

Annual Report to Tenants

2023/24

This report summarises the performance of East Devon District Council's Housing Service, covering the period from April 2023 to March 2024.

In last year's report, we explained that we had made a few changes to reflect the views of tenants and the consultation we had carried out. These changes were positively received, so therefore this year's report will move forward in a similar format.

We have continued with our endeavour to keep the report as short as possible, whilst covering the key areas that matter most to our tenants.

We hope that you find the report interesting and informative, and as always we welcome feedback from our tenants and suggestions for what you would like to see in future reports. You can do this by emailing our Communities Team at:

tenantparticipation@eastdevon.gov.uk

Or phone 01395 517453

Communities Team

This year has been an exciting year for our Communities Team. The key function of this team is to oversee our tenant scrutiny and feedback functions, as well as community events and initiatives, and supporting local tenant-led organisations within our neighbourhoods. FY 2023/24 saw the tenant led creation of our new Resident Involvement Strategy, which will be formally launched in April 2024.

Resident Involvement Strategy – 2024 to 2027

We are passionate about our communities and residents. We believe that everyone should be able to play an active role in the things that matter to them the most. That is why we are committed to listening to our residents throughout East Devon to hear about the things they would like to see changed and improved in our Housing Service.

This strategy explains what we are going to do to achieve this. It builds on the things we currently do to involve our residents and outlines what we aim to do to improve and expand upon them.

The strategy outlines our commitments to our tenants and how you can get involved in the running of the Housing Service, and also benefit from initiatives and delivered by the team:



Tenant
Scrutiny and
Involvement



Community
Hubs



Digital
Inclusion
and Skills

You can view the full Resident Involvement Strategy on our website by following this link:

[Resident Involvement Strategy 2024-27 | East Devon District Council](#)

Community Hubs

Our Community Hubs operate year-round from 9 locations across the district, providing support, companionship, and a warm place to socialise in the winter months.



Over 516
People attending



5,135
Hot Meals
Served

Find out more about our Community Hubs here:
[Community Hubs - East Devon](#)

Tenant and Community Initiatives



34 entries to our annual garden competition



58 Involved Tenants Registered



90 Attendees to the Littleham Park Grand Opening



12 tenants trained to be on our recruitment and selection panels for new housing staff

Repairs

Our Repairs Service has started on a journey of real transformation this year. New people have joined us in some of our pivotal roles, including a new Property and Assets Service Manager. In the last quarter of the year, we have begun deep-dive analysis of our repairs and maintenance services, and we are excited to see how these plans will develop throughout the next financial year to continue on our journey of improving services for our tenants.

With that said, there has been lots of continuous work happening across the teams, with our contractors visiting our homes and carrying out thousands of repairs and upgrades across the district. Our planned works programme also started again, following a brief pause, meaning tenants benefited from a programme of new kitchens, bathrooms and roofs. We also carry out compliance checks and servicing programmes across our homes.

Routine (Day-to-day) Repairs

Examples of routine repairs would be things like leaking taps, repairing window seals, boiler or heating issues, minor electrical works, or repairs to kitchen cabinets.



13,789 routine repairs were completed
Average of 3.5 repairs per property



76% routine repairs completed in target
Average of 20 days to complete

Emergency Repairs

Examples of emergency repairs would be things like severe leaks, loss of heating or hot water, or fire. Emergency repairs are also attended to outside of normal hours.



2,713 routine repairs were completed
Average of 0.65 emergencies per property



78% emergency repairs completed in target
Average response time of 11 hours



Compliance

At the end of the year, we had completed **100%** of our annual Fire Risk Assessments, Legionella Risk Assessments, Asbestos Risk Assessments, and Lift Inspections/Serviceing. Of the 3,113 properties that have gas, we had obtained access to all but 3 of them and completed the annual Gas Servicing.

We identified during this year that there were capacity and programming issues relating to our electrical testing programme. We aim to get into each of our properties once every 5 years to complete an electrical safety test, and plans are in place to ensure that this programme is back on target in early FY 2024/25.

Stock Condition Survey

You may have been contacted this year by a company called Currie & Brown. They are completing a detailed stock condition survey, the results of which will inform our future plans and how we invest in the homes that you live in. Surveys are almost complete, with a few additional surveys being carried out in the first part of FY 2024/25. It is really important that we are able to access as many of our homes as possible, so if you have had a letter or missed an appointment, please do get in touch with Currie & Brown to reschedule.



Tenant Satisfaction Measures

Last year, we let you know that the new Tenant Satisfaction Measures (TSM) would be coming into force. These are the new standard measures that all social housing providers are now required to report on every year.

We decided to get a head start and completed this survey in the previous financial year, ensuring we had a baseline to measure our journey and our tenant's satisfaction with the services we provide. This section provides a summary of what you had to say this year.

Our surveys were completed on our behalf by a company called 'Service Insights', and they received 768 responses from our tenants.

Upon analysing our results, Service Insights noted that, whilst there is clearly room for improvement, we have improved our TSM scores in almost all areas. This was against a wider 5-year trend of declining satisfaction across the sector. This is pleasing news, and we are excited to see how further service improvements and tenant influence will continue to improve these results next year.

