



Annual report to tenants 2022/23

This report summarises our performance and covers the period from April 2022 to March 2023.

We have made a few changes to the report this year to reflect the views of tenants consulted over the last few months. We've been keen to keep the report quite short, but also to provide more detail in the areas that matter to you.

We've also included the results of our Tenant Satisfaction Survey, carried out earlier this year. We'll be asking tenants the same questions each year so that we can see where we are improving as well as how we are doing compared to other social landlords.

We hope you find the report interesting and informative. We'll be looking for your feedback on the report over the next few months and hope that you will take the opportunity to let us know your thoughts when the opportunity to do so arises.

The Charter for Social Housing Residents

The Charter for Social Housing Residents (sometimes known as the Social Housing White Paper) has now been agreed and put into law through the Social Housing Regulation Act. The new rules will come into force from April 2024.

The charter sets out what you as social housing tenants should expect to be done by your landlord. The Regulator for Social Housing will make sure that landlords are running their social housing properly and providing a good service to tenants.

What does the new Charter say

-  **Be and feel safe in your home**
-  **Be treated with respect**
-  **Have a good quality home and neighbourhood to live in**
-  **Be supported to be able to own your own home**
-  **Have information from your landlord about the service they provide**
-  **Have any complaints dealt with quickly and fairly**
-  **Be able to speak up and have your voice heard**

More detail can be found at [gov.uk/government/publications > the charter for social housing residents social housing white-paper](https://gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper).

For alternate formats contact us at tenantparticipation@eastdevon.gov.uk or phone 01395 517453

Keep a look out for more updates throughout the year

Communities Team

We organised tenant consultation for other housing departments, holding focus groups and events across the district. This has not only provided a platform for tenants to have an opportunity to shape the housing service, but has started to create unity between the Housing teams.

Community hubs

These provide support, unity, companionship, and aim to develop community spirit throughout East Devon.


Over 360
People attending aged from 8 months to 96 years old


8

Locations



18

Volunteers

It's been great to welcome not just people from our sheltered housing and general needs properties, but also residents who live in their own homes and in privately rented houses too. As well as providing lunches and tea, we've also run cooking workshops, exercise classes and craft sessions.

Helping others

We've been actively involved with FareShare, a company that distributes surplus food from supermarkets to community groups and charities. In the last year in Axminster and Honiton, we've used over 3 tonnes of food that in the past would have been thrown away.



3 tonnes
equivalent to 7,000 meals

Supporting the wildlife

We have carried out some rewilding across the district to help our wildlife and wildflowers to flourish.



Resident Involvement Strategy

We are in the process of developing our new Resident Involvement Strategy. We've consulted with tenants, councillors and staff to help shape the direction of our service over the next three years. The strategy will set out how we can better involve, consult and empower local people from across the district.

For more information contact tenantparticipation@eastdevon.gov.uk or phone 01395 517453



Repairs

This was a very challenging year for our Repairs and Maintenance team. Although the direct impact of the coronavirus had passed, our contractors were dealing with a large backlog of responsive repair works put off due to the restrictions of 2021. We had a lot of staff turnover throughout the year and it proved difficult to recruit the right people into vacant roles. Our contractors have had similar issues, with a shortage of qualified people applying for jobs.

With the increased pressure on our day-to-day repairs service, we took the decision to wait until 2023/24 to restart our planned works programme (installing new kitchens, bathrooms, and roof replacements).

Routine (Day-to-day) repairs

Examples of routine repairs would be a leaking tap, repairing window seals, minor gutter fixes, or repairs to kitchen cabinets.

Although we are taking less time on average to complete routine repairs compared to last year, we have continued to struggle to complete all repairs on time this year. There are some things that have contributed to this; there's been a lot more complex repairs this year, the backlog of work from pandemic restrictions and our contractors have struggled with staffing levels. But we recognise that improvements are needed. We are working with our contractors to make sure they are operating in the best way to meet our targets. We're also looking at how we work in our Repairs team. We'll be telling you more about this throughout the coming year.

Contractors 28 day target



Average days to complete a routine repair:



Emergency repairs

Examples of emergency repairs would be severe leaks, electrical failure, fire, lack of hot water, and full water failure (if not caused by wider issue in the local area). Our contractors are committed to respond to emergency repairs and make things safe within 4 hours.

