

Homes Policy Development Group

Tuesday, 18 November 2025 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton

Next meeting
Tuesday, 17 March 2026 at 2.15 pm

Please Note: This meeting will take place at Phoenix House and members of the public and press are able to attend via Teams. If you are intending to attend in person please contact the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

The meeting will be hybrid and an audio recording made and published on the website after the meeting.

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Meeting ID: 362 501 660 71
Passcode: Ah3wp9RG

Membership

Cllr C Adcock (Vice Chair)
Cllr J Cairney
Cllr S Chenore
Cllr G Czapiewski
Cllr A Glover (Chair)
Cllr C Harrower
Cllr N Letch
Cllr H Tuffin

I Henwood (Co-Opted Tenant)
M Jones (Co-Opted Tenant)
T Sixsmith (Co-Opted Tenant)

AGENDA

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notice of appointment of substitutes.
- 2 **Public Question Time**
To receive any questions from members of the public and replies thereto.
- 3 **Declaration of Interests under the Code of Conduct**
To record any interests on agenda matters.
- 4 **Minutes (Pages 7 - 18)**
To consider whether to approve the minutes as a correct record of the meeting held on 9 September 2025.
- 5 **Chair's Announcements**
To receive any announcements that the Chair may wish to make.
- 6 **Performance Dashboard Q2 (Pages 19 - 20)**
To receive the performance dashboards for quarter 2 providing performance information for both the General Fund and Housing Revenue Account.
- 7 **2026/2027 Draft Budget Update (Pages 21 - 30)**
To receive a report from the Deputy Chief Executive (S151) presenting an update on the 2026/27 Budget and to trail the emerging Capital Programme covering the period 2026/27 to 2030/31.
- 8 **Downsizing Recommendations Update**
To receive a verbal update on the Downsizing incentives uptake.
- 9 **Preparing for the Renters' Rights Act 2025 (Pages 31 - 42)**
To receive a report from the Head of Housing and Health providing information in relation to the Renters Rights Bill (formerly Renters Reform Bill) which has now been through all the parliamentary stages required and received Royal Assent on 27th October 2025.
- 10 **Mid Devon Housing Rent Error Update (Pages 43 - 54)**
To receive a report from the Deputy Chief Executive (S151) and the Head of Housing & Health providing a further update on the corrective measures completed and next steps to rectify an identified historic rent setting error. It follows a series of regular updates to the Policy Development Group, most recent of which was at the previous meeting

in September 2025.

11 **Mid Devon Housing Service Delivery Report for Q2 2025/2026**
(Pages 55 - 74)

To receive a report from the Head of Housing & Health which is being presented in support of an ongoing commitment to provide a quarterly update to members on activity undertaken by Mid Devon Housing (MDH), including some relating to enforcement.

12 **Identification of items for the next meeting**

Members are asked to note that the following items are already identified in the work programme for the next meeting:

- Grass cutting
- Performance Dashboards for Q3
- Knowledge & Information Strategy 2026 – 2030 (NEW)
- Domestic Abuse Policy (NEW)
- Mid Devon Housing Service Delivery Q3
- Housing Strategy (tbc)
- Chair's Annual Report for 2025/2026

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

Stephen Walford

Chief Executive

Monday, 10 November 2025

Guidance notes for meetings of Mid Devon District Council

From 7 May 2021, the law requires all councils to hold formal meetings in person. The Council will enable all people to continue to participate in meetings via Teams.

If the Council experience technology difficulties at a committee meeting the Chairman may make the decision to continue the meeting 'in-person' only to conclude the business on the agenda.

1. Inspection of Papers

Any person wishing to inspect minutes, reports, or the background papers for any item on the agenda should contact Democratic Services at Committee@middevon.gov.uk

They can also be accessed via the council's website [Click Here](#)

Printed agendas can also be viewed in reception at the Council offices at Phoenix House, Phoenix Lane, Tiverton, EX16 6PP.

2. Members' Code of Conduct requirements

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership.

The Code of Conduct can be [viewed here](#):

3. Minutes of the Meeting

Details of the issues discussed, and recommendations made at the meeting will be set out in the minutes, which the Committee will be asked to approve as a correct record at its next meeting. Minutes of meetings are not verbatim.

4. Public Question Time

Residents, electors or business rate payers of the District wishing to raise a question and/or statement under public question time are asked to provide their written questions to the Democratic Services team by 5pm three clear working days before the meeting to ensure that a response can be provided at the meeting. You will be invited to ask your question and or statement at the meeting and will receive the answer prior to, or as part of, the debate on that item. Alternatively, if you are content to receive an answer after the item has been debated, you can register to speak by emailing your full name to Committee@middevon.gov.uk by no later than 4pm on the day before the meeting. You will be invited to speak at the meeting and will receive a written response within 10 clear working days following the meeting.

Notification in this way will ensure the meeting runs as smoothly as possible

5. Meeting Etiquette for participants

- Only speak when invited to do so by the Chair.
- If you're referring to a specific page, mention the page number.

For those joining the meeting virtually:

- Mute your microphone when you are not talking.
- Switch off your camera if you are not speaking.
- Speak clearly (if you are not using camera then please state your name)
- Switch off your camera and microphone after you have spoken.
- There is a facility in Microsoft Teams under the ellipsis button called “turn on live captions” which provides subtitles on the screen.

6. Exclusion of Press & Public

When considering an item on the agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act. If there are members of the public and press listening to the open part of the meeting, then the Democratic Services Officer will, at the appropriate time, ask participants to leave the meeting when any exempt or confidential information is about to be discussed. They will be invited to return as soon as the meeting returns to open session.

7. Recording of meetings

All media, including radio and TV journalists, and members of the public may attend Council, Cabinet, PDG and Committee meetings (apart from items Media and Social Media Policy - 2023 page 22 where the public is excluded) you can view our Media and Social Media Policy [here](#). They may record, film or use social media before, during or after the meeting, so long as this does not distract from or interfere unduly with the smooth running of the meeting. Anyone proposing to film during the meeting is requested to make this known to the Chairman in advance. The Council also makes audio recordings of meetings which are published on our website [Browse Meetings, 2024 - MIDDEVON.GOV.UK](#).

8. Fire Drill Procedure

If you hear the fire alarm you should leave the building by the marked fire exits, follow the direction signs and assemble at the master point outside the entrance. Do not use the lifts or the main staircase. You must wait there until directed otherwise by a senior officer. If anybody present is likely to need assistance in exiting the building in the event of an emergency, please ensure you have let a member of Democratic Services know before the meeting begins and arrangements will be made should an emergency occur.

9. WIFI

An open, publicly available Wi-Fi network is normally available for meetings held in the Phoenix Chambers at Phoenix House.

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MINUTES of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 9 September 2025 at 2.15 pm

Present

Councillors

J Cairney, S Chenore, G Czapiewski,
B Holdman, N Letch, H Tuffin, Henwood,
Jones and Sixsmith

Apologies

Councillors

C Adcock, A Glover and C Harrower

Also Present

Councillor

J Lock

Also Present

Officers

Simon Newcombe (Head of Housing & Health), Paul Deal
(Head of Finance, Property & Climate Resilience), Dr
Stephen Carr (Corporate Performance & Improvement
Manager), Mike Lowman (Operations Manager for
Housing) and Sarah Lees (Democratic Services Officer)

Councillors

Online

D Wulff and L G J Kennedy and D Wulff

Officer Online

Sophie Richards (Customer Manager)

Also in

Attendance

I Henwood (Co-Opted Tenant), M Jones (Co-Opted
Tenant) and T Sixsmith (Co-Opted Tenant)

15 ELECTION OF CHAIR (FOR THIS MEETING ONLY) - CHAIR OF COUNCIL PRESIDING

As the Chair of the Homes Policy Development Group had sent her apologies for the meeting and the Vice Chair had also sent his apologies, there was a need to elect a replacement Chair for the purposes of this meeting only.

RESOLVED that Cllr J Cairney be elected Chair for the purposes of this meeting only.

(Proposed by Cllr B Holdman and seconded by Cllr S Chenore).

16 ELECTION OF VICE CHAIR (FOR THIS MEETING ONLY)

RESOLVED that Cllr B Holdman be elected Vice Chair for the purposes of this meeting only.

(Proposed by Cllr J Cairney and seconded by Cllr S Chenore)

17 APOLOGIES AND SUBSTITUTE MEMBERS

Apologies were received from:

- Cllr C Adcock who was substituted by Cllr B Holdman.
- Cllr A Glover
- Cllr C Harrower

18 PUBLIC QUESTION TIME

There were no questions from members of the public.

19 DECLARATION OF INTERESTS UNDER THE CODE OF CONDUCT

No interests were declared under this item.

20 MINUTES

The minutes of the meeting held on 3 June 2025 were approved as a correct record of the meeting and **SIGNED** by the Chair.

21 CHAIR'S ANNOUNCEMENTS

The Chair had the following announcements to make:

- There was a great deal of important business to discuss on the agenda, he encouraged all participants to be succinct when asking their questions and making comments.
- He advised the Co-Opted Tenants not to make comment in relation to the Rents Error item as there would be a clash of interests.
- He drew the Group's attention to the fact that a previous Chair of the Homes Policy Development Group and former Member of Mid Devon District Council, Cllr Ron Dolley, had recently passed away. The condolences of the Group wished to be passed to his family. The Chair stated that he had been a 'delightful man' who always had time for you and he would be sadly missed.

22 PERFORMANCE DASHBOARD Q1 (00:10:00)

The Group were presented with, and **NOTED**, two slides showing performance information in the Mid Devon Housing area both under the Housing Revenue Account (HRA) and the General Fund (GF).

The dashboards aimed to give an 'at a glance' understanding of how services were performing in terms of performance measures, finance and risk. Any measures that were also part of the Corporate Plan were listed in yellow text.

The indicators were presented with current performance, the annual target and a RAG (red/amber/green) rating to indicate whether or not the Council was on track to meet its target. Overall performance was presented in a pie chart which combined the RAG ratings for both the performance and the finance measures.

A summary of the performance position was presented as follows:

General Fund

- Home Improvement Loans sanctioned was showing as amber. Performance was just below the target position at the end of quarter 1.
- Private Sector Housing Service requests response rate was showing as amber. This was due to an administrative error which had now been rectified. Performance was 100% for Q1, not 90% as stated on the Dashboard.
- Homes PDG Projected Outturn was showing as amber. This was due to higher spend on Community Alarms installations.

Housing Revenue Account

- Mid Devon Housing (MDH) - Delivery of new Social Housing and New MDH net-zero MMC properties were both showing as red. It was stated that there were homes under construction and most were expected to be delivered in Q3 and Q4.
- MDH routine repairs completed on time was showing as amber. This was just behind target, with 1,129 routine repairs completed on time out of 1,213. Q2 performance had improved and was currently ahead of target. This would be seen in the Q2 Dashboard.
- HRA Projected Tenant Income was showing as amber. This was due to a very minor variation, made up on £116k loss of income from voids, which was largely offset by £110k increase in affordable rent income.
- HRA Projected Capital Outturn was showing as red across 18 projects with a budgeted spend in 2025/26 of £23.5m, 9 were underspending to a value of £10.5m due to slippage for a variety of reasons, such as delays in planning, legal or tendering. For current stock maintenance and renovations – there was a net £107k overspend largely due to increased works against modernisation and renewables. This was partially offset by underspends in glazing replacements and reduced responsive maintenance works.
- HRA Capital Slippage percentage of development projects was showing as red. 9 out of 34 projects were slipping. These were largely development projects.

Discussion took place regarding:

- Whether the number of unoccupied and unfurnished empty homes figure was 'reasonable'? This needed more context in future.
- The target of '50' new MDH net zero properties was a challenge but current and ongoing development was moving towards this.

Note: * Slides previously circulated.

23 MEDIUM TERM FINANCIAL PLAN (00:17:00)

The Group had before it a report * from the Deputy Chief Executive (S151) presenting the updated Medium Term Financial Plan (MTFP) which covered the period 2026/27 to 2028/29 and which discussed initial options for cost pressures/savings or income related to the services covered by the Policy Development Group.

The Head of Finance, Property and Climate Resilience stated that the report needed to be considered in two distinct halves, firstly the General Fund and secondly the Housing Revenue Account.

The report was a little different to that provided in previous years. This was due to the raft of changes expected from 2026/27 and the longer term restrictions placed upon the Council by Local Government Reorganisation (LGR). The report didn't give a forecast shortfall to be addressed. Instead it highlighted the unprecedented level of uncertainty faced by all councils in respect of funding from 2026/27 onwards and estimated a range that the shortfall could fall within.

The Chancellor's Autumn Budget would not be available until the end of November 2025. This would have a knock on effect of delaying the detail at individual local authority level. The uncertainty regarding future funding could not be overstated.

