



Report to: Housing Review Board

Date of Meeting 30th April 2026

Heading/Title: Housing Performance Report – Property & Assets – Q4 2025/26

Cabinet Member(s): Cllr Dan Ledger

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Key decision No NA

If a Key Decision has it appeared on Forward Plan

Document classification: Part A Public Document

Exemption applied: None

1. Background

- 1.1 The following report outlines the Property & Assets (P & A) element of the Housing Service's performance through quarter three of FY 2025/26. The report covers the Repairs, Compliance and Planned Works functions within P & A..

2. Recommendations/Decision

- 2.1 The Housing Review Board receives the report and our performance at end of quarter four, 2025/26.

3. Reasons for Recommendations/Decision

- 3.1 To ensure the Housing Review Board have assurance around service delivery, performance and compliance with our health & safety responsibilities for P & A. To enable the Board to scrutinise and challenge the performance of the housing service.

Housing Performance Report – Property & Assets – Q4 2025/26

Background / Context

1. This report presents an overview of P & A's performance during the fourth quarter of 2025/26 (e.g. January to March 2026). The performance measures reported here support our governance responsibilities under the Regulator of Social Housing's Consumer Standards, particularly in relation to repairs, compliance and planned works. Regular performance reporting to the Housing Review Board ensures oversight is maintained and enables timely scrutiny and challenge, as expected under the regulatory framework.
2. Targets are set annually and are our benchmark for where we would like our performance to be. Top Quartiles are the benchmark figures from Housemark, which tells us whether we are in the top 25% of best performing landlords

Tenant Satisfaction Measures

3. The action of the Property & Assets (P&A) function directly influencing the following Tenant Satisfaction Measures (TSMs):
 1. TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
 2. TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.
 3. TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.
 4. TP05: Proportion of respondents who report that they are satisfied that their home is safe.
4. The Q4 TSM results on Figure 1 below continues to show an improving trend for the TSM metrics relating to repairs and it is assumed this is because of the ongoing work by Property & Assets to improve the Repairs function. The slight dip in satisfaction relating to "Repairs Time Taken" is due to the seasonal 50% increase in call number and 20% increase in repairs over the winter. This has resulted in increasing response times due to no or limited additional resources being available to deliver the increased demand. A 'Winter Planning' exercise will be completed Q2 of 2026/27 to increase the probability of the seasonal increase in demand being met and customer performance commitments being delivered.

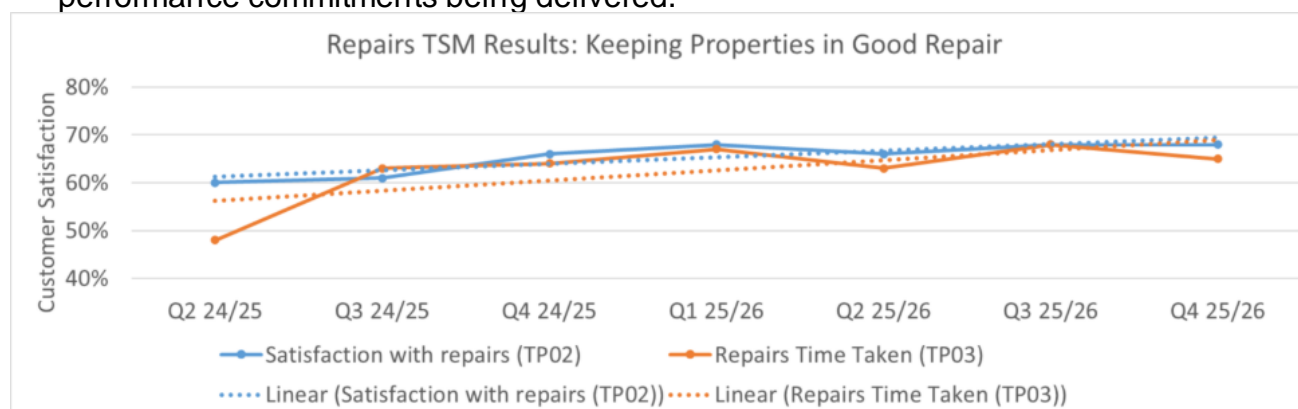


Figure 1. Both the 'Keeping Properties in Good Repair' TSM metric have an improving trend.

- Figure 2 show the TSM performance for the metrics relating to “Well Maintained & Safe”. The overall trend remains stable, and this is assumed to be due to P&A initial focus being on repairs. It is anticipated this metrics will not improve until the actions from the Strategic Asset Management Plan are implemented, which should provide a pathway to improve the decent homes metrics and associated TSM metrics.

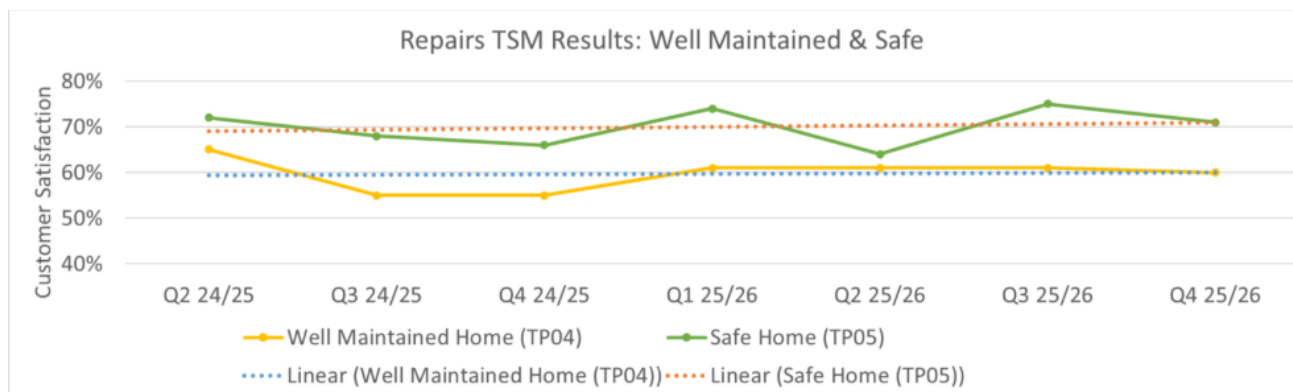


Figure 2. The TSM metric relating to “Well Maintained and Safe” are stable

- The Property & Assets team continues to make progress in addressing the underlying causes of historic Tenant Satisfaction Measure (TSM) performance through delivery of the Action Plan presented at the January 2026 HRB report. Good progress has been made in establishing a customer satisfaction system to capture feedback on all completed jobs. The backlog of surveys has reduced. Customers now receive a survey summary following each response, setting out what actions will be taken and the expected timescales for completion. In addition, work has commenced on a Damp and Mould Risk Assessment, which will be used to target proactive inspection activity during Q2 and Q3 of 2026/27. More challenging elements of the Action Plan include the complexity and timelines for implementing system changes within OneHousing to enable effective monitoring of Awaab’s Law compliance and awaiting the completion of the in-depth project and consultancy work relating to the Strategic Asset Management Plan.
- While P&A will continue to focus on delivering and evolving the action plan to maximise the TSM performance to an economic level, we also recognise that some of the benefits of the changes we are implementing may take time to be realised and performance may be impacted by external factors (e.g. weather, legislation changes, etc).

