

## Housing Report

From the Cabinet Member for Housing and Property Services (Cllr Simon Clist)

<b>1. Repairs Performance</b>					
	<b>Target</b>	<b>Actual</b>		<b>Nos. to August 2019</b>	<b>Total</b>
		<b>2018/19</b>	<b>2019/20</b>		
a) Routine repairs, completed on time	100%	99.9%	99.5%	1734	2595
b) Urgent repairs completed on time	100%	100%	100%	569	
c) Emergency repairs completed on time	100%	99.7%	100%	292	

<b>2. Responsive Repair ratio</b>				
	<b>Gov't target</b>	<b>2018/19</b>	<b>To August 2019</b>	
a. Routine	More > 70%	76.1%	74.6%	
b. Urgent	Less < 20%	15.6%	16.8%	
c. Emergency	Less < 10%	8.37%	8.6%	

These % figures reflect the numbers of old stock (high proportion) and are unlikely to surpass government targets.

To note:

- i. MDDC have actively repaired housing stock with revised and better working practices combined with more investments from HE and MDDC to achieve the Decent Homes Standard of 100%.
- ii. MDDC has been able to be more efficient with the maintenance programme over a 25 year cycle. This is currently aimed to be in the region of £150m.
- iii. Nearly 2,200 properties have been surveyed to date since the practice of 'Home Checks' was introduced.

### **3. Affordable Homes**

Completed 18/19

87

Completed to date

22

1. HRA has approximately £1m in lieu of site provision to invest in new build or buying on the market.
2. Constraints on other district wide developments (earmarked) are still to be brought forward or are pending.

### **4. MDDC Social Housing developments (actual and foreseeable)**

Palmerston Park - 26 units --- September 2019 completion  
Wadderton Park - 70 units (+ or -) – under review  
Beech Road - 3 units (? +) – feasibility of which is on going  
Hemyock - ? units – subject to contract

There are other ongoing discussions / developments / potentials and opportunities added to which are a review of garages with a view of viability / build cases included. Both have potential for homes and commercial developments which have been identified. Actively being pursued are other sites and areas.

5. Current financial constraints will mean tighter management within set borrowing limits.

A 'project team' is being assembled by managers to accelerate schemes to improve use of HRA land maximising these opportunities – especially for new dwellings.

HE Funding – received: - Palmerston Park £1.6m  
Decent Homes Standard £1.4m

Requested / ongoing feasibility:-

Palmerston Park approx. £0.5m  
Beech Road ongoing

To note:

- i. Funding with HE ongoing.
- ii. Grant achievement where possible.
- iii. After negotiations, part funding with HE an unexpected ground conditions re. Palmerston Park were achieved.
- iv. Another site (ongoing) may well involve a greater degree of regeneration above and beyond the current proposal.

## 6. Finance generally

		<b>To date</b>	
Wessex – not for profit, community interest co.	a. Wessex Bank	Almost gone – re-invest soon	Ethical lending – keeping people in own homes with affordable loans
	b. Wessex bank reserve	From DCC £75k now – ongoing negotiations	
	c. Empty Homes	£100k annual amount – enforcement fund (compulsory purchase), changes from capital programme re. new homes bonus	
	d. Reserve for 25 year housing management (£125k needed)	£13.573m	
	e. HRA reserves	£2m – constant figure	

	f. HRA spend on annual repairs	£2.285m	
	g. Reserve for renewable energy h.	£0.57m (from solar etc)	
HB annual income £180k approx.			

## 7. DARS (deposit & rental advance)

- a) Loans given to assist deposits for accommodation in lieu of provision for housing

	Spend	Budget
17/18	53000	48000
18/19	61429	48592
End to Aug 2019	16993	48592

- b) Spend on temporary accommodation

17/18	102k	101 people served
18/19	169k	137 people served
To end August 2019	60k	

### To note:

- i. MDDC previously spent £500k on temporary accommodation
- ii. 9 reported rough sleepers – 6 verified – 2 rehoused (to date)

## 8. Voids

	Target	Actual
17/18	14 days	16 days
18/19	14 days	15 days
To end July 2019	14 days	14 days

## Current Tenant rent arrears

17/18	£127,206
18/19	£97,084
To end July 2019	£132,537 *

- Universal Credit – now affecting recoveries, a new process has now been installed to minimise this effect.

## 9. Gas Service

	Target	Actual
17/18	100%	99.6%
18/19	100%	100%
To date	100%	99.9%

Approx £54,000 lost by MDDC – through tenant non co-operation

- Implement greater awareness of hazard
- Contact already by email, text, mobile, landline and post
- Work done by area – not by individual property

### Decent Homes Standard

	<u>Target</u>	<u>Actual</u>
17/18	100%	100%
18/19	100%	100%

MDDC work to above the DHS and have for a number of years.

### **10. Right to Buy**

	Applications	Grants	Sales
17/18	37	33	26
18/19	41	35	13
To date	10	13	9

### Housing list

18/19 – 1968 applicants, 1060 fall into Band E
To date – 1539 applicants, 849 fall into Band E

### Private Sector Housing

- a. Empty Homes – 2016, MDDC had approximately 600 empty properties.  
New team brings back into use.

17/18            128  
18/19            150  
To date    72 (on track to meet new upper target for the year of 100)

- b. Homes not fit for purpose (properties subject to the Housing Act)

Invoices	17/18 - 30	Where properties are invoiced, the charges are retained by Private Sector Housing
	18/19 – 16 (to August 18)	
	To date - ?	

c. DFG (mandatory and discretionary, stair lifts etc.)

Budgets:

17/18	£600k
18/19	£700k
19/20	£562k

Completed	<u>17/18</u>	<u>18/19</u>	<u>To Date</u>
	60	48	33

To note:

- i. Disabled Facilities Grants – 46 days to complete application from receipt 'u' target of 75 days. 3 days to approve 'u' target of days.
- ii. Communal Fire Risk Assessments – on track for 100% completion 19/20 (HRA properties).

**11. Rogue Landlords Project (funding award)**

- i. High proportion of successful outcomes as regards properties inspected, advice provided and enforcements undertaken – this follows up a number of complicated cases including unlicensed HMS's.
- ii. Successful prosecutions for 8 serious breaches - £18k fine resulting.
- iii. This data / input and officer time has been supplied to the successful stage 1 application for 'High Street Heritage Action Zone Funding' for Cullompton (Historic England).
- iv. Supporting disabled adaptations / future proofing at Ivor Macey home, working closely with Housing / Property Services for project delivery.
- v. Approximately 300 energy efficiency measure installations achieved district wide since Eco-Flex scheme started – more than 160 since April 2019. Targeted at properties with lowest EPC ratings, low incomes, vulnerable occupants (young/old/disabled)

**12. Landlord Event**

Extremely valuable and worthwhile networking opportunity which is popular and well attended. It provides current and focussed details etc. for all attendees. There are celebrity guest speakers imparting their own anecdotal experiences. Praise must also go to the Chief Executive, Stephen Walford,

for his eloquent and informed introduction summarising the current district wide situation and position.