

# Annual Engagement Meeting with Regulator of Social Housing

January 2026

# Agenda

1. Welcome and introductions
2. Setting the scene
3. Our Governance
3. Overview
5. Priorities for 2026/7
7. Regulator reflections on the first year of regulation of the Consumer Standards
8. Regulator update

# Setting the Scene: Key Messages

## Bindu Arjoon Chief Executive

- Senior Leadership Restructure aims
- LGR already seized the opportunity to focus on ensuring our housing services in the best possible condition for the new unitary
- Better outcomes for residents through investment and service transformation is at the heart of our LGR proposal for 4 unitary councils for Devon
- Housing is key



***Edwards Court our award-winning Extra Care Housing***

*LGR offers exciting opportunity to resolve long standing under provision of Extra Care Housing in Exeter*

# Governance – Council/ HRA

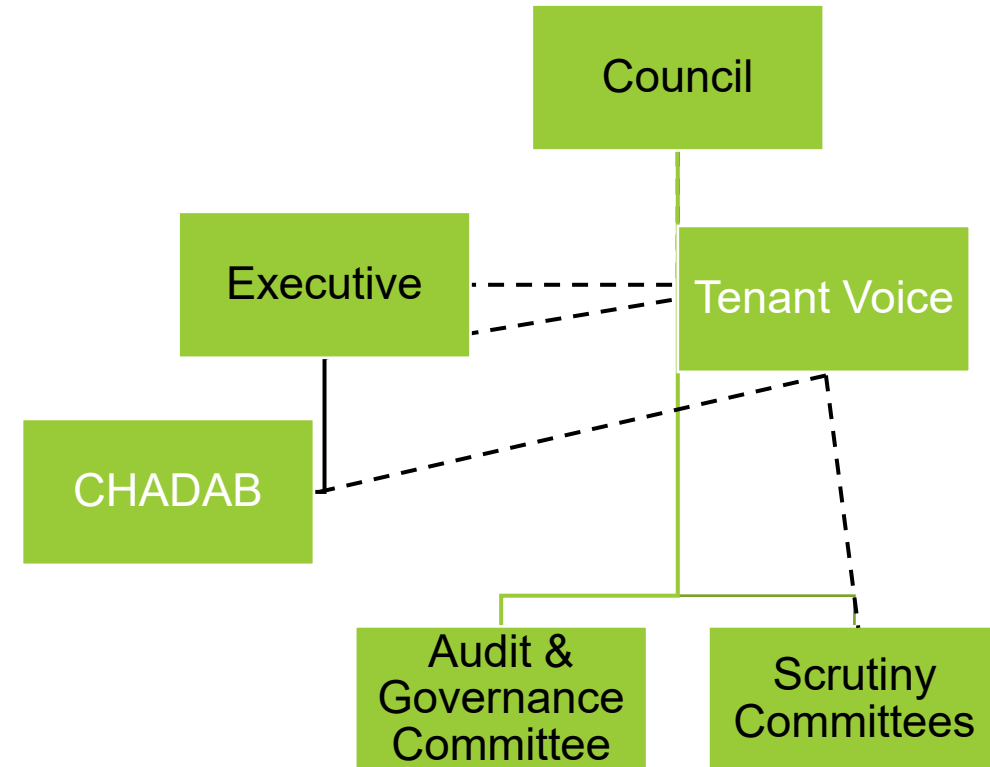
## **Cllr Marina Asvachin**

Portfolio Holder for Housing,  
Homelessness Prevention and  
Customer Service

## **Cllr Philip Bialyk**

Leader of the Council and Portfolio  
Holder for Council Assets

**Council Housing & Development  
Advisory Board** made up of tenants,  
portfolio holder, Councillors and  
external sector experts



# Overview Our Homes

## Tenant Services

Jo Yelland, Strategic Director People and Communities

James Turner, Interim Head of Service, Housing

## About Exeter



### Our Homes

- Population: 120,309 (2021 census) and @55,600 homes
- ECC the largest social landlord
- 4,737 homes and a further 1,094 leaseholders and 13 shared ownership houses
- 10.5% of the total homes in the city