Customer Engagement

- P&A Customer Engagement activities during this reporting period have further increased with the events listed in Table 1 below. These events help P&A to understand what matters most to residents and this is essential to enable a repairs and maintenance services that are timely, effective, and meet tenant expectations.

Table 1. Schedule of P&A Customer Engagement & Scrutiny Activities in Q3/Q4 2025/26.

Engagement Event	Outcomes
Repairs & Maintenance Scrutiny Group (2 nd Dec 2025): Delivered an annual review report and co-created the 2026 agenda with the group.	<ul style="list-style-type: none"> Agenda for 2026 contains a mixture of topics the Scrutiny Group wish to cover and items that P&A need customer feedback on. Performance validated via presentation of the annual review of P&A’s performance.

Engagement Event	Outcomes
<p>Repairs & Maintenance Scrutiny Group (22nd Jan 2026) – Delivered a standard progress report, obtained initial requirements for Fire Safety & Recharge polices, provided an update on Awaab’s Law and co-created development of the P&A communication plan for 2026.</p>	<ul style="list-style-type: none"> • Policy feedback used to draft policy documents prior to formal consultation. • P&A Communication plan is now being implemented. • Performance validated via presentation of the annual review of P&A’s performance.
<p>Meet the Contractor - Peazen flats (2nd Feb 2026): Presented the scope of works, confirmed the programme and introduced the contractor’s key people.</p>	<ul style="list-style-type: none"> • Customers aware of how to contact EDDC and the contractor if any issue arise. • Customers understand the scope of works and how the works will be delivered. • Received positive feedback about the event from customers.
<p>Customer Journey Mapping Workshop (3rd Feb 2026) – Engagement Team ran a workshop with P&A to understand customers emotions and barriers/fenestrations during the repairs process.</p>	<ul style="list-style-type: none"> • Lots of great insights provided from the workshop. • Project required in P&A to implement the feedback where it is practical and appropriate. Update on progress to be provided at future HRB meeting.
<p>Complaints Scrutiny Group (4th Feb 2026) – P&A provided an update on activities being undertaken to improve the service provided to customers. 80% of all complaints relate to P&A activities.</p>	<ul style="list-style-type: none"> • Complaints group aware of ongoing activities to improved service and reduce complaints. P&A to provide an update at future progress meetings.

9. The whole of P&A will continue to be involved, and where appropriate, lead on customer engagement activities to ensure customer needs are understood. Furthermore, P&A will support the Repair & Maintenance group to enable performance to be tested against lived experiences, strengthen accountability, and ensure service improvements are shaped by what matters most to customers.

10. P&A continue to publish articles in each addition of Housing Matters on topics ranging from repairs service levels to storage of e-bikes / mobility scooters. The number of article submitted by the team typically exceeds the article allowance by over 100% and we are now looking for alternative communication channels to distribute these articles.

Awaab’s Law

11. The final part of the Awaab’s Law implementation programme to establish the repairs process remains incomplete due to scoping, technical and resourcing challenges associated with the required changes to OneHousing. This work will now be delivering over three phases with an initial phase delivered in May/June 2026 and the subsequent phases in September 2026 and March 2027.

12. We continue to continue to monitor the Damp & Mold (D&M) performance using a previous establish capability, which identifies if D&M is associated with

a repair. This approach does not report the severity of the D&M. Table 2 shows the breakdown of the outstanding D&M jobs as of the 31st March 2026. The backlog is due to the influx during the winter and some of the older cases have occurred due to access issues. Maintenance Surveyors would have attended every D&M case to assess the vulnerability and severity, and this information would have been used to priorities the D&M resolution work.

Table 2. Backlog of D&M jobs as of 31st March 2026.

Overdue Duration (Reported Date)	Number of D&M Jobs
<1 month	11
1 to 2 months	14
2 to 3 months	5
>3 months	0

13. The repairs survey team continues to work through the backlog of survey with waiting times for a survey ranging between 10 weeks for Exmouth and 3 weeks for all other areas. The surveyor operational areas are now being adjusted to make the Exmouth area smaller and increase another surveyor's coverage. We will continue to monitor the backlog and assess the need for additional temporary surveyor resources to resolve the Exmouth backlog.
14. The capability of the survey team has evolved with the implementation of a standard survey report to be completed for all surveys. The report documents the issues identified and scopes the works to be completed. Furthermore, the application of a Collaborative Intelligence model (e.g. AI + Human Intelligence) has allowed the Surveyors to produce summary for each survey that is send via post to the customers. This is done for every survey, which ensures compliance with Awaab's Law and improves the communication with customers.
15. Work has commenced on the development of a D&M Risk Register that is using available datasets including customer data (e.g. demographic, fuel poverty position, etc) stock condition survey, EPC status, referrals from our Gas Servicing provider and other data that helps quantify the D&M risk. The outputs will be used to better understand the D&M risk and drive proactive inspections that are intended to commence in Q1 2026/27. These proactive inspections combined with the distribution of further educational information will help to reduce the impact of D&M next winter.

Repairs

16. Figure 3 below shows the monthly repairs customer service metrics. Repair calls continue to trend downwards and the annual seasonal increase in communications was evident during Q4, which was exacerbated by the wet January 2026. Missed calls increase during this reporting period due to the increase called numbers and long term staff sickness in the Repairs Customer Service Team. This increased the average call waiting times in Q4 to 4 minutes from <1 minute in Q3. The number of online forms submitted are remaining stable and following the typical seasonal patten.

