

Mid Devon Housing

Housing Revenue Account

Asset Management Strategy

2025 – 2029



Revision – August 2025

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1.0 Introduction

Mid Devon Housing is Mid Devon District Council's Housing Service; responsible for the management of the Council's housing stock of 2957¹ dwellings 1037² garages and 15³ retail units.

This Strategy comes at a time of significant change with the introduction of new legislation and regulation, growing customer expectation and the issues of disrepair; combined with the global challenges affecting the climate and the economy.

MDH acknowledge that some of its homes are coming to the end of their effective lifespan and a decision has to be made on their future. The decision to either dispose or demolish them also provides an opportunity to invest in additional more energy efficient replacements. This will provide better housing for our residents; however it also brings the risks with investing in new technologies and increased pressures on our financial plans, both now and in the future.

We also understand the impact that housing makes on health and wellbeing and the need to work more closely with other stakeholders to define a proactive approach to solving some of the issues that are experienced locally.

The basis of an effective asset management strategy is understanding the condition, need and demand of the stock to establish our current position, identify current and future maintenance costs as well as provide new homes to meet demand for the future.

¹ Stock level at 1 April 2024

² Garage stock at 1 April 2024

³ Retail units at 1 April 2024

2.0 Strategic Context

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector, able to deliver and maintain homes of appropriate quality that meet a range of needs. MDH must comply with the Consumer Standards set out by the Regulator.

This Asset Management Strategy, and the maintenance programmes that flow from it are aligned with this and the aims of Mid Devon District Council's Corporate Plan which are:-

Planning, Environment & Sustainability - To be a leader and pioneer of best practice so new innovation and thinking is at the heart of the services we deliver and informs our planning policies.

Community, People & Equalities - Involving and engaging with our communities, ensuring everyone is treated with equity and respect, and protecting our most vulnerable.

Homes - Delivering new affordable and social homes annually, improving and maintaining the existing stock to the highest standards.

Economy & Assets - Growing the district economy and increasing returns from our assets.

Service Delivery & Continuous Improvement - Providing high quality and efficient services to support and improve the lives of people in Mid Devon.

MDH is aiming to create sustainable communities, manage our neighbourhoods, shared spaces, retail units and homes, provide safe and well-maintained homes and treat tenants with fairness, courtesy and respect

Our aim is to achieve an EPC C rating for all of our homes and provide an additional 400 low carbon homes by 2030, achieve high levels of Tenant Satisfaction Measures, while providing safe and well maintained homes and retail units within the existing financial framework.

2.1 Financial Context

MDH is obliged, by the Corporate Plan, to deliver value for money within the budgets.

Rather than Zero Based Accounting, MDH uses a Budget Based Accounting approach to set its future budgets; following detailed budget setting each year the 30 year financial plan is reviewed, updated and adapted to suit the budgets available. The asset management forecasts taken from integrator drive the business plan, but these forecasts are smoothed to both deliver the works, fit with the available budgets and avoid any significant spikes in future expenditure.

Procurement is a critical area for the delivery and improvement of value for money for MDH. As a result MDH rely on MDDC to assist with the delivery of some procurement, but the majority is carried out by Building Services with the intention of meeting our objectives and Corporate Aims.

It is important to consider that any capital cost of a major repair or improvement will have an impact on revenue in the future as it will need to be maintained, serviced and repaired; our budgets will also need to reflect these costs.

2.2 Location

MDH operates solely within the geographical area of MDDC with the majority of its properties being located within the three larger towns and the surrounding areas of Tiverton, Cullompton and Crediton. Nonetheless, a significant proportion of the stock is located in rural areas, often as part of small developments.

The tables below show the distribution and concentration of MDH dwellings and garages

Table 1 Geographic Location of MDH Housing Stock

Location	Number of Bedrooms						Total
	1	2	3	4	5	6	
Tiverton	312	514	381	25	0	1	1233
Crediton	104	86	94	1	0	0	285
Cullompton	92	113	77	1	0	0	283
Other/rural	304	521	321	10	0	0	1156
							2957

Table 2 Geographic Location of MDH Garages

Location	Number of Garages
Tiverton	517
Crediton	40
Cullompton	127
Other/rural	353
Total	1037

3.0. Key Asset Management Activities

There is a broad range of activities associated with Asset Management and the service team is split into three operational areas as follows:

- Responsive repairs contractors and internal Direct Labour Organisation (DLO) providing the responsive repair requirements, disabled adaptations and commercial work for both the Council Homes, Public Sector as well as some planned improvement and minor work delivery.
- Planned Maintenance using internal and external providers, delivering both Capital and Revenue improvement over the long term, including Compliance, Cyclical programmes, Void improvements, Retail Unit management and updating the asset database using information from surveyors.
- Development and disposal to identify potential properties and sites for regeneration, sale or new build; using either offsite construction or some small scale traditional build units.