As with routine repairs, issues with staffing levels have contributed to the reduction in performance levels this year.

Contractors 4 hour target



Average time to complete an emergency repair:



Top 10 repairs

1331
Doors

Renewing doors and changing locks

1120
Windows

resealing, fixing broken handles, and new windows

834
Gutters

Mainly cleaning and clearing

760
Leaks

Not possible to specify

544
Fans

Mainly putting in new fans

774
Showers

Mainly updating electric showers and clearing blockages

563
Roofs

Mainly replacing tiles

1175
Toilets

Replacing cistern, replacing pan, and blockages

621
Drains

Mainly cleaning and clearing

824
Lights

Updating/ replacing ceiling lights and communal lighting replacement

What are we doing in the next year?



Planned work

We'll be restarting our planned works programme. We are hoping to replace kitchens and/or bathrooms in up to 60 properties. We are currently talking with different companies to carry out this work for us; we'll be in touch with residents once we have a plan in place.

Stock condition survey

Our Stock condition survey programme is due to complete by the end of this year. We've been collecting information about the condition of our properties to help us to understand what repair needs and health and safety issues there might be. The results of these surveys will be used to prepare a long term plan to upgrade all our homes, making them warmer and safer for our residents. The improvements should also make them more energy efficient meaning they'll be cheaper for you to run too. Residents should expect to be hearing a lot about this in the coming months and years. It will be a challenging time for everyone, but very exciting too.

Tenant Satisfaction measures

These are the new standard measures that all social housing providers will report on each year. This means that in future years, you will be able to see how we are doing compared to other landlords.

The new measures don't officially come in until next year, but we've decided to start gathering them this year to give us a baseline and to make sure we are ready for the new reporting when it comes in in 2024.

We took a sample of our tenants and sent them a survey using the standard questions we will be required to report on to central government from next year. We sent surveys to 3766 tenant households and received 831 responses. There are 12 standard questions all asking how satisfied or dissatisfied tenants are with different aspects of their housing. For each question there are five options to pick from.



Question 1

Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by East Devon District Council?



Question 2

Has East Devon District Council housing services carried out a repair to your home in the last 12 months?

80%
Yes

If yes: How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council housing services over the last 12 months?



Question 3

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



Question 4

How satisfied or dissatisfied are you that East Devon District Council provides a home that is well maintained?



Question 5

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council provides a home that is safe?



Question 6

How satisfied or dissatisfied are you that East Devon District Council's housing service listens to your views and acts upon them?



Question 7

How satisfied or dissatisfied are you that East Devon District Council's housing service keeps you informed about things that matter to you?



Question 8

To what extent do you agree or disagree with the following: "East Devon District Council's housing service treats me fairly and with respect?"



Question 9

Have you made a complaint to East Devon District Council's housing service in the last 12 months?

43.7%
Yes

If Yes: How satisfied or dissatisfied are you with East Devon District Council housing service's approach to complaints handling?



Question 10

Do you live in a building with communal areas, either inside or outside, that East Devon District Council is responsible for maintaining?

36%

Yes

If yes, then How satisfied or dissatisfied are you that East Devon District Council's housing service keeps these communal areas clean and well maintained?

44.5%

satisfied

17.5%

neither

37.9%

dissatisfied

Question 11

How satisfied or dissatisfied are you that East Devon District Council's housing services make a positive contribution to your neighbourhood?

33.2%

satisfied

34.5%

neither

32.4%

dissatisfied

Question 12

How satisfied or dissatisfied are you with East Devon District Council housing service's approach to handling anti-social behaviour?

29.5%

satisfied

42.6%

neither

27.9%

dissatisfied

Results

It is clear from the results of this survey that there are low levels of satisfaction across all of our housing services. We asked those answering the survey if they would be happy to talk more with us about how they answered the survey. Many of you did, and we held some small face to face groups to get more detail about any issues raised.

Over the coming weeks and months we will be working hard to prioritise the areas that you have told us we are not getting right. This includes work to improve our day to day repairs service and reviewing our complaints process. We'll also be running more surveys and providing opportunities for feedback. This way we can keep track of how we are doing on a more regular basis.

Compliance data

As well as the tenant survey, we will be required to report on other areas from April 2024. Again this information will be the same across all social landlords so we can compare our performance against other areas.

We'll be publishing this information each year so you can see how we are doing in these key areas.