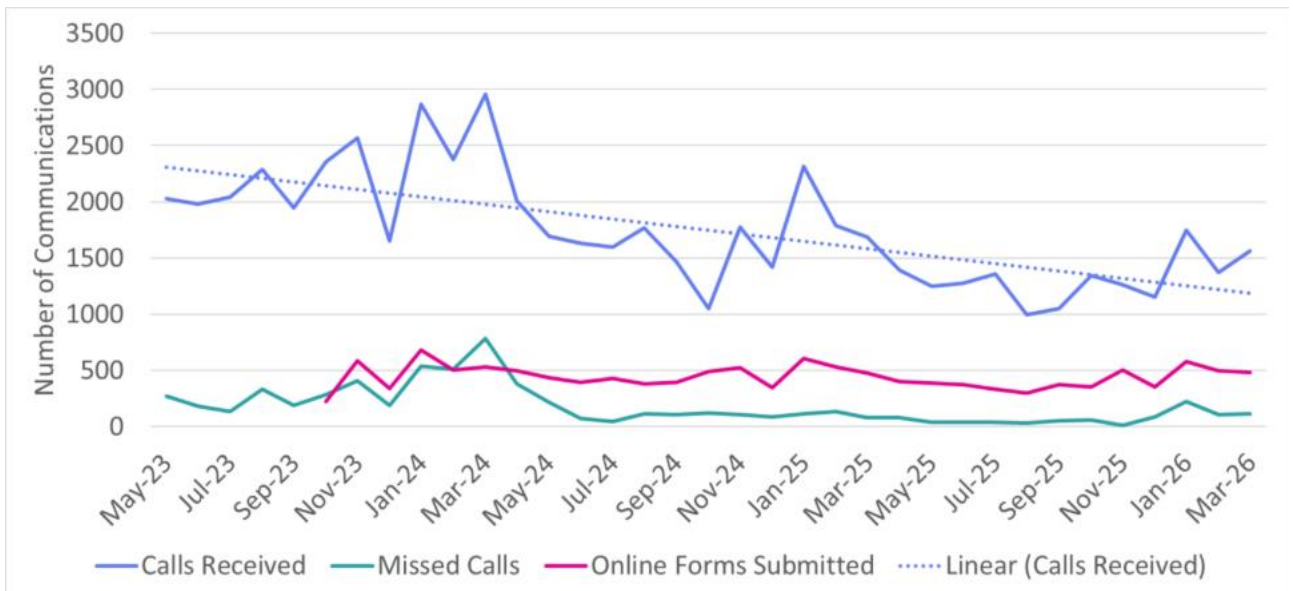


Figure 3. Repairs Call Centre Metrics

17. To prevent a repeat of this situation next winter, it is proposed to complete a winter planning exercise in July/August to ensure sufficient capability is available within P&A to manage the increased call numbers. These arrangements might include other P&A staff being asked to take calls during peak times and/or the use of temporary resources during this period.

18. Figure 4 below shows both the percentage of emergency and routine repairs completed in the target timescales up to and including Q4 25/26. The performance in the last last quarter has deteriorated for both metrics: 88% to 78% for routine repairs and 85% to 76% for emergency repairs. Both Ian William and Liberty’s repairs completion performance has been poor during Q4. The increase in job numbers during this period would have been a significant factor but was not unexpected. Furthermore, we understand system interface issues with Liberty has influence the performance outcomes. Despite the poor Q4 performance, the initial performance for 25/26 has remained stable for emergencies and improved by 3% for routine repairs. Work is now underway to identify the root cause for this poor performance and establish measures to ensure it is not repeated in future years. This will be reported on at the next meeting.

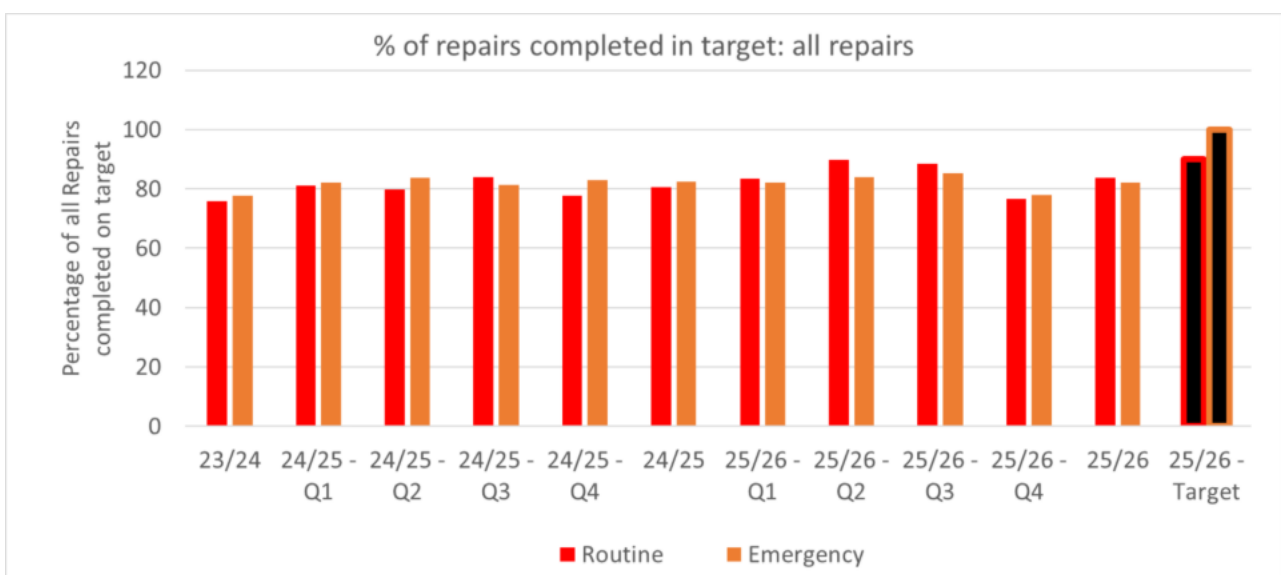


Figure 4. Percentage of repairs completed in target.

19. Figure 5 shows complain numbers relating to P&A activities have followed a similar pattern in January and February compared to previous years, but numbers remained high in March 2026. The cause for the increase is not fully known, but additional challenge by P&A to requests for immediate replacements of components is likely to be influence this increase. As previously reported, the root cause for the complaints is split between planned works and compliance issues (10%), contractor issues (30%), poor customer journey (30%) and work not being progressed (30%).

