

Epping Forest District Council Annual Report to Tenants 2023

This Annual Report to Tenants provides information about how Epping Forest District Council Housing Services performed from 1 April 2022 to 31 March 2023 and our plans for 1 April 2023 to 31 March 2024

Welcome to our annual report to tenants for April 2022 - March 2023

2022/23 was a good year for consolidating new ways of working after the pandemic lockdowns and re-shaping some of our services to improve their effectiveness.

Of course, the cost of living continues to affect our residents and our corporate website contains useful information, not just about benefits and grants but also social spaces (warm places) in the district. See [Cost of living support](#) for more information.

We have changed the way our services operate for people living in our Independent Living Schemes to offer a more targeted service and we have consolidated our Anti-Social Behaviour team to work alongside our other investigative and enforcement officers. We have made some changes to how we allocate properties and how we manage our housing register.

Looking forward we expect significant changes in 2023/24 with the production of a major stock condition survey, a suite of property safety policies and an overarching asset management strategy. We will also finalise a Resident Involvement Strategy and a Housing Strategy and delivery plan; all in conjunction with tenant and leaseholders.

We will also be carrying out a tenant satisfaction survey based on the Social Housing Regulator's Tenant Satisfaction Measures. We want to know how well you think that we are doing.

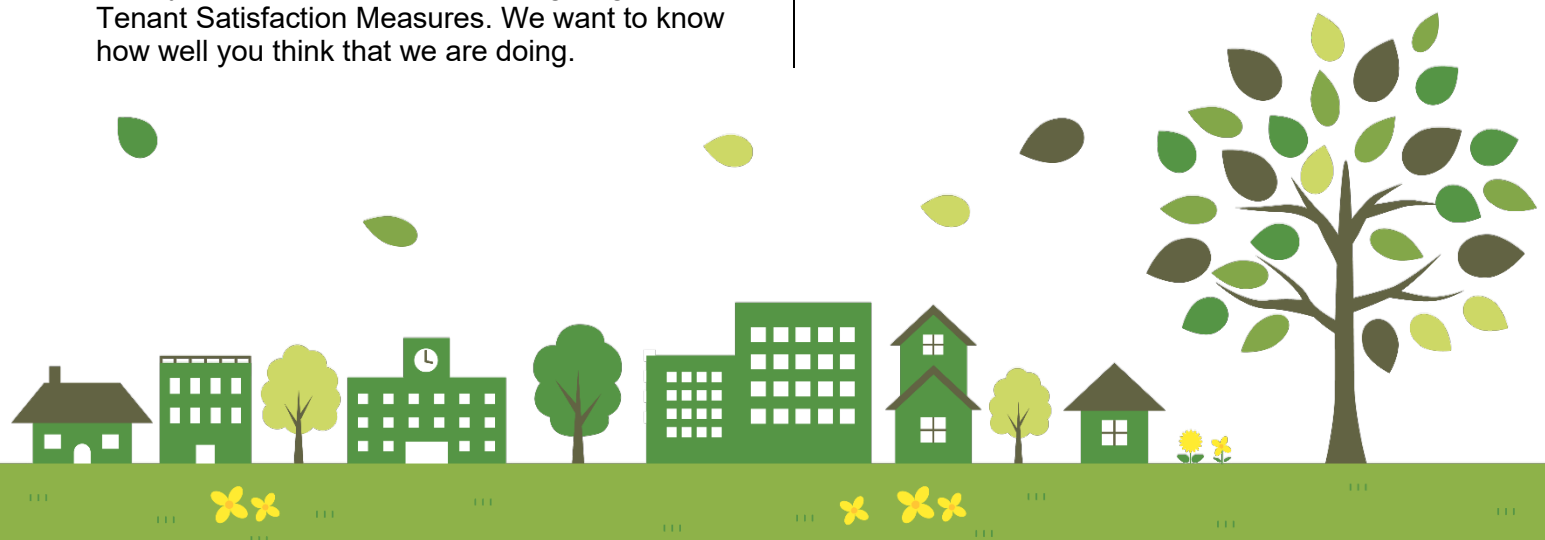
Our stock

As of 31 March 2023, our stock included:

- 6,392 Council homes
- 1,089 leasehold properties
- 1 hostel (54 rooms)
- 2 houses in multiple occupation (7 rooms)
- 2,102 garages

Collectively we have:

- provided 12 new affordable homes for people on our housing register as part of our building programme
- managed a housing register of 1,276 applicants
- rehoused 415 households including 57 mutual exchanges
- helped 16 households to buy their home through Right to Buy
- replaced 320 boilers
- collected £36.6 million in rent due.



1. **How are we changing**

2022-23 was a year of changes for the Housing Teams in Epping Forest District Council (EFDC) and we will keep our structures and ways of working under review, with tenant and leaseholder feedback.

What we have achieved in 2022-23

We have brought together the Council's Anti-Social Behaviour (ASB) function into a Safer Communities team that includes investigative and enforcement officers. This team works across functions that include ASB and environmental enforcement; therefore, issues that so frequently overlap can be investigated and hopefully resolved quickly and efficiently.

Our services for older people have been reshaped to a more modern approach that better fits the needs of an ageing population.

Overall, we are aiming for the best value for money, combined with a neighbourhood approach, to offer the best service for customers. We want to get more of our residents involved in their area in terms of ideas for improvement and assessing how well we are doing and will be recruiting residents to support their local area.

What is planned for 2023-24

We will be reviewing the Housing Revenue Account to address the increasing burden of regulation and to ensure it is focused on meeting local need. We are also looking for opportunities to release income from sales to support new development.

To provide a more holistic service for our tenants, the Neighbourhood team and Estate & Land team will come together to form the Tenancy & Estate team. This will provide tenants with a single point of call for tenancy and estate queries. The team will be based at the Limes Farm Office and customers are able to visit in person when needed.