General Fund Budget Options

Over the summer officers had identified a range of budget options to address the budget shortfall, using the Red, Amber and Green (RAG) assessment, which were being presented to the relevant Policy Development Groups for discussion, with the recommendation to support the Green and Amber options.

Housing Revenue Account (HRA) Budget Options

This was largely based on assumptions, including the level of Pay Award, the price of utilities, contractor / materials pricing and income projections. These would be kept under review and would be updated and brought back to the November PDG as more information became available. As shown in Appendix 5, the forecast indicated a funding shortfall of £541k in 2026/27 rising to £1,796k over the 3-year forecast. Therefore savings ideas and proposals were required.

Discussion took place regarding:

- The need to estimate the Homelessness Prevention Grant (HPG) due to such uncertainty.

- It was sensible to be prudent and 'over cautious' when assessing the future budget due to the unprecedented circumstances.
- The proposal to increase the budget in relation to Climate Change needed to be considered given the forecast financial position and the implication it might have in terms of finding further savings in order to be able to afford it.
- The expected increase in income due to the Extended Producer Responsibility (EPR) and that this would offset the loss of the Devon County Council Share Savings.
- The question marks shown in the report against the Collection Fund which were due to so many unknowns at this stage of the budget setting process.
- The Homes for Ukraine Scheme would neither be reduced or expanded, the Council would continue to seek to do what was required of it by Government.
- The robust approach being taken as regards vacancy approvals by senior management.
- Temporary accommodation costs.
- Whether the figures took account of the delay of 6 weeks in the payment of Universal Credit.
- 'Rent Convergence' was explained as a process of gradually aligning social rent levels across the country to ensure fairness and consistency. This process aimed to have people pay similar rents for similar properties while remaining below market rates. The effects of the increase of £1 per week and £2 per week were discussed. 'Rent Convergence' was currently out for consultation by the government with the outcome determining the level of the weekly increase allowed.

RECOMMENDED to Cabinet that:

- a. The updated MTFP position for both the General Fund and the Housing Revenue Account covering the years 2026/27 to 2028/29 be **NOTED**.
- b. The budget proposals as set out in Appendices 2, 3 and 6 be approved.

(Proposed by the Chair)

Reason for the decision

By undertaking regular reviews of the MTFP the Council can ensure that its Corporate Plan priorities are affordable. The implications of the budget gap were set out within the paper. Many areas require greater clarity, particularly around national funding and possible changes to Government Policy. Therefore a number of key assumptions underpinned the reported position, which would be refined as greater clarity was received through the budget setting process.

Note: * Report previously circulated.

24 MID DEVON HOUSING MOBILITY SCOOTER POLICY REPORT (01:01:00)

The Group had before it a report * from the Head of Housing & Health setting out a proposed new policy in relation to mobility scooters in flats.

The following was highlighted within the report:

- Clear fire safety guidance had been received by both the Government and Devon & Somerset Fire & Rescue and as a housing provider the Council needed to adhere to this.
- The issue had come to light as a result of a visit from the Fire Service to the St George's Court development in Tiverton which had two lifts and the potential for mobility scooters to travel up and down the lifts visiting various flats was therefore increased. Whilst these were 'game changing' leisure devices for many people with impaired mobility it needed to be recognised that these were bulky items that had the potential to block access and exit points in an emergency. With further risks due to potential fires.
- The range and quality of mobility scooters varied greatly.
- Following the approval of the policy, tenants would be able to make informed choices about which properties they would prefer to live in.

Consideration was given to the following:

- The Council would not be installing charging points at the moment since mobility scooters were classed as leisure vehicles and were not covered as part of the Council's Aids and Adaptations Policy.
- All tenants had been made aware of the proposed policy and the legal requirements upon the Council.
- Support e.g. with PAT (Portable Appliance) Testing could be provided for tenants affected through the handyman service.
- The Housing Service was currently looking at the overall mobility needs for its tenants across the whole district.
- There were currently 270 MDH flats above ground floor, officers were not aware of any scooters currently being carried upstairs in those properties. It was estimated that approximately 10 properties might be affected.

RECOMMENDED to the Cabinet that it recommends to full Council:

The adoption of the new Mobility Scooter in Flats Policy and the Equality Impact Assessment contained in Annexes A and B respectively.

(Proposed by Cllr N Letch and seconded by Cllr G Czapiewski)

Reason for the decision

As a registered provider of social housing, the Council must comply with the regulatory standards set by the Regulator of Social Housing. In particular, that it complied with all relevant safety legislation including the mitigation and management of fire risks and meet the wider requirements of the statutory Safety and Quality Standard (consumer standard).

This policy had been developed in close consideration with the latest the National Fire Chiefs Council (NFCC) safety guidance for mobility scooters, noting both their benefits and associated fire risks.

Note: * Report previously circulated.

25 **VARIATION OF TENANCY AGREEMENT (01:20:00)**

The Group had before it a report * from the Head of Housing & Health setting out the steps needed to meet the legal requirements for varying the terms and conditions of tenancy for existing tenants.

The contents of the report were outlined with particular reference to the following:

- This document set out the rights and responsibilities of tenants.
- 3000 consultation packs had been sent out regarding the Variation to the Tenancy Agreement (TA).
- All references to Flexible Tenancies had been removed and a new clause added for CCTV.
- More detail had been added regarding Anti-Social Behaviour (ASB) and keeping people safe.
- Multiple ways for tenants to respond to the consultation had been offered. The consultation had ended on 30 June 2025.
- 214 responses had been received which equated to approximately 7%.
- The majority of the responses had said that the new TA was clear and sensible. There were some concerns regarding the use of communal spaces.
- The aim was to issue the new Tenancy Agreement by the end of October 2025 following approval.
- This was a vital step towards modernising the housing service.

Discussion took place regarding:

- Whether or not powers around ASB would be strengthened as a result of this new document. It was confirmed that they would be re-emphasised.
- A response rate of 7% was typical following a consultation.
- It was felt that for many 'not responding' was probably a sign that they were 'happy'.

RECOMMENDED to that Cabinet that:

- a) The Tenancy Agreement is approved subject to any responses from new tenants signed up after the preliminary consultation ended.
- b) Delegated authority be given to Head of Housing and Health (in consultation with the Cabinet Member for Housing, Assets and Property Services) to review the consultation responses from the new tenants and authorise such changes to the new tenancy agreement as he considers necessary in the light of any late consultation responses.
- c) Delegated authority be given to Head of Housing and Health (in consultation with the Cabinet Member for Housing, Assets and Property Services) to draft and serve the notice of variation to existing secure/introductory tenants under section 103 of the Housing Act 1985 to vary the terms and condition of their tenancies so that they are on the terms and conditions of the new tenancy agreement.

(Proposed by the Chair)

Reason for the decision

As a registered provider (RP) of social housing, the Council was obliged to comply with the requirements of the Housing Act 1985. The specific requirements within the Act with regard to the legal requirements for introducing a new Tenancy Agreement were set out within the report.

The Council's legal team had been closely engaged through this process with regard to the updated Tenancy Agreement itself and the notice/adoption process to ensure legal compliance.

Note: * Report previously circulated.

26 **MID DEVON HOUSING RENT ERROR UPDATE (01:42:00)**

The Group had before it, and **NOTED**, a report * from the Deputy Chief Executive (S151) and the Head of Housing & Health providing an update on the corrective measures completed and next steps in order to rectify an identified historic rent setting error.

The contents of the report were outlined with particular reference to the following:

- A brief summary of the historic background to the report.
- There had been progress since the issue was last reported to the Group. A significant amount of chasing had been undertaken with affected tenants but not everybody wanted to engage with the Council where refunds have been offered.
- All and non-benefit Housing Benefit claims for live tenancies had now been processed.
- The Council was reliant on the Department for Work and Pensions (DWP) to assist with various tenant calculations and this was proving extremely complicated. At the moment there was a large cohort where the claims could of Universal Credit claimants where the refunds could not be processed due to individual complications and these tenants were being encouraged to engage directly with the DWP.
- The Council was not the only housing provider in this situation.
- The work of the Rent Recovery Team had ensured that the Council was ahead of the game where it could be.

Consideration was given to:

- Concern that Universal Credit claimants were being kept in the loop. It was confirmed that all affected tenants had been written to.
- The Council had no legal right to know what benefits a tenant received.
- The Council had not received any complaints so far from tenants, they understood that the Council was waiting for the DWP.
- It was confirmed that the resources to support this work would continue until the process was complete.
- Advice was being provided to other local authorities who were experiencing the same issues.
- The team were confident nobody had been unjustly evicted as a result of this issue.

Note: * Report previously considered.

27 **MID DEVON HOUSING SERVICE DELIVERY REPORT FOR Q1 2025-2026 (02:00:00)**

The Group had before it, and **NOTED**, a report * from the Head of Housing & Health containing performance information as measured in line with the guidance relating to the Tenant Satisfaction Measure (TSM's).

The Chair stated that due to the time and the length of the meeting, unless the Group had anything urgent they wanted to ask, he requested that any questions in relation to this item be held over to the next meeting.

The Group did not have any urgent issues they wished to raise under this item at the current time.

The Head of Housing & Health briefly explained that the service was performing well, quarter 1 data was strong and was expected to improve in the coming quarters. Annual repairs had taken a dip but all safety measures were where they should be.

Note: * Report previously circulated.

28 **NATIONAL HOUSING UPDATE BRIEFING (02:05:00)**

The Group received a presentation providing a summary of national changes in the social housing sector within the context of the Ministry of Housing, Communities and Local Government (MHCLG) 'five-step plan for renewal' (July 2025). This plan was focussed on increasing the supply of social housing and continuing change in the safety and quality of homes.

The presentation included the following information:

- Nationally there was not enough social and affordable housing (MHCLG July 2025).
- Locally, the Devon Housing Commission report (2024) had identified the same issues across the county.
- Mid Devon's Housing Strategy aimed to build / acquire more MDH social housing properties, grow development pipeline, invest in the current stock, acquire temporary accommodation properties and support 100% of Homelessness presentation.
- The Government would provide a boost to affordable homes funding through the new Social and Affordable Homes Programme (SAHP)
- Sector financial capacity:
 - **10-year rent cap settlement** – would allow for annual increases of CPI (Consumer Prices Index) + 1% from April 2026.
 - **Rent convergence** – bringing rent for historic tenancies up to national Formula Rent and aligning social rent levels over time. There was currently a consultation on £1 or £2 per week.
 - Currently more than half MDH tenants had long-standing rents that sat below Formula Rent that could only be lifted when the tenancy changed.

- **Continued provision of low-interest loans** to support housing development. This was still borrowing that had to be sustainable within the wider Housing Revenue Account.
- There were a number of regulatory changes including:
 - **Updated Decent Homes Standard (DHS)** consultation.
 - **Implementation of Awaab's Law** from October 2025. There were stringent timelines for investigating and resolving damp & mould and emergency hazards. MDH were putting processes and resources in place to meet this.
 - **Mandatory full (inspection) electrical safety checks** every five years from November 2025. MDH had already begun significant advance work towards this.
 - Proposals to implement **minimum EPC Band C energy standard** within social rental sector by 2030. Again, MDH had undertaken significant advance work towards this.
 - **Mandatory Competence and Conduct Standard.** This would come into force in October 2026 setting out minimum qualification standards for specific housing staff/roles.
- There was a raft of additional Right to Buy changes.
- There would be a greater tenant focus in terms of the 'Resident Experience Innovation Fund', allocation policies and tenants access to information. This increased focus would mandate specific requirements on housing providers.

Discussion took place regarding:

- The Housing Service faced a lot of challenges and the team as whole were praised for working hard and being so proactive.
- The Government had said that damp & mould was an issue that needed to be solely dealt with by individual local authorities. There would be no additional funding to support this work. However, this Council had a robust system in place to tackle this difficult issue.
- The 'Rent Convergence' issue and the difference to a tenant of being charged either £1 or £2 extra per week. These were not big sums and after 10 years this proposal would allow the Council to be back up to the Formula Rent level providing fairness and consistency across properties.
- Regarding the competency issue and the future need to ensure all officers were trained and qualified where necessary, it was confirmed that the compliance rate for MDH was currently at 56%, however there is a period transition and the Council have several years to be fully compliant.
- It was hoped that a new Tenancy Manager would be starting in a few weeks time.

29 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (02:33:00)

The items already listed in the work programme for the next scheduled meeting were **NOTED**.

It was requested that the following be added to the agenda for the next meeting:

- Grass cutting for sheltered housing units.

It was also **NOTED** that the Housing Strategy would need to slip until early 2026 as the Government were currently undertaking a number of initiatives which would have an impact on the MDH Strategy therefore it would be sensible to delay bringing it before Members until then.