The services work closely together towards achieving the optimal balance of responsive repairs, cyclical maintenance, planned maintenance and development, taking into consideration the impact on the resident, the property, time and cost.

4.0 Strategic Aims

This strategy has been developed around the following objectives, which have been developed in consultation with tenants, Councillor's and staff at MDH. Our ambition is to:-

- achieve an EPC C rating for all of our homes by 2030
- provide approximately 400 new low carbon homes by 2030
- deliver upper quartile performance of the Tenant Satisfaction Measures to include meeting our legal obligations relating to health and safety compliance
- manage disrepair proactively within the existing financial framework
- Identify and deliver our maintenance programmes, while developing the local economy
- manage the HRA retail units and achieve a balanced budget
- manage the garages and achieve a balanced budget

4.1 Achieving and EPC C rating for all our homes by 2030

MDH do not have an Energy Performance Certificate (EPC) for all of its homes, but Standard Assessment Procedure (SAP) ratings are available; a SAP rating of 69 or above is equivalent to an EPC-C. On the 1 July 2024 MDH currently had 801 homes with a rating below this level, equivalent to 27% of its stock. See Table 3 below

Table 3 EPC Rating and Equivalent SAP Rating

EPC Rating	Equivalent SAP Rating	MDH Stock Numbers
A	92-100	129
B	81-91	727
C	69-80	1383
D	55-68	439
E	39-54	259
F	21-38	16
G	0-20	3
	Total	2956

The measures required to bring the remaining properties to a SAP rating above 69 by 2030 include topping up the insulation within the loft and walls, upgrading the heating with more efficient systems, when the existing systems reach the end of their lifecycle, installing renewable technologies and ensuring we are providing residents with good energy advice and signposting them, where needed, to specialist organisations.

Despite installing these measures, there will still be properties that would not achieve an EPC rating of C or above. These include those where the tenant's refuse the works and those that are difficult to heat combined with a prohibitive cost to maintain and provide the remedial measures. Included within these later properties are the 42 non-traditional Woolway Homes as well as other non-traditional and some traditional homes.

A medium term decision has been made to either redevelop or replace these with modular or traditional homes that will have an EPC-A rating. There is also the option of selling a very small number on the open market and reinvesting the capital in new housing.

Table 4 Objectives and timescales for delivery of EPC-C

Objective	Timescale
Improving energy efficiency in our homes (Warm efficient homes) (to incorporate the move to SAP band C by 2030)	Year 1 Improving our energy data to hold at least the min data set for all properties. Training across the surveying and repairs team to record and update our energy dataset
	Year 2 Identify an improvement programme to deliver the required measures by 2030.

	Procure any works Access grant funding,
	Year 3 - 5 Deliver the retrofit programmes and redevelop properties across band D and below

4.2 Providing 400 Low Carbon Homes by 2030

MDH is committed to the Council’s corporate objective of building more Council homes and have plans to provide approximately 400 new energy efficient homes by 2030, the majority of these being zero carbon modular homes but also a number of MMC homes that can be built by the DLO or local SME’s In addition to this we have budget approved to buy back a number of homes that were sold under the RTB scheme each year with properties that we already have the structural responsibility and properties that offer the chance of additional units within its footprint taking preference. With these ‘Buy Backs’ we are able to utilise our 1:4:1 receipts to achieve approximately a 40% reduction in purchase price. The proposed sites identified for this development programme are a mixture of green and brown field, as well as a proposal to replace existing Council homes that have reached the end of their lifecycle, characterised by being significantly more expensive to maintain than to replace.

There are both Micro and Macro challenges to the programme, including acquiring some of the land, obtaining planning permission, legislation, project management, the provision of funding as well as building cost inflation, interest rate uncertainty, changing government policy and global supply tensions. But there is a high demand for these homes within Mid Devon and the Micro challenges will be managed to ensure the development programme provides value for money.

Table 5 Objectives and Timescales for delivery or new homes.