We will continue to review and adjust our services as necessary, including using feedback from residents.

2. **Keeping your home safe**

Tenants and lessees being safe in their homes is of paramount importance to EFDC, in particular the issue of damp and mould. We have published advice for customers on [Damp and mould](#) to help mitigate the problem where it appears in residents' homes, and how to report it when necessary.

What we have achieved in 2022-23

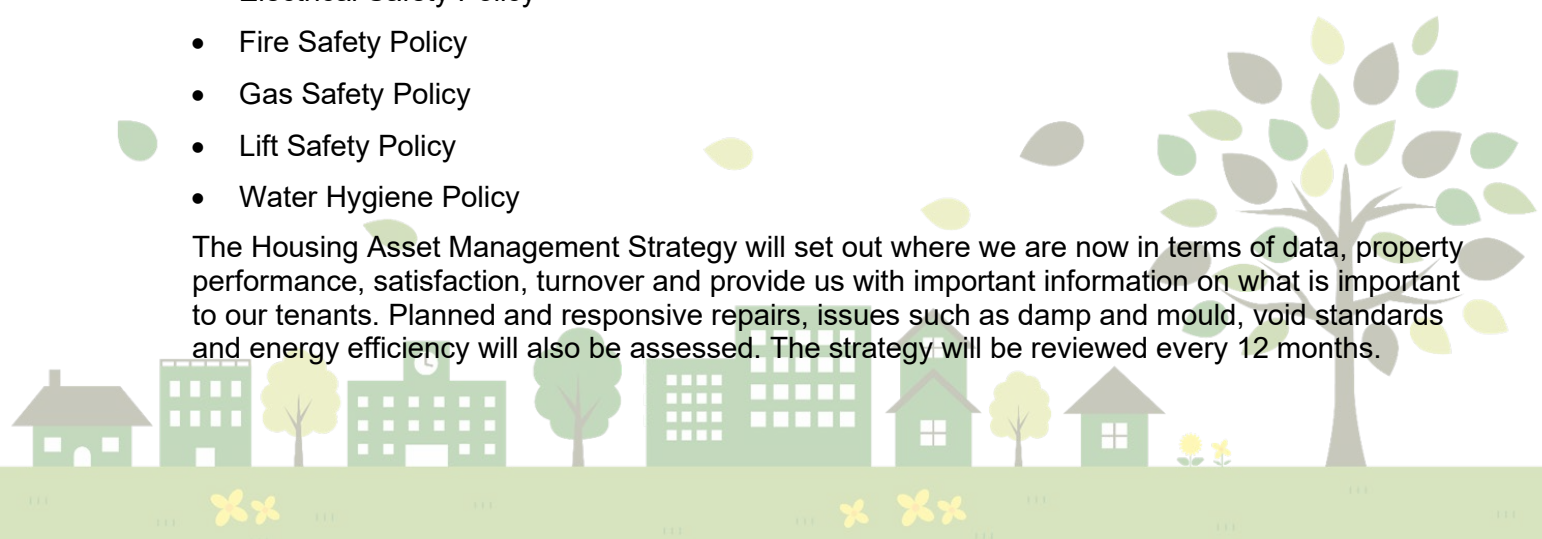
In 2022-23 we let the contract for a major stock condition survey which will assess the condition of 50% of our housing. The stock condition survey will enable us to plan effectively the work required on your homes over coming years. We plan to have a similar survey carried out for the remainder of the stock in 2024.

What is planned for 2023-24

We will finalise the Housing Asset Management Strategy and six key policies to ensure the safe management of:

- Asbestos Safety
- Electrical Safety Policy
- Fire Safety Policy
- Gas Safety Policy
- Lift Safety Policy
- Water Hygiene Policy

The Housing Asset Management Strategy will set out where we are now in terms of data, property performance, satisfaction, turnover and provide us with important information on what is important to our tenants. Planned and responsive repairs, issues such as damp and mould, void standards and energy efficiency will also be assessed. The strategy will be reviewed every 12 months.



3. **Energy Efficiency Retrofit programmes**

The first of these is due to start in 2023/24 as part of a series of projects between now and 2050 to make our homes ready for the Government's net zero target. These are partly funded by national programmes supporting landlords to achieve net zero.

What we have achieved in 2022-23

No activity under these programmes was funded in 2022/23; however, our existing work under planned programmes continued to seek improvements in energy efficiency. This includes, for example, new or upgraded heating systems and new double glazing. The tables later in this report provide more detail.

What is planned for 2023-24

We will be carrying out retrofit assessments at the 132 homes included in our energy efficiency retrofit project, part funded by the Social Housing Decarbonisation Fund (SHDF). These homes are some of our least energy efficient and will benefit from improved insulation, heating systems and photovoltaic panels as appropriate. The work will ensure the homes achieve a minimum energy efficiency performance of EPC band C. Subject to contract, the work will be delivered by E.ON. and we expect to the project to complete in March 2025.

4. **Repairing and maintaining your home**

Qualis provide the Council's repairs service to our tenants. This covers day to day repairs, planned maintenance and emergency repairs plus gas heating and hot water services. Qualis are wholly owned by EFDC and manage many aspects of our work.

What we have achieved in 2022-23

Last year Qualis carried out over 15,000 responsive repairs and an additional 6,000 heating repairs in your homes. Qualis significantly increased their workstreams for improving heating and replacing bathrooms and kitchens. They also undertook energy efficiency works and took on electrical testing and gas servicing and repairs. 93% of tenants said they were satisfied with the services provided by Qualis and 86% of repairs were completed during the first visit. Qualis also refurbished over 300 void properties, ensuring they were ready for letting to new tenants. During this period, the supply of materials and components continued to be an issue for the maintenance industry and Qualis have looked at how they can strengthen their supply by adding new providers.

The customer experience was also enhanced by introducing a webchat facility, giving tenants an alternative way to report their repairs and contact Qualis.