(The meeting ended at 4.51 pm)

CHAIR

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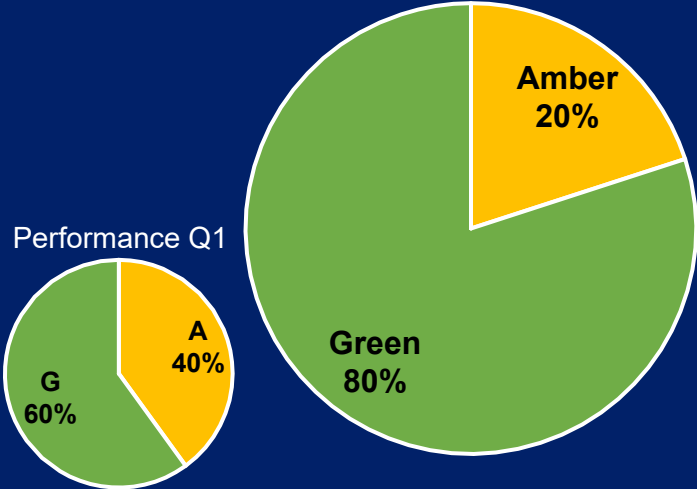
Homes PDG Performance Dashboard (General Fund) – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Providing support to those experiencing homelessness (YTD)	100 %	100 %	G
Applicants on the Devon Home Choice waiting list (Band A-C)	529	N/A	
Households in Hotels (Current)	6	N/A	
Households placed in interim or temporary accommodation this quarter	40	TBC	
Home Improvement Loans sanctioned (YTD)	6	10	G
Private rented sector improvements (YTD)	18	10	G
Private sector housing service requests response rate (Av. YTD)	97 %	95 %	G
Unoccupied and unfurnished empty homes (Current)	446	N/A	

Finance Measures	Performance	Annual Target	RAG
Homes PDG – Projected Outturn	£134k	£130k	A
Spend on external interim and temporary accommodation (April - Sep)	£118,796	N/A	

Corporate Risk	Risk Rating (Trajectory)
Homes for Ukraine Scheme	4 (Under Review)
Housing Crisis	12 (No Change)

Overall Performance Q2



In Focus

Homeless approaches per quarter:

	2024/25	2025/26
Q1	211	206
Q2	196	181
Q3	172	
Q4	192	

Homes for Ukraine Scheme Corporate Risk: This risk has been well managed with mitigating actions, the associated risks are low and as such the risk has been removed from the Corporate Risk Register.

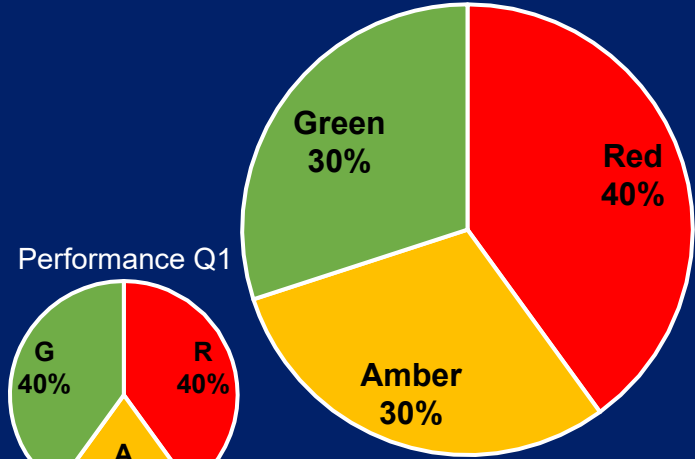
Homes PDG Performance Dashboard (HRA) – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
MDH Satisfaction that the home is safe (TSM – TP05)	N/A	70 %	
MDH Delivery of new Social Housing (YTD)	46	100	A
New MDH net-zero MMC properties (YTD)	5	50	R
Tenant satisfaction with the overall repairs service (TSM – TP02)	N/A	70 %	
Market delivery of new affordable homes (Annual)	N/A	94	
MDH Overall tenant satisfaction (TSM - TP01)	N/A	TBD	
MDH Complaints responded to within Complaints Handling Code timescales (TSM-CH02; Average YTD)	100 %	100 %	G
MDH Antisocial behaviour cases relative to the size of the landlord (TSM – NM01; YTD)	4.42	TBD	
MDH Housing stock occupancy rate (YTD)	96.1 %	97 %	A
MDH Routine repairs completed on time (YTD)	95.4 %	95 %	G
MDH specific tenant engagement events (YTD)	55	100	G

Finance Measures	Performance	Annual Target	RAG
HRA – Projected Outturn	£745k	£0	R
HRA – Projected Tenant Income (Outturn)	(£14,957k)	(£15,076k)	A
HRA – Projected Capital Outturn	£16,183k	£27,663k	R
HRA – Capital Slippage % of development projects (Current)	30%	0 %	R

Corporate Risk	Risk Rating (Trajectory)
Housing Rent Correction Error	12 (Increasing)

Overall Performance Q2



In Focus

Housing rent corrections

Progress is being made to correct and refund housing rent where appropriate. The rent correction cases are not all refunds due to benefits being awarded. Each case needs to be reviewed before a refund can be considered. The checking is very much in progress and all housing benefit was correct by the end of August 2025, refunds on these cases started 26/09/2025. Following this, the matter of tenant refund can be looked at. As of 22 October 2025, there have been 156 refunds, and 2,894 housing benefit corrections.



Report for: Homes Policy Development Group

Date of Meeting:	18 November 2025
Subject:	2026/27 Draft Budget Update
Cabinet Member:	Cllr John Downes – Cabinet Member for Governance, Finance and Risk Cllr Jane Lock – Cabinet Member for Housing, Assets and Property
Responsible Officer:	Andrew Jarrett – Deputy Chief Executive (S151)
Exempt:	N/a
Wards Affected:	All
Enclosures:	Appendix 1 – Emerging 2026/27 – 2030/31 Capital Programme

Section 1 – Summary and Recommendation(s)

To present to members an update on the 2026/27 Budget and to trail the emerging Capital Programme covering the period 2026/27 to 2030/31.

Recommendation(s):

That Members of the Policy Development Group:

1. Note the update on the 2026/27 Budget, noting there remains little clarity on the financial settlement currently and that this is likely to require additional ad hoc updates as and when greater information is known, particularly following the announcement of the Local Government Finance Settlement;
2. Consider and comment on the emerging Capital Programme covering the period 2026/27 to 2030/31 within Appendix 1;

Section 2 – Report

1.0 Introduction

- 1.1 At the September meeting, the first draft MTFP covering the period 2026/27 to 2028/29 for the General Fund was presented, estimating a funding shortfall for

2026/27 within the range £846k to £3,350k, due to the significant uncertainty surrounding future funding streams. For the HRA, an estimated funding shortfall of £541k in 2026/27 rising to £1,796k by 2028/29 was presented.

- 1.2 The committee discussed a range of budget options that could help mitigate the budget shortfall, considering the Red, Amber, Green risk level applied to them by officers, as follows:

Red – indicates the saving could be taken, but there are higher risks/ implications associated with it and therefore officers would not recommend it;

Amber – indicates the saving could be taken, but there are risks and implications associated that members need to be aware of / accept;

Green – indicates a saving that is recommended by officers – previously approved.

- 1.3 The committee considered the budget options and accepted the recommendation to Cabinet to approve the Green and Amber budget proposals.
- 1.4 On 07 October, Cabinet agreed the Green Budget Options. For the General Fund this summed to a net pressure of £974k (£1,325k pressures and £351k savings). Based on the original assumptions, this increases the current projected funding shortfall to a range of £1,820k to £4,324k. For the HRA, there was only one Green saving for £27k, reducing the shortfall to £514k for 2026/27 and £1,769k over the MTFP timeframe.
- 1.5 The 04 November Cabinet are recommended to give tacit approval as a budget planning assumption to the recommendations of the Policy Development Groups (PDGs). For the General Fund, all the budget options presented were Green, therefore there is no additional impact of the November Cabinet recommendation. However, for the HRA, Amber savings options were included which will see a reduction to the shortfall of £450k if agreed in principle. This would still leave a shortfall of £64k on the 2026/27 HRA budget, although this is likely to be covered by the confirmation that rents can now be increased by up to 4.8% (September CPI +1%).and
- 1.6 However, there remains a shortfall of £1,319k over the longer term that needs to be addressed. There are also a number of national policy decisions that will also impact on the longer term HRA budget, including but not limited to the Decent Homes Standard, Awaab's Law and the requirement for additional social housing and the associated financing implications if insufficient grant funding is available.
- 1.7 One option that would benefit both the 2026/27 budget and the longer-term position is Rent Convergence. Within the budget options are the implications for either £1 per week (Amber) or £2 per week (Red) – we await the outcome of the Government consultation on this matter – see section 3 below.

2.0 2026/27 Budget Update

- 2.1 As Members are aware, there is very little clarity available on the future funding decisions for the Local Government Sector. Since the last meeting of this committee, this position has not improved with few announcements received. However, one element of the HRA budget has now been confirmed; CPI inflation for September was announced at 3.8%, meaning the increase in social rents is capped at 4.8% for 2026/27.
- 2.2 Potentially, a policy note could be published shortly that might provide more clarity on the direction of travel, but this has not been received at the time of publishing this report. This will not provide clarity on individual authority funding.
- 2.3 The Autumn Budget is set for 26 November which means any settlement announcement is going to be later than previously advised which will result in the detail at local authority level potentially being announced later than anticipated. In addition to this challenge, changes in key senior ministerial positions are also likely to potentially build further uncertainty and delay into these announcements.
- 2.4 Further updates will be brought forward as necessary and available, and further budget options will be investigated and proposed for consideration over the next few months in the run in to setting the 2026/27 budget in February 2026.
- 2.5 However, because of the lack of clarity and timeframe to react, it is highly likely that some level of draw from reserves may be required, and a full review of Earmarked Reserves will be necessary to see what can be realigned, and whether a minimum balance of £2m in General Reserves can be maintained.
- 2.6 There clearly remains a significant budget shortfall in 2026/27 for the General Fund. The Council has a legal requirement to set a balance budget and needs to ensure its overall costs are affordable i.e. they can be funded through income and planned short-term use of reserves.

3.0 HRA Social Rent Convergence

- 3.1 At the September committee meeting, a presentation was given on this topic as part of an update on several national changes. Rent Convergence enable social rents for historic tenancies to be brought up the level of the National Formula Rent, aligning rents over a 10-year period. The government consultation, which proposed adjustments of either a £1 or £2 per week, has now closed and we await the outcome.
- 3.2 For context, currently more than half MDH tenants have long-standing rents that sit below Formula rent that can only be lifted when the tenancy changes.
- 3.3 Specifically, the following tables set out the potential increase in rental income, and the convergence on historic rentals:

Year	£1.00 cap			
	Increase in Rent		Houses moved to Formula Rent	
	Annual	Cumulative	Converged pa	Cumulative

2026.27	137,143	137,143	93	93
2027.28	136,082	273,225	110	203
2028.29	135,539	408,764	4	207
2029.30	125,422	534,186	27	234
2030.31	73,013	607,199	429	663
2031.32	64,111	671,310	924	1,587
2032.33	61,056	732,366	1	1,588
2033.34	48,752	781,118	80	1,668
2034.35	42,940	824,058	324	1,992
2035.36	42,328	866,386	14	2,006
		5,835,755	2,006	
			814	Not converged
			2820	Total stock
Year	£2.00 cap			
	Increase in Rent		Houses moved to Formula Rent	
	Annual	Cumulative	Converged pa	Cumulative
2026.27	273,219	273,219	93	93
2027.28	257,444	530,663	114	207
2028.29	131,679	662,342	827	1034
2029.30	102,545	764,887	618	1652
2030.31	84,841	849,728	340	1992
2031.32	43,745	893,473	16	2008
2032.33	17,113	910,586	590	2598
2033.34	7,993	918,579	97	2695
2034.35	3,536	922,115	91	2786
2035.36	3,478	925,593	0	2786
		7,651,185	2786	
			34	Not converged
			2820	Total stock

- 4.0 2026/27 – 2030/31 Capital Programme** The Capital Programme includes new bids for capital funding to support new programmes as well as updates to ‘rolling’ approvals from current and prior year’s Capital Programmes.
- 4.2 The draft Capital Programme has been reviewed/challenged by the Corporate Strategic Asset Advisory Group (CSAG) prior to being proposed. The final programme being brought forward for approval in February.
- 4.3 Generally, the bids are restricted to replacement equipment, largely based upon health and safety requirements in the leisure centres, new ICT kit, income generation schemes, economic regeneration schemes or invest to save bids.
- 4.4 **Appendix 1** provides a summary of the new bids received for the new 2026/27 – 2030/31 Capital Programme from General Fund services reporting through to this committee, along with the HRA’s proposed programme. In February, Members’ will be asked to approve the Year 1 programme and note the indicative future years. Members are asked to consider and comment on these bids, feeding into the development of the programme.

