

Mid Devon Housing

Annual Report 2023/24



@MidDevonHousing



Welcome to your 2023-2024 annual report and summer newsletter. This Annual Report displays our performance from the 2023-2024 financial year, this is from 1st April 2023 until 31st March 2024. We want to keep you informed about our performance and as you'll read in this report, we've been busy!

**MDH
Summer
Newsletter
Page 9!**



Simon Newcombe, Head of Housing and Health

This report provides us with an opportunity to reflect on all the hard work undertaken by our staff over the last year, and most importantly, share that information with our residents. It has been a busy year as we continue to prepare for changes in regulation whilst continuing to put tenants at the heart of what we do, remaining true to our purpose to provide the best housing service we can. There have been many challenges for our tenants and the housing sector too, but despite this, there is lots to celebrate throughout this report and it has been a pleasure to once again lead a team that is dedicated to shaping and strengthening MDH to ensure you remain safe and supported in your home.



Councillor Simon Clist, Deputy Leader and Cabinet Member for Housing, Assets & Property

I want to highlight the commitment of staff in not only improving services but maintaining high and on-going communications with tenants. A vast amount of work takes place behind the scenes as MDH continue to be a proactive landlord and this report showcases that hard work. But it is also important to acknowledge the tenants, especially those that have engaged and committed their time to help make MDH what it is today. Please continue to get involved, because your voice matters.



REQUESTING THIS REPORT IN AN ALTERNATIVE FORMAT

Do you need this annual report in large print? Does your neighbour need a translated copy? Please contact our tenant involvement team on 01884 255255 or tenantinvolvement@middevon.gov.uk

Looking After Your Home

To make sure we put repair work that affects a tenant's health or safety first, we use the following three categories of priority.

Priority 1: Emergency repairs.
Priority 2: Urgent work
Priority 3: Routine repairs

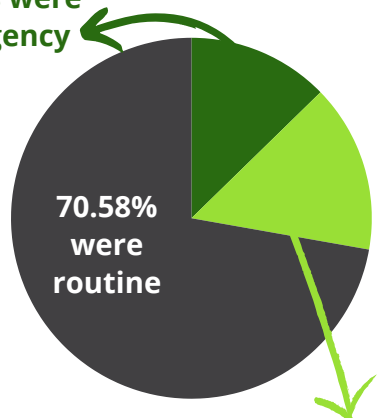
If you need to report a repair you can do so by contacting us via phone, email, on our website or by writing to us. Our repairs email is repairs@middevon.gov.uk and you will find our phone number and address at the end of this report.

If you have an emergency repair, please telephone 01884 255255 straight away. If your emergency is outside working hours you can still call this number to speak to one of our out-of hours officers.

8,611

The amount of responsive repairs completed in 2023-2024

12.41% of repairs were emergency



14.74% were urgent

99%

of emergency repairs were completed on time

98%

of urgent repairs were completed on time

99%

of routine repairs were completed on time

87%

major responsive repairs completed on time

100%

of homes have a valid gas safety certificate



45

Kitchens upgraded by our in-house team

43

Kitchens upgraded by an external contractor

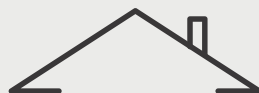


18

Bathrooms upgraded by our in-house team

22

Bathrooms upgraded by an external contractor



89

New roofs fitted by an external contractor. Works carried out every 30-50 years



182

Homes had new windows completed by an external contractor



12

Loft insulation topped up completed by an external contractor



8

Cavity wall insulation installed and completed by an external contractor



357

Homes painted. Works carried out every 8 years and completed by an external contractor



62

Homes had structural work completed by an external contractor



71

Homes had major disabled adaptations, 49 of which were level-access showers.



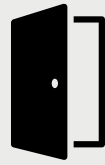
185

Homes had minor disabled adaptations (i.e. grab-rails, key safe, handrails, alarms for the deaf)



114

Homes had their heating upgraded



171

Homes had new external doors



10

Homes had Sanctuary Scheme works to protect those at high risk



33

Homes had legionella risk reduction works i.e. replacing cold water storage tanks with modern cylinders



110

Homes had asbestos surveys completed by an external contractor

49

Asbestos removal works completed in house



99.2%

of our properties achieved the decent home standard

Providing New Homes

In March 2024, we completed our newest build, St Andrews House in Cullompton (photographed on the right). This marks our first modular construction project, featuring both 2-bedroom and 1-bedroom flats. The building includes amenities such as bike storage, a bin store, and resident parking. Our current new builds include Crofts Estate in Sandford, Shapland Place in Tiverton and Allington Terrace in Crediton.