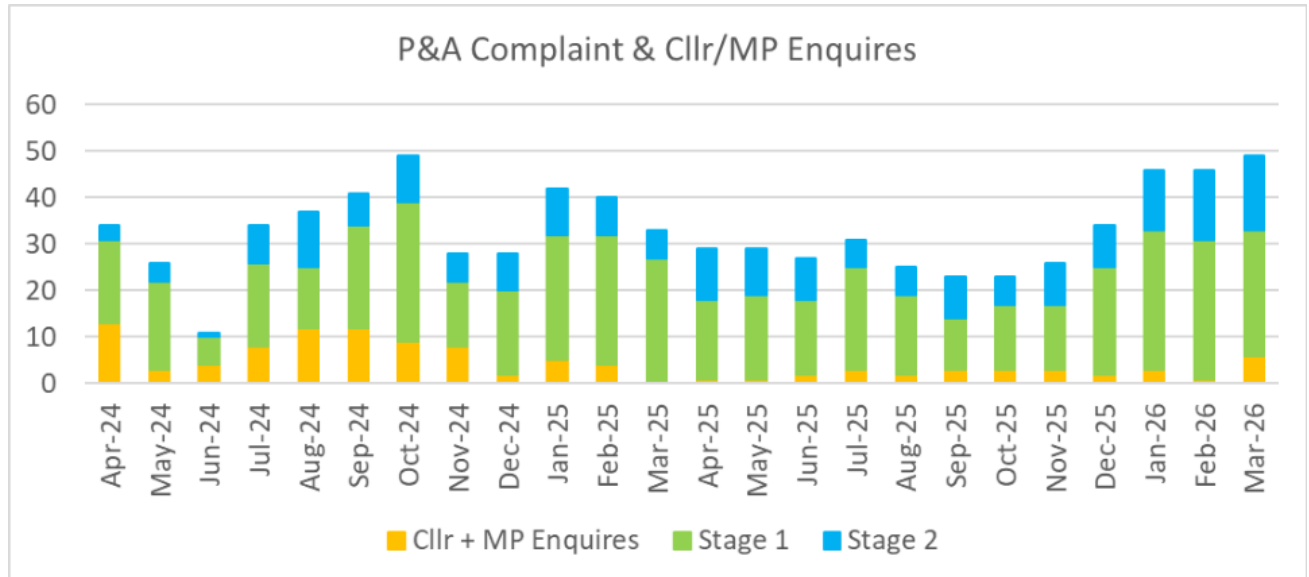


Figure 5. P&A Complaint and Enquiry trends show an increase in recent months above the seasonal trend.

20. The new process for managing complaints in P&A was stretched over the winter months given a 100% increase in complaints during the winter compared to the summer, and no additional resources were available. This led to a proportion of complaints not being responded to within the given time constraints. During March, the position has improved significantly with 90% complaints being responded to by P&A within the agreed Service Level Agreement timescales.

21. Where customers are not satisfied with the response from a stage 2 complaint, then they are able to refer their case to the Housing Ombudsman for an independent decision. Typically, two cases per month are referred to the Ombudsman and the process starts with a request to EDDC for all the information relating to the case. It's at this point, P&A work with the Complaints team to coordinate the information provision and support the development of request. At the end of this process, the Complaints team provides feedback on the root cause for the case to P&A. This enables lessons to be learned, which have included:

- Use of the standard survey report for Mutual Exchanges and provision of a survey summary so the customer understands what works will and will not be completed.
- Ensuring EDDC employees do not set the wrong expectations with customers for what will be repaired.
- Establishing a survey and repairs capability to meet demand and ensure repairs are actioned within the prescribed timescales. This has not always been the case.

22. Figure 6 shows the number of ongoing disrepair cases continues to increase and a significant backlog remains. Cases continue to be resolved alongside a steady flow of new referrals, making progress on the backlog challenging for the following reasons:

- Not all the additional resources assigned to the programme have been effective. The recruitment has recently been completed to fill a vacant post in the Disrepair team.
- Our supply chain has been unable to allocated additional resources to address the backlog in jobs. Alternative supply chain routes are now being explored.
- A review of disrepair tracking has also identified several data anomalies, and this has result in cases going into breach. The anomalies have now been resolved, and process is being established to ensure the status of each case is being tracked.

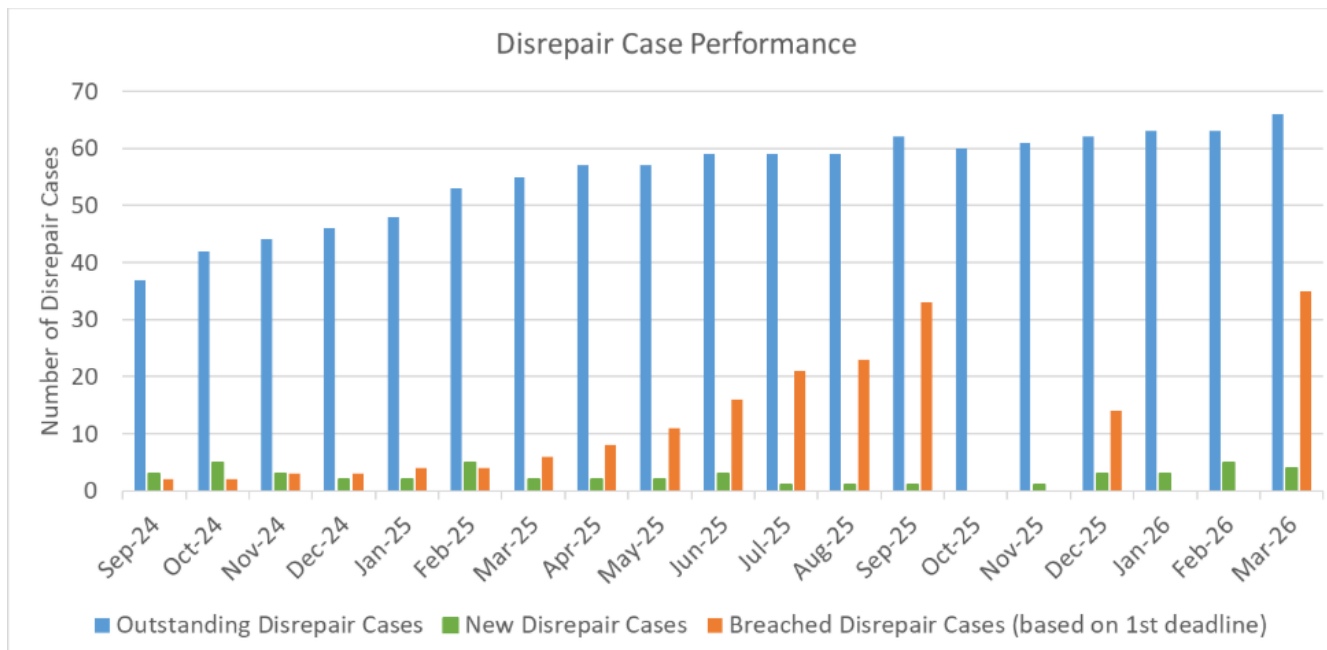


Figure 6. Disrepair case performance

23. An internal audit of the disrepair process is due to commence shortly and will provide a clear action plan for addressing the backlog. In the meantime, P&A will continue to focus on improving this unsatisfactory position and will take all reasonable steps to reduce the backlog using the resources currently available. Where possible, this includes using the Maintenance Surveyors to complete the post inspections.