Tenant Satisfaction Measure	2023/24 Score	+/- on previous year
Q1. Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council.	52.7%	+11.3%
Q2. Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council over the last 12 months.	51.5%	+7.9%
Q3. Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it.	46%	+7.8%
Q4. Proportion of respondents who report that they are satisfied that East Devon District Council provides a home that is well maintained.	46.4%	+5.8%
Q5. Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council provides a home that is safe.	57.3%	+12.4%
Q6. Proportion of respondents who report that they are satisfied with East Devon District Council listening to their views and acting upon them	39.2%	+6.6%
Q7. Proportion of respondents who report that they are satisfied with East Devon District Council keeping them informed about things that matter to them.	44.1%	+3.6%
Q8. Proportion of respondents who report that they agree with the statement: "East Devon District Council treats me fairly and with respect".	56.2%	+9.3%
Q9. Proportion of respondents who report that they are satisfied with East Devon District Council's approach to complaints handling	20.2%	+3.9%
Q10. Proportion of respondents who report that they are satisfied East Devon District Council keeps communal areas clean and well maintained.	39.1%	-5.4%
Q11. Proportion of respondents who report that they are satisfied East Devon District Council make a positive contribution to their neighbourhood.	36.6%	+3.4%
Q12. Proportion of respondents who report that they are satisfied with East Devon District Council's approach to handling anti-social behaviour.	36.4%	+6.9%

Results

We know that our results are telling us that there is much room for improvement. We are pleased to see that satisfaction is generally improving across the board, but we don't want to settle for middle of the road! This year, we will be continuing to work with our tenants, our Councillors, the Housing Review Board, and our Officers to scrutinise our performance and service delivery across all areas and implementing new ways of working, procedures, and service offers to continue our journey of service improvement.

Next year, our Tenant Satisfaction Surveys will be carried out for us by a company called Acuity. They will be using a mixture of both paper-based surveys and telephone calls to reach out to you, and rather than just doing this at the end of the year, we will be surveying throughout the year to ensure we are receiving live feedback.

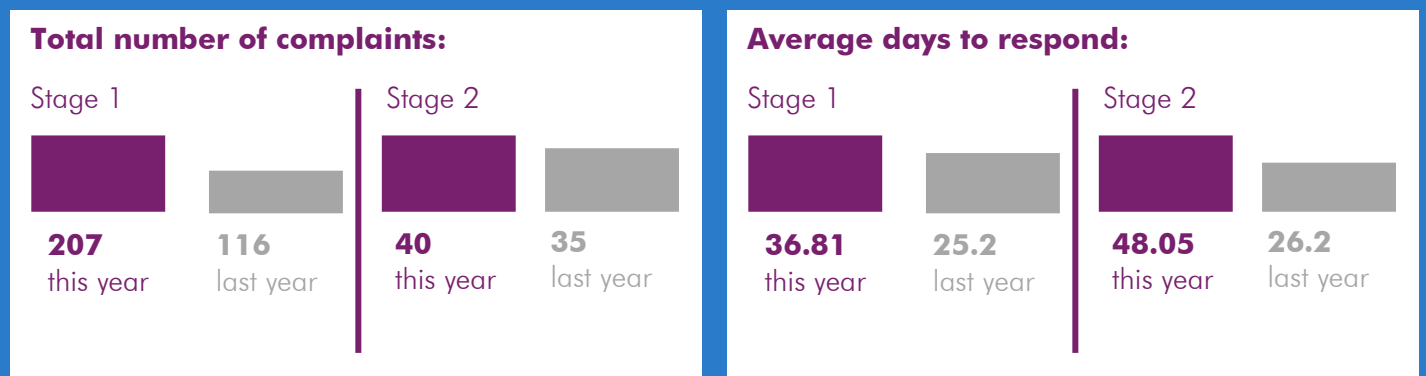
Complaints

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.



As can be seen from the information, there is a significant increase in housing complaints. We can see trends in what is driving these complaints, and these are generally related to the condition of properties, delays in carrying out repairs, quality of repairs, and communication challenges around appointments that ensures we are communicating efficiently and promptly with tenants.

The following are just some of the key actions and learning we have taken from what our tenants are telling us in their complaints

Weekly contractor meetings, discussing high profile complaints and cases.

Updating our Asset Management Strategy and renewing our focus on planned works and upgrades.

Newly created 'Performance Team' who will oversee all complaints, outcomes, and learning.

Process improvements for information sharing when our properties are empty and ready to let.

Review of our team structures to ensure we are set up to deliver the best service possible.

Financing

Money in (income)

£20,394,346 total



Rent

£19,498,769

Interest and other

£686,427

Garage rent

£209,149

Money out (expenditure)

£29,827,568 total



Repairs & Maintenance

£11,097,257

Supervision/management¹

£9,513,737

Principle repayment, loan interest, and other²

£5,884,727

Revenue contribution to capital expenditure³

£2,623,521

Other⁴

£645,236

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

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

³For energy efficiency improvements, retrofit to properties

⁴Includes 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.