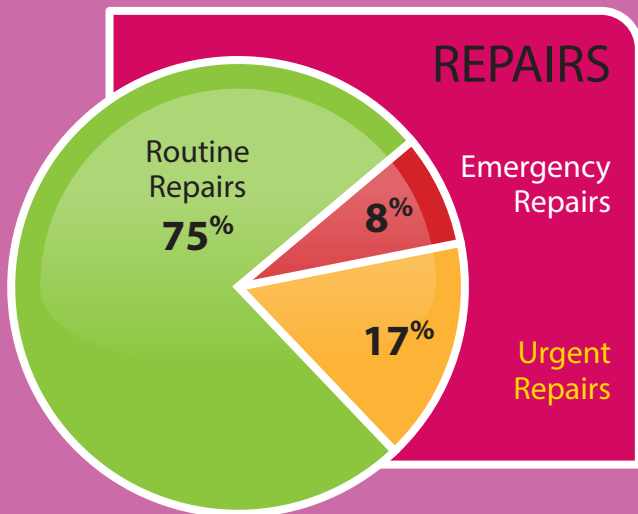
Gas Servicing (Liberty Gas)

2,244
Homes



External Doors

181
Doors



Emergency repairs completed on time

99.6%



Urgent repairs completed on time

99.9%

Appointments kept

99.9%

Repairs completed at first visit

99.6%

Routine repairs completed on time

99.8%

Disabled Facility Grant works – **Level Access Shower. Amazing team! Very polite, clean and explained every aspect of the project as they went along. Very impressed.**

SEPTEMBER 2019: COUNCIL COMPLETES NEW SOCIAL HOUSING UNITS AT TURNER RISE, TIVERTON

In September 2019 Mid Devon District Council marked the completion of its latest new social housing units at its development in Turner Rise, Tiverton. The 26 new properties, consisted of four 1 bedroom flats, two 1 bedroom homes, ten 2 bedrooms homes, eight 3 bedroom homes and two 4 bedrooms homes. The development was on the site of a disused garage area and links to the existing Palmerston Park homes through pedestrian routes and landscaping. The homes all have dedicated cycle storage areas and have been built in a staggered way across the site way to ensure the buildings blend in with the steep topography of the area, without creating a dominant effect on the skyline.

The development was a joint-funded project between the Council and Homes England and helped towards meeting the housing need identified in the town.



MARCH 2020: PROPERTIES CLOSED IN TIVERTON IN ORDER TO REDUCE CRIME

In March 2020 several properties in Tiverton were closed after the Council obtained Closure Orders in response to anti-social behaviour issues identified.

A Closure Order can be made if the following has occurred, or will occur, if the closure power is not used:

- **Disorderly, offensive or criminal behaviour;**
- **Serious nuisance to the public, or;**
- **Disorder near the premises.**

The Council worked with the Police and other agencies in the run up to the closure of the properties, with the action deemed necessary in order to reduce crime and to protect other members of the local community.



Our policy relating to the management of anti-social behaviour states that our officers will use the full range of tools and powers available under the ASB, Crime and Policing Act 2014 and, in these cases, it was felt that closure was the only option. The Court was satisfied that there was enough evidence to justify such a strong response.

This was a really positive result and demonstrated our commitment to ensuring our estates are safe and secure places to live.

Tenancy

Devon Home Choice



We've let: **181** properties, including new builds and properties purchased



Standard Void Properties **100** Re-Let

Average to Re-Let **14.8** Days

Major Void Properties **47** Re-Let

Average to Re-Let **43.1** Days

Our average main tenant is **56** years old

2,979 Tenancies held

38% Dwelling Rent paid by DD



74.3% Garage Rent paid by DD



1,396 Registered Applicants



85

NEW ASB cases opened

Antisocial Behaviour



100%

CLOSED ASB cases

A compliment was received from a tenant

"Now that most of the dust has settled I've been reflecting on how well I've been treated by MDDC and how very fortunate I am. You were particularly supportive and kind and I shall always be grateful. Thank you"

Communication



Text Messages



We received **53** Compliments

We received **108** Complaints

and responded to

99.1% on time!

1,048

Sent ad hoc

We received **77.8%**

Responses to new tenant satisfaction survey

490 Balance requests received

92.9% were satisfied

A tenant called *"Lifeline Alarm for mother. At all times when I spoke with staff service was excellent. Handed equipment back and, again staff member was fab"*