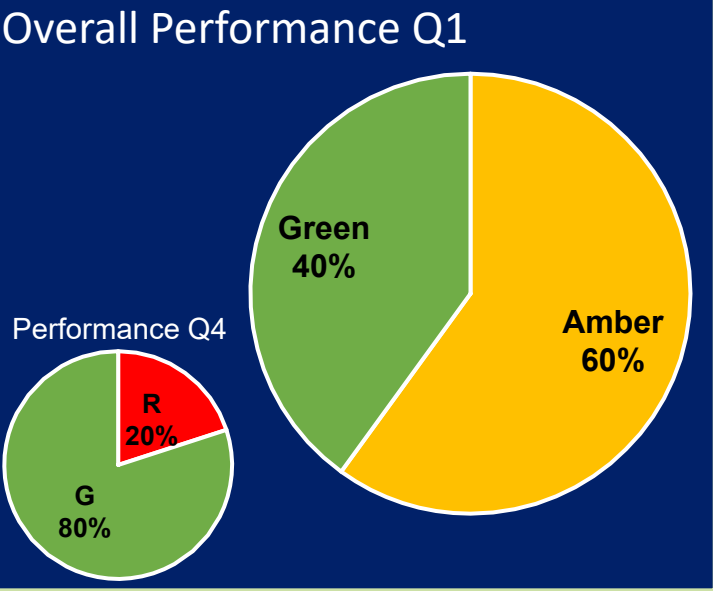


Homes PDG Performance Dashboard (General Fund) – Quarter 1 2025/26

Performance Measures	Performance	Annual Target	RAG
Providing support to those experiencing homelessness	100 %	100 %	G
Applicants on the Devon Home Choice waiting list (Band A-C)	535	N/A	
Households in Hotels (Current)	13	N/A	
Households placed in interim or temporary accommodation this quarter	52	TBC	
Home Improvement Loans sanctioned (YTD)	2	10	A
Private rented sector improvements (YTD)	8	10	G
Private sector housing service requests response rate (Av. YTD)	90 %	95 %	A
Unoccupied and unfurnished empty homes (Current)	441	N/A	

Finance Measures	Performance	Annual Target	RAG
Homes PDG – Projected Outturn	£134k	£130k	A
Spend on external interim and temporary accommodation (Q1)	£48,362	N/A	

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



In Focus

Landlord networking event: In May, the Council held an event aimed at improving private rented accommodation. Held at the Corn Barn in Cullompton, the event promised to help landlords be mindful of their legal obligations and to ensure their tenants have access to good quality, well managed and safe rental accommodation.

The evening’s line-up included an engaging keynote speech from TV’s Martin Roberts who, also a landlord himself, shared his experiences and insights with attendees.

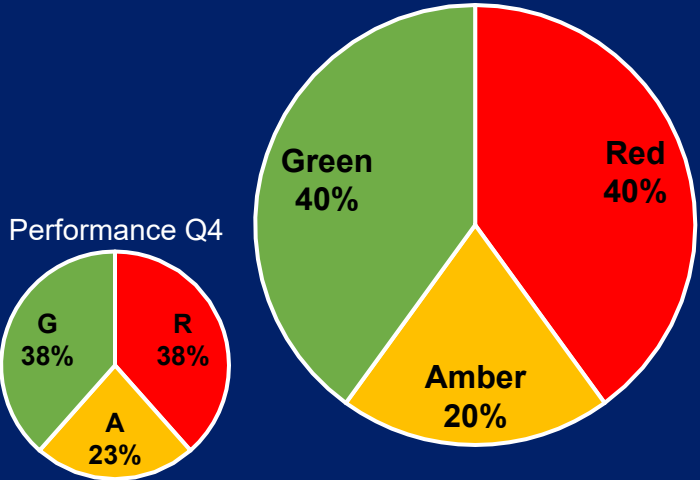
Homes PDG Performance Dashboard (HRA) – Quarter 1 2025/26

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)	5	100	R
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)	2.03	TBD	
MDH Housing stock occupancy rate (YTD)	97.5 %	97 %	G
MDH Routine repairs completed on time (Average YTD)	93.1 %	95 %	A
MDH specific tenant engagement events (YTD)	37	100	G

Finance Measures	Performance	Annual Target	RAG
HRA – Projected Outturn	(£118k)	£0	G
HRA – Projected Tenant Income (Outturn)	£15,070k	£15,076k	A
HRA – Projected Capital Outturn	£17,302k	£27,663k	R
HRA – Capital Slippage % of development projects (Current)	29.4%	0 %	R

Corporate Risk	Risk Rating (Trajectory)
Housing Rent Correction Error	8 (No Change)

Overall Performance Q1



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 anticipate to have all housing benefit corrected by the end of August 2025. Following this, the matter of tenant refund can be looked at.

As of 07 August 2025, there have been 76 refunds, and 1,501 housing benefit corrections.