We surveyed the new residents at St Andrews House...

9/10

Residents rated St Andrews House 9/10 for noise levels from within the apartments

100%

Of those that took the survey would recommend St Andrews House

"We are extremely grateful and feel very lucky to have got a property at St Andrews House. It is a huge relief that we will not be in temporary housing anymore and we will welcome our baby in our lovely permanent home. We love the flat, it's so bright and airy and we never want to leave."



Managing Tenancies

Here you can find a breakdown of what managing tenancies looks like for MDH. This includes new lettings and how long our properties are void for. For anti-social behaviour stats, head to the TSM section of this report. Your neighbourhood team is your first point of contact when you'd like to discuss anything to do with your tenancy or rent. You can find out who your Neighbourhood Officer is and how to get in touch with them here:

www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/get-in-touch-with-your-neighbourhood-team/



Voids Explained

Voids are properties which are currently empty because a tenancy has ended and a new tenancy has not yet started. When our properties come back to us we often need to complete works to get them ready for the next person.

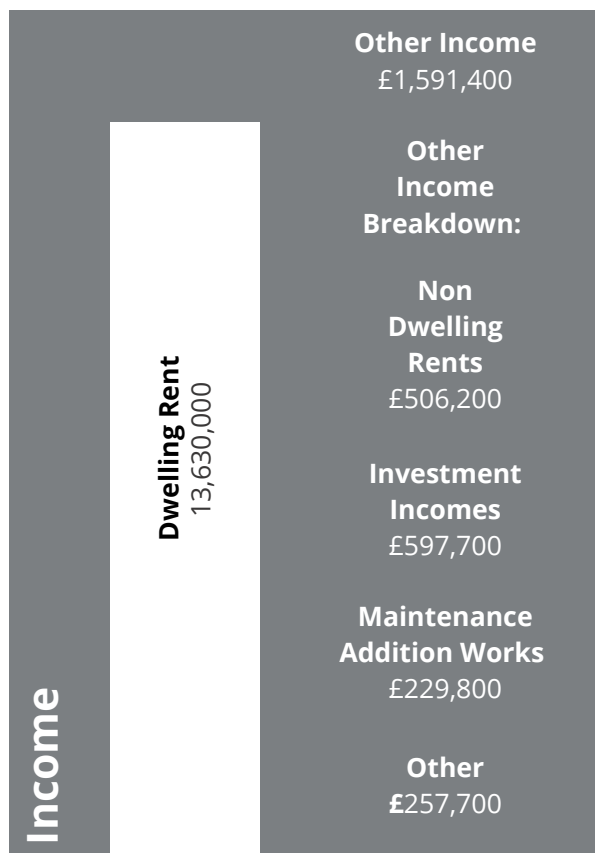
At MDH we have categories and targets for void properties which will determine how long it will take to turn the property around. Standard voids have a 35 working day turnaround. Major voids; 55 working days. Decent homes; 75 working days. Development; 1 calendar year.

To read more about this you can access our updated Voids Management Policy here: www.middevon.gov.uk/media/354620/void-management-policy-2022.pdf

Neighbourhoods & Communities



Financials



Non-Dwelling Rents

Made up primarily by garage rents and garage ground rent plots

Investment Income

This is the interest on our cash balances that we hold throughout the year

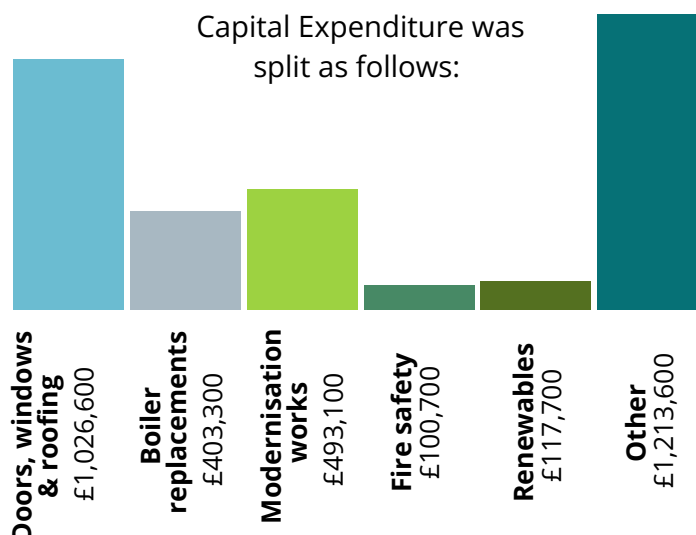
Maintenance - Additional Works

This is where building services work outside of the general maintenance programme, e.g. handyman service