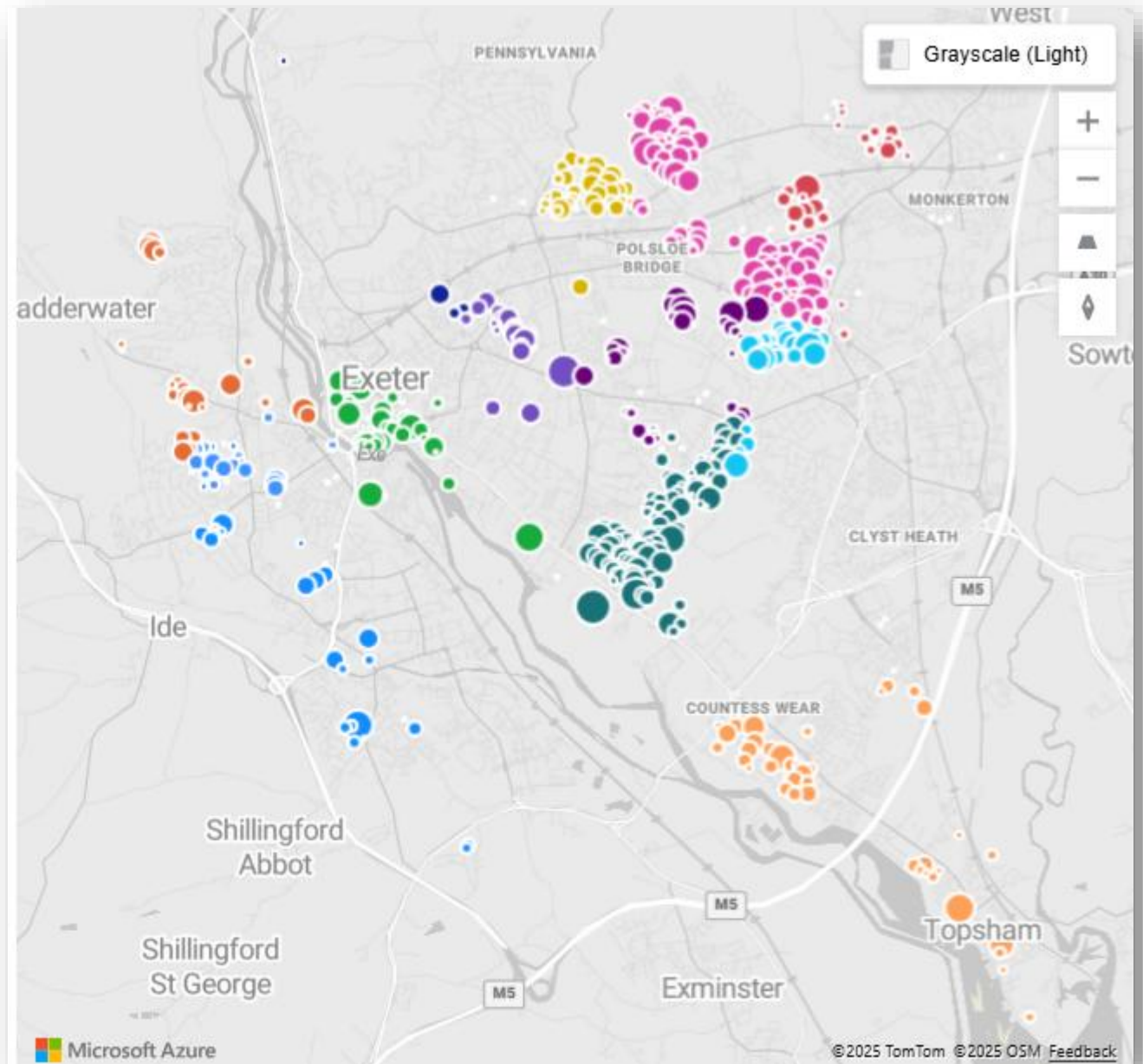
### Our Tenants

- 21% are under 40
- 35% are aged 40-60
- 44% of our tenants 60 + (22.4% 70+)
- Need profile is changing, younger single people