Objective	Timescale
Provide 400 new low carbon homes by 2030	Year 1 2023 - 2024 Contracts established and potential developments sites identified
	Year 2 2024 - 2025 Deliver a limited number of modular homes and carry out the design and procurement for a small number of traditional build homes.
	Year 3 – 8 2025 - 2030 Deliver the development programme within the budget.

4.3 Achieve high levels of the individual Tenant Satisfaction Measures

In April 2023 the Regulator of Social Housing (RSH) created a new system for assessing how social housing landlords in England provide good quality homes and services. As a key part of this they introduced revised consumer standards, setting out what MDH have to provide and the Tenant Satisfaction Measures (TSM's) are part of the reporting regime for these standards. Other tests for meeting the standards in full will be met through a 4-yearly cyclical RSH inspection process of all large landlords including MDH.

There are a total of 22 Measures that are a mix of tenant perception survey and landlord management data and report.

The TSM's are broken down into Overall Satisfaction, Keeping Properties in Good Repair, Maintaining Building Safety, Respectful and Helpful Engagement, Effective Handling of Complaints and Responsible Neighbourhood Management. Where TSMs are based on perception satisfaction surveys we will aim to achieve upper quartile performance nationally. Where these are measured by the landlord and relate to good repair or building safety then we will meet legislative requirements including 100% targets as required. More information is provided in Section 5.

Table 6 below sets all of the TSMs MDH are required to report and cover most of our daily work as a registered housing provider.

Table 6 Tenant Satisfaction Measures

Measured by Landlord	Measured by doing Tenant Perception Surveys
	TP01: Overall Satisfaction
RP Keeping Properties in Good Repair	
RP01: Properties that do not meet the decent homes standard	TP02: Satisfaction with Repairs
RP02: Repairs completed within target timescale	TP03: Satisfaction with time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained
BS - Maintaining building safety	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
Electrical Safety Checks	
Percentage of communal areas meeting the required standard	
Respectful and helpful engagement	
	TP06: Satisfaction that the landlord listens to tenant views and acts upon them

	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
	TP08: Agreement that the landlord treats tenants fairly and with respect
CH - Effective handling of complaints	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
NM - Responsible neighbourhood management	
NM01: Anti-social behaviour cases relative to the size of the landlord	TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP12: Satisfaction with the landlord's approach to handling anti-social behaviour

4.3.1 Keeping Properties in Good repair

As at April 2024 the Decent Homes levels within MDH stock was at over 99%, which has been achieved and maintained by targeting non decent homes with capital and revenue funding via Building Services. All of our works programmes are recorded on Integrator, our asset database, which also records information on HHSRS, Decent Homes, Asbestos and EPC's/Sap information.

In 2024/25, Fire Risk Assessment work that was previously contracted internally to Public Health Services within in the Council has been bought back into MDH under direct management control. As a result, a replacement role of a Specialist Officer has been put in place who will have the responsibility of carrying out Stock Condition Surveys, Housing Health and Safety Rating Scheme inspections, Asbestos condition inspections, Water Safety collation and Fire Risk Assessments on a rolling basis ensuring that the data in integrator is continually updated.

4.3.2 Responsive repairs

The responsive repairs team are continuing to prioritise the upskilling of operatives, surveyors and neighbourhood officers to ensure a better quality of service. An increased number of Multi-Skilled operatives will ensure that tenants should continue to receive great response times for technical inspections, a clearer specification for follow on works and more jobs capable of being completed first time.

4.3.3 Maintaining building safety

MDH has always invested heavily in the Health, Safety and Wellbeing of its residents; as well as compliance, including the Management of Asbestos, Gas Safety Checks, Fire Risk Assessments, Water Safety Checks, Lift Safety Checks, Electrical Safety Checks and Solid Fuel appliance servicing. Not only are these Tenant Satisfaction Measures, but they are also a legal requirement. With the introduction of the Social Housing Regulation Act 2023 the Regulator of Social Housing will be able to make regular inspections to ensure that Registered Social Housing Providers are meeting their obligations

4.3.3.1 Gas Safety

MDH have 2218¹ properties containing appliances that require an annual gas safety check, which is a requirement of the Gas Safety (Installation and Use) Regulations 1998 as amended. In addition to a Landlord's Gas Safety Record (LGSR), the appliances that MDH own are also serviced. Residents own appliances are given a visual inspection. The compliance rate for LGSR's is currently at 100%², which is the benchmark for gas servicing.