Other Income

The main element is the income related to the contract we have with Anesco regarding the solar panels installed on a number of our properties

Expenditure



Repairs Expenditure

Mainly salaries, materials, contractor spend on the main building services areas which are generally categorised as: empty properties, disabled adaptations, planned and responsive maintenance

Management & Service

This is largely relating to housing management spend and other non-operational building services expenditure, e.g. grounds maintenance, estate management, ASB, management and finance

Capital Spend

This is the money used for the planned maintenance on our current stock, this can be roofing, windows, bathrooms etc. This is any major works to the properties

Listening & Learning



For more complaints data, head to page 7 and 8 to read our TSM results

Improvements we have made

You asked us to improve the data collected in regards to complaint handling.

We now gather information on themes of complaint data to support service improvement. Internal reporting mechanisms have now been implemented on complaint handling data.

You asked us to improve the information we collate during neighbourhood walkabouts.

We now ensure that we are collating and saving information relating to neighbourhood walkabouts and have introduced simple walkabout sheets which highlight any issues on our estates and any follow up action taken.

You asked us to improve the information provided to tenants at sign up in regards to the type of tenancy they have.

We now ensure that tenants are provided with adequate information about the type of tenancy they hold and this information is now provided at sign up.

You asked us to improve our record keeping.

We now ensure that where a tenancy is ended and a person remains at the property, that our internal housing management system is updated accordingly.

182

Compliments received

274

complaints were closed. Of these, 55 were stage 2 complaints

Policy & Procedures

In 2023-2024 we launched 8 policies & procedures:

- ▶ Garage, Ground Rent Plot and Car Parking Space Policy
- ▶ Pets & Animal Policy
- ▶ Damp & Mould Policy
- ▶ Neighbourhood Management Policy
- ▶ Recharges Policy
- ▶ Tenancy Inspection Policy
- ▶ Homes Safety Policy
- ▶ ASB Policy & Procedures

Communication



362

Ad hoc SMS messages sent by Neighbourhood Officers



129

SMS balance requests received



30.6%

Increase in followers on Facebook @middevonhousing



52

Responses received for new tenant satisfaction surveys with 94.2% satisfied

Tenant Satisfaction Measures

From April 2023 social housing providers had to start collecting data on a new set of tenant satisfaction measures (TSMs). These new measures have been developed as part of a new system by the Regulator of Social Housing to assess how well a social housing landlord is providing good quality homes and services.

There are 22 TSMs in total, 12 of these require landlords to conduct a tenant perception survey. You will see these referred to in this document as 'TP01-TP12'. The remaining 10 are management information measures.

We worked with Service Insights Ltd to carry out our 2023/24 survey in November and December of 2023 using postal, telephone and online survey methods. Service Insights selected a randomised sample through MS Excel randomisation which led to 625 responses. We would like to thank everyone that took part and encourage others to do so for future TSMs, your views help shape the service we provide you.

625

The amount of
responses
received

71.6%

Our highest score:
Satisfaction that
MDH provides a
home that is safe

22.2%

Our lowest score:
Satisfaction with
our approach to
complaints handling

TP01 **62.4%**

Were satisfied with
the housing
services provided
by MDH.

TP02 **63.8%**

Were satisfied
with the overall
repairs service
from MDH over
the last 12
months.

TP03 **57.5%**

Were satisfied
with the time
taken to complete
the most recent
repair after it was
reported.

TP04 **65.3%**

Were satisfied
that MDH
provides a home
that is well
maintained.

TP05 **71.6%**

Were satisfied that
MDH provides a
home that is safe.

TP06 **50.6%**

Were satisfied that
MDH listens to
tenants views and
acts upon them.

TP07 **62.2%**

Were satisfied
that MDH keeps
tenants informed
about things that
matter to them.