# Our homes are distributed across the city

Ward	Places
Alphington	195
Duryard and St James	29
Exwick	237
Heavitree	324
Mincinglake and Whipton	1069
Newtown and St Leonard's	212
Pennsylvania	253
Pinhoe	164
Priory	1058
St David's	385
St Loyes	316
St Thomas	146
Topsham	349
<b>Total</b>	<b>4737</b>



## Corporate Approach: Consultation & Engagement Strategy

1. Ensure decisions reflect the voices, experiences, and priorities of our communities.
2. Describe how we will listen, involve, and build trust with residents and stakeholders, embedding inclusion, transparency, and collaboration into everything we do.
3. Provides a consistent framework or delivering meaningful, effective, and accountable consultation and engagement.

## Corporate Approach: Digital Customer Strategy

1. A culture of excellent customer and digital service
2. Digital equality
3. Excellent customer and digital services
4. Prioritised, joined-up channels
5. One front door
6. Accessible information
7. Efficient Processes
8. Fit-for-purpose ICT infrastructure and systems
9. Well-maintained and secure data
10. Digital collaboration



# What this means in Housing

- Great track record to build on (LGA Peer Review 2023)
- Greater emphasis on targeted approaches
- More frequent pulse and opinion surveys
- Focus on diversity
- Investment in IT, Digital and Data
- Better integration across whole council: triangulation of data; getting more holistic view of the customer
- Introduction of My Exeter
- Tenant Portal linked to wider customer account
- More opportunities to self serve
- Work with Wellbeing Exeter to address Digital Inclusion



# Performance Benchmarking Headlines 24/25

- Overall, cost profile in line with peers
- However, due to contractor costs maintenance management, responsive repairs, and void works are relatively costly: **improved contract monitoring is in place**
- Repairs service operating well, with relatively high volumes completed, completion times in-line with peers, and high completions within target.
- Housing management function is relatively well-resourced; **this is being kept under review to ensure VFM:**
- Specialist rent & arrears team has delivered good outcomes and current arrears are low. **Director receives monthly rent arrears performance report**
- Number of vacant but available to let properties remains low and re-let times hover around peer and sector medians. **Spotlight on this as there are some long outliers.**
- Complaints volumes have risen but are now more in-line with sector averages, and resolutions within target are high. However, TSM score on complaints has fallen **corporate spotlight on complaints in 26/27.**
- ASB volumes remain roughly in-line with peers and TSM score has improved. **We have refreshed policy and training and will be reviewing workforce skills and competencies in this area in 26/7**
- Overall tenant perceptions have improved, with only 2 TSMs showing a marginal decline on last year.

# Performance – TSMs Annual Data 24/25

(National Median figures in brackets)

Measure Code	Description	2023/24 (%)	2024/25 (%)
TP01	Satisfied with overall service from ECC as their landlord	70% (71%)	76% (72%)
TP02	Satisfied with overall repairs service	75.2% (72.3%)	78.2% (73.6%)
TP03	Satisfied with time taken to complete most recent repair	72.4% (67.4%)	80.9% (69.5%)
TP04	Satisfied that home is well maintained	73.0% (70.8%)	77.7% (71.5%)
TP05	Satisfied that home is safe	79.2% (76.7%)	80.6% (77.6%)
TP06	Landlord listens to tenant views and acts upon them	64.6% (60.0%)	61.6% (61.6%)
TP07	Landlord keeps tenants informed about things that matter	69.5% (70.3%)	73.3% (72.0%)
TP08	Landlord treats tenants fairly and with respect	80.3% (76.8%)	81.2% (77.9%)
TP09	Complaints handling satisfaction	34.8% (34.5%)	30.0% (35.5%)
TP10	Communal areas clean and well maintained	53.5% (65.1%)	62.9% (66.7%)
TP11	Landlord makes a positive contribution to the neighbourhood	50.0% (63.1%)	66.8% (64.6%)
TP12	Satisfaction with landlord's approach to handling ASB	53.4% (57.8%)	55.5% (59.5%)