What is planned for 2023-24

The programme of planned works for replacement kitchens, bathrooms, will continue and Qualis are taking on more and more planned work. By the middle of 2023/24 we expect that around 40 significant renewals a month will be completed, including new kitchens, bathrooms and re-wiring of some homes. We anticipate over £11.5M will be invested in works to keep your homes and communal areas safe. Qualis will also take on major and minor disabled adaptations to support people to live independently in their own homes and communal redecoration work. One of the most significant plans for 2023/24 will be the transfer of grounds maintenance from the Council to Qualis, which will include communal areas around our housing.

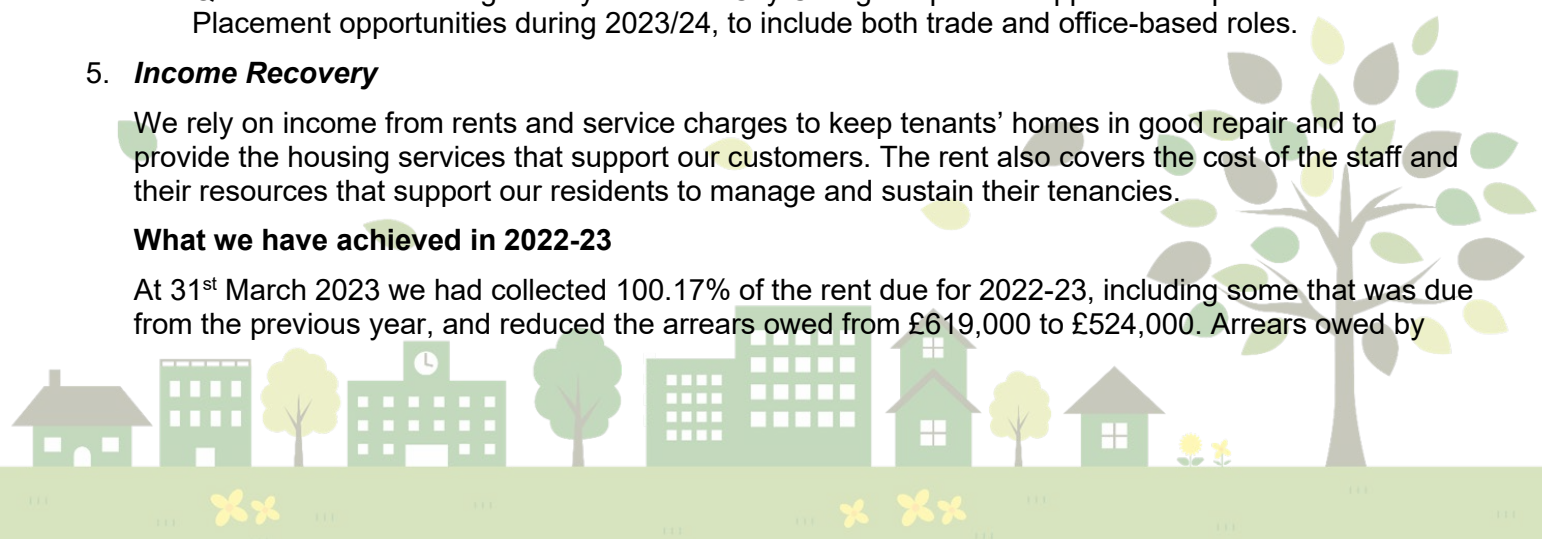
Qualis are also working closely with New City College to provide Apprenticeship and Work Placement opportunities during 2023/24, to include both trade and office-based roles.

5. **Income Recovery**

We rely on income from rents and service charges to keep tenants' homes in good repair and to provide the housing services that support our customers. The rent also covers the cost of the staff and their resources that support our residents to manage and sustain their tenancies.

What we have achieved in 2022-23

At 31st March 2023 we had collected 100.17% of the rent due for 2022-23, including some that was due from the previous year, and reduced the arrears owed from £619,000 to £524,000. Arrears owed by



former tenants is now being dealt with by our corporate debt team. We also launched a campaign to encourage tenants who are finding it difficult to manage their rent and service charges to seek help and we are making communication with us easier. This includes improving the letters we send and promoting a wider range of digital services such as email, text, and the Council website.

What is planned for 2023-24

We need to maintain our support for customers to pay their rent and service charges and encourage them to contact us if they are facing financial difficulties. With the move towards universal credit migration, a lot of customers will now be responsible for paying their rent to us directly. We will be supporting our residents with information to complement that from the Department of Work and Pensions and enable residents to self-refer if they need any assistance in budgeting or otherwise maintaining their rent. We will also embark on a training programme for staff to enable them to provide direct support for our customers, working with other agencies whenever appropriate. Our aim is to sustain tenancies and avoid legal proceedings whenever possible.

6. Services for Older People

Our housing and services for older people continue to receive attention, as the number of elderly residents increases. We aim to provide options that help people to retain independence for as long as possible and keep a range of housing options for older people. The new support model for tenants in independent living accommodation is allowing staff the capacity to introduce new social activities on the schemes, supporting residents' mental health, combatting loneliness, and building communities on our schemes. We will keep this under review with residents to ensure it meets their expectations.

The refurbishment of independent living schemes is showing positive results with more residents spending more time in the communal lounges, socialising more, and engaging with neighbours that they may not have known in the past.

What we have achieved in 2022-23

Following consultation in 2022 we introduced a new support model for independent living, one that is flexible, and needs led. Some residents continue to receive a welfare check, and these are now targeted only to those that need them, allowing independent living officers to spend more time with those residents with genuine support needs. We have moved to one phone number and one email address for all our residents so they can be more certain of reaching the support and advice they need.

Scooter stores have been installed at Jessop Court and Hyde Mead House to meet the increasing demand for such stores. We converted unused garages that were targets for fly tipping into good quality stores with security and power.