- 4.5 In terms of associated funding, a prudent forecast of capital receipts is factored into the model, with no major asset sales anticipated. Similarly, prudent assumptions are included for the availability of Capital Grant to help mitigate some of the proposed costs. If additional receipts are generated, or grant received, the capital prioritisation list could be revisited to bring forward new schemes into the programme or decrease any borrowing requirement.
- 4.6 Currently any revenue contribution to the Capital Programme is limited to funding held within Earmarked Reserves (i.e. Sinking Funds). Ultimately, any outstanding funding requirement after utilising revenue contributions, reserves and any external funding sources will need to be funded through Prudential Borrowing. This will be refined and updated as we move through the MTFP timeframe.

5.0 Conclusion

- 5.1 The potential significant General Fund budget shortfall remaining if only Green and Amber options are agreed, or if option 1c (the estimated budget gap of £3.446m as per the 7/10/25 Cabinet report) becomes reality, is a significant challenge and the identification of further budget reductions is critical to balancing the budget for 2026/27 and indeed future years. For the HRA, approval of the Amber savings will leave the HRA with only a small shortfall remaining.
- 5.2 Whilst every effort will be made to identify efficiency savings, given the scale of the likely funding reductions it is unlikely that a sufficient level can be identified to fully balance the 2026/27 budget without significant implications on service provision. Also, there is an extremely limited timeframe available between finalisation of the funding settlement and setting the budget for 2026/27. This may require additional information being presented to members either late or outside of the standard committee papers process.
- 5.3 The MTFP will continue to be updated to ensure it is a live document. It is subject to amendment and review by Leadership Team and Members and will provide a clear guide prior to commencing the annual budget setting process in future years.
- 5.4 To conclude the statutory budget setting process, updates to the draft budget position will be brought as and when greater clarity emerges in the run up to the budget being agreed at Full Council on the 18 February 2026. During this period Officers will continue to identify and examine further savings possibilities that can reduce the longer-term budget gap.

Financial Implications

By undertaking regular reviews of the MTFP the Council can ensure that its Corporate Plan priorities are affordable. The implications of the budget gap are set out within the paper. Many areas require greater clarity, particularly around national funding and possible changes to Government Policy. Therefore, several key assumptions underpin the reported

position, which will be refined as greater clarity is received through the budget setting process.

Legal Implications

None directly arising from this report, although there is a legal obligation to balance the budget. There are legal implications arising from any future consequential decisions to change service provision, but these would be assessed at the time.

Risk Assessment

The MTFP makes several key financial assumptions based on a sensible/prudent approach, taking account of the most up to date professional advice that is available. These continue to be kept under review and updated where necessary.

Impact on Climate Change

The allocation of resources will impact upon the Council's ability to implement/fund new activities linked to climate change, as the MTFP sets the broad budgetary framework for the Council over the coming years. However, some provision has already been included in the base budget and further evaluation/consideration will be made as the draft budget passes through the PDGs over the next few months. Significant investment is currently forecast within the Capital Programme; however this will be dependent upon full options appraisals and levels of Grant funding available.

Equalities Impact Assessment

No implications arising from this report.

Relationship to Corporate Plan

The Medium-Term Financial Plan (MTFP) sets out the financial resources available to deliver the Council's ongoing Corporate Plan priorities.

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151

Date: 30 October 2025

Statutory Officer: Maria De Leiburne

Agreed on behalf of the Monitoring Officer

Date: 30 October 2025

Chief Officer: Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 30 October 2025

Performance and risk: Dr Stephen Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 30 October 2025

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Andrew Jarrett – Deputy Chief Executive (S151)

Email: ajarrett@middevon.gov.uk

Telephone: 01884 234242

Background papers:

- 2025/26 Budget
- 2025/26 Qtr. 1 Budget Monitor
- 2025/26 Qtr. 2 Budget Monitor
- 2 September Cabinet report – 2026/27 – 2028/29 MTFP
- 7 October Cabinet report – 2026/27 Budget Update
- 4 November Cabinet report – 2026/27 Budget Update

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PDG	Row number	Project Title	Description	Category of project	Total Project Budget Approval						Spend Profile for NEW Indicative Capital Programme					
					2026/27 £000's	2027/28 £000's	2028/29 £000's	2029/30 £000's	2030/31 £000's	Total £000's	2026/27 £000's	2027/28 £000's	2028/29 £000's	2029/30 £000's	2030/31 £000's	Total £000's
Homes	6	New Vehicle Leases (replaced every seven years)	Vehicle replacement for HRA Fleet - New Leases (replaced every seven years)	3. Essential Asset Replacement/Enhancement			50		488	538			50		488	538

Row Number	Project Title	Detailed Project Description	Category of project	Total Project Budget Approval						Spend Profile for NEW Indicative Capital Programme					
				2026/27 £000's	2027/28 £000's	2028/29 £000's	2029/30 £000's	2030/31 £000's	Total £000's	2026/27 £000's	2027/28 £000's	2028/29 £000's	2029/30 £000's	2030/31 £000's	Total £000's
1	Roofing	Replacement roofing to HRA stock	5. Housing					450	450					450	450
2	Decent Homes	Decent Homes	5. Housing	1,250					1,250	250	250	250	250	250	1,250
3	Fire Safety	Fire Safety	5. Housing	30			15	30	75	30			15	30	75
4	Windows/Doors	Replacement of UPVC Windows and doors	5. Housing					400	400					400	400
5	Heating	Replacement of Gas and Electric Heating	5. Housing					480	480					480	480
6	Renewables	Installation of renewable Heating Systems - income generation	5. Housing	1,750					1,750	350	350	350	350	350	1,750
7	Adaptations	Disabled Adaptations to HRA stock	5. Housing	-20	-30	-40	-50	280	140	-20	-30	-40	-50	280	140
8	Responsive Capital works	Modernisation works to Responsive Properties	5. Housing	-20	-10	-10	0	80	40	-20	-10	-10	0	80	40
9	Void Capital Works	Modernisation works to Void Properties	5. Housing	-25	-30	-35	-40	125	-5	-25	-30	-35	-40	125	-5
10	Structural	Major Structural works to HRA Properties	5. Housing					300	300					300	300
11	Double Glazed Unit Replacement	Double Glazed Unit Replacement	5. Housing					20	20					20	20
12	Housing Development Project No5	Housing Development Project No5	5. Housing	-233	0	0	0	0	-233	-233	0	0	0	0	-233
13	Housing Development Project No8	Housing Development Project No8	5. Housing	18	0	0	0	0	18	18		0	0	0	18
14	Housing Development Project No12	Housing Development Project No12	5. Housing	-901	0	0	0	0	-901	0	-50	-851	0	0	-901
15	Housing Development Project No22	Housing Development Project No22	5. Housing	431	0	0	0	0	431	431	0	0	0	0	431
16	Housing Development Project No23	Housing Development Project No23	5. Housing	431	0	0	0	0	431	0	0	431	0	0	431
17	Housing Development Project No35	Housing Development Project No35	5. Housing	-1,003	0	0	0	0	-1,003	0	-103	-900	0	0	-1,003
18	Housing Development Project No52	Housing Development Project No52	5. Housing	6	0	0	0	0	6	6	0	0	0	0	6
19	Housing Development Project No54	Housing Development Project No54	5. Housing	5	0	0	0	0	5	5	0	0	0	0	5
20	Housing Development Project No55	Housing Development Project No55	5. Housing	505	0	0	0	0	505	505	0	0	0	0	505
21	Housing Development Project No57	Housing Development Project No57	5. Housing	300	0	0	0	0	300	0	300	0	0	0	300
22	Housing Development Project No58	Housing Development Project No58	5. Housing	300	0	0	0	0	300	0	300	0	0	0	300
23	Housing Development Project No59	Housing Development Project No59	5. Housing	-300	0	0	0	0	-300	0	0	0	-300	0	-300
24	Housing Project Buy Back	Right To Buy, Buy Backs	5. Housing	2,000				1500	3,500	500	500	500	500	1,500	3,500
25	MDH Depot Relocation	MDH Depot Relocation	5. Housing	3,000	0	0	0	0	3,000	1,000	2,000	0	0	0	3,000
26	HRA Development Strategy	HRA Development Strategy	5. Housing	-30,000					-30,000			-15,000	-15,000		-30,000
27	Housing Development Project No60	Housing Development Project No60	5. Housing	32,000	0	0	0	0	32,000	3,000	14,000	15,000	0	0	32,000
				9,524	-70	-85	-75	3,665	12,959	5,797	17,477	-305	-14,275	4,265	12,959

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Report for: Homes Policy Development Group

Date of Meeting:	18 th November 2025
Subject:	PREPARING FOR THE RENTERS' RIGHTS ACT 2025
Cabinet Member:	Councillor Jane Lock Cabinet Member for Housing, Assets and Property Services
Responsible Officer:	Simon Newcombe Head of Housing and Health
Exempt:	Not applicable
Wards Affected:	All
Enclosures:	Annex A – Renters Rights Project Plan 2025

Section 1 – Summary and Recommendation(s)

The Renters Rights Bill (formerly the Renters Reform Bill) has now been through all the parliamentary stages required and received Royal Assent on 27th October 2025.

The Renters' Rights Act 2025 (the Act) introduces significant changes to the private sector rental market in England, aimed at enhancing tenant protections and establishing new responsibilities for landlords. As such, it places new duties on local authorities and will have a direct impact on the regulatory activity of the Public Health and Housing Options service which is responsible for both private sector housing regulation and homelessness duties. This briefing provides an overview of the changes being introduced by the Act and the actions the service is taking in readiness.

Recommendation:

1. To note the contents of this briefing paper

Section 2 – Report

1 Introduction

- 1.1 Formerly known as the Renters' (Reform) Bill this proposed piece of legislation had its first reading in May 2023. Following the general election in 2024 the Bill was re-named the Renters' Rights Bill which had its first reading in September 2024.

- 1.2 Having now been through the full parliamentary process the Bill received Royal Assent on 27th October and is now the Renters' Rights Act 2025.
- 1.3 The new Act introduces several significant changes to the rented sector that will have an impact on the delivery of our services and to the rented sector as a whole.
- 1.4 This paper outlines the key changes and the expected impacts to service delivery.

2 Key themes of the Renters' Rights Act 2025

- 2.1 The Act is arranged across a number of parts covering tenancy reform, residential landlords and a new database, the decent homes standard including reference to Awaab's law, and enforcement provisions for the local authority.
- 2.2 The key changes being introduced are as follows (adapted from Gov.uk press release 'Historic Renters' Rights Act becomes law', published 27th October 2025).
 - a) **Abolish Section 21 evictions** and move to a simpler tenancy structure where all assured tenancies are periodic.
 - b) **Ensure possession grounds are fair to both parties**, giving tenants more security, while ensuring landlords can recover their property when reasonable.
 - c) **Provide stronger protections against backdoor eviction** by ensuring tenants are able to appeal excessive rents.
 - d) **Introduce a new Private Rented Sector Landlord redress scheme** that will provide quick, fair, impartial and binding resolution for tenants' complaints about their landlord.
 - e) **Create a Private Rented Sector Database** ensuring that all private rented properties are registered. This will be used to help landlords understand their legal obligations and demonstrate compliance, alongside providing better information to tenants to make informed decisions when entering into a tenancy agreement.
 - f) **Give tenants strengthened rights to request a pet in the property**, which the landlord must consider and cannot unreasonably refuse.
 - g) **Apply the Decent Homes Standard to the private rented sector**. The Standard is being reviewed and updated to ensure it is relevant as the original standard was last amended in 2006.
 - h) **Apply Awaab's Law to the private rented sector**, setting clear legal expectations about the timeframes within which landlords in the private rented sector must take action to make homes safe where they contain serious hazards. This will be introduced in future timeframe set out in new regulations.

- i) **Make it an offence for landlords and agents to discriminate against prospective tenants in receipt of benefits or with children** – helping to ensure everyone is treated fairly when looking for a place to live.
 - j) **End the practice of rental bidding** by prohibiting landlords and agents from asking for or accepting offers above the advertised rent. Landlords and agents will be required to publish an asking rent for their property and it will be an offence to accept offers made above this rate.
 - k) **Strengthen local authority enforcement** by expanding civil penalties, introducing a package of investigatory duties and powers, bringing in a new requirement for local authorities to report on enforcement activity.
 - l) **Strengthen rent repayment orders** by extending them to superior landlords, doubling the maximum penalty and ensuring repeat offenders have to repay the maximum amount.
- 2.3 It should be noted that the Decent Homes Standard already applies to social housing and Awaab's law applies to social housing from 27 October 2025.