## Improvement Actions TP06 Listening & Acting

- 'You said, we did' actions in the Tenant Annual Report 2024/25
- Increased the number of housing outreach surgeries
- Held a Tenant Focus week
- Improved feedback from tenants using transactional surveys
- Co-produced the content for the Tenant Magazine with Resident Communications Panel

## Improvement Actions TP09 Complaint Handling

- Refreshed staff training
- Held complaints clinics to improve learning from complaints
- Increased the frequency of tenant-led Complaints & Performance Group
- Updated the Complaints policy in response to a review by the Housing Ombudsman
- Completion of Housing Ombudsman Self-Assessment Report
- Monthly report for Strategic Director and PFH as Member Responsible for Complaints
- Learning is feeding into new approach to complaints council wide

# Overview Our Homes

## Asset Management

Adrian Pengelly, Strategic Director Operations

Michelle Davidson Head of Service, Asset Maintenance



# Our Homes - Asset Management Approach

1. Enhance and use our asset data to make better decisions
2. Reduce the carbon footprint of our assets
3. Invest in our assets, neighbourhoods and estates to create thriving communities where people are proud to live



Edwards Court

Southlands  
Community Hub



## Our homes – Stock Profile

Places by type and no. of bedrooms

Type (grouped)	0	1	2	3	4	5	Total
Bedsit	143						<b>143</b>
Bungalow		137	107	10	1		<b>255</b>
Flat		1311	877	8			<b>2196</b>
House		4	517	1341	85	8	<b>1955</b>
Maisonette		3	104	81			<b>188</b>
<b>Total</b>	<b>143</b>	<b>1455</b>	<b>1605</b>	<b>1440</b>	<b>86</b>	<b>8</b>	<b>4737</b>

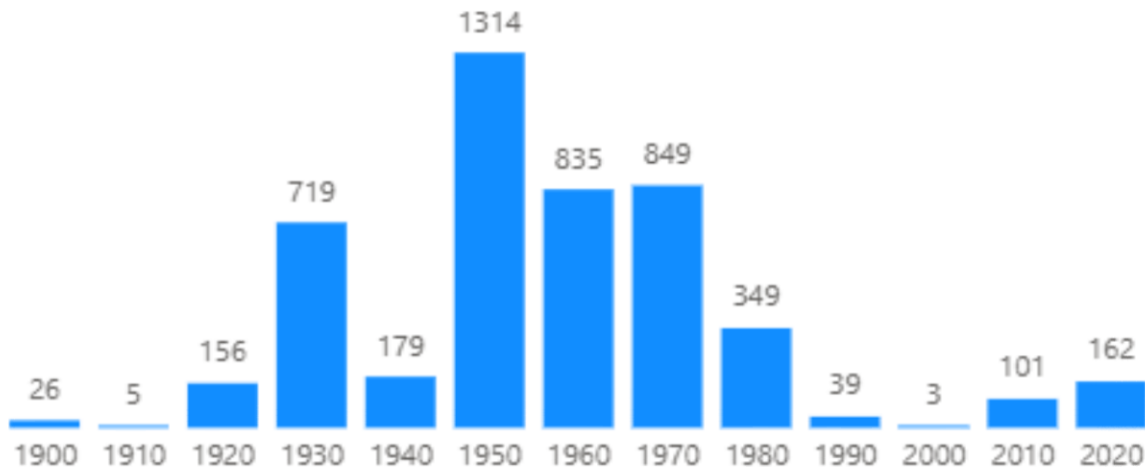
Attributes

Provision	Places
Extra Care Accomodation	53
General Needs	4079
General Needs (Over 55)	18
Shared Ownership	13
Sheltered	574
<b>Total</b>	<b>4737</b>

