

Report to: Housing Review Board



Date of Meeting 24 April 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Performance Report – Q4 2024/25

Report Summary

The following report outlines the Housing Service's performance through quarter 4 of FY 2024/25. Noting that at the time of writing the report, not all year end activities have closed, therefore some data is partial or subject to change once year end activities are completed.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The Housing Review Board receives the report and our performance at end of quarter 4, 2024/25.

Reason for recommendation:

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

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Communications and Democracy
- Economy
- Finance and Assets
- Strategic Planning
- Sustainable Homes and Communities
- Culture, Leisure, Sport and Tourism

Equalities impact Low Impact

Climate change Low Impact

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Financial implications:

There are no direct financial implications from the recommendations in this report.

Legal implications:

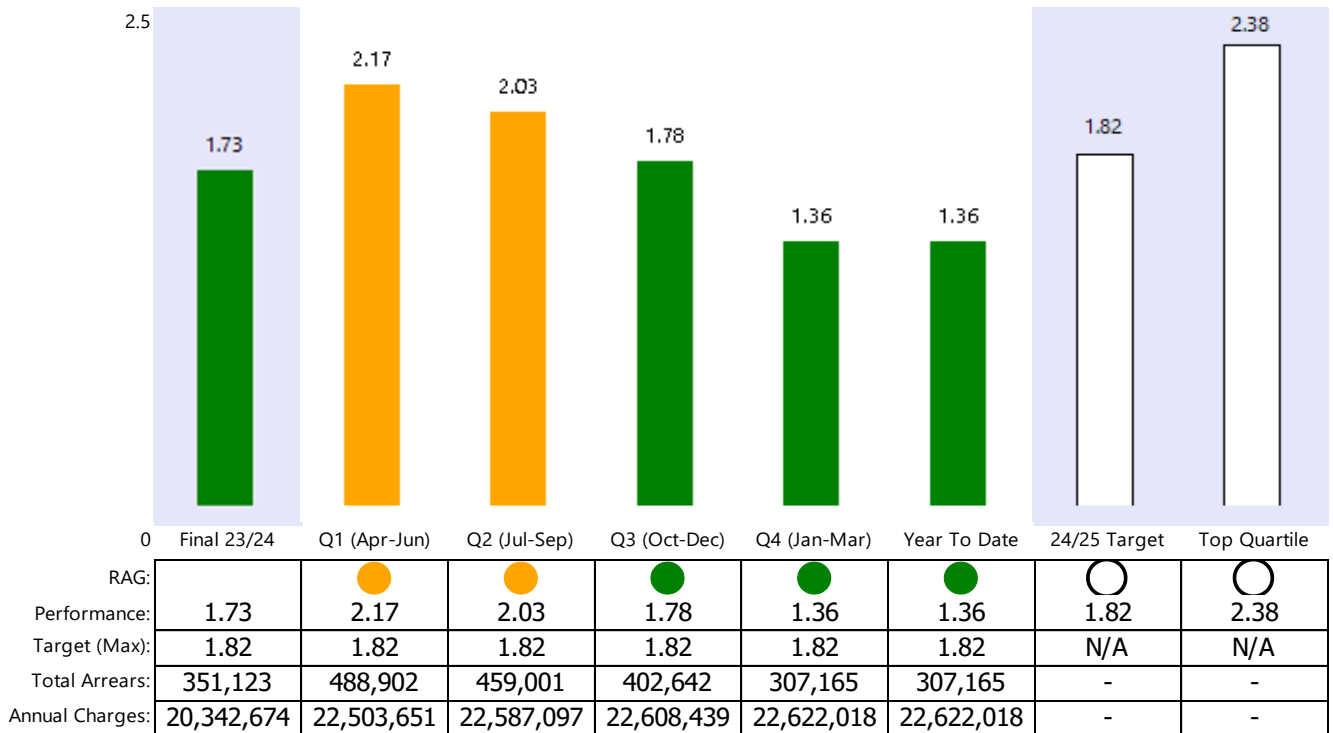
There are no legal implications on which to comment.