Our gas servicing contractor has a portal to allow us full access to their programming and LGSR's giving full visibility of the compliance with any property, which will continue in the future.

^{1,2} Properties with gas appliances at 31 July 2024

4.3.3.2 Fire Safety and Fire Risk Assessments

MDH currently has 98 communal areas that need a Fire Risk Assessment (FRA) which need to be kept under review and updated when there are any significant changes, not only to the building but also to the risks and the hazards. If there are no changes a FRA will still need to be refreshed; in the case of MDH's purpose built flats this would need to be done every two years.

MDH will adopt the recommendations of any FRA's and incorporate the recommended works into the capital programme, which has a budget allocated to it. There is also a revenue element to this work to cover the continuing testing, servicing and maintenance of the smoke and fire alarm systems within these communal areas.

In addition to these systems, every home has a hard wired smoke alarm and heat detector with those properties that have a gas or solid fuel appliance also having carbon monoxide detectors. There is also a programme in place to test the carbon monoxide detectors when the appliances are serviced.

4.3.3.3 Asbestos Safety

MDH complies with the Control of Asbestos Regulations 2012 (CAR) prior to having works carried out to a property by having a survey carried out to let the contractor know where and what type of asbestos is within a property. In addition to this all new tenant's are provided with similar details prior to moving into their new home.

Despite this there are approximately 550¹ homes that do not have an asbestos management sample survey of their homes, which are due to be carried out between April 2024 and March 2026 by an external asbestos surveying company. Meanwhile existing survey data and the MDH asbestos register assumes asbestos to be present based on duplicate property data and other surveys to ensure all potential asbestos risks are identified and managed accordingly.

MDH will also be undertaking a rolling programme of asbestos inspections to update integrator on the condition as part of its ongoing management as well as providing our staff with regular training.

The Asbestos Management Plan was reviewed and formally updated in 2024 and will remain under cyclical review in future.

¹ Outstanding 31 July 2024

4.3.3.4 Water Safety, Legionella

MDH complies with the Approved Code of Practice relating to the Control of Legionella bacteria in water systems; having carried out a risk assessment and regular testing of those properties where there is a potential risk. Water systems are classified as either High, Medium and Low risk.

The properties with a potential risk are being reduced by removing the water storage or other risks completely and there is a programme and budget in place to manage these works. In 2017 there were 116 High risk systems and 846 Medium risk systems with the remaining stock being Low risk. Since then, 100% of High risk systems have been removed and of the 176 Medium risk systems that remain there is a continued programme to remove all of these by 2029. In the meantime, we will continue with annual legionella tests and other any additional reactive monitoring plus risk assessments as required to ensure the systems are safe. Consequently, from 2029 onwards all stock will be classified as having Low risk systems requiring no or minimum further review and testing in future.

4.3.3.5 Lift Safety

MDH currently has one lift, but this number will rise with the purchase of St Georges Court. Lifts are serviced every three months with any recommendations implemented and a budget available for this work annually.

4.3.3.6 Electrical Safety

There is a legal requirement to carry out an Electrical Installation Condition Report (EICR) to both dwellings and communal areas every five years with regulations pending requiring a full EICR at the same frequency. MDH has implemented this cyclical programme and will achieve the target.

100% of our stock will have a full EICR no older than 5-years by 2027, likely in advance of a compliance date set out in proposed regulations

MDH also recognise that inspection and identification of remedial works should also help to reduce the number of responsive electrical repairs.

4.3.3.7 Radon

MDH has had a risk assessment carried out and has implemented a programme of surveys and remedial works of those properties that require it. This programme is due to be completed in 2027 and there is a budget identified for these surveys and remedial works.

4.3.3.8 Door Entry Systems

Although this does not affect compliance it is related to security and resident wellbeing. MDH have 47 door entry systems located at the entrance to the communal areas of flats through the district. There is a budget in place for servicing, maintenance and renewal of these systems.

4.4 Manage Disrepair proactively within the financial framework

The Pre Action Protocol for housing disrepair is a set of guidelines designed to help tenants and landlords resolve the issue of disrepair. It is designed to avoid litigation, but is being used by some legal firms on a no win no fee basis, with the intention of claiming their costs via compensation for tenants. Some Registered Social Housing Providers are setting aside a significant amount of their annual capital budget to cover the cost of these claims.