Gas Safety Checks

Proportion of homes for which all required gas safety checks have been carried out.

100%**Fire Safety Checks**

Proportion of homes for which all required Fire risk assessments have been carried out.

100%**Asbestos Safety Checks**

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

99%**Water Safety Checks**

Proportion of homes for which all required legionella risk assessments have been carried out.

100%**Lift Safety Checks**

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

100%**Anti-social behaviour cases relative to the size of the landlord**

Number of anti-social behaviour cases opened per 1,000 homes.

24 cases

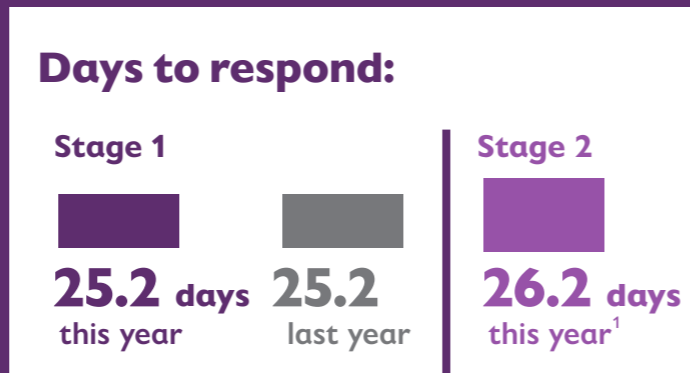
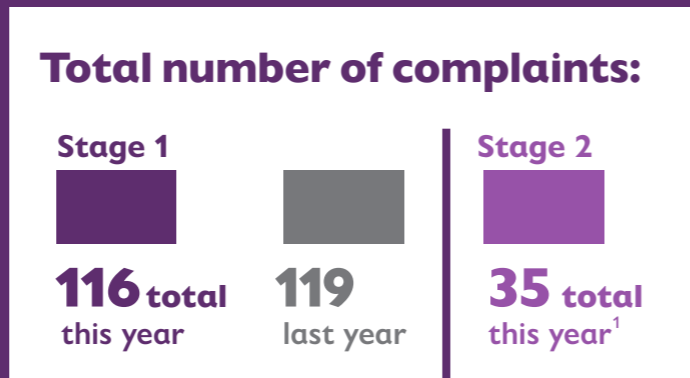
Complaints

The following statistics relate to formal complaints raised against the housing service. These usually occur when a tenant has asked us to do something and they feel that we have not responded well enough to their request.

We follow our corporate complaints procedure to handle formal complaints. As a social housing landlord we follow the Housing Ombudsman Complaint Handling Code. We review our procedure against this code each year to make sure we comply with the latest regulations.

We have a two stage complaints process. If a tenant isn't happy with our response after stage 1, then the complaint is escalated to stage 2. If they are still not happy with the response then the tenant can take their case to the Housing Ombudsman who will consider the complaint and make a final decision on the complaint.

More information on our complaints procedure can be found at eastdevon.gov.uk/complaints-procedure.



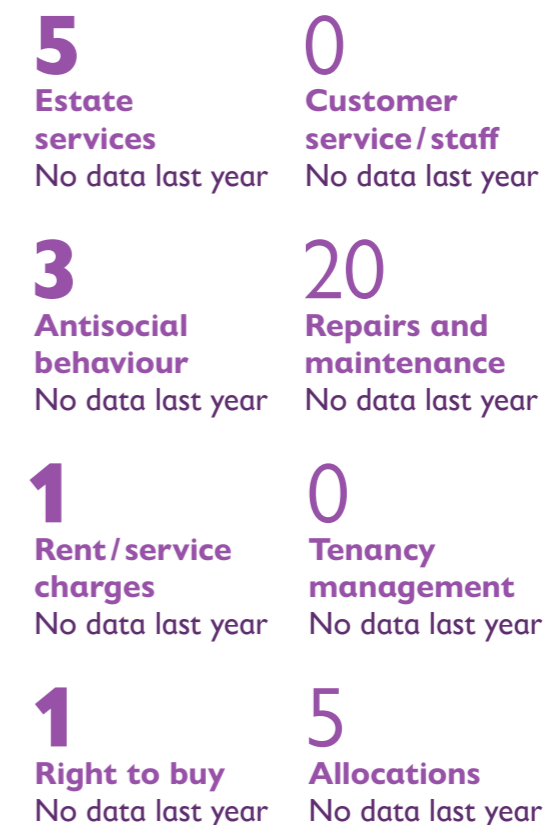
¹No data recorded for last year on stage 2.