1. Understanding This Report

- 1.1. The data presented in this report is colour coded in a traffic light system. Green means we are meeting or exceeding our targets, amber that we are close to target, and red means we are outside of target.
- 1.2. Targets are set annually and are our benchmark for where we would like our performance to be.
- 1.3. Top Quartiles are the benchmark figures from Housemark, which tells us whether or not we are in the top 25% of best performing landlords.
- 1.4. The ‘Final 23/24’ data shows us where our performance was at the end of the last financial year, which gives us an indication of how we are doing compared to last year’s performance.

2. Income Collection

2.1. Infographic; Rent arrears of current tenants as a % of annual rent debit:

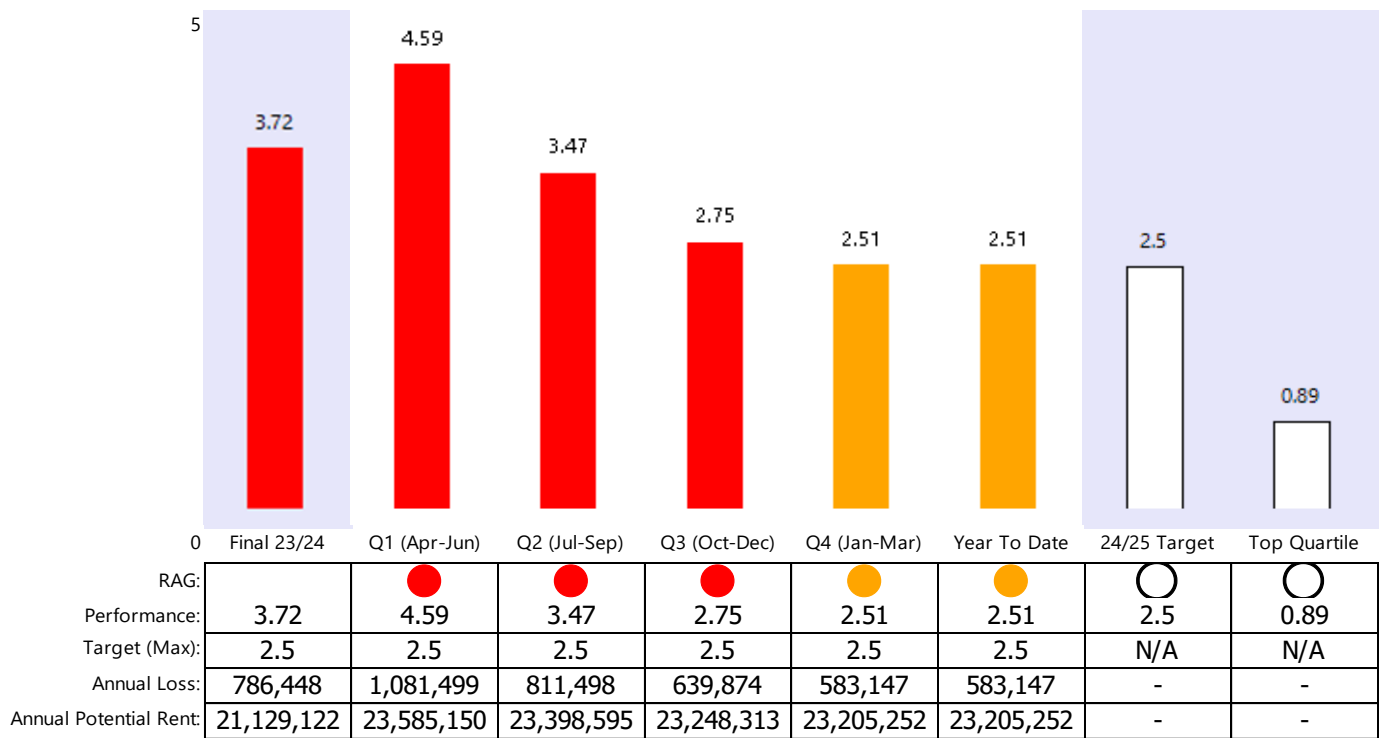


- 2.2. The key indicator for our performance in relation to Income is the Council’s rent arrears for current tenants as percentage of the annual rent we should be receiving.
- 2.3. If all of our current tenants paid 100% of their rent and service charges this financial year, we would receive a total income of £22,622,018.

