

### Corporate Plan PI Report Homes

Monthly report for 2020-2021  
 Arranged by Aims  
 Filtered by Aim: Priorities Homes  
 For MDDC - Services

Key to Performance Status:

Performance Indicators: No Data Well below target Below target On target Above target Well above target

\* indicates that an entity is linked to the Aim by its parent Service

### Corporate Plan PI Report Homes

#### Priorities: Homes

#### Aims: Deliver Housing

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<b>Net additional homes provided</b>	n/a	393	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	335	Jenny Clifford, Simon Newcombe	(2020 - 2021) The annual target has not been met. However, house completions have been sustained notwithstanding the challenges that the Covid-19 pandemic has placed on the construction industry. (TP)
<b>Self Build Plots</b>	n/a	5	n/a	n/a	3	n/a	n/a	3	n/a	n/a	6	n/a	n/a	6	Jenny Clifford	(Quarter 3) Three custom and self build plots were permissioned in October 2020 on three sites. (TP)
<b>Gypsy &amp; Traveller Pitches</b>	n/a	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Jenny Clifford	(Quarter 4) 1 pitch implemented in January 2021. Planning permission has been granted for 5 pitches as part of mixed development at Pedlarspool, Crediton. (TP)
<b>Number of affordable</b>	133	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	30	Jenny	(2020 - 2021) Evidence shows that some

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<u>homes delivered (gross)</u>															Clifford	delivery of Affordable Housing has been sustained on site allocations, but delivery overall has been impacted by the challenges the Covid 19 pandemic has placed on the construction industry. (TP)
<u>New Social Rent Council Houses</u>	26		n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Andrew Busby, Simon Newcombe	(Quarter 4) We have converted 2 additional properties and bought back 2 RTB properties during the year (CY)
<u>Number of Homelessness Approaches</u>	n/a	721 for 2019/20	n/a	n/a	125	n/a	n/a	289	n/a	n/a	433	n/a	n/a	587	Simon Newcombe	

#### Aims: Community Land Trusts

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Community Land Trusts Assisted</u>	n/a	2	n/a	n/a		n/a	n/a	1	n/a	n/a	2	n/a	n/a	2	Jenny Clifford	(Quarter 4) Two CLTs have been assisted in the period 2020 - 2021 (Chawleigh Community Trust and Sampford Peverell Community Land Trust). (TP)

#### Aims: Private Sector Housing

## Corporate Plan PI Report Homes

### Priorities: Homes

#### Aims: Private Sector Housing

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Deliver homes by bringing Empty Houses into use</u>	138	72	1	9	26	31	34	44	59	60	71	78	88	101	Simon Newcombe	
<u>Houses in Multiple Occupation (HMOs) investigations</u>	n/a	100%						100%	100%	100%	100%	98%	92%	93%	Simon Newcombe	(February) 8 HMO enquiries received 5 have had initial investigation carried out. Covid restrictions, lack of resources and additional workload mean that not all HMO enquiries have been progressed. (TW)
<u>Landlord engagement and Support</u>	n/a	9	n/a	n/a	4	n/a	n/a	8	n/a	n/a	12	n/a	n/a	14	Simon Newcombe	(Quarter 4) Pin point and social media post (TW)

#### Aims: Council Housing

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>% Complaints Responded to On Time</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	
<u>Tenant Census</u>	n/a		n/a	n/a	34%	n/a	n/a	34%	n/a	n/a	34%	n/a	n/a	34%	Simon Newcombe	
<u>% Emergency Repairs</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	

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Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Completed on Time</u>																
<u>% Urgent Repairs Completed on Time</u>	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	Simon Newcombe	
<u>% Routine Repairs Completed on Time</u>	99.3%	95.0%	100.0%	100.0%	100.0%	100.0%	98.4%	99.8%	100.0%	100.0%	99.5%	97.5%	100.0%	100.0%	Simon Newcombe	
<u>% Repair Jobs Where an Appointment Was Kept</u>	98.9%	95.0%	100.0%	100.0%	99.8%	100.0%	99.0%	99.7%	100.0%	100.0%	99.3%	99.6%	100.0%	99.0%	Simon Newcombe	
<u>% Properties With a Valid Gas Safety Certificate</u>	99.82%	100.0%	99.6%	99.4%	98.9%	98.9%	99.2%	99.4%	99.5%	99.5%	99.5%	99.4%	99.9%	99.4%	Simon Newcombe	