TP08 **69.8%**

Agreed that
"MDH treats me
fairly and with
respect"

TP09 **22.2%**

Were satisfied with
MDH's approach to
complaints
handling.

TP10 **49.3%**

Were satisfied that
MDH keeps
communal areas
clean and well
maintained.

TP11 **49.9%**

Were satisfied that
MDH make a
positive
contribution to
neighbourhoods.

TP12 **49.6%**

Were satisfied
with MDH's
approach to
handling anti-
social behaviour.

Tenant Satisfaction Measures

The results below are measured by MDH's management information. 2023-2024 was the first year collecting this data and we will continue to do so year on year.



CH01
Part 1 **61.6**

Stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH01
Part 2 **15.6**

Stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH02
Part 1 **98.4%**

Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

CH02
Part 2 **89.1%**

Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

NM01
Part 1 **10.8**

Anti-social behaviour cases opened for each 1,000 homes MDH owns including the number of cases that involve hate incidents.

NM01
Part 2 **0**

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

RP01 **0.8%**

Homes that do not meet the Decent Homes Standard.

RP02
Part 1 **98.9%**

Non-emergency responsive repairs completed within the landlord's target timescale.

RP02
Part 2 **99%**

Emergency responsive repairs completed within the landlord's target timescale.

BS01 **100%**

Homes that have had all the necessary gas safety checks.

BS02 **100%**

Homes that have had all the necessary fire safety checks.

BS03 **77.7%**

Homes that have had all asbestos safety checks.

BS04 **100%**

Homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies.

BS05 **100%**

Homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Although we improved on some areas in the 2023-24 TSMs compared to our test survey completed in 2022, we recognise there is still room for improvement. This is why we have created an improvement plan with the aim to develop MDH further and provide the best possible service to our tenants. Taking into consideration the new Consumer Standards, the proposed Competence and Conduct Standard and our own priorities, we have created an improvement plan that addresses the TSM results and will allow MDH to further empower tenants and provide a service that is tailored to them. Scan the QR code to view our Improvement Plan or visit www.middevon.gov.uk/media/356038/tsm-report-and-improvement-plan.pdf



Mid Devon Housing News

Summer 2024

Edition 9



MDH recently won the 'Best Response to Damp and Mould' award at the ASCP Safety & Compliance 2024 Awards on 12 June 2024. Since 2017/18, MDH has been proactively tackling the challenges of damp and mould introducing a series of impactful measures including enhanced data collection and analysis, the introduction of in-home environmental monitoring, investment in enhanced ventilation and heating, additional diagnostic tools, and a targeted tenant survey. Do you have damp or mould? Take our survey now and help shape our approach. Scan the QR code or visit: letstalk.middevon.gov.uk/mdh-damp-mould-survey



A big thank you...

To everyone that attended our Meet the Ombudsman event at Sandy Park, Exeter. It was a great turnout, lots of brilliant questions were asked and we hope you all came away with some knowledge on how the Ombudsman can help you. If you have an idea for a future event, get in touch with us using the contact details at the end of this newsletter.



Flexible tenancies update

At Cabinet on the 9th July 2024, Councillors agreed to stop the use of flexible tenancies for new tenants. This means MDH will no longer be issuing flexible tenancies and tenants that are currently on a flexible tenancy will move onto a secure tenancy.

This decision means we need to make some changes to our tenancy agreement, we will soon be launching a consultation with tenants to review the terms & conditions of our tenancy agreement. Want to get involved? Get in touch to register your interest! Contact details are at the end of this newsletter.

Whilst flexible tenancies are stopping, members of the flexible tenancy working group made a decision to explore options available to offer incentives to tenants who wish to down size their property. If you are interested in getting involved, please get in touch. Register your interest using the contact details at the end of this newsletter.

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Willand wildlife...

A big thank you to our talented resident in Willand who has worked hard to transform land owned by MDH to create a beautiful wildlife conservation area. Over a year in the making, the area is now home to hedgehogs, birds, bees and native wildflowers such as oxeye daisy, teasel, yellow rattle, wild majoram and more.

Cat microchipping now mandatory

From the 10th June 2024 all cat owners must ensure their cat is microchipped as a new legislation



has come into force. If you have a cat, you must ensure it is microchipped before it reaches the age of 20 weeks and keep contact details stored and up-to-date in an approved pet microchipping database. Failure to comply can result in a fine of up to £500.