MDH received its first legal disrepair claim under the housing disrepair protocol in 2019; to the beginning of August 2024, a total of 41 claims have been received.

MDH generally robustly defends these claims and it is believed that this has led to MDH receiving significantly fewer claims compared with other Registered Social Housing Providers (RPs). To date, one claim has been settled in the tenant's favour, whilst two have been settled in the MDH's favour.

However there is a general trend of an increasing number of claims, especially from 2022 onwards. This may be due to greater public awareness, more robust legislation, and increased advertising by legal firms that specialise in this practice.

There was a noticeable increase in claims following the case of Awaab Ishak, who died due to mould in a social housing property. This received widespread media coverage in late 2022 and may have raised awareness among tenants about the dangers of damp and mould. Another factor may have been the introduction of the Social Housing Regulation Act 2023, which included Awaab's law, relating to health and the minimum timescales to respond to a report of a repair, along with the increasing awareness that this has brought.

Although this may appear as a concern, it is also an opportunity to be proactive; carry out our development programme as well as undertake additional inspections or surveys with the appointment of the Specialist Officer and to implement any improvement programmes, aimed at addressing disrepair and improving response times before a claim escalates.

In the medium to long term it is anticipated that MDH will adjust to the new legal requirements and there should be a period where these claims will stabilise before decreasing as the anticipated improvement and development programmes progress.

It will be crucial to prioritise proactive maintenance and early intervention to address damp and mould issues before they escalate into legal claims. Investing in regular inspections, upgrading building materials, and enhancing tenant communication channels will be key to complying with Awaab's Law and reducing long-term liabilities. By improving the overall quality of housing stock and ensuring prompt responses to disrepair complaints, we can not only minimise the risk of legal action but also enhance tenant satisfaction and reduce the future burden of claims.

4.5 Identify and deliver our maintenance programmes while developing the local economy

Integrator is used to plan the future works programmes and the quality of the information within integrator is crucial to be able to plan and deliver the maintenance programmes in the coming years; if the information is inaccurate, our forecasts will also be inaccurate.

Previously, the information has been updated periodically; in the future a specialist officer will be employed to carry out a rolling programme of 20% of the stock per year. The specialist officer will be covering the Stock Condition Surveys, The Housing Health and Safety Rating Scheme, Asbestos inspections, Fire Safety and EPC's.

Integrator produces our works programmes based on the age, condition or form of the component that needs to be replaced, but this is also reinforced with evidence from our operatives, surveyors, and our responsive repairs officers.

Procurement and delivery of the works is managed by Responsive Repairs, Commercial and Planned Maintenance with annual budgets of approximately £2.9m Capital and £1.25m¹ of Revenue. The underlying objective behind the procurement of these programmes is to achieve value for money, while developing the local economy by encouraging businesses to tender for the works that cannot be delivered internally.

In addition to the above budgets MDH receives approximately £160,000.00 annually, from the contract with Anesco for the Solar PV panels, which is ring-fenced to be invested in renewable technologies.

¹Budgets for 2024-2025

4.6 Voids Management

Void properties are an integral part of the overall asset management of our council homes by MDH.

Voids management requires a careful balancing act between meeting the pressure of social housing demand and ensuring safe, well maintained homes that meet legal standards where tenant/resident welfare is prioritised.

There are further opportunities for property decarbonisation and retrofitting together with potential development sites for new, additional Council homes at properties sited on large plots which can often only be accomplished when properties are empty. Delivering on these opportunities makes a significant contribution toward meeting several core objectives for the Council within our Corporate Plan and Housing Strategy.

As a Registered Provider of housing, we must also comply with the mandatory Decent Homes Standard as set out in 4.3.1 and the consumer Safety and Quality Standard set by the RSH.

This legislation and associated mandatory standards cover what social landlords must be achieving in all their properties in respect of decency, modernisation, repair and safety.

The consumer Transparency, Influence and Accountability Standard also set by the RSH forms a further part of the regulatory framework for social housing and is relevant to the standards the Council sets and publishes for re-letting its properties and what incoming tenants can expect.

The MDH lettable standard is available on the MDH pages of the Council website.

The Council has adopted a detailed Voids Management Policy which is also available as above. This defines voids, sets out our policy objectives and performance targets. The overarching target is for MDH to ensure 97% occupation of stock on a rolling basis which includes dwelling stock used for general needs, non-general needs and properties allocated to the general fund Housing Options team. Voids do not apply to non-dwelling properties and assets.