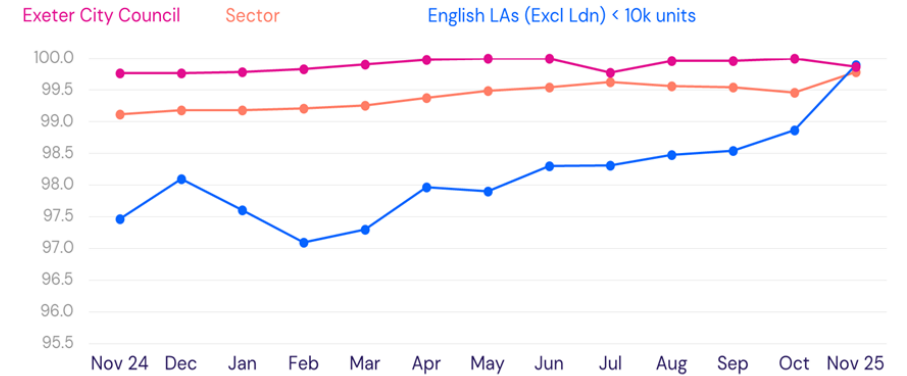
- 82% General Needs & 12% off overall stock is sheltered with an additional 53 properties (Extra Care Scheme)
- No high-rise blocks
- 6 blocks of flats over 11m
- 1074 leasehold properties
- 198 new builds-all to Passivhaus Standards

# Stock Viability

Places by build date decade



Properties with EICR certificates up to 5 years old (%)



- Average SAP rating across all properties is 75.3
- Built 198 new low energy Passivhaus Council homes across 12 sites over 15 years
- 21 homes completed at Brook House, Hamlin Gardens in 24/25
- 35 new homes completed at Cherry and Damson Houses, Vaughan Road in 25/26
- Phase B Vaughan Road to commence in 26/7 ( general needs 1 bed flats)

1 Bed	
1170	62%
2 Bed	
334	18%
3 Bed	
252	13%
4 Bed	
133%	7%
Total	
1889	



## New builds



Brook House, 21 Passivhaus flats  
completed September 2024



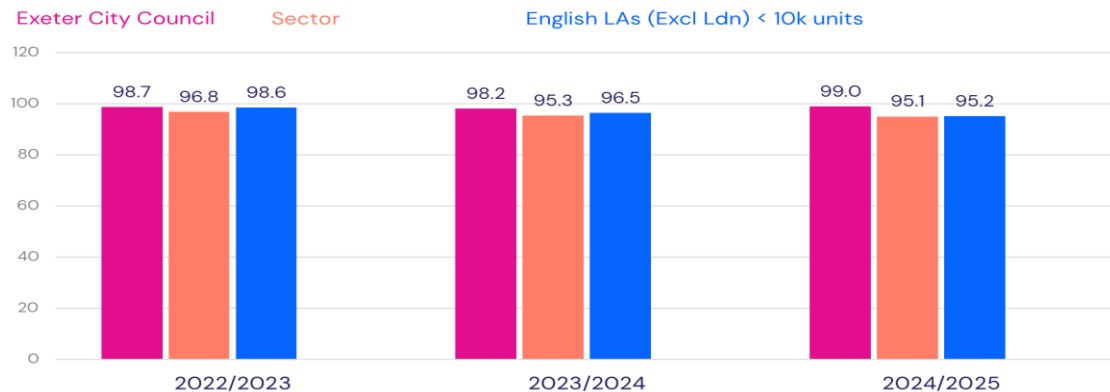
Cherry/Damson Houses completed  
November 2025, 35 flats for older people  
built to Passivhaus standards

# Performance – TSMs Annual Data 24/25

(National Median figures in brackets)