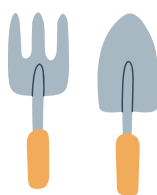
Do you have a vulnerability? It's important you let us know...

MDH are encouraging tenants to report any vulnerabilities they or members of their household may have.

This will enable us to tailor our services to meet individual needs and to make any reasonable adjustments where applicable. If you would like to share this information, please contact us on Tel 01884 255255 or email: htenancy@middevon.gov.uk

Mid Devon in Bloom entries close on the 23rd August!

Mid Devon in Bloom is back! Calling all Mid Devon Housing residents, it's time to dust off those gardening gloves. Whether you're rocking your own garden, a shared green space, a cosy balcony, or a sweet courtyard, big or small, if you are proud of your garden this competition is for you. Simply choose your category (you can enter more than one) and send us at least 3 photos via Facebook or email tenantinvolvement@middevon.gov.uk. We can also visit you to take photos. When sending your photos please include your full name and address. Competition closes on the 23rd August 2024.



WIN A £50
VOUCHER PER
CATEGORY!

Categories:

- Community Corner
- Best Garden
- Best Wildlife or Sustainable Garden (including vegetable patches)
- Best Young Gardener
- Basket and Containers
- Over 65s



Household Support Fund

The Government has allocated more funding to local councils to help those households struggling with the increase in the cost of living. The new fund is now open until the 30th September 2024. You can apply online on our website:

www.middevon.gov.uk/do-it-online/benefits/household-support-fund/

If you need help completing the form please call the housing team or the benefits team on 01884 255255 or Navigate CIO on 01823 299050.

Spring Neighbourhood Walkabouts

Our Spring Neighbourhood Walkabouts were delayed due to resourcing issues, these have now been completed, thank you to everyone that joined in. We will be back again as usual in the autumn, keep an eye on Facebook or our website for the schedule.



Universal Credit to replace Child Tax Credits



DWP are in the process of writing to customers to advise them that Child Tax Credits will be migrating to Universal Credit. If you receive a letter you do not understand please contact your Income Officer. You can email your Income Neighbourhood Officer on htenancy@middevon.gov.uk or by calling 01884 255255.



Important! Tiverton Community Cuppa has changed locations

We are now located at Old Heathcoat School Community Centre from 10.30am until 12 noon on the second and fourth Thursday of every month. Meet with MDH staff, report repairs, concerns or just pop in for a free cuppa! Upcoming dates: 8th August, 22nd August, 12th September, 26th September, 10th October and 24th October.

Shapland Place Development Update

Our new Zed Pod development at Shapland Place is almost ready! Consisting of a 1-bed, 2-bed and a 3-bedroom apartment, providing 8 new homes in total. The block itself is raised on a podium to provide a parking level underneath with an enclosed cycle store and bin store.



❤️ #MyMidDevon

We've made it easier than ever for you to keep track of payments and pay online

Register here my.middevon.gov.uk

RECIPE CORNER

Do you have a recipe you'd like to share in the autumn edition for fellow tenants to enjoy? Reach out using the contact information provided at the end of this newsletter by the 1st October 2024. We are kicking off with two recipes from Councillor Simon Clist, Deputy Leader and Cabinet Member for Housing, Assets & Property.

Leek & Bacon Risotto

- Chop the bacon and fry this until cooked. Set aside once cooked so you can use the pan to fry the leeks and shallots.
- Whilst the bacon is cooking cut the leeks and dice the shallots adding this to the pan you used for the bacon along with half the butter. Fry until soft.
- Add the thyme to the leeks and shallots with a pinch of salt and pepper followed by the arborio rice and the bacon. Stir for another minute.
- Add your white wine if using and stir until it disappears. If you're not using it, you can start adding your stock a bit at a time. Stir continuously until the liquid is absorbed and the rice gets creamier.

Peach Crumble

- Preheat the oven to 200°C. Start by adding your peaches to a bowl with half the juice together with 65g soft brown sugar, 50g plain flour and the lemon juice. Mix together and add to your baking dish.
- Add the butter, remaining flour and sugar into a bowl and use your fingers to mix together until it looks like breadcrumbs. Then spread over the peach mix and bake in the oven for 30-35 minutes. Serve on its own or with custard, clotted cream or your favourite ice cream.

