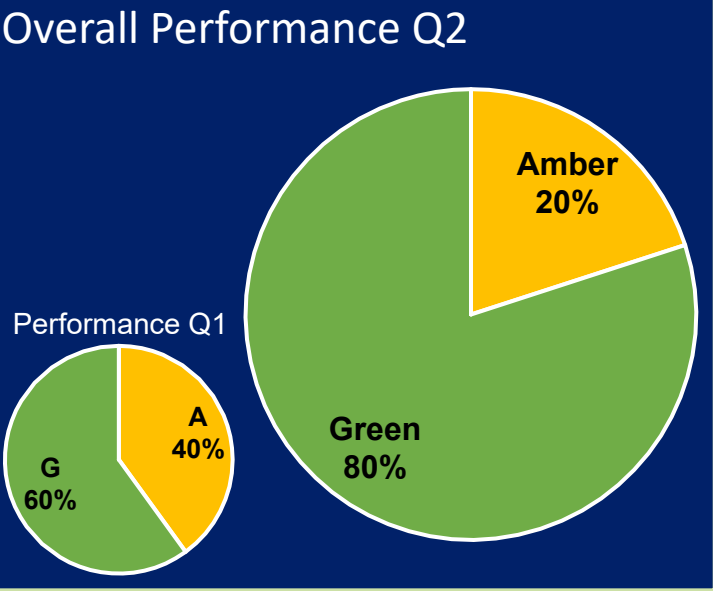


Homes PDG Performance Dashboard (General Fund) – Quarter 2 2025/26

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)



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.

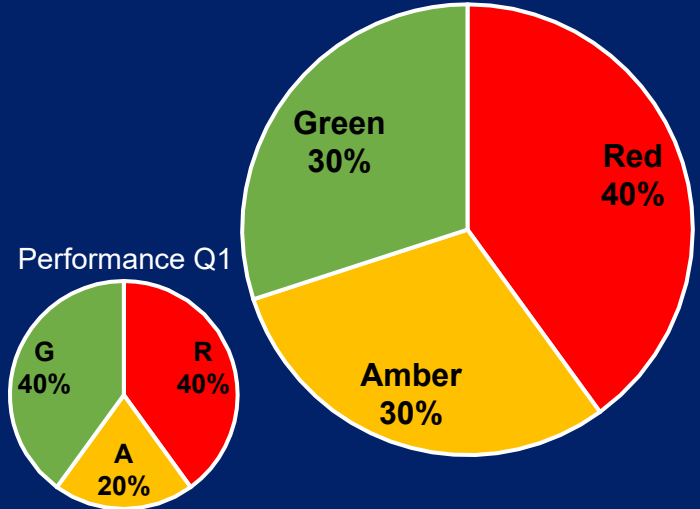
Homes PDG Performance Dashboard (HRA) – Quarter 2 2025/26

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.