

SOCIAL HOUSING PROGRESS REPORT

Reporting Period Q4/2017

1. Executive Summary

1.1. Overview

The purpose of this Report is to give an overview of the Social Housing portfolio at Dún Laoghaire-Rathdown County Council, covering the provision, maintenance and management of social housing stock and implementation progress across the 5 Pillars in 'Rebuilding Ireland – An Action Plan for Housing and Homelessness'.

Data included in this report represents the current situation at the end date of the reporting period unless otherwise stated.

This Report considers the following areas:

Housing Provision

- ✓ Housing Supply
- ✓ Existing Housing Stock
- ✓ Management, Maintenance and Improvement of Housing Stock
- ✓ Traveller Specific Accommodation
- ✓ Housing Demand
- ✓ Vacant Units

Housing Support Services

- ✓ Allocations and Transfers
- ✓ Homeless Services
- ✓ Housing Welfare
- ✓ Rent arrears
- ✓ Private Rented Housing Standards
- ✓ Anti-Social Behaviour

2. Housing Provision

2.1. Housing Supply - Overview

The Council has exceeded the targets set for Housing Delivery 2015-2017. The following table represents the number of units delivered to date and the estimated amount of units to be delivered between 2017 and 2018.

Table 1: Social Housing Supply

SOCIAL HOUSING DELIVERY TARGETS

Figures are up to and including 31/12/17

	2015	2016	2017 (Q1)	2017 (Q2)	2017 (Q3)	2017 (Q4)	2018	TOTAL
	Units Delivered	Units Delivered	Units Delivered	Units Delivered	Units Delivered	Units Delivered	Estimated Units	Delivered + Estimated
** SHIP Construction		54			6	32	141	233
SHIP Acquisition	35	20	2	1		14	18	90
SHIP PartV	3			1	2	2	15	23
CAS Acquisitions	2	28	18		1	1		50
Voids and Re-lets	21	20		11	20	0	2	74
SHCEP Part V - Leasing			92	32	4	4	36	168
SHCEP Acquisitions (CALF)	1	3		10	1	1	9	25
SHCEP Leasing	1	39				2	2	44
RAS	35	27	3	3	1	0	36	105
* HAP			4	31	61	64		160
* HAP - Homeless		99	22	42	27	30		220
Overall delivery Total	98	290	141	131	123	150	259	1,192

TOTAL Units Delivered to Date: **933**

TOTAL Units Delivered in 2017: **545**

% of Target achieved **137%**

* These figures are up to and including 31st December 2017

** Additional 21 units are scheduled for 2019

- ✓ Social Housing Delivery Targets 2015-2017: **target exceeded.**
- ✓ DLR Housing delivered a total of **933 units between 2015 and 2017.**
- ✓ This represents an exceedance **of 252 units.**
- ✓ **An additional amount of 259 units** are scheduled for delivery in 2018.

