



# Annual report to tenants 2016/17

This report tells you how we run and manage our housing service. It gives our performance and covers April 2016 to March 2017. We want to keep you informed about how we're doing and how we're working to provide and maintain homes for you.

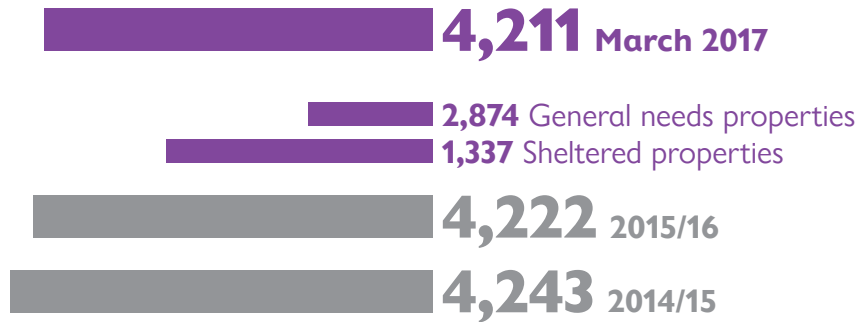
Above: we opened our new shared house on St Andrews Road in Exmouth this year. The accommodation is for single people and has been designed to meet low energy standards, to help reduce heating bills for tenants.

Left to right: Tim Baker of Mi-space, Strategic Lead of Housing and Environment John Golding, Cllr. Bill Nash, Programme Works Officer Graham Baker, Housing Enabling and Allocations Manager Paul Lowe, Property and Asset Manager Amy Gilbert-Jeans, Housing Needs and Strategy Manager Andrew Mitchell, portfolio holder for sustainable homes and communities Cllr. Jill Elson

# Providing homes



Amount of properties we own:



Properties lost through Right to Buy sales:



**12**  
Properties purchased

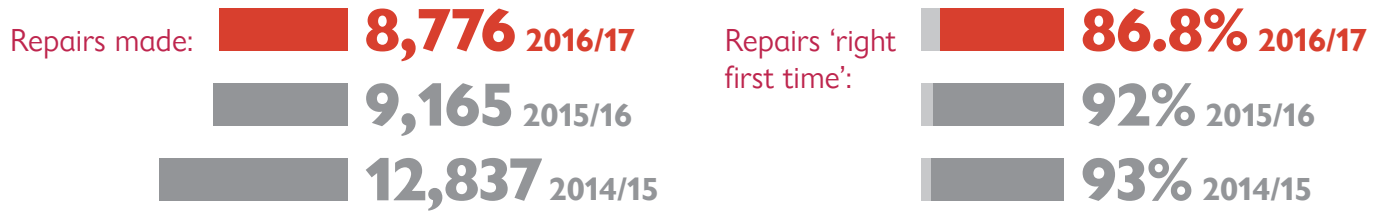
**322**  
Properties allocated

**3,361**  
People on waiting list

**46**  
Mutual exchanges

**32**  
People downsizing

# Improving homes



**9.1 avg.**  
Days to complete a routine repair

**49**  
New kitchens fitted

**64**  
New bathrooms fitted

**570**  
New doors fitted

**202**  
Boilers replaced

**279**  
Void properties refitted

**36**  
Days to relet

**100%**  
Properties with a valid gas safety certificate

**3,092**  
Gas services carried out

**130**  
Fire risk assessments carried out

**18**  
Legionella risk assessments

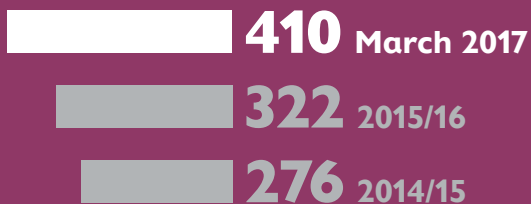
**829**  
Asbestos surveys

**c.100**  
Handy person jobs

# Managing our homes



Antisocial behaviour cases:



**2**  
Evictions for antisocial behaviour

**5**  
Evictions for rent arrears

**99.7%**  
Rent collected

## Complaints

Total received:

**43** March 2017

**40** 2015/16

**37** 2014/15

Complaints were about:

**5**  
Allocations

**10**  
Antisocial behaviour

**2**  
Estate services

**1**  
Tenancy management

**2**  
Rent and service charges

**16**  
Repairs

**7**  
Staff and customers

**2**  
Other things

# Improving communities



## Tenant involvement

**216**  
Tenants on the Key Player register

**30**  
Tenants going to free training sessions

**8**  
Community initiative grants allocated

**80**  
People going to the tenants' conference

**36**  
Tenants entered the garden competition

**109**  
Tenants used the home contents insurance scheme

## Neighbourhood and community events

**3**  
Community festivals

**8**  
Fun days

**3**  
Switch clubs each week

**14**  
Estate walkabouts

**10**  
Xbox challenge events

**3**  
Silver Sunday events

**6**  
Christmas events on our sheltered schemes

**24**  
Young people attended our Easter Challenge at Trill Farm

Our annual art challenge:

**48**  
Entries

**25**  
Exhibited

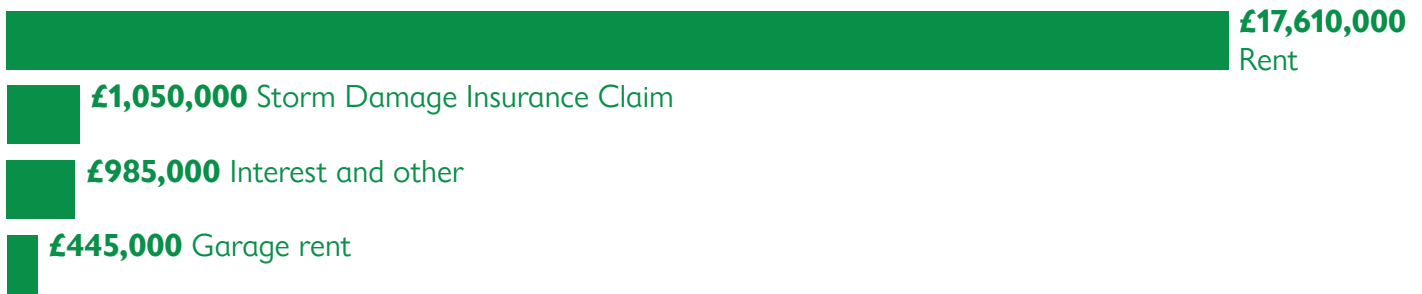
**7,000+**  
Visitors



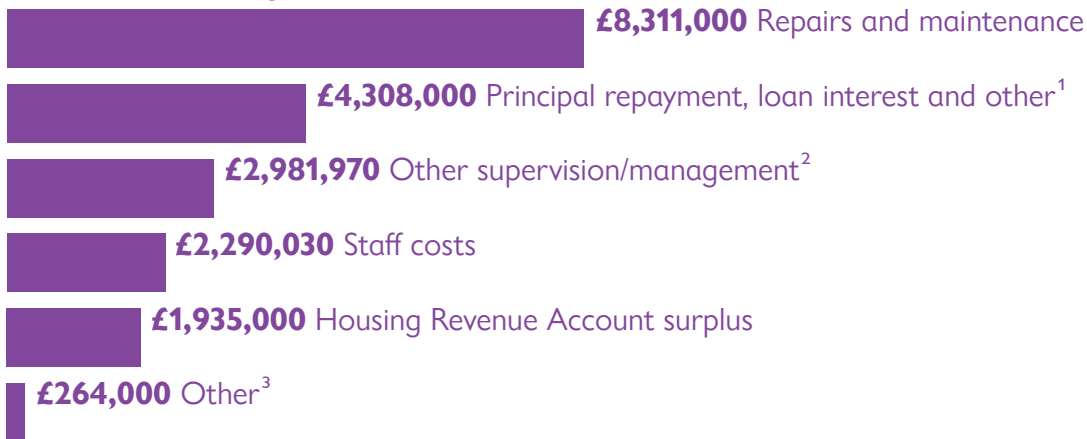
# Financing



## Breakdown of income



## Breakdown of expenditure



<sup>1</sup> Includes principal loan repayments, loan interest and contribution to capital expenditure

<sup>2</sup> Includes costs for grounds maintenance, communal cleaning, staff transport, office costs and insurance

<sup>3</sup> Includes tenant participation costs, road repairs, downsizing payments and community development

## Contact us

Full contact details for all teams in the housing service can be found in your tenant handbook or at [eastdevon.gov.uk](http://eastdevon.gov.uk)

To request this information in an alternative format or language phone 01395 517453 or email [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk)



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