

## OCT 2018: COUNCIL COMPLETES NEW SOCIAL HOUSING UNITS AT BIRCHEN LANE, TIVERTON

Four brand new flats now stand where a dilapidated commercial unit, which had reached the end of its useful life, had once existed. Located centrally in Tiverton, the new units at Birchen Lane provide great access to local amenities.

The development was a joint-funded project between Homes England and the Council's Corporate Property and Commercial Assets team, aimed to help towards meeting the current housing need identified in the town.



This project follows the completion of several previous housing schemes also in partnership with Homes England, to include: 22 units at Joseph Locke Way in Crediton, 6 units at Fir Close in Willand and 14 units at St. Andrew Street in Tiverton. Going forward, 6 units are scheduled to complete in late spring 2019 in Burlescombe, and a further 26 in the summer of 2019 at Palmerston Park in Tiverton.

## MAY 2018: SUCCESSFUL CONCLUSION ON COMPLEX ANTI-SOCIAL BEHAVIOUR CASE

In April 2017 there was a house fire in Poughill, Devon which had devastating effects on the family and other local residents. Officers at Mid Devon District Council worked closely together to rehouse the family.

Following the incident, it came to light that illegal dog breeding was in operation at the property and had been ongoing for up to two years. Other residents had been aware of this activity but believed that permission had been given by the Council, this was not the case.

Housing Officers worked with colleagues in Licensing to establish the extent of the breeding, it took many months to review the evidence to ensure that we had enough to commence a criminal case and a criminal conviction for illegal dog breeding was finally obtained in October 2017.

Following this it was agreed to go for possession of the property as our tenancy agreement states that if you carry out a criminal act when a tenant you may be subject to possession proceedings.

A number of residents gave witness statements and also attended court, the Council's Solicitor, Refuse Operative, Licensing Officer and Neighbourhood Team Leader also attended and were cross examined by a Barrister. We successfully obtained possession of our property in May 2018.



# HOUSING SERVICE ANNUAL REPORT 2018 – 2019

## MESSAGE FROM COUNCILLOR SIMON CLIST, CABINET MEMBER FOR HOUSING

Welcome to the Annual Report for Mid Devon District Councils Housing Service for the financial year 2018/2019.

I was newly elected to the Council in May 2019 and as this annual report summarises housing related activity during 2018/19, I must therefore acknowledge the contribution made by my predecessor, Councillor Ray Stanley. I know that he was committed to delivering high levels of performance, driving down costs and ensuring high levels of tenant satisfaction.

Please be assured that I am committed to ensuring that the excellent performance seen in 2018/19 continues and, to this end I am monitoring the work of both the Housing and Building Services teams to support them to achieve good results.

I am also committed to involving tenants in the work of the two Services and, to this end would encourage you to volunteer to work with us to agree offers relating to service delivery, get involved in scrutinising our performance and to influence our housing related policies and strategic priorities. I would like to take this opportunity to thank those Members of the Tenants Together group during 2018/19 for their valuable contribution during the year.

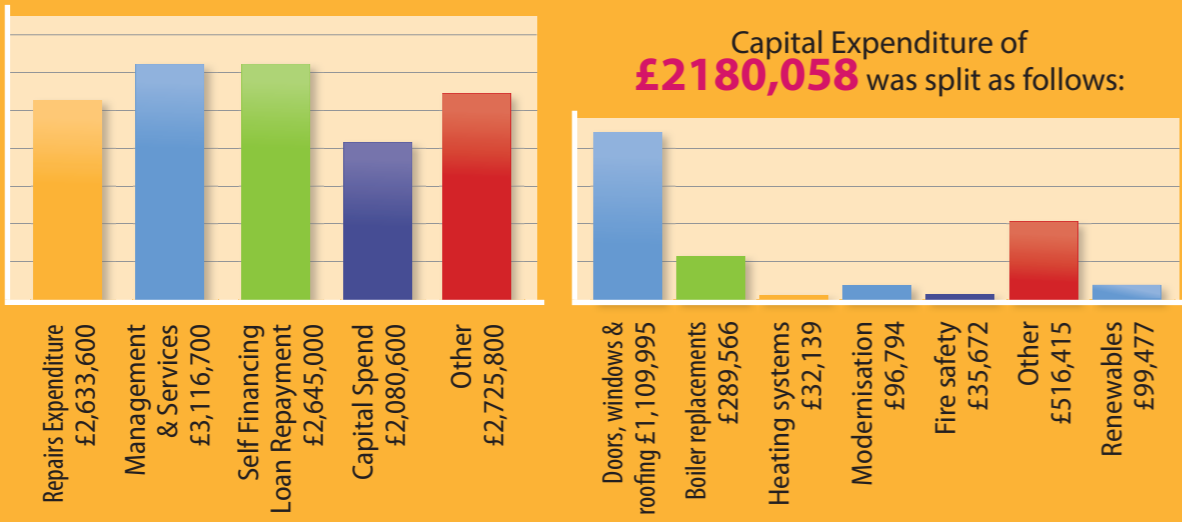
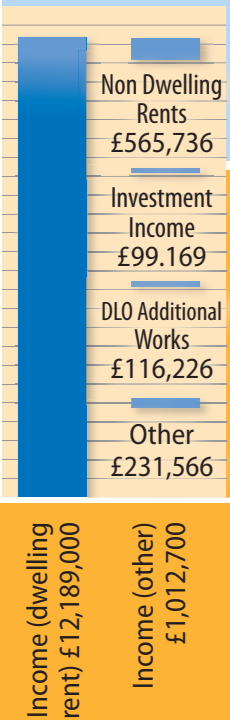
*Councillor Clist*