Figure 1: Social Housing Delivery

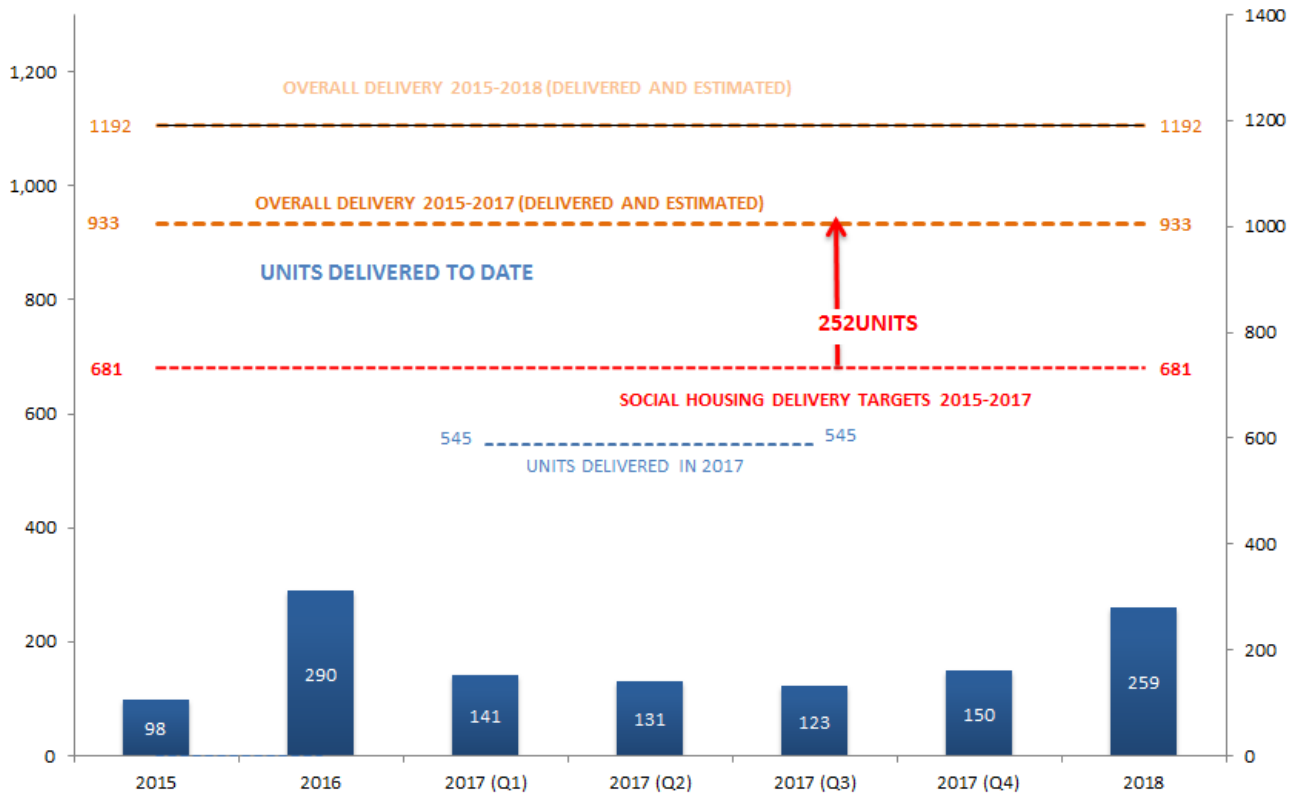
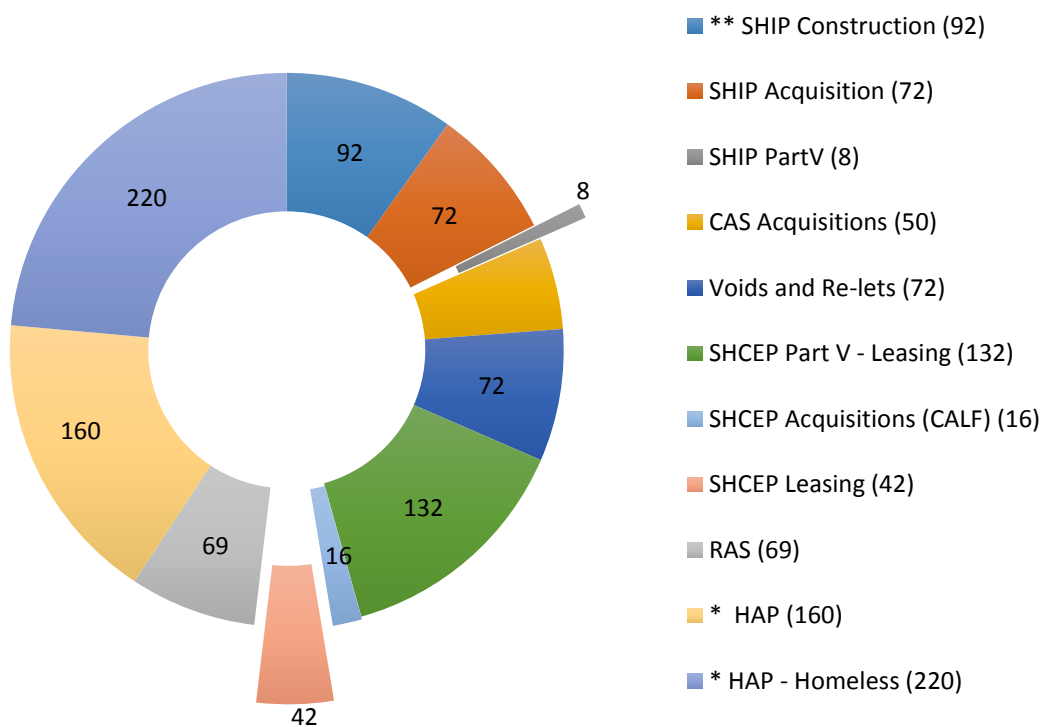


Figure 2: Units Delivered to Date (Q1/2015 to Q4/2017)



2.2. Housing Construction

DLR Housing recognises the importance of managing the development process in order to achieve the targets set out in the Delivery Strategy 2015-2017 in a timely manner. To this extent the schemes are closely monitored from inception through to completion.

The following tables provide an overview of the different schemes under the Housing Construction Capital Programme, their current status and estimated completion date.