- 2.4. At the end of Quarter 4, you can see that we have a current rent arrear figure of £307,165, which equates to 1.36% of the total income we could receive from our current tenants. Whilst of course we would like all of our tenants to be paying all of their rent and charges, it is expected by all landlords that for various reasons there will be those tenants who cannot or do not meet with their obligations to pay.
- 2.5. Our target for rent arrears is to be at, or below, 1.82%. Therefore, the figure of 1.36% is extremely positive and demonstrates high performance from our Rentals team.
- 2.6. The top quartile for this area is 2.38%, therefore you can see that we are firmly seated as performing in the top 25% of landlords nationally and are beating this industry benchmark by over 1%.
- 2.7. You will also see that we finished FY 23/24 well within target at 1.73%, and performance has improved further this financial year. Anecdotally, we often see a small increase in rent arrears in Q4, linked to a knock-on effect from the festive period where tenants have prioritised other expenditure above their rents. However, this year we have continued to reduce rent arrears throughout Q4.
- 2.8. Strong income collection performance is important to us as it gives us assurance around the level of income we can expect to generate year on year, giving us greater assurance around our budget setting and plans for investment and expenditure.
- 2.9. The Year to Date (YTD) figure for Income Collection is reported as a snapshot in time (ie, the most up to date figure at the time the report was ran). This is because the income collection figure is a cumulative figure throughout the year.
- 2.10. You may note that some of the previous quarter's figures have altered from past reports. This is due to a number of factors, including where we have reimbursed tenants for credits on their accounts, have followed debt write-off processes, or have made manual adjustments to people's accounts (which occur for a variety of operational purposes).

3. Income Lost Through Void Properties

- 3.1. Infographic; % of rent lost through properties becoming vacant:



3.2. Aside from rent lost through current tenant's arrears, the other key area of risk to our income collection each year is when our properties become void (empty).

3.3. All landlords plan for a level of turnover in their properties and we know that homes will be vacant whilst void repairs are carried out and therefore not generating income for us.

3.4. Unexpected levels of void loss can cause issues for our budgets and investment in our stock, so it is important that we balance the cost of bringing a property back to a lettable standard with the rent we will lose if we do not relet the property in a timely fashion.

3.5. We can see that void loss spiked in quarter 1 of this year, however it has vastly reduced, bringing our Q4 void loss figure to 2.51%. This is just 0.01% above our target of 2.5%. This figure is far removed from the performance at the end of the last financial year, and is testament to the focus this area has been given and the work bring put in by Officers.

3.6. Our void loss does continue to be significantly higher than the top 25% of landlords nationally, but the Housing Service and the HRB are aware of the challenges we have faced in this area and the journey we have been on to improve performance. Our target takes into account our stock profile and condition, and level of turnover, which will be significantly different to those landlords achieving top quartile performance.

3.7. The quarterly % figure is calculated by taking what the annual loss would be if those properties remained empty for the whole year, divided by what our annual potential rental income could be, times by 100 to get the percentage figure. This is why the Year to Date (YTD) always mirrors the last quarter on the report as this is the most up to date calculation that takes into account actual rent lost, and potential rent lost if those properties remain vacant combined.