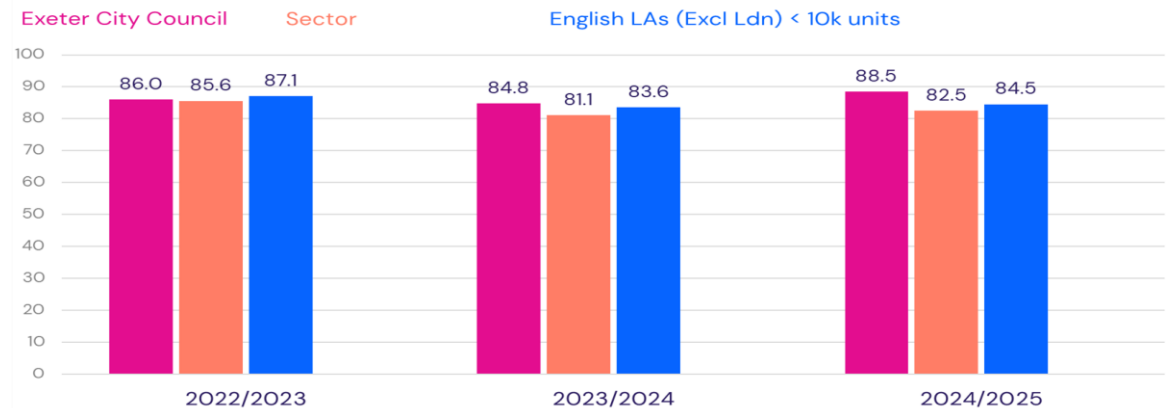
Measure Code	Description	2023/24 (%)	2024/25 (%)
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.90% (99.9%)	99.90% (100%)
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100% (100%)	100% (100%)
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100% (100%)	100% (100%)
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100% (100%)	100% (100%)
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100% (100%)	100% (100%)

Emergency responsive repairs completed within target (%)



**Maintained our performance on completion of repairs**

Non-emergency responsive repairs completed within target (%)

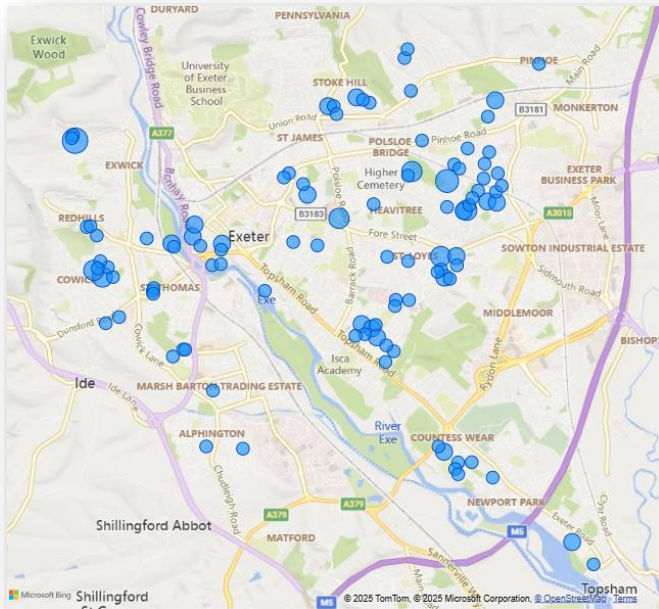


**Housemark 24/25**



# Performance – TSMs Annual Data 24/25

(National Median figures in brackets)