SOCIAL HOUSING INVESTMENT PROGRAMME (SHIP) 2015 - 2017

Report Date Q4-2017

Table 2: Completed Schemes

Completed schemes						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover
Cromlech	15	Final account and Post Project Review	Q2-2015	Q3-2016	Apr-15	Oct-16
Clontibret	4	Final account and Post Project Review	Q1-2016	Q4-2016	Jan-16	Dec-16
Rochestown Phase 2	34	Post Project Review submitted	Q4-2014	Q1-2016	Nov-14	Aug-16
Shanganagh Park Lodge	1	Fully occupied	Q1-2016	Q2-2016	Jan-16	May-16
Assistant Harbour Masters	2	Final account and Post Project Review	Q1-2017	Q3-2017	Jan-17	Aug-17
St Michaels Terrace	4	Final account and Post Project Review	Q3-2016	Q3-2017	Jan-17	Aug-17
The Mews	4	Final account and Post Project Review	Q4-2016	Q4-2017	Dec-16	Dec-17
Hazelbrook	28	Completed	Q2-2016	Q2-2017	Q2-2016	Q4-2017
TOTAL Units Completed	92					

4 Halting Site bays and access road were also delivered at Glenamuck Road.

Table 3: Schemes on Site

On Site schemes						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover
Rochestown Phase 3	14	Construction in progress	Q3-2016	Q1-2018	Aug-16	
Pottery Road	4	Construction in progress	Q4-2017	Q4-2018	Oct-17	
The Brambles	10	Construction in progress	Q1-2017	Q1-2018	Jan-17	
Georges Place	12	Construction in progress	Q3-2017	Q2-2018	Aug-17	
Rosemount Court	44	Construction in progress	Q1-2017	Q3-2018	Jan-17	
Broadford Rise	21	Construction in progress	Q3-2017	Q1-2019	Aug-17	
Fitzgerald Park	50	Construction in progress	Q4-2016	Q3-2018	Nov-16	
Temple Road	3	Construction in progress	Q3-2017	Q3-2018	Jul-17	
TOTAL Units On Site	158					

Table 4: Schemes with Part 8 Planning Approval

Schemes with Part 8 Planning Approval						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover
Park House	4	Design Team appointed to produce tender documents	Q4-2018	Q1-2019		
TOTAL Units with Part 8	4					

Table 5: Schemes out to Public Consultation under Part 8

Schemes out to Public Consultation under Part 8						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover
Ballyogan Avenue no 41A	4*	Schemes out to Public Consultation under Part 8				
TOTAL Units with Part 8		4				
* 2 new units + 2 units converted from Community Buildings						

Table 6: Proposed Schemes at initial design stage

Proposed schemes at initial design stage						
Site Name	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover	
Rockville Drive	Feasibility Stage					
Ballyogan Court	Feasibility Stage					
Shanganagh Castle	Feasibility Stage					
Ballyogan Avenue	Feasibility Stage					
St Laurences Park	Feasibility Stage					

Table 7: Working with AHB's

Working with Approved Housing Bodies (AHBs)						
Site Name	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover	
Enniskerry	155 Drafting legal agreements					
Abbey View House	11 Planning permission granted					
Loughlinstown Wood	42 Planning permission granted. Decision appealed					

2.3. Current Housing Stock

Table 8: Breakdown of current Housing Stock

HOUSING STOCK

Figures are up to and including 31/12/17

	Dundrum	Dún Laoghaire	TOTAL
Social Housing Stock	1513	3078	4,591
Rental Accommodation Scheme	178	159	337
Social Leasing - Voluntary	82	223	305
Social Leasing - One off	8	13	21
Total Housing Stock	1,781	3,473	5,254

Figure 3: Housing Stock - Evolution 2015-2017**HOUSING STOCK**

Figures are up to and including

31/12/17

	Q4/2015	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017
Social Housing Stock	4,466	4,502	4,508	4,524	4,537	4,539	4,539	4,545	4,591
Rental Accommodation Scheme	400	394	394	392	379	376	348	341	337
Social Leasing - Voluntary	119	113	132	147	141	258	296	300	305
Social Leasing - One off	20	25	25	25	25	19	19	20	21
Total Housing Stock	5,005	5,034	5,059	5,088	5,082	5,192	5,202	5,206	5,254

2.4. Part V delivery

Under section 28 of the Planning and Development Act, planning authorities are required to have regard to 'Part V of the Planning and Development Act 2000 – Guidelines January 2017' in carrying out their functions under the Act. Housing and Planning Departments are in continuous communication to ensure the efficient delivery of appropriate Part V units, having regard to the Council Housing Strategy. For delivery see Table 1.