4. Properties Vacant and Not Available to Let

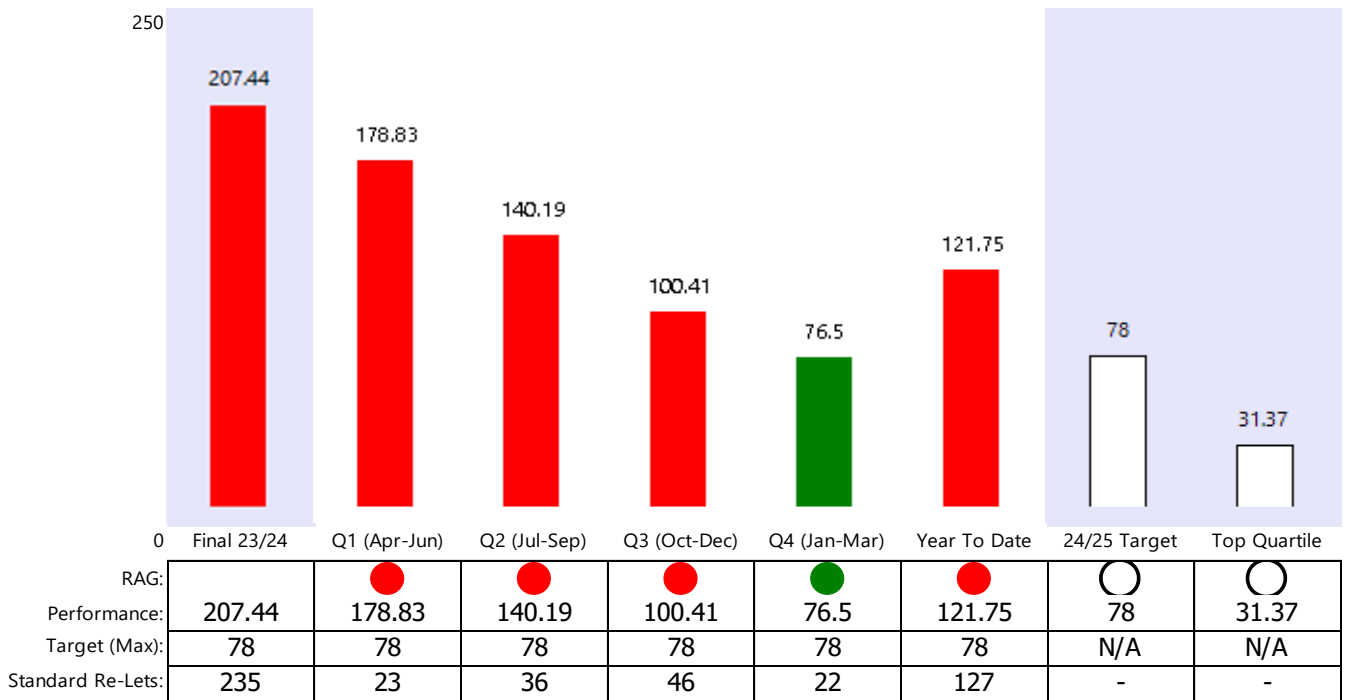
4.1. Infographic; % of self-contained dwellings vacant and not available to let:



- 4.2. Paired with the business need for us to be able to reliably target ourselves with an acceptable level of rent loss, is the need to manage the turnover of our vacant stock and try to ensure reduced numbers of vacant properties held by us at any one time. These two performance indicators naturally go hand in hand.
- 4.3. At the end of quarter 4 we had 4,103 lettable dwellings within the Housing Service. Of these, 51 were vacant but not ready to be let. This is a decrease of 45 from Q1 and 62 from the end of FY 2023/24! (It should be noted that the lettable dwellings figure can fluctuate over the year for a number of reasons, including disposals, right to buy, acquisitions, and properties taken out of management).
- 4.4. The 51 vacant, but not available to let, properties at the end of quarter 4 amounts to 1.24% of our stock. This brings us within our target 1.5%, and is a 1.49% improvement on performance at the end of the last financial year. This is an incredible achievement and to be celebrated, bringing us within target for the first time in a number of years.
- 4.5. Whilst we endeavour to have as few void properties at any one time, this figure should also be read in tandem with the data on how long it is taking us to relet our properties. This is because the number of void properties we have does not mean that these are the same void properties month on month. The following section explores our performance in relation to relet times.
- 4.6. The Year to Date (YTD) figure is reported as a snapshot in time (ie, the most up to date figure at the time the report was ran). This is because the figure is a cumulative figure throughout the year.