VOIDS

24. Figure 7 shows the annual standard void (e.g. no component replacements and <£7.5k) re-let time for 2025/26 has decreased compared to previous years. However, in the last two quarters the relet times exceed +140 days. While the resolution of several long-term voids (including one property exceeding 400 days and two exceeding 200 days) in Q4 has contributed to the high relet time, the clearance of twelve voids exceeding 100 days during Q4 points to more fundamental issues within the void delivery process.

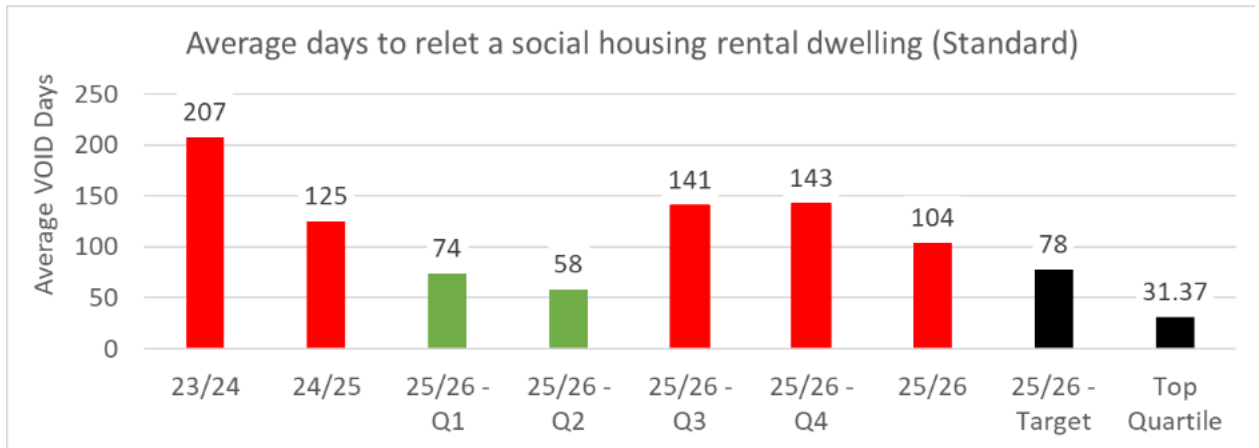


Figure 7. Standard VOIDS performance based on historic average days to relet.

25. Figure 8 shows a recent increasing trend in the number of current voids even though the number of VOIDS started remains relatively stable. The cause for the increasing number of VOID and subsequent VOID relet times is due to the number of VOIDS ended being lower than those started since June 2025. To understand the root cause for this reduction in delivery capacity, P&A has complete a full review of the VOIDS process.

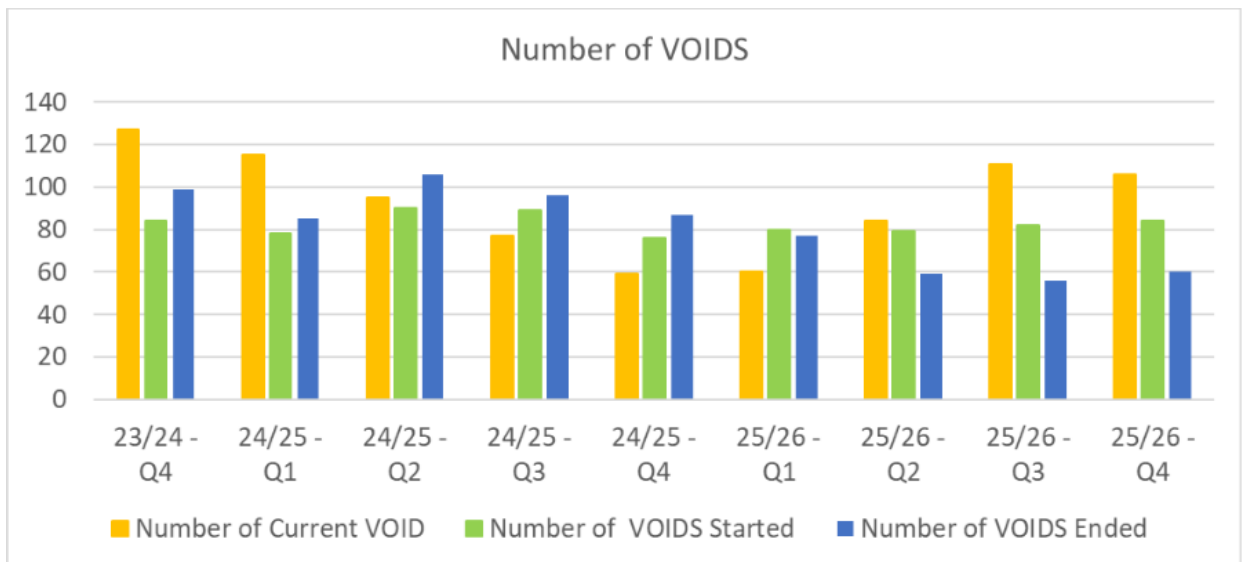


Figure 8. Breakdown of the number of ongoing, new and ready to relet VOIDS

26. The review started with mapping out the current VOID process to understand the different property usages and status classification within the VOID lifecycle. Figure 9 shows the output from this process and highlighted a disparity between the actual VOIDS process and how OneHousing had been configured to track VOID performance. The disparity has been caused through inclusion of additional property usage types in recent years (E.g. Temporary & Resettlement Accommodation) and the need to consider commercial viability, which is creating additional Out of Management types.

Table 3. VOID property number breakdown by usage and status.