Within this context we will review all voids and classify whether they are standard, major, decent or development voids as set out in the policy. This is determined by the level and nature of the works required with specific turnaround targets against each. The development voids will be properties where there are potential opportunities for redevelopment and additional Council Homes on larger or more accessible plots. Some of these voids will also be older, concrete pre-fabrication types such as Cornish and Woolaway units which are also approaching end-of-life where modernisation costs to meet Decent Homes standard in the future in order to extend property life-span by 10-20 year are a poor investment in comparison to new build replacement.

Consequently, development voids may be demolished and cannot be offered for secure tenancies. They will then be held as longer—term voids whilst feasibility studies and planning applications undertaken. Until these voids are demolished they remain as technical voids on our accounting and voids performance reporting and where possible short-term uses are explored on non-secure licensed accommodation basis including temporary homeliness accommodation where fit-for-purpose.

Occasionally, it may be recommended that a dwelling in our stock that becomes voids is disposed of. This may be for a multiple reasons including remote location, property isolation, lack of housing demand, property archetype, lack development opportunities and investment required to bring the property up to the Decent Homes standard. As a non-private registered provider, whilst there is no formal requirement to notify the RSH of any dwelling disposal this will be subject to a formal CSAG (Corporate Strategic Asset Management Group) process to determine asset management recommendations for future use. Any capital receipt will be reinvested and ring-fenced to the HRA

and where possible, priority will be given for using this receipt to support a wider development programme.

4.7 HRA Retail Units

MDH have recently adopted the management of the 15 retail units owned by MDH and are currently in the process of having all leases renewed where applicable to ensure clear guidelines around rent and repair responsibility are highlighted . As with the other HRA properties these assets will be added into our Housing system and included within any relevant Planned maintenance programme going forward although works will only be carried out at any change of tenancy as tenants will have all responsibility for repairs to the properties.

The rental income from these retail units will now be approximately £115,000.00 annually.

4.8 HRA Garages

The 1037 garages that MDH rent provide an annual income of approximately £390,000.00 set against a modernisation and maintenance expenditure of £150,000.00. This provides a net income of £240,000.00 that is reinvested into these sites or can be used on other HRA properties.

MDH will continue to invest in the maintenance and improvement of the garages to ensure this income continues. There is a rolling 5-year improvement programme in place for all garages. This commenced in 2023 and runs to 2028 with the following focus:

- Areas of high demand / waiting lists
- Areas of occupancy above 50%
- Size and construction of the garages makes them suitable for modern use
- Additional benefits such as the removal of asbestos containing material

Where garage (and related ground rent plots) are not suitable for continued use and/or modernisation then these will be held as potential development or disposal sites and be subject to a formal CSAG (Corporate Strategic Asset Management Group) process to determine asset management recommendations for future use.

5.0 Wider MDH Policy Framework and Performance Reporting

There a range of MDH policies that support and provide detail on the delivery of this Asset Management Strategy, including:

- Aids and Adaptions Policy
- Damp and Mould Policy
- Homes Safety Policy
- Tenant Alternations and Improvements to Council Property Policy
- Recharges Policy
- Voids Management Policy
- Repairs and Maintenance Policy
- CCTV Policy
- Garage, Ground Rent Plot and Car Parking Spaces Policy
- Asbestos Management Plan

- Service Standards
- Decant Procedure

Asset Management Performance is monitored and reported through quarterly updates to the Mid Devon District Council Homes Policy Development Group (HPDG). This follows specific performance targets largely defined within individual policies and our published service standards. TSMs are also subject to formal annual returns to the RSH and wider annual performance data is including in a range of tenant communications including annual reports, quarterly newsletters, ad-hoc social media posts and campaigns.

The present HPDG reporting covers the following measures and targets:

Table 7 HPDG reporting from 2024/25

Measure	Target
All Tenant Satisfaction Measures (TSMs, as prescribed by RSH) including Asbestos checks	Upper quartile nationally for perception surveys and as required by legislation for good repair and building safety
Decent Homes Standard	100%
Emergency Repairs completed on time	100%
Urgent Repairs completed on time	95%
Routine Repairs completed on time	95%
Repairs completed first visit	95%
Gas safety checks	100%
Fire Risk Assessments completed	100%
Electrical safety checks (full EICRs)	100% by 2028
Water safety checks (Legionella)	100%
Voids – occupation of MDH stock	97%