5. Average Days to Relet Homes

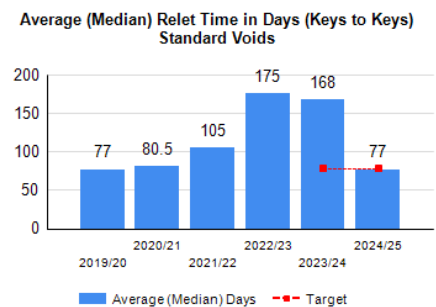
5.1. Infographic; Average days to relet a social housing dwelling (standard):



5.2. At the end of Q4, the average number of days between a property becoming void and being relet is 76.5 days, bringing our whole year average down to 121.75 days. Q4's performance is a vast reduction of over 130 days from the average relet time at the end of FY 2023/24. Whilst year end activities may cause alterations to these final figures, Q4's performance is demonstrating an exceptional shift in how we are managing our void properties.

5.3. Our target is to bring our relet times within 78 days or less. Whilst our year average is outside of this target, Q4 brought us within target for the first time and we are continuing on the downward trend, demonstrating the best performance in this area than we have for the past couple of years.

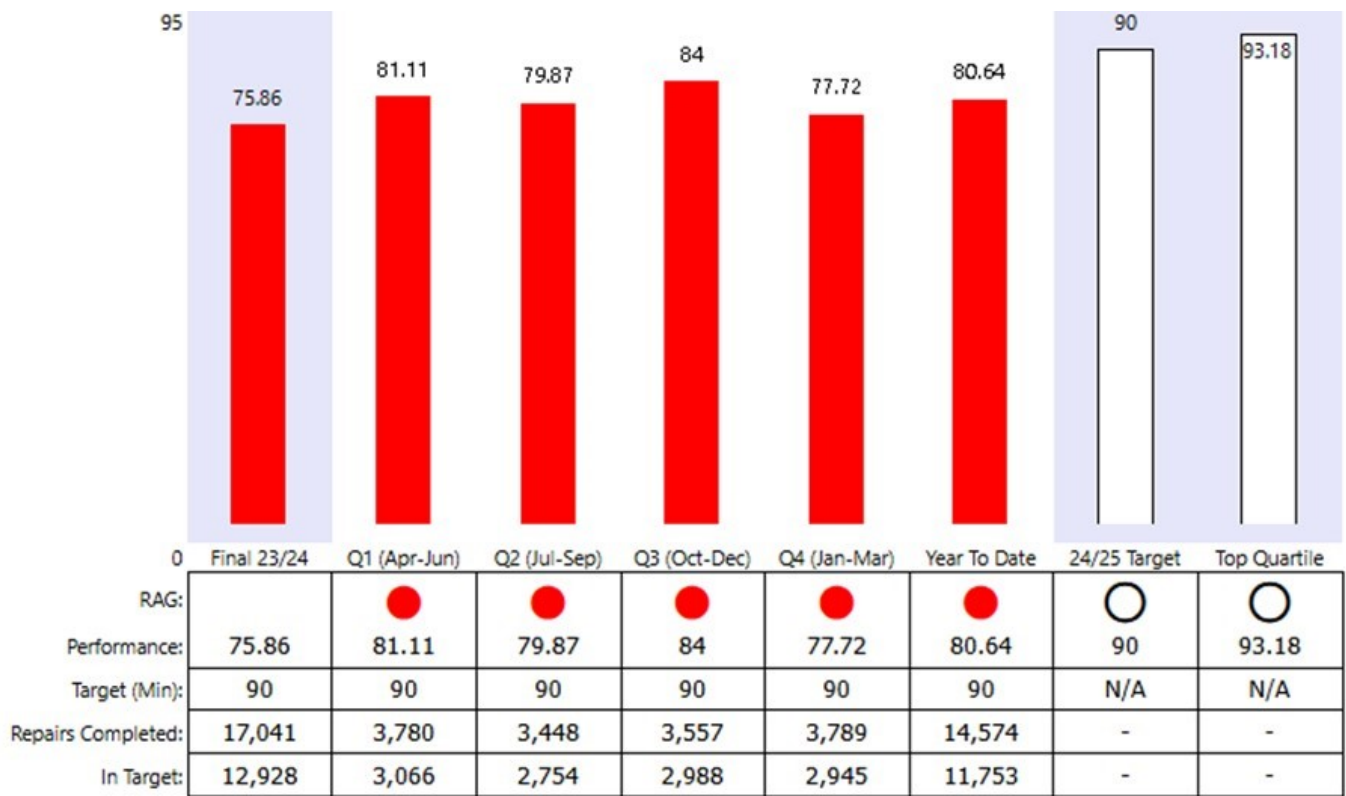
5.4. It should also be noted that as we continue to clear long-term voids, the average days to relet will continue to be skewed by these properties but this will improve as the backlog reduces. Presenting the median can statistically 'smooth' out the extreme cases giving a 'clearer' picture of average relet times. The chart on the right shows you that this year we have achieved a median of 77 days, which is just within our target of 78 days!