VOID Status	Property Usage				Totals
	Decant Accommodation	General Needs	Resettlement	Temporary Accommodation	
Pre-vacancy		11			11
Succession		3			3
Eviction		1			1
Asset Pre Inspection - To Arrange / Ongoing		34			34
Asset Pre Inspection - Awaiting Schedule of works		2		1	3
Asset Pre Inspection - Order to be Issued		2	1		3
Out of Management - Awaiting Disposal		20	1		21
Out of Management - Awaiting Planned Works		8			8
Out of Management - Awaiting Redevelopment		1			1
Out of Management - For Permeant Decant		1			1
Out of Management - Major Works Required		15	1	1	17
Out of Management - Unsafe to Relet		3			3
Contractor VOID Works		34	1	8	43
Post VOID - Allocations		18			18
Post VOID - Decant	1				1
Post VOID - Resettlement/LAF			2		2
Totals	1	153	6	10	170

Compliance

28. Table 5 demonstrates strong TSM compliance, with most areas consistently achieving 100% or improving compared to last month's position. Electrical compliance has been included for the first time in anticipation of its expected addition to the annual TSM reporting requirements. The move away from 100% compliance for Asbestos management reported in the last quarter has been resolved and Electrical compliance continues to improve with a focus on obtaining access to the non-compliant properties. The deterioration in the gas compliance is due to delays with the supplier not booking in the tests on time. This issue has been raised with the supplier and is being resolved as per the contract.

Table 5. TSM Compliance Performance

Metric	Reported TSM Performance					
	23/24	24/25	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4
BS01 - Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%	99.94%	100%	99.84%
BS02 - Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%	100%	100%	100%
BS03 - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	99.25%	99.52%	100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%	100%	100%	100%

Metric	Reported TSM Performance					
	23/24	24/25	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	47%	47%	100%	100%	100%
BSTBC - Proportion of homes for which all required electrical safety checks have been carried out	NA	99%	NA	NA	94.50%	95.22%

29. Table 2 below contains the details of the outstanding remedial works identified from the compliance tests and the performance can be summarised by the following:

Table 6. Summary of the historic compliance remedial works.

Remedial Work Category	Duration since identification	Number of Remedials					
		Jan-25	Apr-25	Jun-25	Sep-25	Dec 25	Mar 26
Overdue Gas* remedials	(<3month)	NA	63	65	107	251	309
	(≥3 months)	NA	1	1	1	180	112
Overdue Electrical remedials	(< 3 month)	2	1	2	10	1	7
	(≥3 months)	468	366	301	242	234	181
Overdue FRA remedial actions	(<3 months)	1	0	0	0	0	0
	(≥3 months)	323	426	413	386	386	323
Overdue Water Safety remedials	(< 3 months)	0	0	0	0	0	0
	(≥3 months)	306	250	250	208	207	196
Overdue Asbestos remedials	(< 3 months)	0	0	50	0	0	0
	(≥3 months)	3	0	0	69	62	85
Overdue Lift remedials	(<3 months)	0	3	3	0	3	0
	(≥3 months)	0	7	9	9	4	4

Gas

30. The number of capped gas properties has reduced from 44 to 31, including 7 properties returned to service this month. Of the remaining 31, 2 are short-term (under 3 months) and 29 are long-term capped.

31. The majority of long-term capped properties relate to tenant circumstances, including financial hardship (26 cases, now referred to Financial Resilience) and a small number of tenants apprehensive about gas heating; alternative heating options are being explored where appropriate.

32. Recent non-compliance and overdue checks are linked to contractor booking failures, including delays by supplier and outstanding checks in 5 long-term voids, which have been escalated to the contract and service delivery managers.

33. **Action:** Continue targeted reduction of capped properties through tenant support and alternative heating options, strengthen contractor performance management around LGSR booking and void compliance, and maintain annual capped-property safety checks with clear re-commissioning controls.

Electrical

34. Non-compliance and remedial backlogs are primarily driven by access and vulnerability factors, with 264 domestic properties currently outside the inspection cycle and an ageing profile that includes a smaller but persistent cohort over 12 months overdue; while no overdue C1 (danger-to-life) defects are present, 197 overdue C2 remedial actions remain, the majority over 12 months old, requiring continued focus.
35. **Action:** Use mobilisation of the new electrical contract to prioritise reduction of overdue domestic EICRs and aged C2 remedials, strengthen access escalation and follow-on works management, and apply improved coordination across electrical and smoke alarm programmes to prevent cases ageing into higher-risk categories.

Fire Risk Assessments (FRA)

36. An internal audit of Housing Fire Safety has identified 10 findings with 4 categorised as priority 2 and 6 categorised as priority 3. The issues identified by the audit included an out-of-date Fire Safety Policy, lack of oversight data relating to first safety activities, gap in the KPI reporting, outstanding remedial works, no fire door inspection programme, weaknesses with the PCFRA and PEEPS, poor data storage governance and weaknesses with the communal safety checks. Work has already started to update the Fire Policy and initial consultation on the policy has been completed with the Repair and Maintenance Scrutiny committee. A wider consultation on the policy will commence in April.
37. Procurement and delivery arrangements are strengthening programme capacity, with the new Passive Fire Safety Remedials Contract due to commence on 23 April 2026 with Bell Group Limited, and interim works already underway to reduce outstanding FRA actions, including fire door upgrades, compartmentation measures, electrical fire protection and emergency lighting improvements.
38. **Actions:** Mobilise the new passive fire remedials contract and review programme to accelerate closure of outstanding FRA actions, continue to address the actions from the internal audit, and ensure inspection, remedial works, and management controls remain coordinated and on track. Commence the consultation on the new Fire Risk Safety policy. Procurement of a framework service provider contractor to complete cyclical FRAs frequency every 2 years. Due dates for revised FRAs are July-December 2026.

Water Safety

39. Good progress has been made in addressing remedial actions, with 132 of 328 actions completed and many remaining items relating to administrative improvements rather than operational risk; routine controls such as flushing, inspections and repairs have continued as standard practice since the LRAs were completed in 2023.
40. An internal water management compliance audit is currently underway and due to complete in May 2026. It is anticipated several findings will be identified and work is already ongoing to address them (e.g. procurement of a new contract, new policy, training of key people, etc).
41. **Actions:** Progress the internal water management compliance audit and commence procurement for the Water System Maintenance and Remedials Contract, including full asset capture on the housing system and delivery of new Legionella Risk Assessments, to close identified gaps and strengthen ongoing compliance assurance.