3 Impact on the service

- 3.1 The most significant impacts for the service are the new offences and the expected enforcement of these. There are several new areas that the service has not dealt with before that will require new skills and resource. There is likely to be new burdens funding for local authorities, but the amount and the method for calculating this has not been announced
- 3.2 It is uncertain as to the volume of new work that will be generated by these changes. Based on the private rented sector in Mid Devon being estimated at 6,500 properties (2021 Census), it is likely enquiries will rise significantly and therefore the level of investigatory work required by the service will increase accordingly.
- 3.3 A number of the key themes mentioned above have corresponding offences that will require investigation. This will include a strengthening of powers around illegal eviction and harassment, and compliance with the various prohibitions on discrimination, rents and rental bidding and the correct marketing of properties. There are also contraventions associated with the new landlord database, as well as the non-compliance with the decent homes standard and the existing provisions of the Housing Act 2004 that relate to the Housing Health and Safety Rating System.
- 3.4 The service already has experience of issuing financial penalties which places us in a strong position where these are required. There is already a policy in place that will need to be updated to cover the new contraventions introduced by the Act. However, the service does not have sufficient resource to accommodate the expected workload these changes represent.

- 3.5 In respect of wider implications, nationally we are expecting to see the private rented sector shrink as landlords decide to move out of the market. This movement has already been witnessed in several areas and the Act is expected to result in a further reduction of the private rented sector.
- 3.6 This is already having an impact on the availability of homes that are of a decent standard, at an affordable rent, resulting in more approaches from homeless households and an increase in applications to Devon Home Choice. We are expecting this upward trend to continue because of these changes, despite the intentions of the Act to provide greater tenant security.

4 Next Steps

- 4.1 The next step is for a timetable to be published detailing the implementation dates for each part of the Act. This is likely to be done in stages and will allow us to prioritise the activities in an action plan.
- 4.2 An action plan has been drafted, setting out the actions that the service needs to put in place to ensure the successful implementation of the Act. As part of this plan, a small operational working group within Public Health and Housing Options has been put together to help deliver the actions and tasks that have been identified.
- 4.3 The plan includes a review of the resources required by the service and a change management proposal will be brought forward as soon as possible.
- 4.4 A copy of the draft plan can be found in Annex A. This is a live document and is being updated regularly as more information becomes available. The version attached to this report was current at the time of writing and any significant changes will be provided verbally at the meeting.
- 4.5 The working group will continue to deliver the activities needed to fully implement the Act. This will include ensuring suitable training for staff, working with other services that may be affected and developing policies and procedures.
- 4.6 An important aspect of the plan will be communication with stakeholders, this will include landlords, tenants and external agencies affected by the changes. The landlord event held in May 2025 made a start by including a presentation from the Ministry of Housing, Communities and Local Government aimed at helping landlords get ready for the Act. The aim is to support landlords with compliance and provide tenants with access to advice.
- 4.7 Further work will be required to identify resources to support the private rented sector to mitigate against the risk of losing available accommodation in this sector.

- 4.8 Additional papers will need to be presented to Homes PDG and the Cabinet as policies are updated and developed.

Financial Implications

Additional staffing resource to deliver the requirements of the Act will add a pressure to the General Fund budget. There is likely to be new burdens funding for local authorities, but the amount and the method for calculating this has not been announced

Legal Implications

This is a new piece of legislation, amendments may be required to the constitution, and it is likely that delegated authority will be required to cover the provisions of the Act. Individual officer authorisations will also need to be updated.

Risk Assessment

A more detailed risk/impact assessment will be required as guidance is released about the provisions of the Act. The corporate risk relating to homelessness will require updating to monitor the impact on the private rented sector availability.

Impact on Climate Change

No direct impact on climate change, although changes to the Decent Homes Standard are likely to require improvements to the energy efficiency of homes which will have a positive impact.

Equalities Impact Assessment

No equality impact assessment has been undertaken at this stage. This will be undertaken as updated and new policies are brought forward for consideration.

Relationship to Corporate Plan

There is a direct relationship with the corporate plan and the themes of Community, People and Equalities - We will support the health, wellbeing, and safety of our residents, and Homes - We will support and respond to people presenting as homeless.

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151 Officer

Date: 6.11.25

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 6.11.25

Chief Officer: Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 6.11.25

Performance and risk: Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 31/10/2025

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Tanya Wenham, Operations Manager for Public Health & Housing Options /
Simon Newcombe, Head of Housing and Health

Email: snewcombe@middevon.gov.uk / snewcombe@middevon.gov.uk

Telephone: 01884 255255

Background papers:

Government press release 27 October 2025

[Historic Renters' Rights Act becomes law - GOV.UK](#)

Renters Rights Bill – Implementation Project Plan 2025

NB all dates are subject to change as and when timetable for implementation is published

1. Organisational Awareness and Resource Planning					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
1a) Working group to lead on implementation	<ul style="list-style-type: none"> Group of key officers identified who are responsible for the delivery of the activities in this plan. 	By 10 th October 2025	Tanya Wenham	N/A	Key officers identified as: Sarah Thomas Jo Pope Sam Barnett Christine Freeman Tanya Wenham
1b) Raise awareness of the bill with senior management and elected members	Briefing to Homes PDG to include: <ul style="list-style-type: none"> the changes being introduced by the Bill, expected impact on current service delivery expected impact on resourcing expected impact on budget 	Meeting 18 th November 2025 Paper to be ready by 28 th October 2025	Tanya Wenham	N/A	

1. Organisational Awareness and Resource Planning					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
	<ul style="list-style-type: none"> expected impact on different areas of the council 				
1c) Identify impact on resources	<ul style="list-style-type: none"> Identify main changes and where responsibility is due to sit within the teams Undertake impact assessment to predict demand on service and resourcing requirements Submit Change Management Request for additional staff if necessary 	<p>January 2026 for resourcing requirements</p> <p>Resources in place by April 2026 when Act is expected to be fully implemented</p>	<p>Tanya Wenham</p> <p>Working group</p>	TBC – potential for new burdens funding	
1d) Identify impact on budget	<ul style="list-style-type: none"> Identify any additional spend required such as training, PPE, equipment, ICT, legal 	Feb 2026	<p>Tanya Wenham</p> <p>Working group</p>	TBC	
1e) Identify impact on support services	<ul style="list-style-type: none"> Services likely to be impacted are legal, finance and ICT. Determine their role and ensure they are given sufficient notice of their involvement. 	Jan 2026	<p>Working group</p> <p>Tanya Wenham</p>	N/A	
1f) Identify training needs for staff	<ul style="list-style-type: none"> Utilise free webinars provided by Op Jigsaw Ensure enforcement staff have specific training on powers 	Oct 25-Jan 26	Team Leaders	Existing CPD budget	
1g) Delegation of powers to PH&HO	<ul style="list-style-type: none"> Cabinet paper to ensure the Act is enacted by MDDC and powers are 	April 26	Tanya Wenham	N/A	

1. Organisational Awareness and Resource Planning					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
	delegated to Head of Housing and PH&HO Service officers <ul style="list-style-type: none"> Update authorisations for relevant officers 				
1h) Access to landlord database	<ul style="list-style-type: none"> Identify main administrator Add staff that need to have access Ensure there is guidance on the use and updating of the system 	April 26	Working group	N/A	

2. Policy Updates					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
2a) Ensure Enforcement Policy is fit for purpose	<ul style="list-style-type: none"> Review enforcement policy to cover the renters' rights obligations and any other pieces of legislation introduced since last adopted, include decision to prosecute. 	Before implementation of the Act	Tanya Wenham	N/A	
2b) Ensure Financial Penalties Policy is up to date	<ul style="list-style-type: none"> Review Financial Penalties policy to cover new aspects of bill, including all new penalties, and rent re-payment orders 	Before implementation of the Act	Tanya Wenham Working group	N/A	
2c) Ensure Debts are recovered	<ul style="list-style-type: none"> Consider whether a policy is required to deal with failing to pay a penalty or whether this should be included in the penalties policy. 	Before implementation of the Act	Tanya Wenham Debt recovery, legal	N/A	
2d) Ensure all officers can access clear processes and procedures	<ul style="list-style-type: none"> Review existing procedures, templates and decision documents to ensure robust enforcement processes 	Before implementation of the Act	Working group	N/A	
2e) Authorisations for staff	<ul style="list-style-type: none"> As detailed in (1g) above. Provision of individual authorisations for all staff. 	As part of the enforcement policy update	Tanya Wenham	N/A	
2f) Working with Trading standards and ensuring there is an agreement in place to confirm responsibilities	<ul style="list-style-type: none"> Heart of South West MOU on Trading Standards responsibilities and working together EH Managers and DPSHG forum to agree an MOU DPA in place to share info between TS and MDDC. 	April 2026	Tanya Wenham	N/A	

3. Data and Reporting					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
3a) Ensure compliance with data returns	<ul style="list-style-type: none"> Review guidance and ensure that data is being collected or is capable of being collected using the uniform system and jigsaw system 	Jan 2026	Working group	N/A	
3b) Housekeep existing data to ensure accurate reporting (uniform)	<ul style="list-style-type: none"> Identify uniform reports that will be required and undertake a housekeeping exercise. Any areas of missing data to be completed and new procedures introduced to ensure all fields that are needed are completed correctly 	Jan 2026	Working group	N/A	
3c) Ensure systems can provide the data and make changes/upgrade as necessary	<ul style="list-style-type: none"> Request amendments to modules and systems where needed to ensure data can be collected Identify if formal upgrades are being provided by uniform and/or jigsaw Provide details of costs associated with any upgrades 	April 2026	Working group	TBC	
3d) Implement the Landlord database	<ul style="list-style-type: none"> As 1h above Identify any reporting requirement in relation to the database 	April 2026	Working group	N/A	

4. External Communication					
Objective	Activity	Time frame	Responsible Officer	Budget	Progress
4a) To communicate roles and responsibilities to Landlords	<ul style="list-style-type: none"> Develop communications plan, to include the event, workshops, specific social media posts To cover the response to the Act by MDDC, preparation, regulation, assistance, advice, roles and responsibilities 	Ongoing	Working group	TBC	
4b) To communicate roles and responsibilities to Tenants	<ul style="list-style-type: none"> Develop a communications plan suitable to reach private tenants To cover changes that tenants need to be aware of, where to access advice and support 	Before implementation of the Act	Working group	TBC	
4c) Communicate MDDC position to Partner Organisations	<ul style="list-style-type: none"> Develop approach to sharing MDDC position with partners such as CHAT, YMCA, CAB, Police, Fire, Internal communications with other departments 	Before implementation of the Act	Working group	N/A	
4d) Website updates	<ul style="list-style-type: none"> Review website pages Update with relevant information and sign post to useful sites 	Before implementation of the Act	Working group	N/A	



Report for: HOMES POLICY DEVELOPMENT GROUP

Date of Meeting:	18 th November 2025
Subject:	MID DEVON HOUSING RENT ERROR UPDATE
Cabinet Member:	Councillor Jane Lock, Cabinet Member for Housing, Assets and Property Services. Councillor John Downes, Cabinet Member for Governance, Finance and Risk
Responsible Officer:	Andrew Jarrett, Deputy Chief Executive (S151) and Simon Newcombe, Head of Housing and Health
Exempt:	None
Wards Affected:	All wards
Enclosures:	None

Section 1 – Summary and Recommendation(s)

This report provides a further update on the corrective measures completed and next steps to rectify an identified historic rent setting error. It follows a series of regular updates to the Policy Development Group, most recent of which was at the previous meeting in September 2025.

Work to deliver refunds and complete actions under the rent error action plan (tracker) has continued at pace to the point where all cases for live tenancies have been completed. This excludes those with an element of Universal Credit (UC) where a national decision is still awaited from the Department for Work and Pensions (DWP) to resolve these. We are in process of writing to all current tenants with UC related cases to update them as to the delay and provide further assurance that we continue to press for a solution.

Work has now progressed in the review of a small number of historic evictions (possession cases) on former tenancies with a rent debt element. In-lieu of a resolution to the UC related cases work will now also commence on all former tenancy cases more widely.

Senior officers and the Cabinet Member for Housing had an annual engagement meeting with Regulator of Social Housing on 13 November. This included a further monitoring update on the delivery of our rent error action plan and continued progress to date. As far as is possible, a verbal update on this meeting will be provided at the PDG meeting.

Recommendation(s):

- 1. That Homes PDG notes the report.**

Section 2 – Report

1 Introduction

- 1.1 Members will have noted the Housing Rents report provided to Cabinet in December 2024 setting out the background to the historic tenant's rent error.
- 1.2 The Cabinet report set out that during the first year's audit with our new incumbent auditor, Bishop Fleming, it was identified that one integral part of a historic formula used to calculate tenant's rents had been incorrectly applied. This has resulted in all tenant's rents being incorrectly set for a number of years.
- 1.3 The Government introduced the current national 'formula' for the calculation of social housing rents in 2001. This required housing providers such as the Council to apply several factors to calculate housing rents in its area for different sized properties. Within this formula were valuations for our properties where the Council incorrectly averaged some of our data, resulting in the wrong base rent being set at the time and the historic over or under charge situation has emerged as a legacy of that miscalculated valuation. Since this initial error, the Council has correctly applied further annual increases or decreases in its rent as set by the Government each year, but our rent base required re-calculation so that all rents are correct in future. This baseline re-calculation was completed in January 2025 and independently verified. All rents have been therefore been correct since this date.
- 1.4 As soon as this isolated error was identified and evaluated we have; self-referred ourselves to the Regulator of Social Housing (RSH) have had discussions with; the RSH, the Department for Work & Pensions (DWP), Bishop Fleming (BF), the Devon Audit Partnership (DAP) the Valuation Office (VOA) and have secured an external legal opinion from a KC. In addition to these we have held regular meetings with external partners.
- 1.5 We have also set up a dedicated officer group in order to manage the recovery process and consider all aspects of how the corrections can be delivered in the most timely and effective manner, whilst considering any additional support our tenants may require during this process.