5.5. The Year to Date (YTD) figure is an average across the year so far.

6. Repairs Completed in Target

6.1. Infographic; % of repairs completed within target:



6.2. Last quarter, we noted that there is a large discrepancy between our data and our contractors in terms of the level of works completed within target. We believed that our data was significantly skewed due to issues with our WIP (works in progress) and therefore opted to present you with the contractor’s data whilst our WIP was aligned. This work is all but complete on the Ian Williams contract, however it has not altered our system’s performance data in the way we expected. As using third party data for a second quarter in a row would not provide the transparency we have always striven for, EDDC data is being presented above. Both Ian Williams and Liberty Gas have been made aware of our concerns and it has been highlighted that this needs further imminent review. Meetings have been requested with our contractors and the new Corporate Lead for Housing Property and Assets in the coming weeks to further understand the issues presenting here and provide a resolution.

6.3. Over the course of the year, 14,574 repair jobs have been completed across both contractors.

6.4. Of these, a combined target completion rate of 80.64% has been achieved. Despite our concerns about the data variations between systems, it is pleasing to see a near 5% increase in performance when compared to the last financial year.

7. Compliance

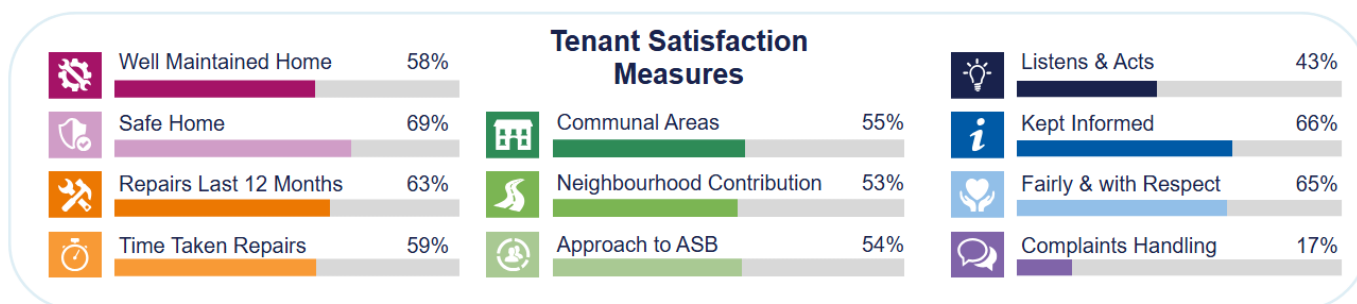
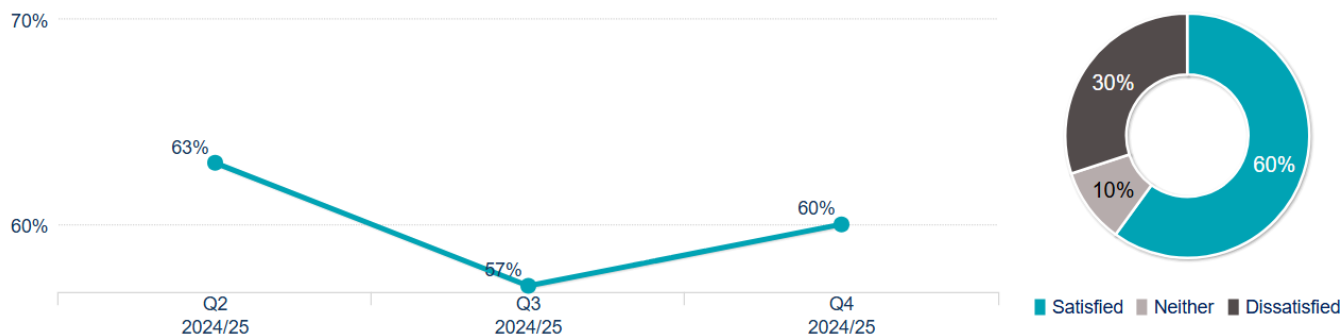