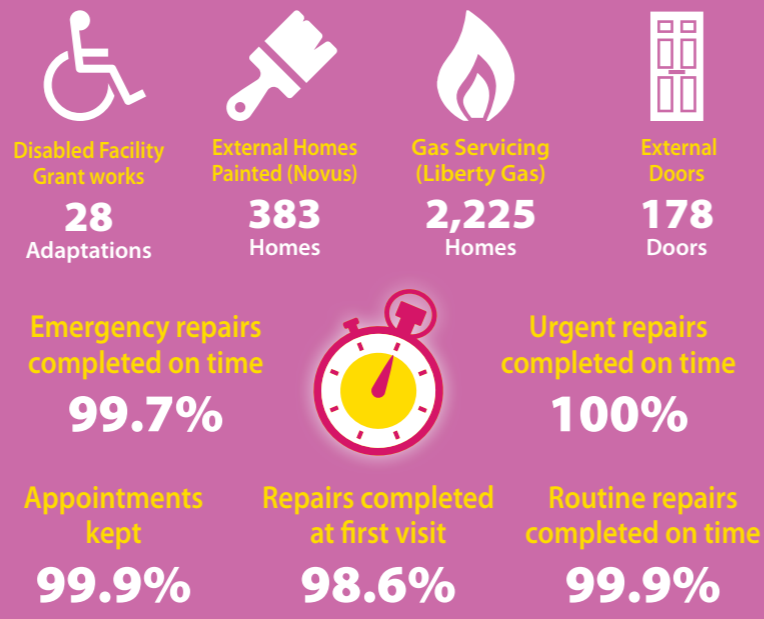
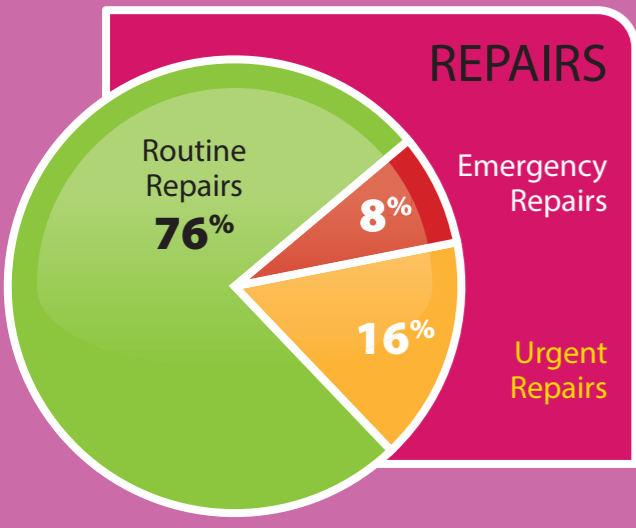
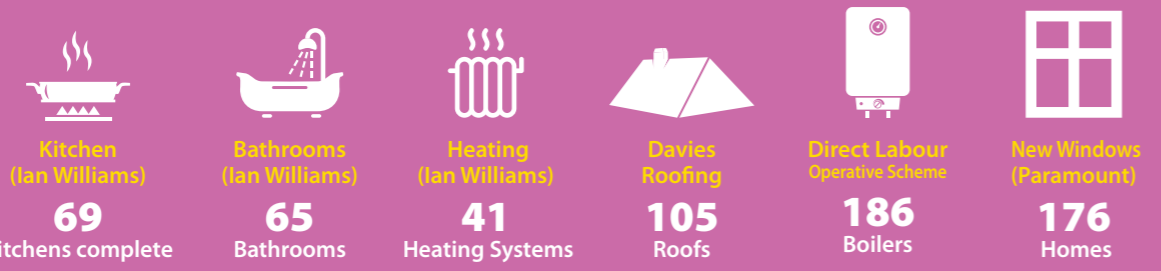
# Mid Devon District Council's Performance for 2018 - 2019

Below we've provided some performance highlights for the year



Did you know... during 2018 - 2019 we spent **£89,000.00** on renewable energy removing solid fuel systems and installing Solar Thermal and Air Source Heat Pumps. We fitted a total of **21** systems during the year.

## Home



A tenant called to say how pleased she is with the service we have provided replacing her windows. She said we have **bent over backwards to accommodate her and all of the workmen that have been to the property are brilliant**. She is very pleased and appreciates everything we have done for her.

## Tenancy

### Devon Home Choice



We've let: **198** properties



A compliment was received from a tenant that had recently moved in and who was a first time council tenant. **"Everyone and everything has been great so far. Everyone I have dealt with has been really helpful. Issues have been sorted out quickly. I love the house and although it needs a lot of work, I think it will be great and I will look after it"**

## Communication



A tenant called after receiving a letter that he didn't understand, he praised the Officer and said **"Once it was explained to me i was much happier and it was really nice to talk to a lovely, polite person. Thank you for taking the time to explain it"**