

Annual report to tenants 2020/21

This report tells you what we do as part of our housing service. It summarises our performance and covers the period from April 2020 to March 2021.

We want to keep you informed about how we're doing and how we're working to provide and maintain homes for you as well as how we seek to support our communities across East Devon.

The impact of the Coronavirus pandemic can be seen in some of the figures reported for this year. An example of this is the reduced number of new kitchens and bathrooms fitted this year. This is a direct result of the lockdowns and social distancing restrictions that occurred during the period. Also, a lot of tenant participation and community development work was suspended for this reason.

Providing homes

We own

4,197
properties

↓4,200 last year

2,850
general needs
properties
↓2,855 last year

1,347

sheltered
properties

↑1,345 last year



14 properties
lost through
Right to Buy sales
↓26 last year



15

Properties
purchased

↓17 last year



324

Properties
allocated

↓328 last year



10

People
downsizing

↓31 last year



23

Mutual
exchanges

↓34 last year



4,906

People on
waiting list

↑4,708 last year

Improving homes

Repairs made:



11,608

this year



↑10,333

last year

Repairs 'right first time':



91.4%

this year



↑84%

last year

Days to complete
a routine repair:



19.6 avg.

this year



↑14.5

last year

9

New bathrooms
fitted

↓49 last year

21

New kitchens
fitted

↓81 last year

92

Boilers
replaced

↓214 last year

340

Void properties
refitted

↓342 last year

140

Fire risk
assessments

↑30 last year

1,319

Asbestos
surveys

↓1,449 last year

3,181

Gas services
carried out

↑3,164 last year

20

Legionella risk
assessments¹

↓209 last year

100%

Properties with valid
gas safety certificate

Same last year

¹ Other than voids which are assessed routinely

Managing our homes

Rent collected:



98.6%
this year



98.6%
last year

4

**Evictions for
rent arrears**
↓7 last year

269

**Antisocial
behaviour
cases**
↑164 last year

0

**Evictions for
antisocial behaviour**
Same last year

Complaints



91 total
this year



↑52
last year

5

**Estate
services**
↑0 last year

8

**Antisocial
behaviour**
↑1 last year

10

Allocations
↑9 last year

53

**Repairs and
maintenance**
↑28 last year

Days to respond (stage 1):



26.2
this year



↑23.9
last year

6

**Tenancy
management**
↑4 last year

2

**Rent/service
charges**
↑1 last year

4

**Customer
service / staff**
↓8 last year

8

Other
↑1 last year

Tenant involvement

111

**Tenants
on the key
player
register**
↓113 last year

0

**Tenants
attending
free training
sessions**
↓22 last year

6

**Community
initiative
grants
allocated**
↓13 last year

0

**People
attending
the tenant
conference**
↓77 last year

22

**People
entered
the garden
competition**
↓48 last year

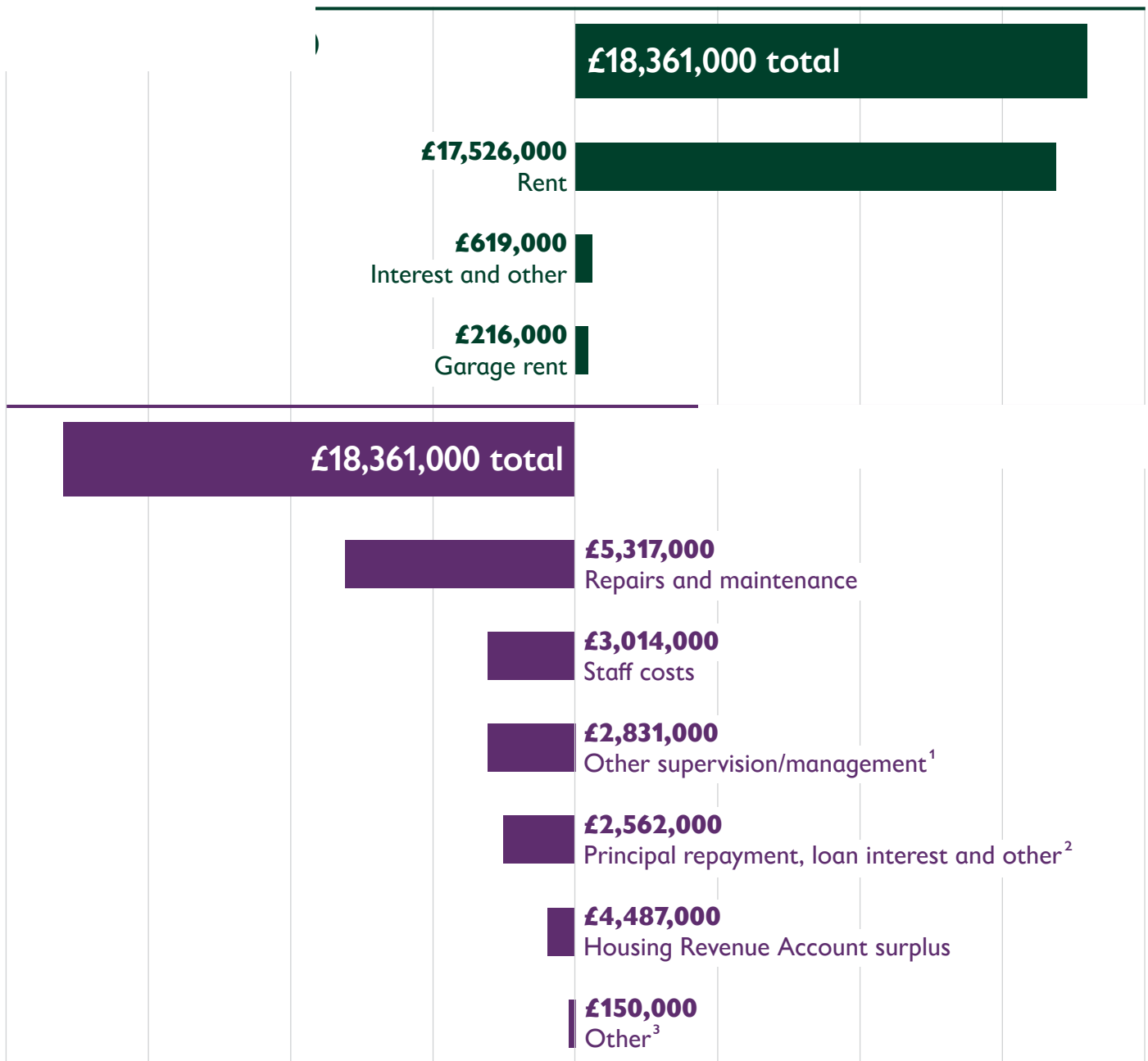
114

**Tenants taken
up the home
contents
insurance
scheme**
↑109 last year

Community development

With most Community Development activity suspended due to the pandemic, the Community Development Team assisted the Home Safeguard service and helped to run the East Devon District Council Coronavirus Community Support Hub. They also worked with Fareshare, providing a central hub for food collections and making deliveries. They helped to set up some community fridges and community larders. In addition they set up a WhatsApp group for the various food provider groups to network. This helped these groups to learn from each other and provided them with a way to offer support to each other when needed.

Financing



¹ Includes costs for grounds maintenance, communal cleaning, staff transport, office costs and insurance

² Includes principal loan repayments, loan interest and contribution to capital expenditure

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



Join thousands of other residents already using our East Devon App. Download for free at eastdevon.gov.uk/app.