What is planned for 2023-24

We will finalise a strategy for Independent Living for Older People and continue to review the new service we offer. We will also start a programme to convert lounges that are not used into more homes, initially creating five new properties. The upgrade to a new emergency call system will start and we will refurbish more schemes based on the work set out in the new strategy. We will hold another Flowers in Bloom competition and carry out further consultation on our support service.

The refurbishment of Hyde Mead House will be completed using a colour scheme that complements the brick work that is a feature of the scheme. We are using vinyl flooring that is safer for our residents and will be easier to clean than carpets, plus new signage and artwork throughout.

We need to upgrade the alarm systems across our Independent Living schemes and for people with dispersed alarms in the wider community. This is due to the analogue telephone signal being discontinued in December 2025 and, the alarm monitoring contract coming to an end in November 2024. A feasibility report to help to help plan the transition will be completed in 2023.



7. Meeting Housing Needs

A new allocations scheme for letting our properties went live in September 2022 and we are assessing what impact the changes are making. We expect increasing pressures on our limited supply of homes from the various demands for affordable housing in the District, which continues to outweigh the supply. We continue to expand the specialist support we provide to households at risk of or experiencing homelessness; including the Mental Health Navigator introduced in 2021.

What we have achieved in 2022-23

The new allocations criteria enabled us to achieve a better balance in how the supply of housing is used. Improvements, comparing 11 months of the new schemes with the equivalent last year, have included:

- Rationalisation of the numbers of applicants in the medical bands – down from 148 to 87 and housed more applicants with a medical need than previously.
- An increase in the number of lettings to homeless households – up from 61 to 92
- A reduction in the number of properties let to households who require one more bedroom.

We have also carried out a further 137 property inspections in private sector homes so the owners can offer them to refugees and helped 37 of our households to move to another social housing provider through mutual exchange.

As part of the Rough Sleeper Initiative consortium, we began the next three-year funding initiative for delivery of services to reduce the numbers of rough sleepers. We will use a combination of prevention and this funding to support people off the streets. 25 rough sleepers, 7 of which had no local connection, have been directly supported, and a number of them have moved into accommodation.

The Mental Health Nurse has now had NHS commitment to further funding, a recognition of the value of the work of that role.

Churches Homeless Emergency Support Scheme (CHESS), our rough sleeper outreach providers, work in collaboration with EFDC to support people on the streets and move into temporary and other accommodation. We have a four-bed house which is used to get potential new tenants ready for a new home, through life skills training and support on how to manage a tenancy. Customers flow through this facility to permanent accommodation once they are ready to move on.

We recruited a Job Coach in October 2022 to support residents into work with practical help around CVs and job searches, see JP's story on this page.

What is planned for 2023-24

An annual review of allocations and lettings will enable officers and Members to adjust the allocations scheme if necessary and assess the impact of our work to alleviate housing need.

We will be recruiting a Tenancy Sustainment Officer to combat tenancy failure and homelessness through early intervention. This role will work across several groups of customers, including households on the housing register who may struggle to afford housing.

JP's Story

JP had a previous employment history but was struggling to put together a good CV and was struggling to get help. Our job coach was able to improve JP's CV and, with support she was successful in securing a home-based job. A home-based job also matched JP's requirements around childcare and schooling. The job coach is now helping JP look at educational courses to support her in seeking the job/career that she wants for the future.



8. **New homes**

What we have achieved in 2022-23

We delivered 12 units between April and June from our phase 4.1 and 4.2 programmes. We received Homes England grant funding (4.2) and have had a successful audit of our grant allocation and compliance with HE agreement. This has put us in a good position for further grants.

We continue to support refugees through the Local Authority Housing Fund (LAHF) project, we expect to be able to deliver some larger properties for extended families as well some smaller units.

We have submitted planning applications as part of our future building programme and have specifically included requirements for homes built with high standards of energy efficiency. We are committed to delivering on our Council Housebuilding Programme and will continue to work alongside our strategic partners to deliver more affordable housing to try and alleviate some of the pressure on housing need within the district.

What is planned for 2023-24

Within our programme we will deliver another 15 units for affordable in phase 4.3 of the development programme (Council House Building Program) for affordable rent at our Pentlow Way and Woollard Street. Seven planning applications for our phase 5 programme will be submitted for up to 23 units with the final number to be confirmed based on available funding. Our partnership with CHP will deliver 16 Affordable rent units, due for completion in March 2024. With Network Homes we will deliver 8 affordable rent homes, and a total package of 85 affordable and shared ownership units over the following two financial years.

With our strategic partnership with B3 Living we are aiming to complete 18 new homes, a mix of affordable rent (4) and shared ownership (14). These are going to residents either living or working in the District. We are also working with another strategic partner, Network Homes, to deliver 85 units across two sites, the first phase will start in 2024 and the remainder in the following year.

Work is also well underway on the Local Authority Housing Fund (LAHF) Project which supports local authorities to obtain and refurbish housing. Our first refurbished property will be ready in September 2023 and we have a further 5 homes to be worked on.

9. **Safer Neighbourhoods and Communities**

The Council has an experienced team of investigators across the range of environmental matters and anti-social behaviour (ASB). We promote these services through action days, working with the Police and other agencies, and we need our residents to work with us to report and combat nuisance and crime.