Departments

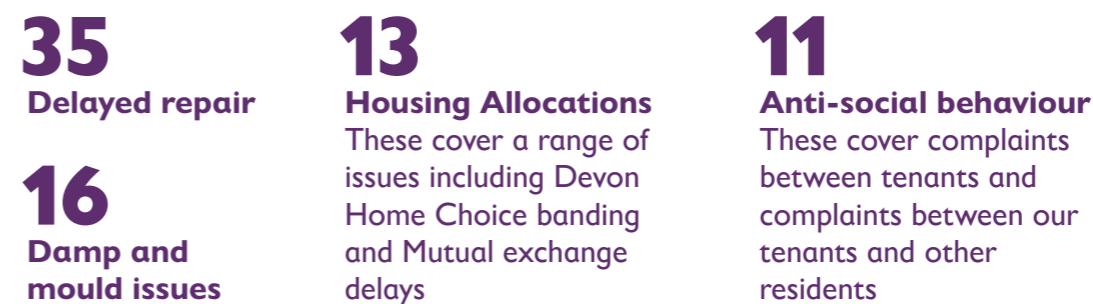
Stage 1



Stage 2



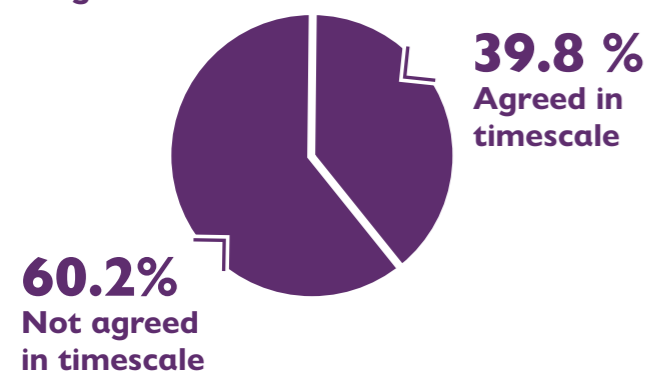
Stage 1 Breakdown of common complaints



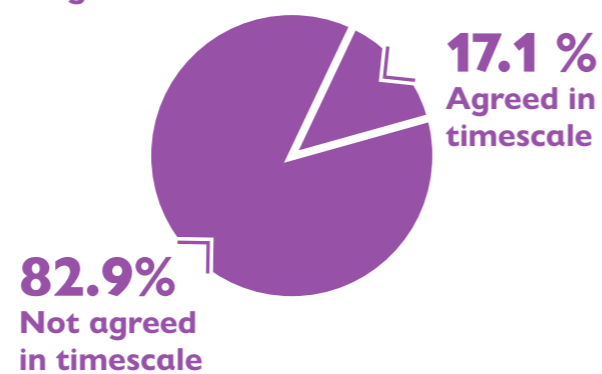
Answered timescale

Target response is 20 working days per stage

Stage 1



Stage 2



It isn't always possible to respond within our 20 day deadline. Some complaints can be very complex. In these cases we can agree a different deadline with the complainant. It hasn't been possible to separate these out from the overall figures, but we would expect this to be a small number of cases.

Learning from complaints

We are very disappointed with our performance in this area. Here are some actions we will be taking to improve.



Updating

Making sure staff are recording all contact with tenants on our systems



Response

Recruiting another member of staff to help to respond to complaints



Communication

Check how we work with our corporate complaints team when responding to complaints



New system

Setting up a clearer system to record, monitor and track complaints



Training

All staff to receive customer service and complaints training

Financing

Money in (income)

£19,297,000 total



Rent

£18,160,000

Interest and other

£916,000

Garage rent

£203,000

Money out (expenditure)

£20,543,000 total



Repairs and maintenance

£9,015,000

Other supervision/management²

£4,169,000

Staff costs

£3,809,000

Principal repayment, loan interest, and other³

£2,554,000

Revenue Contribution to Capital Expenditure⁴

£757,000

Other⁵

£239,000

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

³ Includes principal loan repayments, loan interest, and contribution to capital expenditure

⁴ For energy efficiency improvements, retrofit to properties

⁵ 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.