



Annual report to tenants 2018/19



**This report tells you what we do
as part of our housing service.
It gives our performance and
covers April 2018 to March 2019.**

We are responsible for providing and maintaining homes for over 4,000 households. Our Tenants and Communities team are active locally, managing our housing, supporting tenants, and promoting community cohesion and involvement. We want to keep you informed about how we're doing and how we're working to provide and maintain homes for you.

Above: Ian Williams, one of the UK's largest property services partners to the housing market, has been chosen to work with East Devon District Council to help keep its homes fit for purpose and, if repairs are needed, to ensure these are carried out as soon as possible. The Ian Williams team are also responsible for ensuring empty homes are in good condition, ready for new tenants to move in.

East Devon – an outstanding place



Providing homes

We own

4,202
properties

▼4,210 last year



1,344
sheltered
properties

▲1,339 last year

2,858
general needs
properties

▼2,871 last year



28 properties
lost through
Right to Buy sales
▼32 last year



16

Properties
purchased

▼28 last year



289

Properties
allocated

▲204 last year



29

People
downsizing

▲26 last year



41

Mutual
exchanges

▼48 last year



4,668

People on
waiting list

▲3,915 last year

Improving homes

Repairs made:



11,250

this year



9,365

▲ last year

Repairs 'right first time':



91%

this year



82.5%

▲ last year

Days to complete
a routine repair:



15.7 avg.

this year



11.4

▲ last year

33

New bathrooms
fitted

▼65 last year

59

New kitchens
fitted

▲55 last year

274

Boilers
replaced

▲250 last year

317

Void properties
refitted

▼318 last year

25.2 avg.

Days to relet
a property

▼41.7 last year

100%

Properties with a
valid gas safety
certificate

Same last year

3,140

Gas services
carried out

▼3,153 last year

1,440

Asbestos
surveys

▼2,402 last year

129

Fire risk
assessments

▼134 last year

208 blocks

Legionella risk
assessments*

▲88 last year

Managing our homes

Rent collected:



98.5%
this year



▼ 98.8%
last year

5

Evictions for
rent arrears
▼ 6 last year

95

Antisocial
behaviour cases*
▼ 318 last year

0

Evictions for
antisocial behaviour
Same last year

Complaints received:



Complaints were about:

2

Estate
services
▼ 5 last year

7

Antisocial
behaviour
▲ 1 last year

4

Tenancy
management
▲ 3 last year

4

Rent and
service charges
▼ 7 last year

4

Allocations
▼ 6 last year

8

Repairs
▲ 7 last year

8

Customer service/staff
▲ 3 last year

*There has been a change to how this is recorded

Improving communities

Tenant involvement

99

Tenants on
the Key Player
register

33

Tenants went
to free training
sessions

11

Community
initiative grants
allocated

73

People went
to the tenants'
conference

37

Tenants entered
the garden
competition

114

Tenants used the
home contents
insurance scheme

Events

9 nature
and seasonal
events at our
community orchards

37 entrants in
the annual garden
competition

**Lots of
community
projects and
events** including
four community
festivals

**Many youth
projects and trips**
including the Youth Tenant
Conference, play days in
rural areas, an outdoor
programme, and SWITCH
at Millwey, Honiton
and Exmouth

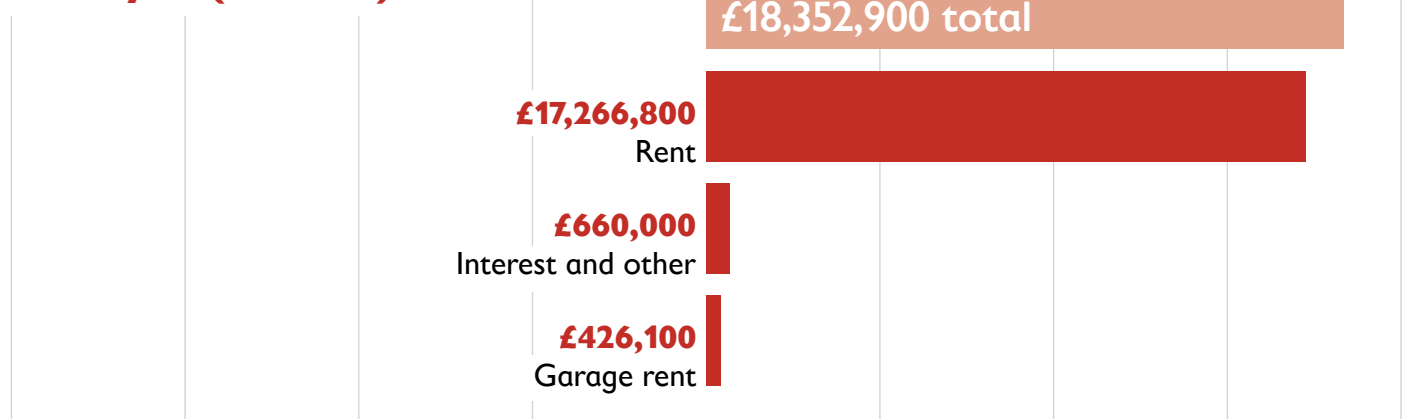
**Many health and
wellbeing events**
including a mental health
workshop and healthy
eating initiatives

