

Annual Report to Tenants 2020



Our performance 1 April 2019 to 31 March 2020



The Annual Report to Tenants section includes information about how we have performed over the last year, from 1 April 2019 to 31 March 2020.

Last year was another busy year for the Housing Service, we:

- completed Phase Two of our Council House-Building Programme, providing 51 new affordable homes for people on our Housing Register.
- increased our housing stock by purchasing 18 properties from the open market.
- completed our tenant satisfaction survey, showing that 87% of our tenants are satisfied with the services we provide.
- managed a housing register of 1,375 applicants.
- recorded 78 mutual exchanges and 544 of our council households are registered with HomeSwapper, the mutual exchange service.
- stopped 24 fraudulent Right to Buy applications, saving the Council around £2 million.

- reclaimed 8 properties back from fraudsters as a result of investigations into tenancy issues and succession claims.










The year ahead:

- we will be launching a rolling programme of tenancy audits. An audit will be undertaken in your council home so that we can also check the condition of your home and identify any improvements that may be required.
- the review of our sheltered housing schemes will progress. Ultimately, we aim to deliver accommodation that meets our tenants' housing needs while making the best use of our housing stock. We will be consulting with tenants to get their views very soon.
- responsibility for the Housing Repairs Service has transferred to the Council's new development company, Quallis Management (see [page 6](#) for more details), and we will do our best to ensure tenants experience a seamless transition of service.







Our Performance

Our performance is monitored by managers of the Housing and Property Service and by our elected councillors. Some of the performance indicators most important to tenants are also monitored by our Tenants and Leaseholders' Panel.

The table below shows the tenant selected indicators and our performance over the last two years:

Indicator	EFDC Target	Performance 2018-19	How we performed 2019-20	Above target 	On target 	Below target 2019-20 
Amount of rent collected as a proportion of rents owed	100%	100.40%*	100.22%	Above 		
Former tenant rent arrears collected	£60,000	£79,120	£110,771	Above 		
Number of households housed in temporary accommodation	100	96	124			Below 
On average, how many calendar days did it take us to re-let a council property	30 days	62 days	56 days			Below 
Average overall time to complete ALL responsive repairs (in working days)	7 days	6.27 days	6.96 days	Above 		
Tenant satisfaction with the general standard of the Repairs Service	98%	98.54%	96.08%			Below 

* This figure is over 100% as it includes recovery of rent arrears owed from previous years

Indicator	EFDC Target	Performance 2018-19	How we performed 2019-20	Above target  On target  Below target 2019-20 
Number of stage one complaints received for the Repairs Service	No target	63	25	Not applicable
Time taken for major void works over a total value of £1,500 (in working days)	22 days	17.4 days	18.4 days	Above 
Percentage of properties that are non decent at the end of the year (i.e. not to Decent Homes Standard)	0%	0%	0%	On target 
Number of annual gas safety certificates lapsed over 12 months	0	0	0	On target 

Key facts - as at 31 March 2020



1,375 applicants on the Housing Register



22 homes bought under the Right to Buy in previous year



6,369 council homes (inclusive of **462** sheltered properties)



1,078 leasehold properties



51 new homes provided in year



1 hostel (**54** rooms)



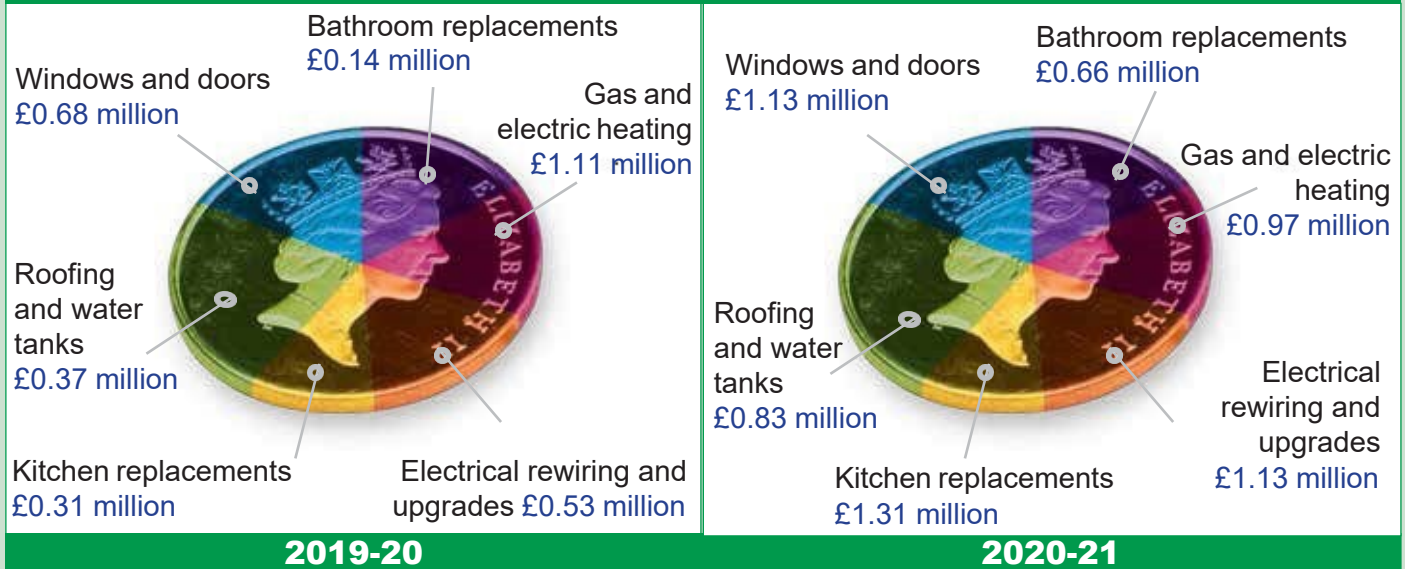
96 homeless households in temporary accommodation



2028 garages

What we spent on repairs and maintenance

Capital expenditure is the money we spend on planned maintenance. The chart below shows how much we spent on different types of works last year and what we are planning to spend this year.



Other capital projects

In the last year we also spent £3.7 million on other capital projects including: estate environmental works, energy efficiency work, structural works, lift refurbishments, asbestos removal and door entry security systems.

Adaptations

We can adapt council properties to make them more accessible for tenants with disabilities. Here is a breakdown of disabled adaptations works we undertook in 2019-20:

Adaptation	Number 2019-20	Cost
Graded floor showers	51	£236,538
Over bath showers	7	£11,060
Bathrooms	2	£2,828
Dropped kerbs / hard standings	2	£14,998
Ramps	4	£2,400
Stair lifts	16	£62,800
Property extension	2	£68,000
Clos-o-mat toilets	0	£0
Other adaptations	n/a	£57,386
Total	84	£456,010