



Annual report to tenants 2017/18



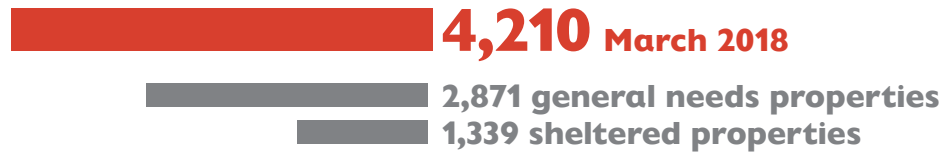
This report tells you what we do as part of our housing service. It gives our performance and covers April 2017 to March 2018. We want to keep you informed about how we're doing and how we're working to provide and maintain homes for you.

Above: a busy day in July 2017 at the free tenants' conference with a theme of 'healthy living and wellbeing', attended by tenants, leaseholders, council staff, councillors, charities and stallholders

Providing homes



Amount of properties we own:



28
Properties purchased

204
Properties allocated

3,915
People on waiting list

48
Mutual exchanges

29
People downsizing

Improving homes



11.4 avg.
Days to complete a routine repair

55
New kitchens fitted

65
New bathrooms fitted

250
Boilers replaced

318
Void properties refitted

41.7
Days to relet

100%
Properties with a valid gas safety certificate

3,153
Gas services carried out

88
Legionella risk assessments

2,402
Asbestos surveys

134
Fire risk assessments carried out

Managing our homes

318
Antisocial
behaviour
cases

0
Evictions for
antisocial
behaviour

6
Evictions for
rent arrears



Complaints

Total received:

32 March 2018

43 2016/17

40 2015/16

Complaints
were about:

6
Allocations

1
Antisocial
behaviour

5
Estate
services

3
Tenancy
management

7
Rent and
service charges

7
Repairs

3
Customer
service/staff

Improving communities

Tenant involvement

222
Tenants on
the Key Player
register

133
Tenants going
to free training
sessions

6
Community
initiative grants
allocated

75
People going
to the tenants'
conference

51
Tenants entered
the garden
competition

115
Tenants used the
home contents
insurance scheme

Events

900+ people
coming to
**community
festivals**

4 Nature and
seasonal
celebrations at
our community
orchards

**Many youth
projects and trips**
including SWITCH at
Millway, Honiton and
Exmouth, the South West
Youth Games and the
Easter residential camp

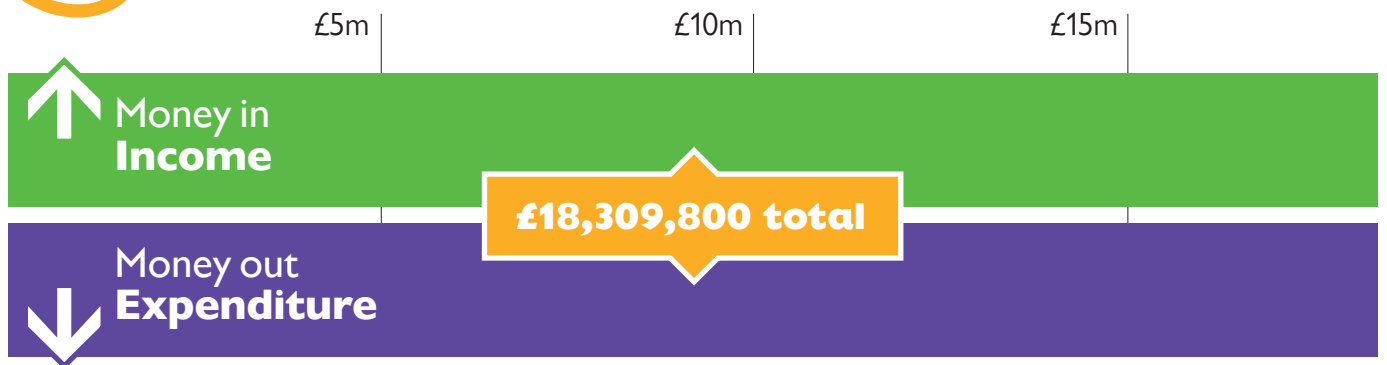
**Many health and
wellbeing events**
including mental health
initiatives, a veg garden
and the Right Track
Programme

16 Family,
sport and
relaxation
days

**Community
competitions**
including the annual
garden competition
and Scoop the Poop

**Christmas
events**
Light up
Lymebourne
and Broadclyst
Christmas Fair

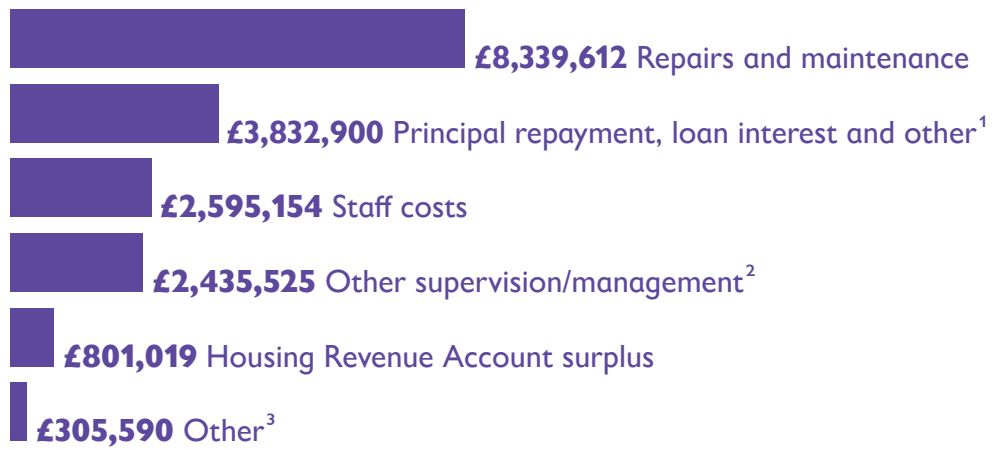
Financing



Income breakdown



Expenditure breakdown



¹ Includes principal loan repayments, loan interest and contribution to capital expenditure

² Includes costs for grounds maintenance, communal cleaning, staff transport, office costs and insurance

³ Includes tenant participation costs, road repairs, downsizing payments and community development

Contact us

Full contact details for all teams in the housing service can be found in your tenant handbook or at eastdevon.gov.uk

To request this information in an alternative format or language phone 01395 517453 or email tenantparticipation@eastdevon.gov.uk



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