Ingredients / Serves 4

2 Leeks
2 Shallots
6 rashers streaky bacon
50g butter (salted or unsalted)
Thyme (fresh or 1 tsp dried)
300g risotto rice such as arborio
150ml white wine (optional)
Flat leaf parsley (fresh or 1tsp dried)
50g grated parmesan

Don't fancy bacon or leeks? Swap for whatever you have in the cupboard. Chicken and mushroom works just as well.



- Take it off the heat, add the remaining butter, parsley and parmesan on top and cover for 5 minutes then stir again. Serve with some more parmesan and a simple rocket salad if you fancy.

Ingredients / Serves 4

250g plain flour
100g caster sugar (or any other sugar)
65g soft brown sugar
100g butter softened and cut into cubes
3 tins of peaches
Half a lemon juiced



What's on
this...

Summer

For FREE!

Not sure what to do with the kids this summer? We've got you covered!

Westexe Tiverton and Newcombe Meadow, CREDITON Paddling Pools

Open until the end of the school holidays, perfect for when the sun is shining. Open 10am until 6pm seven days a week.

Recycled Robot Craft, CREDITON Library

Create your own robot using a variety of recycled resources. Drop in anytime between 10am and 12pm on the 12th August, CREDITON Library.

Exeter Museum

Exeter Museum holds over one million objects! Take the bus for only £2 per single ticket.

Summer Reading Challenge

Read 6 books to complete the challenge and collect your medal and reward. Each library celebrates differently, check your local library for more details

Night time bat walk at the Grand Western Canal

13th August, Join Devon Wildlife Trust to see and detect bats at this event near Whipcott.

www.devonwildlifetrust.org/events

Take advantage of the
**£2 single journey bus
cap until December 2024**



The Great Outdoors

Walk, cycle or scoot the **Grand Western Canal**. There are lots of opportunities for picnics too.

Visit the gardens at **Knightshayes**. With a walled kitchen garden, terraces and the Garden in the Wood, there is plenty to keep the kids entertained.

Visit **Ashculm Turbary**, a nature reserve near Hemyock, maintained by Devon Wildlife Trust. Look out for lizards! The reserve takes around 45 minutes to walk around. The nearest postcode is: EX15 3XA.



Heading to the beach?

Head to Exmouth beach for two miles of golden sands and fascinating rock pools. Discover the start of the Jurassic Coast, the cliffs reveal 185 million years of the Earth's history!

An hour north of Tiverton is Minehead beach. Another historical site where you can find fossils among the nearby cliffs.



Get Involved

We want residents to be at the heart of everything we do. There are a number of ways you can get involved with MDH. Some take more time and effort than others but there should be an opportunity for everyone to get involved at a level that suits them. Please use the contact details below to get in touch with our tenant involvement team if you have any questions or would like to volunteer.

Tenant Champion Roles

Champion Roles provide tenants with the opportunity to drive service change, from personal experiences or from their desire to promote positive service development. We have 4 Champion Roles available (more than one person can be involved in each role).

PUBLICATIONS

The role is to work with our teams on our resident publications including our Housing Newsletter and Annual Report.

COMPLAINTS

Review our approach to complaints from our tenants, residents and leaseholders. Ensure we are being fair, are putting things right and learning from outcomes.

ESTATES

Monitor grounds maintenance, and if applicable, communal cleaning and communal fire alarm testing, in your area. Carry out inspections and report back to MDH once a month.

ZERO CARBON

We're looking for people who care about the future and are willing to support us in making green improvements to their home and community.

Consultations

Did you know we have an online consultation hub on our website where you can comment on our policies before they go to our Homes Policy Development Group?

www.middevon.gov.uk/residents/mid-devon-housing/your-community/consultation-hub/



*The quickest way you can get involved?
Follow us on Facebook.
Here we advertise our events, share news, updates and helpful information each day from Monday-Friday.*

COMING SOON!

We are developing a Consumer Standards Board which involves tenants to ensure effective governance of the housing service. If you are interested in joining contact the tenant involvement team today to register your interest.

Sign up to Tpas

Visit www.tpas.org.uk/member-search and search 'Mid Devon' to register yourself and gain access to newsletters, training opportunities and lots more!



Getting in touch

Your feedback is important to us

If you would like to discuss anything featured in this report or you'd like to get involved in a future issue, please get in touch



01884 255255



tenantinvolvement@middevon.gov.uk



Phoenix House, Phoenix Lane,
Tiverton, EX16 6PP