- 1.6 A further comprehensive update was provided to both the Homes PDG and Scrutiny Committee in March 2025 followed by Cabinet in April 2025 and the PDG in September 2025 along with regular updates directly to the respective Cabinet leads for Housing and Finance alongside responding to any local queries from Members on a ward/tenant specific basis. This makes up our comprehensive rolling programme of Member engagement and updates on this issue.
- 1.7 It is important that our tenants are also kept informed. Additional communications with tenants have been undertaken and further work is planned as set out in Section 3.

2 Corrective actions and progress update

- 2.1 The December Cabinet report and subsequent updates set out a series of actions and decisions, which have been updated below to reflect progress since.

Table 1 - Actions taken, completed or ongoing

Actions	Date/Decisions
<i>Immediate</i>	
1 - Self-referral to RSH	17/9/24
2 - Set up weekly key officer recovery group (1)	19/9/24
3 - Contact DWP + other bodies (2)	14/10/24
4 - Confirm beacon values with VOA (3)	1/11/24
5 - Secure KC legal advice (4)	14/10/24
6 – Plan Communication strategy (5)	Ongoing
<i>Current and Next Steps</i>	
7 - Model over/under charges at summary level (6)	Completed
8 - Model aggregate potential impact on HRA (7)	Completed
9 - Detailed modelling of individual tenants positions	Completed
10 - Issue initial letters to tenants – split between over/unders	Completed
11 - Consider staff resourcing requirements	Completed
12 - Any new tenancies charged at corrected rates	Completed
13 - Correct current overcharged tenancies	Completed
14 - Issue refunds where applicable (8)	Completed
15 - Consider extra support to vulnerable tenants	Completed
16 - Design/agree new control process of updated rents	Completed
17 - External review of modelling and new controls (9)	Completed
18 - Provide RSH with additional information as requested	Completed (ongoing progress updates continue to be provided)
19 - Stand up dedicated officer technical working group (1)	Completed
20 - Agree and commence recruitment of additional resources into 18 (1)	Completed

21 - Review potential overcharged tenants compensation in-line with adopted HRA Tenant Compensation Policy	Completed
22 – Detailed engagement with other LAs currently working on similar rent error issues (e.g. Cambridge)	Completed
23 – Refunds issued to current tenants where no benefit implications	Completed September 2025
24 – Complete Housing Benefits claims analysis and issue refunds to DWP for overpayment of benefit (Subsidy correction)	Completed October 2025
25 – Commence detailed review of former rent arrears evictions (possession cases) where rent overpayment	Commenced 14/08/25 – see update below
<i>Decisions</i>	
18 - Agree on quantum/period of correction (4)	Cabinet 10/12/24
19 - Leave undercharged tenancies unchanged (10)	Cabinet 10/12/24
20 - Approach to the review and mitigation of any former tenant evictions where accounts have been historically overcharged	Cabinet 01/04/25

Notes:

1 – group made up of officers from; housing, finance, legal, benefits, customer first, communications and regular updates provided to relevant Cabinet members. This initial group has now morphed into a dedicated, technical officer working group with a project tracker. Oversight is provided by LT and CMT (Andrew Jarrett, Dean Emery and Simon Newcombe). Additional resources have been agreed to support the ongoing work and this approach has been discussed with the RSH who in turn support this approach

2 – as referred to in para. 1.3 and other Councils and Housing Associations

3 – reaffirm all of our “beacon” housing values back to source data with the VOA

4 – to follow legal advice from KC to apply the statutory limitation of going back 6 years based on the aggregate financial quantum estimated.

5 – to include press releases, FAQs on the website and all other communications with our tenants and organisations that assist them (e.g. Churches House Action Trust (CHAT), CAB, Involve, Moneywise, etc).

6 – initial modelling at a gross exposure level (i.e. excluding Universal Credit, Housing Benefit, Council Tax Reduction, previous write offs, arrears, changes in tenancies, etc. Total value required for planning next steps

7 – assessment required to establish total financial quantum and how it could be financed and what impact it may have on future viability of the HRA.

8 – refunds are likely to be processed in tranches, focusing on current tenants. This will be fully communicated to our tenants.

9 – procuring external support from the Housing Quality Network (HQN) to review our correction strategy and any new processes/controls once finalised

10 – this position will only change upon a change in tenancy

Refunds to date

- 2.2 All current tenancy cases have been completed for non-benefit related tenancies and Housing Benefit (HB) tenancies. Accordingly, this excludes those current tenancies with an element of Universal Credit (UC) where a

national decision is still awaited from the DWP to resolve these. See paragraph 2.21 for more information.

- 2.3 Consequently, 149 non-benefit tenancies and 317 HB tenancies have been processed. Refund correspondence and case details have been sent to all tenants and most non-benefit refunds have been claimed. HB refunds started later, towards the end of September 2025, and are still being processed at the point of writing this report.
- 2.4 As of 28 October 2025, refunds to a total value of £169k have been made to tenants directly. Only a further £17k remains unclaimed. As a result, around 90% of refunds processed to date have been claimed demonstrating our approach is highly effective. We are making further, ongoing efforts to engage with the outstanding tenants who haven't claimed refunds, as described further in section 3.1.
- 2.5 A further refund to the DWP will be made totalling £464k in respect of HB subsidy. This is the DWP element owed in respect of HB overpayments made because of the overcharged rent.
- 2.6 In combination, the non-benefit and HB related cases now processed equate to approximately 40% of current tenancies that were historically overcharged being fully resolved. The remaining circa 60% relates to cases with an element of UC involvement and is around 720 current tenants of the 1,186 overall that were historically overcharged.
- 2.7 The cohort of tenants with a UC element is subject to some uncertainty and further refinement due to DWP information restrictions as set out in paragraph 2.21. As noted in paragraph 3.1, we are also contacting all 720 tenants who we believe may have a UC element where we anticipate this will generate further contact and discussion with tenants to help us to refine our understanding of this group in the absence of primary DWP data. Where we can rule out any specific cases from having a UC element as result of this work then we will accelerate any refunds.
- 2.8 Of the £169k refunded directly to tenants, this includes approximately £7k of compensation payments accepted by tenants and made in accordance with the adopted MDH Tenant Compensation Policy as per previous Cabinet agreement. Under the policy, the maximum compensation payment per tenant is £250 and the minimum is £25 depending on the value of the refund.
- 2.9 Where there are refunds to process, refunds continue to take place twice weekly but can happen daily if required. These continue to be net of any housing rent or other housing arrears, which has helped to remove approaching £11k of debt previously held by tenants thereby improving their financial position. Where arrears are greater than the overpayment no refund would be

due, however the tenant is still updated and made aware the positive change to their account balance.

Review of historic evictions

- 2.10 As noted previously, we have commenced work on the detailed review of historic evictions (possession cases) which involved an element of rent arrears. Of the initial 70 cases, these have been reduced to around half once cases involving historic rent underpayment had been removed.
- 2.11 The housing team are currently reviewing this remaining caseload directly against the criteria and mitigating factors set out in the March report and subsequently approved by Cabinet. This is largely a manual exercise cross-referencing historic records and therefore relatively time-consuming.
- 2.12 All cases have been through an initial review and information gathering exercise. A further 12 cases have been reviewed in-depth and in full where we have identified that one or several of the mitigation factors are valid, therefore we can confirm that the historic over-charge of rent was not a material factor in the eviction. Detailed review records will be retained in case of any future, relevant challenge from within this limited group of former tenants.
- 2.13 Whilst it was hoped to have completed all in-depth reviews now, each review has taken more time than anticipated where team resources have also been diverted to a focus on completing current tenancies as set out above. It is now anticipated that the remaining 23 cases will be completed by December 2025.

RSH engagement

- 2.14 We continue to have proactive engagement with the RSH through regular meetings to provide continued assurance that we are meeting our action plan and delivering appropriate tenant redress. The first of these meetings post-judgement was in June 2025 whereby the Council provided detailed progress updates across a range of themes and actions as prescribed by the regulator:
- Committee reports
 - Statistics and Management Information
 - Letters to tenants
 - Communications and website FAQs
 - DWP engagement update
 - Action Plan and tracker
- 2.15 This evidence was well received and fully met the ongoing engagement requirements of the RSH. As noted in the previous update, the next meeting within them was scheduled in September 2025 however this was postponed at

the request of the RSH who rescheduled and combined it with our regular annual RSH/Landlord engagement meeting on 13 November 2025.

- 2.16 A verbal update on the above meeting will be provided at the meeting. In the meantime, we have continued to provide proactive e-mail updates to the RSH on progress to demonstrate the continued efficiency of the corrections process and adherence to our action plan.

Vulnerable tenants

- 2.17 As set out in previous updates, we have provided additional support where vulnerable tenants have been identified. This includes those larger refunds that may cause an issue around addictions and spending choices, tenants with capacity or learning disabilities or where the primary language is not English and therefore additional support is required.
- 2.18 Support we have provided varies on individual basis but has included 1:1 conversations and face to face meetings with our neighbourhood housing officers, signposting third party specialist support and advice, ensuring translation of refund documentation is available and working with appointed individuals who act formally as representatives of the tenants.
- 2.19 Where we have processed a current tenancy case and identified the refund due, some customers have told us that the household is in financial stress for several unrelated reasons. In these circumstances, we've fast-tracked refund payments either same or next day to provide support as quickly as possible. We have also been approached by a small number of former tenants also in financial stress to check if they historically overpaid where we've expedited an early review of their case and made limited refunds quickly as a result. We are therefore ensuring these vulnerable customers are not unduly delayed a refund and are supported as effectively as possible.
- 2.20 Around 60 such vulnerable tenants and/or requests for follow-up support at one level or another have been identified to date where around £91k of refunds have been made or are waiting to be made as a result.

DWP update

- 2.21 As previously noted, under the DWP's own rules they remain unable to share information on current and historic tenancies where Universal Credit (UC) claims have been made. As such, the Council have no certainty who had been a potential claimant at any point in their tenancy - thus we cannot apportion what is a tenant refund and potentially DWP monies. There will need to be a legal change made by DWP to allow relevant information to be shared.
- 2.22 Furthermore, the DWP continue to be in position where they are not yet able to confirm how they will calculate any overpayment and agree a process for any UC repayments.
- 2.23 This is a national issue and the DWP have confirmed that matters around information sharing, and incorrect rents continue to be raised at "Treasury" level

due to the complexity of the problem and circa 20 Councils are flagging similar rent issues with them. Local DWP officers have been very supportive, and as set in the previous report, we have held a meeting with senior DWP officers at a national level to discuss the issue and press for an expedient national solution.

- 2.24 To date, there has unfortunately been no change in the position previously reported where no further information has been forthcoming and we continue to await details as to how this matter will be resolved. As set out above, this continues to impact a significant number of current tenants where we are unable to resolve their cases as a result. However, in common with housing benefit, most UC claimants had rent covered in full by this benefit whereby any refund will therefore be due to the DWP only. There will be a small proportion who have made a direct contribution to rent and therefore will be due an element of the refund.
- 2.25 We are therefore still unable to provide a reliable timeline for refunds against these cases until the DWP have advised further.
- 2.26 The Deputy Chief Executive/s151 officer directly communicated with DWP at a national level in September 2025 to express concern at the lack of progress nationally and delay in enabling us to resolve matters for this group of tenants. We have been informed that an update is expected in early November which may take the form of a communication to all impacted landlord and if they issue a working solution then corrections will commence.
- 2.27 If further communication(s) have been received from the DWP ahead of the PDG then a verbal update will be provided at the meeting.

3. Targeted activities for the next 3-months

- 3.1 Under our rolling action plan, the following activities are planned for the next three months.