Asbestos

42. Asbestos survey coverage and inspection control are strong, with 100% of required re-inspections/new management surveys (208 of 208) completed and stored, and remaining surveys not due until May 2026; across the wider stock, 4,848 of 5,219 properties (92%) have completed management surveys, with remaining access-related gaps identified.
43. Outstanding remedial actions are low risk and actively managed, with 85 low-risk remedials identified (no immediate hazard), works prioritised through risk assessment, quotes in progress, and specific remediation already planned or embedded within wider projects, including bin chute sealing and asbestos removal linked to the Spencer Court fire door upgrade.
44. **Action:** Finalise the asbestos management plan and implement a programmed approach to complete remaining surveys and address aged low-risk remedials, alongside establishing a five-year rolling re-inspection cycle for domestic properties to strengthen long-term compliance assurance.

Lifts

45. Lift safety compliance is fully maintained, with all 6 passenger lifts holding valid LOLER certificates, no major defects requiring isolation, and only a small number of minor (3) and recommended (4) remedials identified, all of which have quotes raised and are being progressed.
46. Operational performance and oversight have improved, evidenced by a significant reduction in breakdowns following an enhanced service regime at Trumps Court, strengthened remedial tracking through a new monitoring spreadsheet, and forward planning for an asset survey and full modernisation programme at Country House where required.
47. **Action:** Continue with the LOLER compliance requirements and start to plan the tendering for a new lift contract.

Radon Gas

48. Domestic radon protection contract has been awarded, and work will commence in May 2026. The first task will be to complete testing at the properties with potentially a high risk of radon. The testing will confirm the risk and allow the next steps to be confirmed.
49. **Action:** Radon detection programme to start May 2026 with Mouldex Limited. Control measures to follow based on laboratory results.

Smoke and CO alarms

50. Smoke alarm compliance remains below the required level, currently at 89.56% (3,728 of 4,164 properties), with non-compliance driven by a mix of access challenges, complex resident circumstances, phased upgrade programmes, and historic record verification issues; in contrast, carbon monoxide alarm compliance remains at 100%, providing strong assurance for that element of life-safety control.
51. **Action:** Accelerate recovery by transferring verification and installation activity to the new electrical contractor, progressing HSG replacements and sheltered LD1 upgrades, and prioritising record validation and access management to reduce the smoke alarm compliance gap and improve reported assurance.

Planned Works

52. The Planned Works Team have over 30 live projects at varying stages that is summarised in Table 7 below. Consideration is being given to the recruitment of an additional Planned Works Surveyor to process the increasing number of referrals into programmes of work.

Table 7. Summary of the Planned Works activities

Metric	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Total number of planned works referrals	34	79	121	143
Awaiting approval or approval preparation	11	12	3	4
Awaiting Design	5	4	10	12
In design	4	4	4	6
Tendering	1	3	1	3
Contract awards	4	3	1	2
Onsite projects (excluding adaptations)	7	3	2	3
Completed projects & in defect period	10	6	13	18

53. Planned Works referrals continue to rise with 143 submitted by the end of Q4. This is anticipated as we look to complete the non-emergency and more complex repairs through the Planned Works programme due to this route providing greater value for money: reactive repairs are typically two to four times more expensive compared to a planned delivery approach. The completion of the Strategic Asset Management Plan in Q1 2026/27 will enable this referral to be considered against the other strategic investment needs, which will inform the 27/28 budget planning that will commence in June 2026.

54. There is no recorded change to our Decent Homes performance position currently. The stock condition survey completed in 2023 is now available on OneHousing, but work is still required to incorporate the component replacements (e.g. kitchen replacements, roof replacements, etc) data completed since 2023 and calculate an update Decent Home performance number. Furthermore, ongoing Housing System delays are impacting on the Awaab's Law / HHSRS reporting, which is a component of the Decent Homes reporting.

55. A new programme of stock condition surveys has commenced in January with 5 surveys complete. This increased to 17 in February and it is the intention to increase this to 40 surveys per month when the programme process have been refined and the team is fully staffed. Any HHSRS failures or emergency repairs identified during the survey are raised immediately after the survey. The required repairs and work will be delivered via existing processes and suppliers.

Case Study: Adaptations

56. EDDC housing has a legal duty to ensure homes are adapted for disabled tenants so they can live safely and independently. These adaptations range from minor changes like grab rails to major works such as installing stairlifts or level-access showers. The need for the adaption is assessed by a Devon County Council Occupational Therapist. Unlike adaptations to private properties that are funded through the Disabled Facilities Grant (DFG), EDDC are required to fund this works through the HRA accounts, and the need for this work is increasing.

57. At the end of February 2026, the current number of of adaptation request to be actioned was:

- Minor: 38
- Major: 32

58. The adaptations requests received during 25/26 by type are shown on Figure 10.

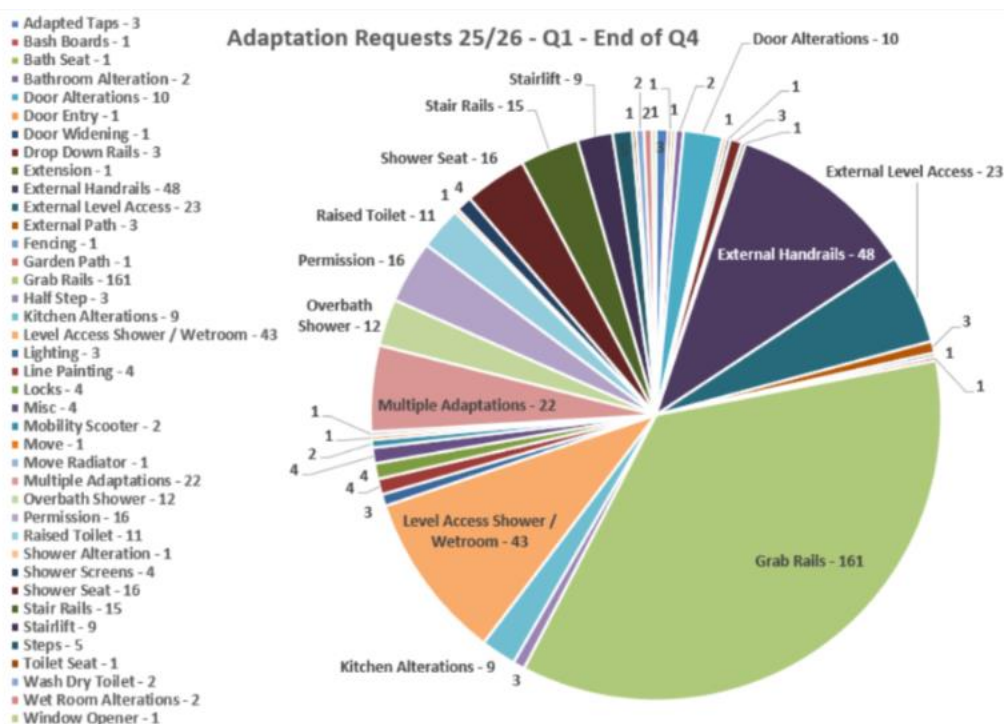


Figure 10. Adaptation Requests 25/26 by type.

