

### 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><u>Net additional homes provided</u></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><u>Self Build Plots</u></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><u>Gypsy &amp; Traveller Pitches</u></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><u>Number of affordable</u></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   |

**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   |
|--|---------------|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------------------------|---|
| <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 |               |

| Corporate Plan PI Report Homes                          |               |               |         |         |         |         |         |         |         |         |         |         |         |         |                |               |
|---|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------|
| Priorities: Homes                                       |               |               |         |         |         |         |         |         |         |         |         |         |         |         |                |               |
| 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>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 |               |