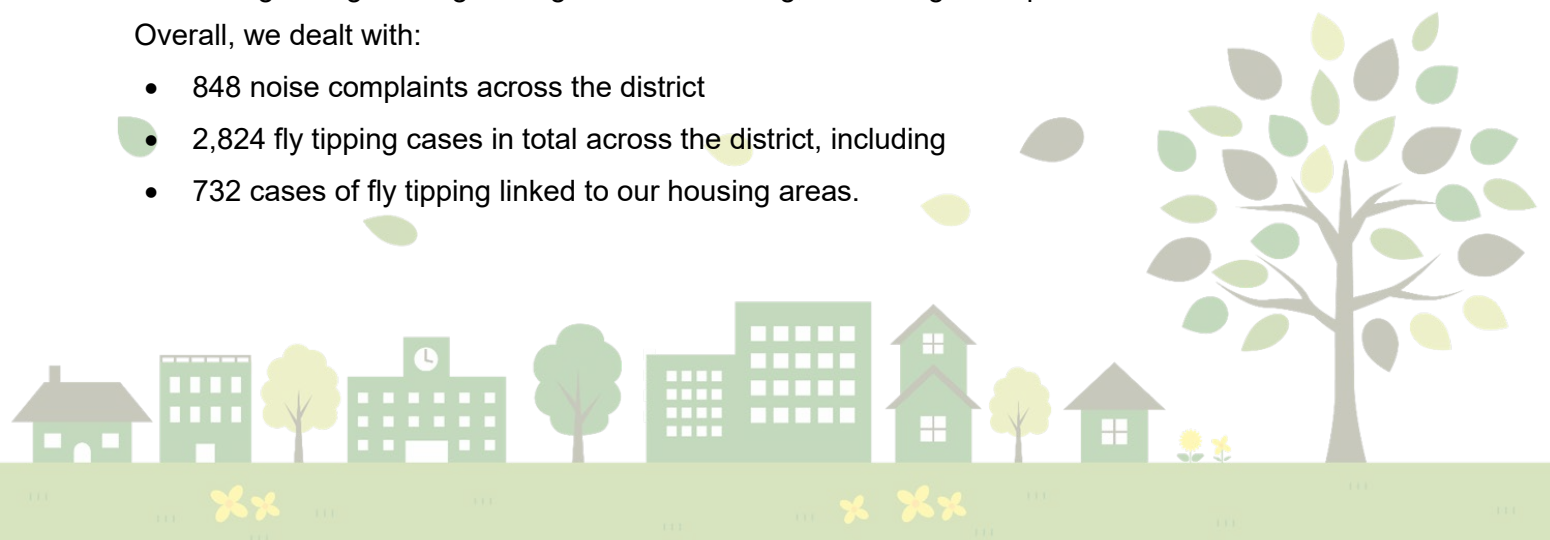
What we have achieved in 2022-23

We have brought together officers from different teams into a Safer Communities Team who can work with key partners and others to help keep our local areas safe places to be. This Team carries out initial investigation of ASB allegations and issue warnings. They also work with the Tenancy and Estate Officers who will prepare and serve enforcement notices where necessary.

The Neighbourhood Response Team issued 82 Fixed Penalty Notices resulting in fines amounting to £8,170 and several waiting on court action. ASB Awareness Week included work such as bike marking and intelligence gathering in drugs use and dealing, cuckooing and open ASB cases.

Overall, we dealt with:

- 848 noise complaints across the district
- 2,824 fly tipping cases in total across the district, including
- 732 cases of fly tipping linked to our housing areas.



What is planned for 2023-24

We will begin to deliver a range of estate projects at Ninefields, Waltham Abbey through a two-year Home Office Safer Streets Fund. This funding is specifically intended to prevent violence against women and girls as well as making streets safer overall. It includes such measures as new and improved bin stores to help combat fly tipping and fixed and temporary CCTV to deter ASB and gather evidence.

We will again highlight anti-social behaviour in ASB Awareness Week in July 2023 with community safety days across the district. We are also planning for action days our estates, including at Ninefields, Broadway and Limes Farm. These include a range of EFDC teams as well as the Police and other statutory partners.

10. *Cleaner and Greener Neighbourhoods*

What we have achieved in 2022-23

The Council supported Epping Forest Youth Council by providing them with equipment to take part in The Big Bag Challenge; an initiative by Keep Britain Tidy. Members of the Youth Council, supported by several organisations, collected 17 bags of litter along with a few larger items from the river and locks in Roydon.

The Caretaking and Cleaning team have received good feedback from supporting 20 low level hoarding cases. The team have worked with residents to help clean their properties and support them to maintain this going forward. Higher level hoarding cases are referred to our specialised hoarding contractor, Clouds End, who work with residents for a long-term solution to address the support needs of the customer as well as the needs of the property. This two-tier approach allows for a personalised service for each individual as well as serving value for money.

Our Caretaking and Cleaning team has continued to remove graffiti throughout the district in 2022/23, including removing some from an Independent Living Scheme.

What is planned for 2023-24

We will continue to invest in new equipment enabling us to carry out specialised work, for example weed spraying equipment and graffiti cleaning equipment. We are again increasing the graffiti cleaning capacity of the Council, enabling us to remove offensive graffiti as quickly as possible.

Our housing teams will work in partnership with the Community Safety teams to support upcoming events, such as ASB awareness week; this will include community safety days where caretakers will assist community officers and the Police on walkabouts to remove any visible graffiti.

Work will continue on establishing rules and charges for skip companies wishing to position skips on the Council's housing land. A new process will be introduced, starting with a paper-based application form, with a view to moving to an online application process.

A hoarding forum is being established in West Essex, we will be active in the forum and look forward to hearing best practice.