59. Figure 11 below shows a clear and sustained increase in adaptation demand over the period 2020–2025, rising from 232 requests in 2020 to 492 in 2025, with growth driven primarily by minor adaptations, which have more than doubled over the period, while major adaptations have remained relatively stable with a modest upward trend. This pattern reflects increasing need linked to an ageing tenant population, greater awareness of adaptation support, and rising health and mobility pressures being managed within existing homes. Looking ahead, the implementation of Phase 2 of Awaab’s Law from 2026 (note: implementation date yet to be confirmed) will extend the statutory response timescales to additional health and safety hazards including falls. This is likely to place further pressure on adaptation services. Many adaptation requests are closely linked to these hazards (for example, level-access showers, stair safety, heating controls, and layout changes), meaning more cases may need to be prioritised as compliance-critical rather than discretionary, increasing demand, urgency, and the need for closer alignment between adaptations, repairs, and compliance programmes.

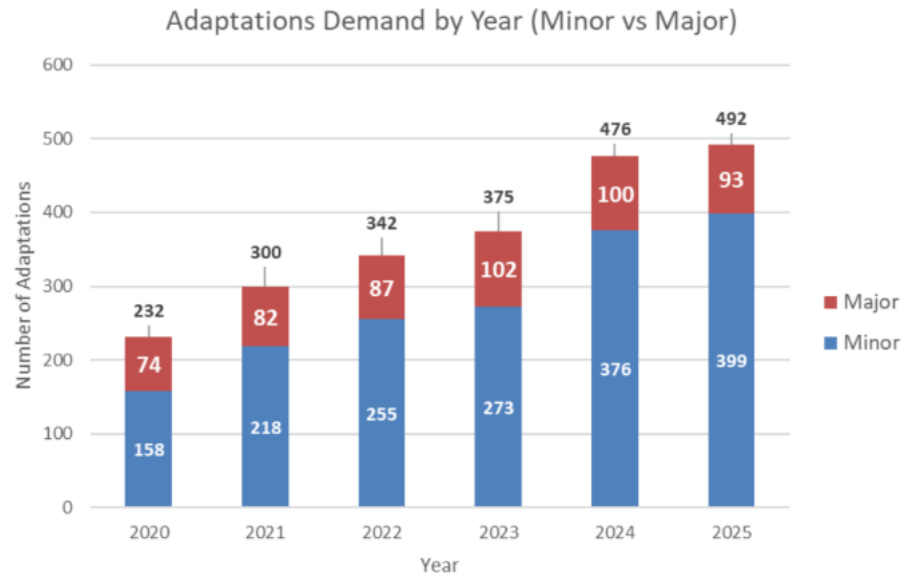


Figure 11. Adaptation requests on EDDC properties by year
Resources

Resources

60. An internal promotion has strengthened the Compliance function, with further recruitment underway for Compliance and Repairs Administrator roles. All other positions within P&A are currently filled.

Performance Framework

61. Good progress continues to be made in the introduction of the Performance Framework across Property & Assets. The Framework will provide consistent and robust performance reporting to the Regulator of Social Housing and other stakeholders, while clearly defining accountability for the delivery of P&A service areas. Its implementation has already provided improved visibility of performance and highlighted areas requiring further improvement, including VOIDS and Disrepair, now that underlying performance is better understood. As the Framework becomes embedded as business as usual, it is anticipated that additional improvement opportunities will be identified and addressed.

4. Relevance to Council Plan/priorities

Set out how report links to the Council Plan/priorities:

- A supported and engaged community that has the right homes in the right places, with appropriate infrastructure
- A sustainable environment that is moving towards carbon neutrality and which promotes ecological recovery.
- A vibrant and resilient economy that supports local business, provides local jobs and leads to a reduction in poverty and inequality.
- A well-managed, financially secure and continuously improving council that delivers quality services

4.1 This report supports delivery of the Council Plan by providing assurance on the safety, condition and performance of council homes, demonstrating how repairs, compliance and planned investment are being managed to support

safe, well-maintained homes and engaged communities. Through strengthened performance management, regulatory compliance, and targeted service improvement actions, the report also contributes to the Council's priority of being a well-managed, financially secure and continuously improving authority delivering quality services.

5. Financial Comments/Implications

5.1 There are no direct financial implications on which to comment.

6. Legal Comments/Implications

6.1 There are no legal issues raised in the report.

7. HR and Workforce Implications

7.1 NA

8. Community Safety Implications (Crime and Disorder)

11.1 NA

9. Climate Change Implications

9.1 NA

10. Health & Safety and Health & Wellbeing Implications

10.1 Covered in the report.

11. Procurement and Social Value implications

13.1 NA

12. Land and Buildings (non-housing)/Asset Management Implications

14.1 NA

13. Overview and Scrutiny Committees Comments/Recommendations

15.1 NA

14. Digital and Data

16.1 NA

15. Consultation and Engagement

15.1 The items in this report have been presented to the Repairs and Maintenance Scrutiny Group. A report was provide to the group on 26th March 2026 and

this was followed up with a presentation on 14th April 2026. The Repairs and Maintenance Scrutiny Group help to validate the performance being presented and provide challenge where performance is not meeting the expectations.

16. Communications

18.1 NA

17. Appendices

19.1 NA

18. Background Papers

20.1 NA

Proposed Report Sign Off process

Please make sure you have obtained the relevant sign off and the date completed before submitting your report to Democratic Services.

	Officer Name	Date requested	Date Completed
Legal & Governance	Monitoring Officer or Deputy Monitoring Officer	10/4/26	13/04/26
Finance	Section 151 Officer or Deputy S151 Officer	10/4/26	13/4/26
Communications	communications@eastdevon.gov.uk		NA
Digital and Data	digital@eastdevon.gov.uk		NA
Engagement	engagement@eastdevon.gov.uk		NA
HR	HR Lead		NA
Chief Executive	Chief Executive		NA
Director	Relevant Director	9/4/26	09/04/26
Assistant Director(s)	Relevant Assistant Director(s)	8/4/26	08/04/26
Cabinet Lead Member(s)	Relevant Lead Member (s)		NA
Executive Leadership Team	ELT	14/4/26	14/04/26
Strategic Leadership Team	SLT		NA