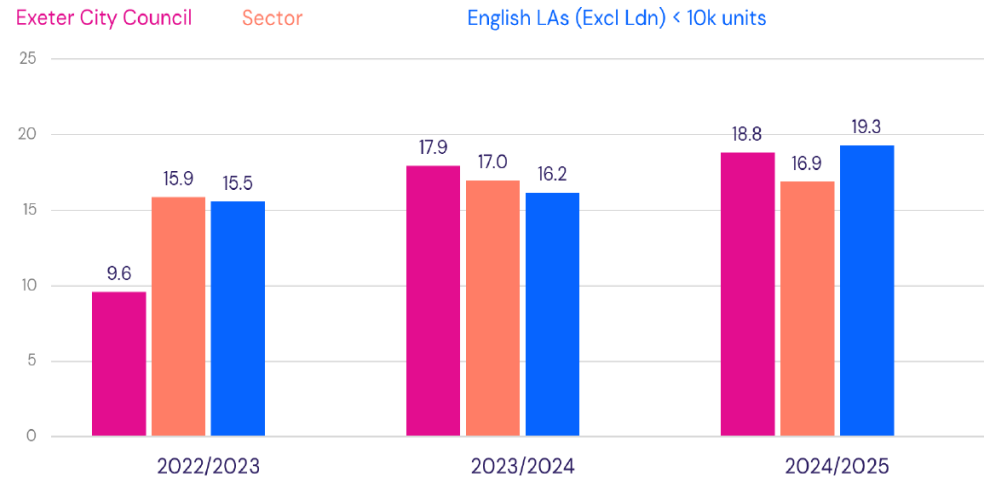
## Decent Homes Standard

- 4.5% (142 homes) of our stock has been identified as non-decent.
- Actively using data to record & monitor the condition of homes.
- Planned programmes are in place to address non decent stock & work with tenants who are refusing works.
- Cat 1 hazards are promptly addressed through existing contractors.
- 1250 homes (25%) modernised through the Retrofit Programme
- Further 320+ in current 2-year programme

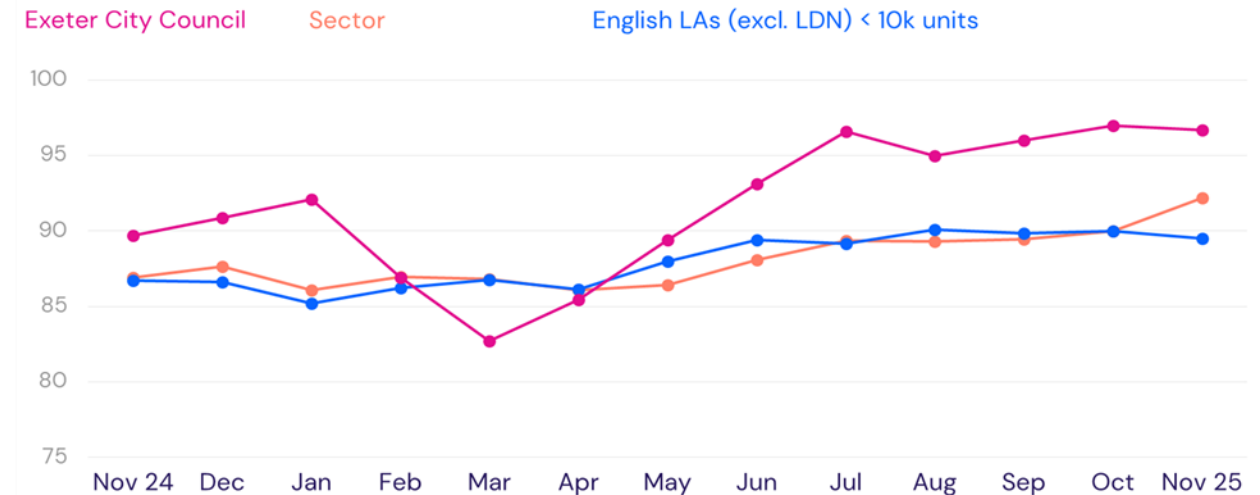
# Benchmarking Performance Repairs

## Repairs speed

Average number of calendar days taken to complete repairs



Responsive repairs completed within target (%)



Measure Code	Description	2023/24 (%)	2024/25 (%)
RP01	Proportion of homes that do not meet the Decent Homes Standard.	4.10% (5%)	4.50% (5%)
RP02(1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (days)	84.80% (81.5%)	88.50% (82.5%)
RP02(2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (hours)	98.30% (95.3%)	99.00% (94.9%)

Housemark 24/25

## Priorities for 26/27

Jo Yelland, Strategic Director People and Communities

Adrian Pengelly, Strategic Director Operations

## Corporate Plan 25/28



### Homes

We will expand our own council housing. We will do all we can to tackle homelessness, and we will engage communities, the city's key partners and developers in delivering the homes which Exeter needs, whilst protecting our valuable green spaces.

#### Corporate Plan 2025-2028

#### Intended Outcomes

- Better quality, energy efficient and more affordable homes to buy or rent.
- New housing developments that are well integrated into existing communities.
- Fewer people will be homeless or in temporary housing.
- The number of people on the social housing waiting list will reduce.

To achieve this our strategic efforts will focus on working in partnership to deliver the Exeter Plan and Liveable Exeter sites. We will secure investment for building more social housing and reduce rough sleeping and the number of people in temporary accommodation, enabling more people to find sustainable housing.