11. *Involving and empowering our residents*

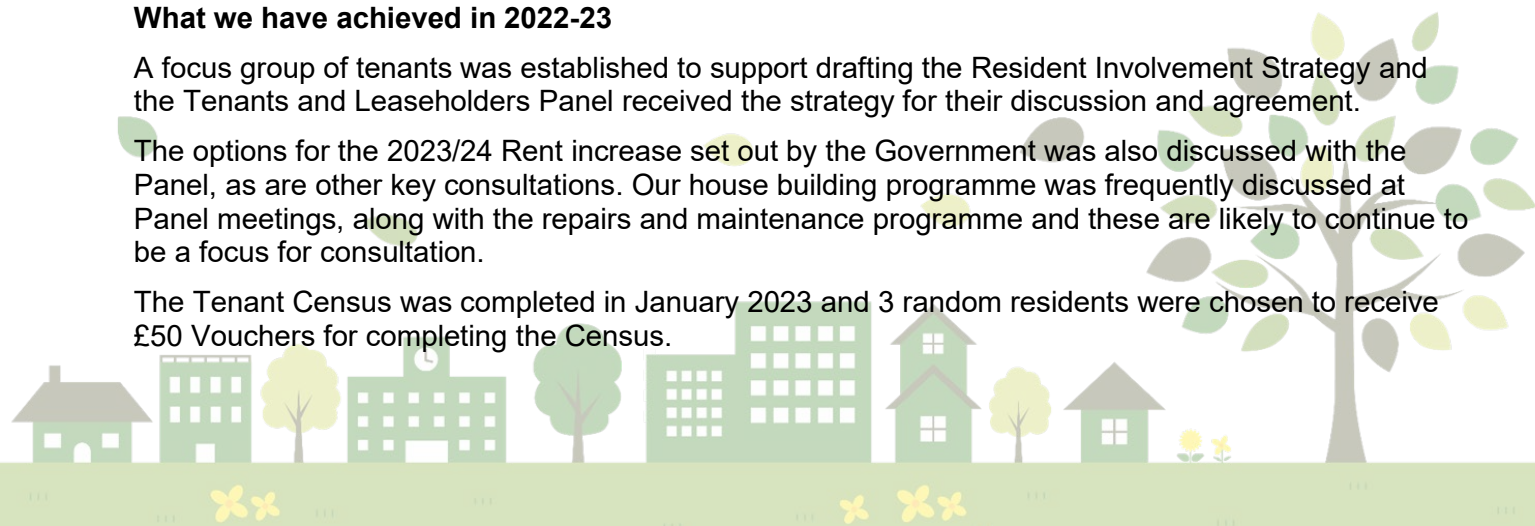
We are engaging with residents through a Tenant and Leaseholder Panel, annual surveys, the Youth Council and consultations on specific projects we are developing.

What we have achieved in 2022-23

A focus group of tenants was established to support drafting the Resident Involvement Strategy and the Tenants and Leaseholders Panel received the strategy for their discussion and agreement.

The options for the 2023/24 Rent increase set out by the Government was also discussed with the Panel, as are other key consultations. Our house building programme was frequently discussed at Panel meetings, along with the repairs and maintenance programme and these are likely to continue to be a focus for consultation.

The Tenant Census was completed in January 2023 and 3 random residents were chosen to receive £50 Vouchers for completing the Census.



What is planned for 2023-24

The survey to test levels of satisfaction under the Social Housing Regulator's Tenant Satisfaction Measures will be carried out, with results published in 2024.

We will formally agree the Resident Involvement Strategy and prepare a delivery plan to bring the Strategy to life. We will launch a programme to recruit Street/Block representatives to embark on improving customers lives and creating a better understanding of our residents and their needs.

The Tenants and Leaseholders Panel are also keen to monitor and engage in discussions with Qualis regarding the repairs and maintenance programme that Qualis currently provide. The Panel are also keen to take a similar approach on complaints and complaints processing and we will be discussing how best to put this in place.

Several groups including focus groups and task and finish groups are to be set up to look at specific issues regarding EFDC's policies and procedures.

In our Independent Living Schemes we will continue with the programme of Chatterbox meetings. These have been set up for all 12 schemes to take place quarterly until April 2024. One to two tenants from each scheme are to create an Independent Living Forum starting in Autumn 2023.

12. **Back to Basics Estate Improvement Scheme**

In 2022/23, we reviewed our approach to estate development and brought in a programme of Back to Basics Improvements. Under this programme we consult our tenants and leaseholders on their priorities for expenditure on the areas where they live. Officers work with the Tenant and Leaseholder Panel to produce options for improvements, focussing on fixing the basics. Tenants and Leaseholders will be asked to select their top three priorities from the list and a programme of works will be put in place.

What we have achieved in 2022-23

The Limes Farm Estate regeneration project will be started and is due to complete in the spring of 2024. The project involves roof repairs, replacement doors and windows, external repairs and redecorations, a new outdoor gym and landscaping. This is a £6M project that will improve the area for residents of the 13 blocks that make up Limes Farm.

In January 2023 Councillor Holly Whitbread, Cabinet Member for Housing said about Limes Farm:

Engagement with residents and stakeholders over the past 18 months has been amazing.