**Work with
the Countryside
Team Education Ranger**
including multi-generational
activities, iFit Family Adventure
Days, and introducing
discounted rates for tenants
to some attractions
and events

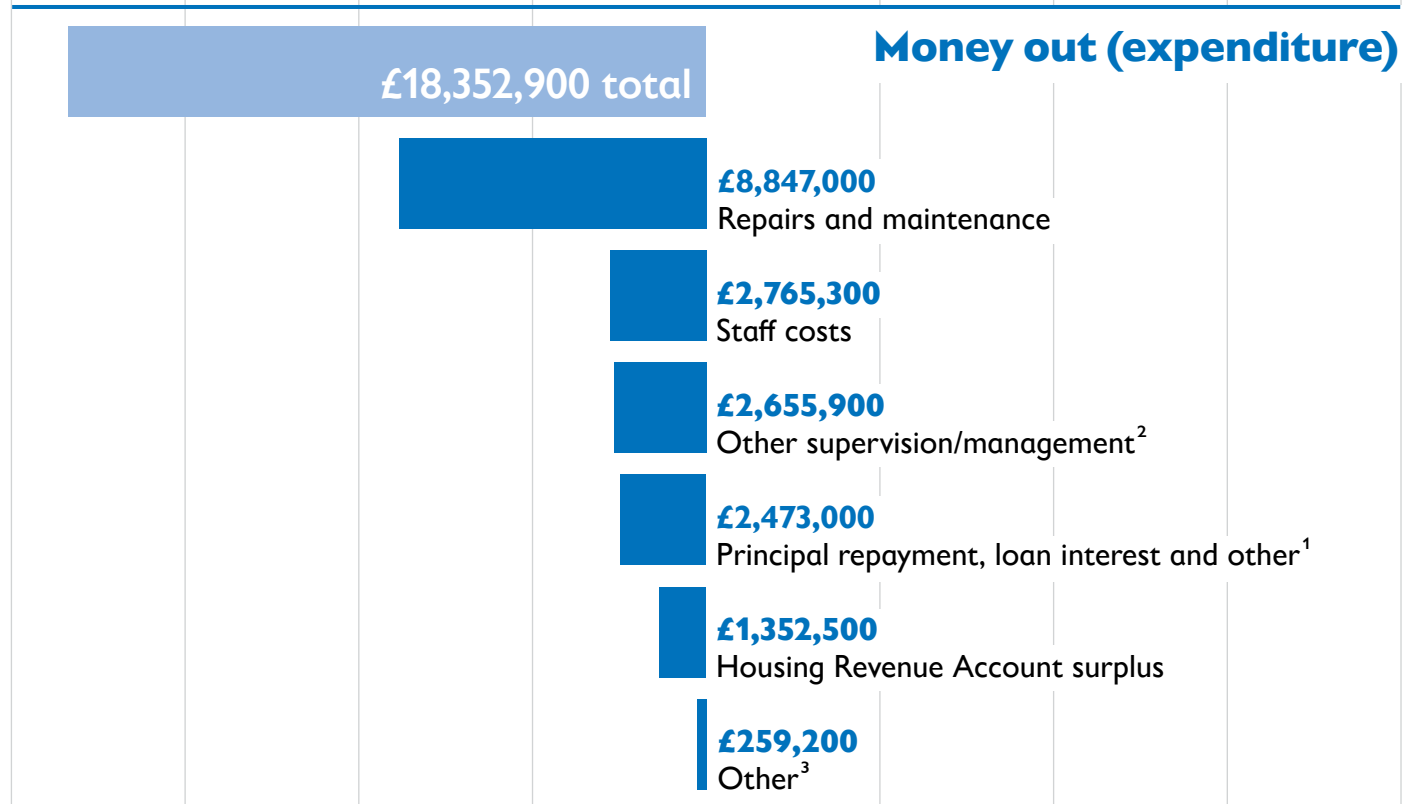
**Christmas
events** at
Lymebourne,
Dunning Court
and Littleham

Financing

Money in (income)



Money out (expenditure)



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

How to 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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