Task	Short Description	General Comments
Live case refunds	Continue to chase residual tenants who have not claimed refunds offered for the sign off paperwork	Some tenants are slow in returning paperwork this slows the refund down. Methods of contact being used <ul style="list-style-type: none"> • Email • Phone • Letter / Reminders • Home Visits • Drop-in days
Drop-in sessions	Take the team to the tenants Crediton 05/11/2025	Tenants can attend these sessions to discuss any matters they need to with regards to housing matters. The rent correction team will be there to help with any questions they have with

	Cullompton 07/11/2025 Tiverton 10/11/2025	regards to overpayments. The team will be able to ask question around "UC" this may unlock more refunds. Tenants with refunds not claimed can also complete refund paperwork "there and then" to speed up the process for them.
DWP (UC cases)	Work on UC cases in accordance with DWP guidance	When the DWP issue advise on their required approach work will start.
Deceased bankruptcy trace	Clear these case types	These are relatively straight forward to clear and will be looked at on a case-by-case basis
Former tenants	Produce data files	Files will be produced back to 18/08/2018. When the data has been validated the team will work on each case and link cases that were also on the 1,186 case file that are known as "live or current tenancy cases"
Tenant communications	Make sure our tenants remain informed	<p>Update website and FAQs when required</p> <p>Issue letters as appropriate. Planned letters drafted include:</p> <ul style="list-style-type: none"> • Specific DWP update letter to all current tenants with an UC element - reassure cases are not forgotten and advise on current position. This will include an approved comment/ update from the DWP (send date late October/early November). • Letter to all processed cases where payment due is £0 for confirmation (send date also late October/early November following the UC letter)
Internal communications	Keep elected members update	Continue to update in member meetings such as Homes PDG Cabinet Full Council, also via Email Head of Service meetings

4. Conclusion

- 4.1 Once this historic error was identified, swift measures were taken to correct the situation as required, relevant bodies were notified, a senior officer group was set up and a structured communications strategy was agreed. Additional dedicated operational resources have also been put in place to deliver against a clear action plan. All this work has ensured the Council has dealt with this situation in a highly proactive way to remedy the error and keep our tenants fully and regularly informed of any impact on them.
- 4.2 We are effectively processing cases and making refunds available to tenants with all cases involving current tenants having been completed, with the exception of those involving UC. We continue to await national guidance on how to resolve these UC cases.
- 4.3 Work has commenced on resolving former tenant cases and will continue to move forward utilising the dedicated resources and process we have put in place.

Financial Implications

The activity of MDH is funded through the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls.

Significant financial modelling has been undertaken in order to reach some of the key decisions being put forward in the Cabinet report in December 2024 and April 2025. We have also reflected on current balances and reserves held by the HRA and other legislative requirements that have to be delivered when evaluating how to correct this historic rent setting error. This modelling continues to be refined and further work is largely now dependant on further guidance and advice from the DWP as set out within the report.

While analysis we have completed confirms that the majority of those affected have been historically undercharged, the position previously agreed is unchanged and there is no intention or ability to recover lost funds.

Therefore, it continues to be the case that the totality of the impact is experienced as a cost to the HRA rather than a rebalancing.

Legal Implications

External KC advice has been secured which has been used to underpin the recommendations made in the December Cabinet report and continues to be applicable.

Risk Assessment

As set out above, the precise quantum of this exposure can only be estimated at this current time. Allowing the HRA balance to drop below its minimum agreed balance for

a period of time clearly reduces its ability to withstand any unknown economic/legislative/climatic shocks. Securing and following external legal advice should reduce some of the HRA's risk exposure.

Impact on Climate Change

Depending on the final quantum of this aggregate refund some decarbonisation works may have to be reprioritised. This requirement has not been identified to date but cannot be ruled out. If this was to be the case further reports and decisions would be required.

Equalities Impact Assessment

There are no specific Equality and Diversity implications. However, due to the vulnerability of some of our tenants we will provide additional support to ensure effective engagement with residents and their families.

Relationship to Corporate Plan

Depending on how this issue is rectified it may jeopardise the Council's plans to ensure it delivers new affordable and social homes annually, and/or improving and maintaining the existing stock to the highest standards.

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151 Officer

Date: 6.11.25

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 6.11.25

Chief Officer: Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 6.11.25

Performance and risk: Stephen Carr

Agreed by the Corporate Performance & Improvement Manager

Date: 31/10/2025

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Andrew Jarrett, Deputy Chief Executive (S151) / Simon Newcombe, Head of Housing and Health

Email: ajarrett@middevon.gov.uk / snewcombe@middevon.gov.uk

Telephone: 01884 255255

Background papers:

MDH Tenant Compensation Policy

[Tenant Compensation Policy - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/tenant-compensation-policy)



Report for: HOMES POLICY DEVELOPMENT GROUP

Date of Meeting:	18 November 2025
Subject:	MID DEVON HOUSING (MDH) SERVICE DELIVERY REPORT FOR Q2 2025-26
Cabinet Member:	Councillor Jane Lock, Cabinet Member for Housing, Assets and Property
Responsible Officer:	Simon Newcombe, Head of Housing and Health
Exempt:	None
Wards Affected:	All wards
Enclosures:	<p>Annex A: Tenant Satisfaction Measures (TSMs) – performance data for Q2 2025-26</p> <p>Annex B: Tenancy Enforcement Activities – performance data for Q2 2025-26</p> <p>Annex C: Rent Recovery – performance data for Q2 2025-26</p> <p>Annex D: Building Repairs and Maintenance – performance data for Q2 2025-26</p> <p>Annex E: Complaints data for Q2 2025-26</p> <p>Annex F: Voids – performance data for Q2 2025-26</p>

Section 1 – Summary and Recommendation(s)

This report has been presented in support of an ongoing commitment to provide a quarterly update to Members on activity undertaken by Mid Devon Housing (MDH), including some relating to enforcement.

It also contains relevant information relating to performance as measured in line with the guidance relating to the Tenant Satisfaction Measures (TSMs). The Regulator of Social Housing (RSH) requires Registered Providers of social housing (RPs) to provide a report on a set of TSMs which includes perception and performance data.

The aim of this report is to provide an update on relevant data, some of which is required as part of the TSM submission, where available, to provide assurance and set out a broad scorecard of performance across the service.

New to the report is Annex E which provides quarterly updates on complaints data for the first time. This will not replace the comprehensive annual report provided to the PDG (for example the 2024/25 report considered at the PDG in June), however it will give Members more up to date and ongoing information on complaints performance and trend throughout the year.

Recommendation(s):

That the PDG notes the outturn performance for Quarter 2 2025-26.

Section 2 – Report

1 Introduction

- 1.1. MDH has approximately 3,000 homes in its management located across the District.
- 1.2. This report provides a summary of activity and performance for Q2 ending 30th September.
- 1.3. In accordance with this, data for Quarter 2 is provided in the following Annexes:
 - Annex A: Tenant Satisfaction Measures (TSMs)
 - Annex B: Tenancy Enforcement Activities
 - Annex C: Rent recovery
 - Annex D: Building Repairs & Maintenance
 - Annex E: Complaints

2 Assurance requirements and reporting

- 2.1 RPs are required by the RSH to provide effective assurance to Members, and this should include relevant, updated performance data relating to service delivery.
- 2.2 The RSH takes a co-regulatory approach which means that Members are responsible for ensuring that MDH is meeting their standards. There are currently four consumer standards which were recently implemented following the implementation of the Social Housing (Regulation) Act 2023. Currently, RPs such as MDH are expected to have due regard to the required outcomes and specific expectations as set out in these standards, which are:
 - The Safety and Quality Standard
 - The Tenancy Standard

- The Transparency, Influence and Accountability Standard
 - The Neighbourhood & Community Standard
- 2.3 The Rent Standard, an economic standard, also applies and MDH is required to have regard to this.
- 2.4 Members also have a responsibility to ensure that MDH is being open and accountable regarding how the organisation meets its objectives. In line with the principles of co-regulation, RPs are also required to support tenants so that they can shape and scrutinise service delivery and hold Members to account.
- 2.5 The mandated TSMs are split into perception indicators informed by tenant surveys, set out in paragraph 2.6, and management data. As the management data recorded locally, the initial quarterly results are shown in Annex A. The aim is to assure Members that data is being collected whilst noting these are ultimately annual returns and only the annual outturn figure is relevant.
- 2.6 Perception data, in line with regulatory requirements, is currently collected through independent surveys which we have chosen to complete quarterly then aggregated and verified against the RSH reporting requirements at year end. This gives more data that is also more representative than that collected from a single snapshot survey. The aggregated results for these survey based TSMs will therefore not be available until after the final survey in Q4.
- 2.7 During these surveys, individual tenants are given an opportunity to provide limited feedback in response to some questions, with the option to do this anonymously. Many tenants choose to give their name and address, enabling the housing team to follow-up.
- 2.8 This work was procured by a partnership involving MDH and two other local authority providers with retained housing stock. As a result, there will be opportunities for local benchmarking alongside national benchmarking once the RSH has collected all relevant data and it has been published, provided that all partners wish to participate.
- 2.9 The overall, final TSM outcomes and return to the RSH is due to be reported by 30 June 2026.
- 2.10 The work of different teams within MDH is shown in the annexes as set out below. Information is provided on key areas of work. It is important for Members to be assured that the homes in management are safe and secure and to understand how teams are performing in relation to certain indicators relating to tenancy and estate management. There are legislative and regulatory requirements which RPs must adhere to. However, it is also

important that service delivery also takes account of MDH's own policies and good practice.

2.11 This service delivery report sets out the following specific data:

- 12 performance data TSMs
- 10 perception survey data TSMs (annual survey data)
- Tenancy enforcement data
- Rent collection and debt data
- Full repairs data including Decent Homes
- Voids data (metrics determined by updated Voids Management Policy)
- Complaints data (metrics determined by the Housing Ombudsman Complaints Handling)

2.12 The TSMs include three measures designed to demonstrate how RPs are performing with regard to service delivery in connection with complaints. If a tenant remains dissatisfied following the conclusion of their complaint, they can escalate that complaint to the Housing Ombudsman Service (HOS). In the regulatory framework the role of the HOS has been expanded. Every year, RPs must undertake a review of compliance against the Complaints Handling Code, issued by the HOS which forms the basis of our annual report. As noted in the introduction, the full annual report will continue to be provided but additional quarterly updates on complaints have been added to the service delivery report to enable Members to track performance throughout the year.

2.13 In addition, it should be noted that there is a Memorandum of Understanding between the HOS and the RSH which allows the transfer of information with the aim of ensuring that any regulatory failings associated with service delivery as performed by RPs are identified and dealt with in the most appropriate way.

3 Performance and context

3.1 Annexes A to E contain comments and narrative on performance provided against specific metrics and there is further context provided below.

3.2 The results of the 2024-25 TSM results are published on the website. The results increased for each TSM question compared to 2023-24. The smallest increase was +3.4% for how the tenant feels their landlord listens and acts. The biggest increase was for how satisfied tenants are with their communal areas, +15.7%. These results will be followed by the 2025-26 results next year.

3.7 MDH team leaders meet with senior managers monthly to discuss performance against a range of indicators across the business. This delivers a greater understanding and insight and ensures that performance is routinely monitored which in turn delivers an understanding of any pressures. This informs the allocation of resources, as appropriate.

4 Building Services

- 4.1 Performance relating to this area of work is dependent upon having a full complement of operatives who have the necessary skills to manage the workload. Unfortunately, there were some challenges regarding recruitment last year due to prevailing market conditions. This, combined with issues such as long-term sickness, can impact on the ability of the team to manage its priorities. For this reason, priority was given to completing the most urgent works to ensure that they were completed on time, as well as to those routine repairs having the most impact upon tenants. Similar issues also affected the administrative team responsible for processing repairs requests.
- 4.2 Recruitment pressures had begun to ease during Quarter 1 but unfortunately, we have a few key trade role positions become vacant during Quarter 2. The vacant Disrepair and Repair Manager has now been appointed and is due to start before the end of November.
- 4.3 Taking these resourcing issues into account, managers are satisfied with the level of performance, especially as the majority of targets have been met, although, there is, of course, always room for improvement to ensure that 100% of repairs are completed on time.
- 4.4 Customer satisfaction with planned maintenance remains strong despite some challenging performance issues associated with a very limited number of contractors.

5 Building Services – voids specific

- 5.1 The team which manages this work has been busy this year managing a much higher than average number of voids in both the housing revenue account and on behalf of the general fund strategic housing functions. The condition of the properties being returned has on occasions, been poor, and it is a combination of these factors which has impacted the ability of the team to achieve set targets. Standard and major voids have been prioritised to ensure that the supply of available homes is maintained. However, some work, including that relating to decarbonisation, continues to take longer than hoped due to external resourcing issues and therefore the target relating to the turnaround time for these properties was missed.
- 5.2 The occupation rate target of 97% was not maintained during Quarter 2, but this can be attributed to the onboarding of the 28 flats at St Georges Court and the pending demolition of 14 empty properties that remain categorised as a void until demolished.