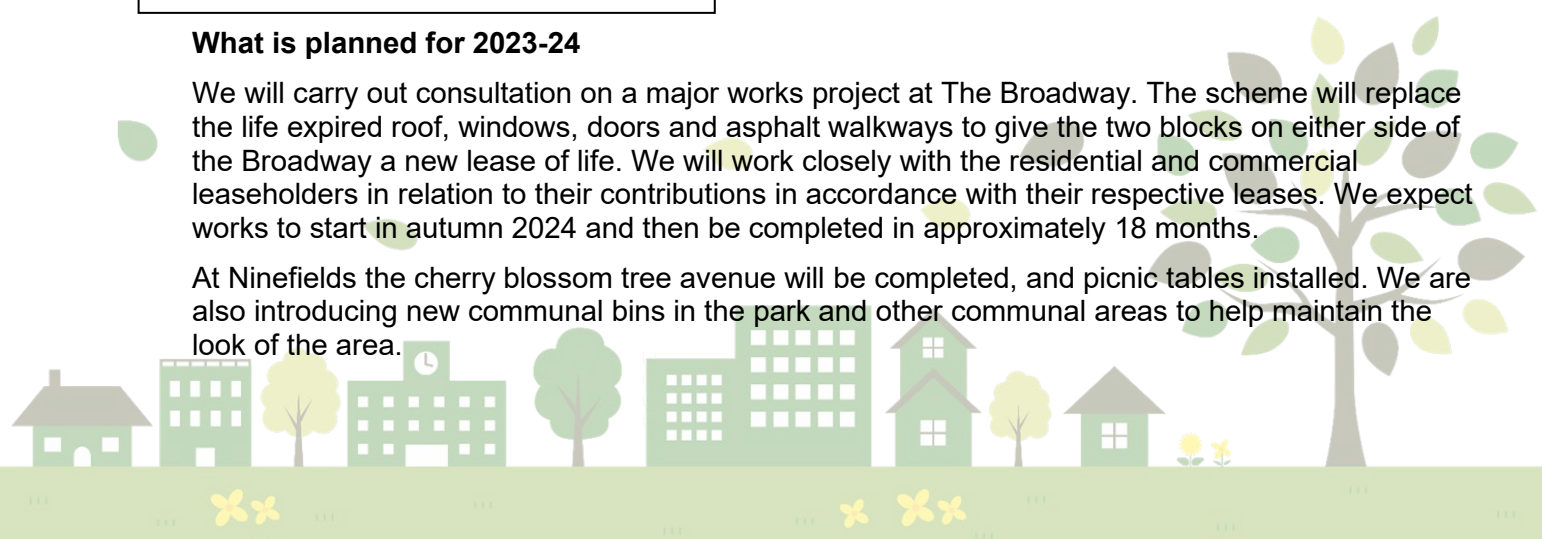
We established a residents' focus group to help steer the design phase, better understand resident issues, and help with the flow of information back to residents from the project.

As part of our work to improve the communal living environments for our residents, and enhance health and wellbeing in the area, a new play area was built in Nine Fields for children aged between 2 to 12 years old. The opening event had over 300 residents in attendance and included several activities for participants to take part in such as skateboarding and Play in the Park.

What is planned for 2023-24

We will carry out consultation on a major works project at The Broadway. The scheme will replace the life expired roof, windows, doors and asphalt walkways to give the two blocks on either side of the Broadway a new lease of life. We will work closely with the residential and commercial leaseholders in relation to their contributions in accordance with their respective leases. We expect works to start in autumn 2024 and then be completed in approximately 18 months.

At Ninefields the cherry blossom tree avenue will be completed, and picnic tables installed. We are also introducing new communal bins in the park and other communal areas to help maintain the look of the area.



We will be reviewing how the Back to Basics funding is allocated and, potentially, allocating funds by area and placing responsibility on the Tenancy and Estate Officers to identify improvements that make a difference to residents and the appeal of where our customers live.

13. **Reaching out on the internet**

In the District we are ahead of national progress in the provision of good broadband. A report by Citizens Online in July 2019 has initiated the Council's overall programme. In addition, BT Openreach have identified the Council's housing blocks that could have high speed broadband fitted.

What we have achieved in 2022-23

Our work with Open Reach to establish a fibre broadband link to every single block (called Multi-Dwelling Units (MDU)) which will be extended to every property within that block. Residents will have the choice of whether to take up the service or not and will have a choice of broadband providers.

What is planned for 2023-24

We hope that in 2023/24 we may be able to develop a programme for one of our Independent Living Schemes, Hyde Mead House. If a budget can be found, we hope to add broadband access to the communal areas for the use of all residents. This arrangement is still being explored and we will update in future Annual Reports.

14. **Home Ownership**

The home ownership service provides support and help to our lessees. They also support tenants who wish to explore or progress their Right to Buy and manage the Council's obligations in the sales process. The home ownership service is responsible for the service charges within the HRA, for all tenures.

What we have achieved in 2022-23

In 2022-23 we received 26 new Right to Buy applications and 16 sales were completed. The estimated and final accounts were received on time by our customers, and we continued to effectively manage major work and service charge accounts for 1,089 lessees.

We supported leaseholders on the Limes Farm Estate, which is undergoing a package of major works and enhancements, to understand the processes and responsibilities that affected them under their lease. We are introducing Council funded loans, a new programme, to assist our leaseholders with the costs involved.

What is planned for 2023-24

We will finalise Home Ownership Strategy in 2023-24 and ensure that leaseholders are signposted to the Leasehold Handbook, which is updated regularly. We will also contact all new lessees to make sure they know about the Tenant and Leaseholder Panel and encourage them to join or otherwise engage with the Panel.

We will also prepare for further improvement and enhancement projects in terms of support for leaseholder affected.

15. **Shared Ownership**

In future there will also be a need for some services for owners who have taken a share of their property. Discussions are underway about where the shared ownership service fits best within EFDC services.

What we have achieved in 2022-23

In partnership with housing associations, we created 41 new homes for Epping Forest and started a programme of shared ownership homes.

What is planned for 2023-24

We will continue to work with partners to create new homes to help address housing need in the District. Our partnership with Network Homes will deliver 14 Shared Ownership units 2023/24 with more planned for 2024/25 and 2025/26.



Complaints

We always want to provide you with the best possible service; however, we appreciate that sometimes things can go wrong. If there is a problem, we would ask you to tell us so that we can investigate, put things right and learn from it. This will help us to continuously improve our service to you.

Complaints in 2022/23

We updated our complaints policy in October 2022 and the full version is on the Council's website at Comments, compliments and complaints - Epping Forest District Council (eppingforestdc.gov.uk).

Housing assets & maintenance, management, and homelessness & allocations complaints

Complaints by Subject

Subject	Number in 2022/23
Repairs	31
Planned works	66
Failure to provide a service	57
Poor communication	20
Poor conduct (staff or contractor)	25
Unhappy with policy decision	20
Totals	219

Main cause of complaints

Main cause	Number in 2022/23
Dissatisfaction with repair or delayed repair	48
Meeting customer expectations	93
Failure to provide a service	11
Poor communication	9
Poor conduct (staff or contractor)	18
Open/Other (e.g., withdrawn)	40
Totals	219

In terms of complaints being upheld or not, we upheld or partially upheld 82 (37%) of the 219 complaints received in 2022/23 at stage 1.