- 7.1. As a landlord, there are a number of checks, inspections, and risk assessments that we are required to carry out. All of these are annual, apart from our Electrical EICR's which are completed at each property every 5 years on a rolling programme.
- 7.2. 100% of the qualifying properties have received their Gas Check, FRA (Fire Risk Assessment), Asbestos Inspection, Lift Check, and Legionella Risk Assessment.
- 7.3. 99.9% of the electrical checks due this year have been completed, with just one property outstanding at this time. This is an incredible achievement given the difficulties we sometimes face gaining access to some of our homes.

8. Tenant Satisfaction Measures

- 8.1. The following shows the headline results of our Q4 TSM Survey. We are yet to receive the full and final report, so there may be some final adjustments to these figures, however they give a strong indication of how we have performed at the close of the financial year:

Overall Satisfaction



8.2. The below analysis details each category questioned in the TSM Survey, showing how this compares between this year and the previous year's survey results:

	23/24 (%)	24/25 (%)	Difference between 23/24 and 25/26 (%)	23/24 Benchmark (%)
Proportion of respondents who report that they are satisfied with the overall service from their landlord	52.7	60	7.3	72.3
Proportion of respondents who report that they are satisfied that their home is well maintained	46.4	58	11.6	72.2
Proportion of respondents who report that they are satisfied that their home is safe	57.3	69	11.7	78.7
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	51.5	63	11.5	74.5
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	46	59	13	70
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	20.2	17	-3.2	34
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	56.2	65	8.8	78.2
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	44.1	66	21.9	71.4
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	39.2	43	3.8	61
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	36.6	53	16.4	64
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	39.1	55	15.9	66
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	36.4	54	17.6	57.6

8.3. At the end of the financial year, we are seeing that overall satisfaction with our housing service is at 60%. This is an increase of 7.3% from the previous year.

8.4. This trend of increased satisfaction continues across the piece, with notable large increases in the following areas:

- Satisfaction that we keep our tenants informed – 21.9% increase.

- Satisfaction in our handling of anti-social behaviour – 17.6% increase.
- Satisfaction in our contribution to neighbourhoods – 16.4% increase.
- Satisfaction with time taken to complete repairs – 13% increase.

8.5. This year's benchmark data is not yet available, therefore we have provided the previous year's benchmark data as a sense checking tool. We can see that in many areas we are closing the gap on our performance vs the sector average, and once this years benchmark data is available we will present back to the HRB.

8.6. Complaints handling is the only area of the TSM that we have not improved. This tends to be the lowest performing measure for all landlords, which can be seen in the 23/24 benchmark figure of 34%. Achieving high scores in this area is statistically unlikely, as many people who submit a complaint will be hard-pressed to be satisfied unless their complaint is upheld. However, we know that this is an area where we are not performing to the standard we expect, with complaint responses taking longer to provide. This is largely due to capacity in reviewing, editing and approving complaint responses and in the last few weeks additional resource has been brought in to help plug this gap. I am confident in stating in this report that I know we will see vast improvements in this area in the coming months, and am certain this will be reflected in the TSM results as we move into the next financial year.