6 Tenancy and Estate Management

- 6.1 The Neighbourhood team works in partnership with other agencies to manage tenancy-related issues and those on the MDH estates, including anti-social behaviour. A new Officer was recruited and commenced work in July 2025, although, the team has still faced periods of staff absence. The team is now at full capacity regarding Neighbourhood Officers. Annex 2 shows performance regarding some of the tools available to the team. Many of these can be used to support the management of reports of nuisance and anti-social behaviour.
- 6.2 In line with good practice, our Officers aim to address reported issues at the earliest opportunity. This may involve a variety of approaches, such as collaborative working with partner agencies, informal mediation by team members or referrals for formal mediation where appropriate. As a result, the data presented may not fully capture the breadth and complexity of the work involved in managing cases of nuisance and anti-social behaviour.
- 6.3 The Vacant Tenancy Manager role has also been filled during Quarter 2 which is a key role within the updated service structure and will help in easing pressure on day-to-day and longer-term decision making.

7 Income Collection

- 7.1 The Income Neighbourhood team collection rates for both current rent and former tenant debt is well within the target of <5%. This continues to be encouraging given the historic rent error judgement and pressure to support its resolution. This is in parallel with managing a cohort of tenants challenging MDH on their rent and rent payment position, especially those tenants we have overcharged. The team continues to engage with tenants and supports those that may be experiencing financial difficulties.
- 7.2 In managing rent arrears, the team adopts a supportive and empathetic approach, working proactively with tenants to address any financial difficulties they may be facing. Tenants are encouraged to engage with the service, and where appropriate, are offered referrals to debt counselling and money advice services. The overarching goal is to foster a culture where all tenants are supported in maintaining their rent payments. To help achieve this, the team provides realistic and manageable repayment plans tailored to their individual circumstances.

8 Complaints

- 8.1 All complaints at both Stage 1 and Stage 2 were handled within target, despite receiving 27 more complaints than the end of Quarter 2 2024/25. The increase in complaints may well be contributed to by the Ombudsman continued outreach as well as our own internal communications about tenants' rights

relating to complaints. The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints.

8 Recommendation

8.1 The following recommendation is made:

That the PDG notes the outturn performance for Quarter 2 2025-26.

Financial Implications

The activity of MDH is funded through the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls. The Housing Ombudsman Service (HOS) charges a mandatory membership fee based on the number of homes in the management of the registered provider (RP) of social housing.

Legal Implications

The tenancy agreement defines MDH's relationship with tenants and sets out the rights and responsibilities of both parties. This takes account of legal and regulatory requirements. The Council is an RP and therefore is required to comply with the regulatory framework operated by the RSH. The regulatory framework has been reviewed. The Transparency, Influence and Accountability Standard contains provisions relating to the management of complaints. There is also a requirement for MDH to manage complaints in accordance with the Complaints Handling Code (the Code) which is issued by the HOS. Landlords are expected to self-assess against the Code. Landlords are required to use the learning from complaints to drive service improvement. Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Act 2023, has now been implemented and gone into statute.

Risk Assessment

The Council has approximately 3,000 homes in management and the performance of MDH impacts upon the lives of many thousands of tenants and their families. This represents a huge responsibility and investment, consequently a major area of risk. Not providing an effective housing management service has the potential to result in failure to meet legal and statutory obligations including those relating to health and safety issues, repairs obligations, tenancy fraud, and reputational issues which could result in our tenants feeling stigmatised. Failure to collect rental income could impact the ability to fund necessary management and maintenance activities.

Finally, a failure to provide adequate information on service performance for the purposes of governance and scrutiny is a specific area of non-compliance with the requirements of the RSH. This regulator has new powers to impose performance improvements and potentially fine registered providers where performance is poor and/or adequate assurance is not provided.

Impact on Climate Change

None directly arising from this report.

Equalities Impact Assessment

MDH has a collection of housing related policies. The use of these helps to ensure that service delivery is consistent and fair. These are currently being reviewed with the aim of aligning them more closely with the Regulatory Standards. There is a regulatory requirement for registered providers of social housing to tailor their services to meet the needs of tenants. MDH requests diversity data from tenants to enable compliance to be monitored. MDH is required to work with people from all sections of society and having an agreed policy ensures that all tenants and other stakeholders are treated in the same way with adjustments being made to meet their needs, as necessary. The Housing Ombudsman Service Complaints Handling Code which MDH adhere to also requires landlords to have an awareness of accessibility so residents are easily be able to access the complaints procedure via several routes.

Our “Getting to Know You” project has been designed to refresh our knowledge relating to the diversity of our tenants and over the next two years, we will be surveying them in an effort to better understand their needs.

Relationship to Corporate Plan

Homes are a priority for the Council, and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151 Officer

Date: 6.11.25

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 6.11.25

Chief Officer: Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 6.11.25

Performance and risk: Stephen Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 03/11/2025

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Simon Newcombe, Head of Housing and Health
Email: snewcombe@middevon.gov.uk
Telephone: 01884 255255

Background papers:

Mid Devon Housing Strategies and Policies:
[Procedures, Policies and Strategies - MIDDEVON.GOV.UK](#)

The Regulatory Framework for Social Housing:
[Regulatory framework - GOV.UK \(www.gov.uk\)](#)

Tenant Satisfaction Measures:
[Tenant Satisfaction Measures Standard - GOV.UK \(www.gov.uk\)](#)

Housing Ombudsman Complaints Handling Code:
[Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)

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Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2025/26: Quarters 1 and 2

Overall Satisfaction						
	Q1	Q2	Q3	Q4	YTD	Comments
TP01: Overall satisfaction	N/A	N/A	N/A	N/A	N/A	Annual Indicator

Keeping Properties in Good Repair						
	Q1	Q2	Q3	Q4	YTD	Comments
TP02: Satisfaction with repairs	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP03: Satisfaction with time taken to complete most recent repair	N/A	N/A	NA	N/A	N/A	Annual Indicator
TP04: Satisfaction that the home is well maintained	N/A	N/A	N/A	N/A	N/A	Annual Indicator
RP01: Proportion of Homes that do not meet the Decent Homes Standard	0.59%	0.58%			0.58%	There are 17 properties with access that are outstanding, all of which are on a future list of work
RP02: Repairs completed within target timescale	92.79%	97.39%			95.14%	Target 95% A welcome improvement in repairs completed within target timescales putting us back above the performance target.

Maintaining Building Safety						
	Q1	Q2	Q3	Q4	YTD	Comments
TP05: Satisfaction that the home is safe	N/A	N/A	N/A	N/A	N/A	Annual Indicator
BS01: Gas safety checks	99.96%	99.96%			99.96%	Target 100% There was one expired property
BS02: Fire safety checks	100%	100%			100%	Target 100% - On target
BS03: Asbestos safety checks	89.08%	91.34%			91.34%	Target 100% There is a plan in place to reach the goal of 100% by 31 March 2026
BS04: Water safety checks	100%	100%			100%	Target 100% - On target
BS05: Lift safety checks	100%	100%			100%	Target 100% - On target

Respectful and Helpful Engagement						
	Q1	Q2	Q3	Q4	YTD	Comments
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP08: Agreement that the landlord treats tenants fairly and with respect	N/A	N/A	N/A	N/A	N/A	Annual Indicator

Effective Handling of TSM Complaints						
	Q1	Q2	Q3	Q4	YTD	Comments
TP09: Satisfaction with the landlord's approach to handling complaints	N/A	N/A	N/A	N/A	N/A	Annual Indicator
CH01: TSM Complaints relative to the size of the landlord	20	20			40	Increased from 29 from the previous year. Ombudsman outreach and internal communications around tenant rights related to complaints may have contributed to this. The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints.
CH02: TSM Complaints responded to within	100.0%	100.0%			100.0%	Target 100% - On target

Complaint Handling Code timescales						
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Responsible Neighbourhood Management						
	Q1	Q2	Q3	Q4	YTD	Comments
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	N/A	N/A	N/A	N/A	Annual Indicator
NM01: Anti-social behaviour cases relative to the size of the landlord	2.06	2.38			4.42	This equates to 7 cases for Quarter 2.

Annex B: Tenancy Enforcement Activities – performance data for 2025/26: Quarters 1 and 2

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	0	0			0	No fraud cases were reported in quarter two.
Fraud cases referred to an external investigator	0	0			0	
Acceptable Behaviour Agreements signed	0	0			0	
Good Neighbourhood Agreements signed	0	0			0	
Community Protection Warnings issued	9	1			10	There was one CPW served. This is highly likely to progress to a CPN.
Community Protection Notices issued	1	0			1	It was pleasing to see that it was necessary to serve any CPNs.
Possession Actions commenced on grounds of ASB	1	1			2	This was not a Notice of Seeking Possession on a standard MDH tenancy but rather a Notice to Quit on a temporary accommodation licence.
Closure Orders – obtained	0	0			0	
Injunctions sought	0	0			0	
Evictions on grounds of anti-social behaviour/ other tenancy breach	1	0			1	

Annex C: Rent recovery – performance data for 2025/26: Quarters 1 and 2

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	1.78%	1.79%			<5%	1.79%	Rent arrears are holding steady below the 5% target. Current cases are managed weekly to ensure early contact to keep arrears to a minimum and support tenants to maintain their rent and avoid escalating actions.
Notice of Seeking possession served	39	25			N/A	64	Notices are served in order to protect the Council's interests whereby we can apply for possession of a property following 28 days after the notice is served if the tenant fails to make an arrangement or clear arrears in full. Similar numbers served in Qtrs 1 & 2.
Judgement obtained	4	0			N/A	4	No change from Quarter 1
Warrants issued	0	0			N/A	0	No change from Quarter 1
Evictions on grounds of rent arrears	1	0			N/A	1	No change from Quarter 1

Annex D: Building Repairs and Maintenance – performance data for 2025/26: Quarters 1 and 2

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.4%	99.4%			99.4%	Target 100% There are 17 properties with access that do not meet the Decent Homes Standard, all of which are on a future list of works
Emergency repairs completed on time %	94.2%	99.3%			96.7%	Target 100% One emergency repair was completed outside of the target response time within QTR2 but this was an external lighting issue where other lights were operational but still classed as an ‘emergency’ although the repair was still completed within 30 hours.
Urgent repairs completed on time %	97.1%	96.1%			96.5%	Target 95% Above target
Routine repairs completed on time %	93.1%	97.6%			95.4%	Target 95% Above target
Repairs completed first visit %	97.1%	98.7%			97.9%	Target 95% Above target
Gas safety checks %	99.96%	99.96%			99.96%	Target 100% There was just one property which had expired
Fire risk assessments %	100%	100%			100%	Target 100% - On target
Water safety checks (Legionella) %	100%	100%			100%	Target 100% - On target

Annex E: MDH Complaint Handling Data – performance data for 2025/26: Quarters 1 and 2

Effective Handling of MDH Complaints						
	Q1	Q2	Q3	Q4	YTD	Comments
No. of Stage 1 Complaints received	48	56			104	No Target 16 more complaints received compared to 2024-2025. Ombudsman outreach and internal communications around tenant rights related to complaints may have contributed to this. The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints.
Percentage of Stage 1 Complaints responded to on time	100%	100%			100%	Target 100% On Target
Percentage of Stage 1 Complaints Upheld	37.5%	51.7%			45.2%	No Target Less complaints upheld in 25-26 compared to 24-25. While volume of complaints has increased, proportion being upheld has declined compared to 24-26. This may reflect improved internal resolution, clearer communication with tenants or even external pressures such as social housing having a larger media presence over the previous months resulting in heightened expectations.
No. of Stage 2 Complaints	14	9			23	No Target 11 more Stage 2 Complaints received in 25-26, compared to 24-25. This could reflect the improved awareness of the complaints process, or a shift in tenant expectations around service standards and accountability.

Percentage of Stage 2 Complaints responded to on time	100%	100%			100%	Target 100% On Target
Percentage of Stage 2 Complaints Upheld	28.6%	44.4%			34.8%	No Target Similar to Stage 1 complaints, the amount upheld has decreased compared to 24-25. Complaints are being better addressed at Stage 1 with comprehensive documentation and response at Stage 1, making it harder to uphold complaints that reach Stage 2. Some complaints are escalated out of frustration, even when the original response was appropriate.

Annex F: MDH Voids performance data for 2025/26: Quarters 1 and 2

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation	51.12	33.05			42.13	Target 35 working days. A below target QTR2 has brought the YTD average down, although higher than average numbers of Voids will mean maintaining this below target performance will remain challenging.
Major voids	99.85	54.92			85.25	Target 55 working days A below target QTR2 has brought the YTD average down, although higher than average numbers of Voids will mean maintaining this below target performance will remain challenging.
Decent homes voids	142.67	137.27			140.09	Target 90 working days This target is still proving to be a challenge with resourcing and time constraints around contracts adding to the Void period, although a slight improvement this month in terms of timescale.
Development voids	N/A	N/A			N/A	Target 1 calendar year No comment required
Occupancy rate (whole stock)	97.09%	96.10%			96.59%	Target 97% The occupancy rate fell below target as at the end of September 2025. This was mainly because the 28 flats at St Georges Court were brought into the social housing stock on 4 August 2025. These flats are currently going through the letting process. There are also 14 properties awaiting demolition.

* Definitions and targets as per adopted Voids Management Policy 2023