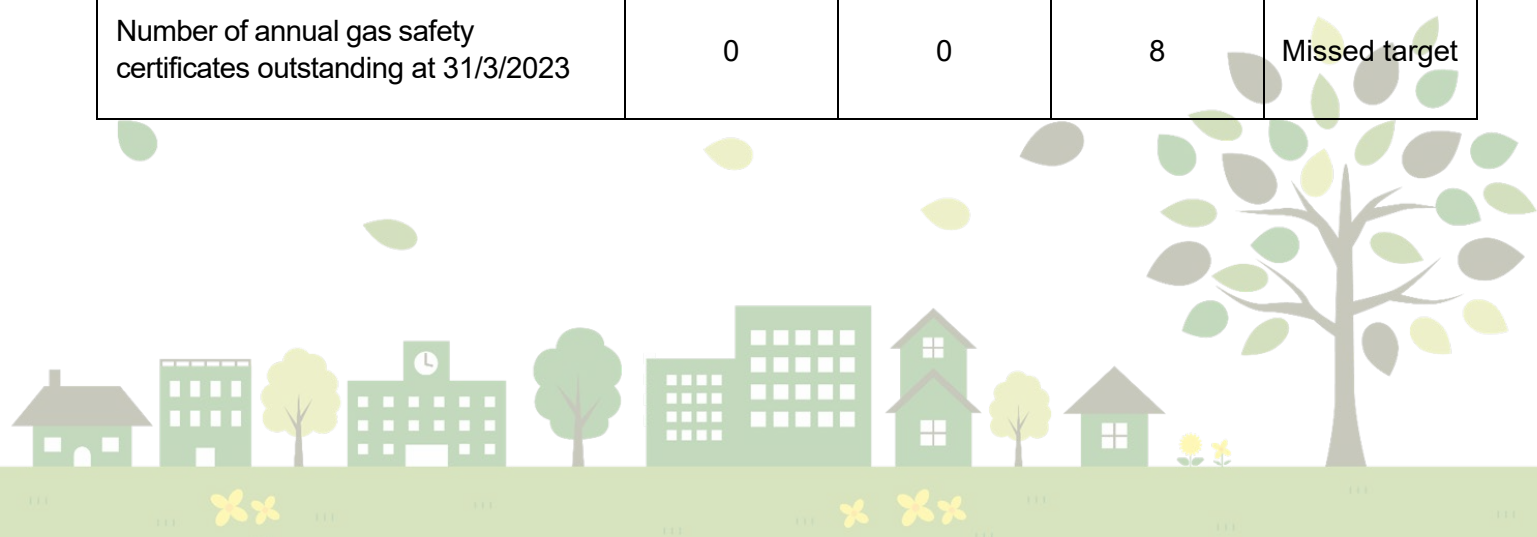
20 cases went to a stage 2 investigation and 5 (25%) were partly or wholly upheld. 11 cases were referred to the Housing Ombudsman (these may have been considered by EFDC in the previous year) who found fault in 3 of the cases, 4 are still under review.



Our Performance

Our performance is closely monitored by staff, managers, and elected councillors. The table below shows selected measures and our performance over the last two fiscal years.

Indicator	EFDC Target	Performance 2021-22	Performance 2022-23	Performance against target 2022-23
Amount of rent collected as a proportion of rent owed in the year (using LAHS figures)	100%	99.9%	98%	Missed target
Number of evictions for rent arrears	N/A	5	4	N/A
Number of households occupying temporary accommodation at the end of the year	100	110	115	Missed target
Average number of calendar days it took to re-let a council property	30 days	49 days	52 days	Missed target
Average overall number of working days it took to complete a responsive repair	7 days	15 days	18 days	Missed target
Tenant satisfaction with the general standard of the repairs service	90%	94%	93%	Exceeded target
Average number of working days it took to complete major void works with a value of more than £1,500	22 days	20 days	26	Missed target
Percentage of properties that did not meet the Decent Home Standard at the end of the year	0%	2%	3.5%	Missed target
Number of annual gas safety certificates outstanding at 31/3/2023	0	0	8	Missed target



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 last year and plan to spend this year.

Works	Expenditure 2022-2023	Planned Expenditure 2023-2024
Gas, electric and air source heating	£1,832,768	£1,584,000
Electric rewiring and upgrades	£1,237,886	£1,000,000
Windows, doors & front entrance doors	£1,542,907	£2,300,360
Tiled and flat roofing	£364,066	£3,005,660
Water tank replacements	£0	£348,960
Kitchen replacements	£391,599	£3,967,401
Bathroom replacements	£484,237	£2,808,759
Door entry security systems	£306,222	£206,776

In the last year we also spent £413,000 on other capital projects including estate environmental works, structural work, and asbestos removal.

Energy Efficiency Works	Number completed in 2022-2023	Total cost
Cavity Wall Insulation	12	£16,317
Loft Insulation	32	£27,495
Total	49	£43,812

Adaptations

We can adapt Council properties to make them more accessible for tenants with disabilities. Here is a breakdown of disabled adaption works we undertook in 2022-2023.

Adaptation	Number completed in 2022-2023	Total cost
Graded floor showers	72	£414,401
Over bath showers	8	£26,050
Bathrooms	1	£3,600
Dropped kerbs/hard standings	4	£33,500
Ramps	16	£73,653
Stair lifts	16	£59,077
Through floor lifts	1	£16,326
Kitchen adaptations	4	£19,094
Property extensions (wet room & bedroom)	3	£119,692
Clos-o-mat toilets	4	£14,499
Other adaptations	13	£46,608
Total	142	£826,500



For further information, or to receive this report in an accessible format please contact the Housing Strategy Team by email at Housingstrategy@eppingforestdc.gov.uk