2.5. Management, Maintenance and Improvement of Housing Stock**Table 9: Maintenance Requests****STOCK MAINTENANCE**

Figures are up to and including

31/12/17

Routine Maintenance	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017
Requests in hand	343	726	225	104	386	311	158	63
Requests completed	1,315	322	898	1,151	1,295	1,068	1,013	1,424
Total Maintenance Requests	1,658	1,048	1,123	1,255	1,681	1,379	1,171	1,487
Vacant Units	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017
Undergoing work prior to occupation	20	20	28	25	28	22	16	25
Long term voids	1	1	3	3	3	3	3	3

Table 10: Disability - Home Adaptations**DISABILITY - HOME ADAPTATIONS T
COUNCIL STOCK**

2017 Figures from 01/01/2017 to 31/12/2017

New Applications Received 2017	103
General DPA Works Completed 2017	100
<i>Bathroom Alterations>Showers</i>	45
<i>Ramps</i>	10
<i>Stairlifts</i>	20
<i>Other/Misc</i>	24
Major Alterations/Extensions Completed	1

2.6. Traveller Specific Accommodation

(TAP) 2014-2018

Glendruid: 5 families

Glenamuck: 4 families.

Casual vacancies: 10 families

Standard social units: 2 families

Refurbishment Works: 4 units at St Louise's Park, 1 unit at Glendruid Court and 1 unit at Booterstown Park.

2.7. Housing Demand

Applicants on Social housing are placed on a waiting list according to their accommodation needs. The following table shows the number of applicants on the stated date:

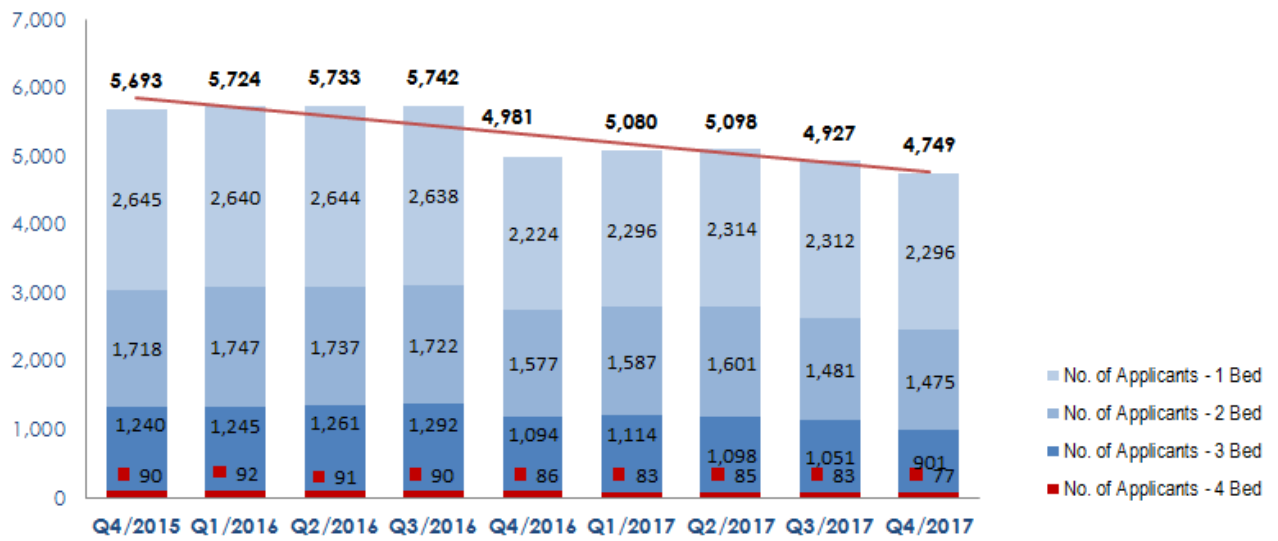
Table 11: Current Housing Demand**HOUSING DEMAND**

Figures as at 31/12/17

	Q4/2017
Applicants - 1 Bed	2296
Applicants - 2 Bed	1475
Applicants - 3 Bed	901
Applicants - 4 Bed	77
Applicants - Total	4,749

The following figure shows Housing demand from the period **Q4/2015 to Q4/2017**. Over that time-span, the number of applicants **decreased by 16.5%** due to HNA and increased allocations. The last consecutive quarters showed an overall reduction of 6.43%.

Figure 4: Applicants in Social Housing Waiting List



3. Housing Support Services

3.1. Allocations and Transfers

Table 12: Allocations

ALLOCATIONS

Allocations as of 31/12/17

Allocations - Social Housing List	294
Allocations - Transfer list	79
Total Allocations	373

3.1.1. Choice Based Letting (CBL)

An online Choice Based Letting (CBL) system that allows housing applicants to express their interest in available properties is now in use on a pilot basis. The first properties were advertised on the CBL website on Wednesday, 8th March 2017 with additional properties being advertised on a weekly basis.

The graphs below show the number of properties advertised to date by area of choice and bed size:

Figure 5: CBL Properties by Area of Choice

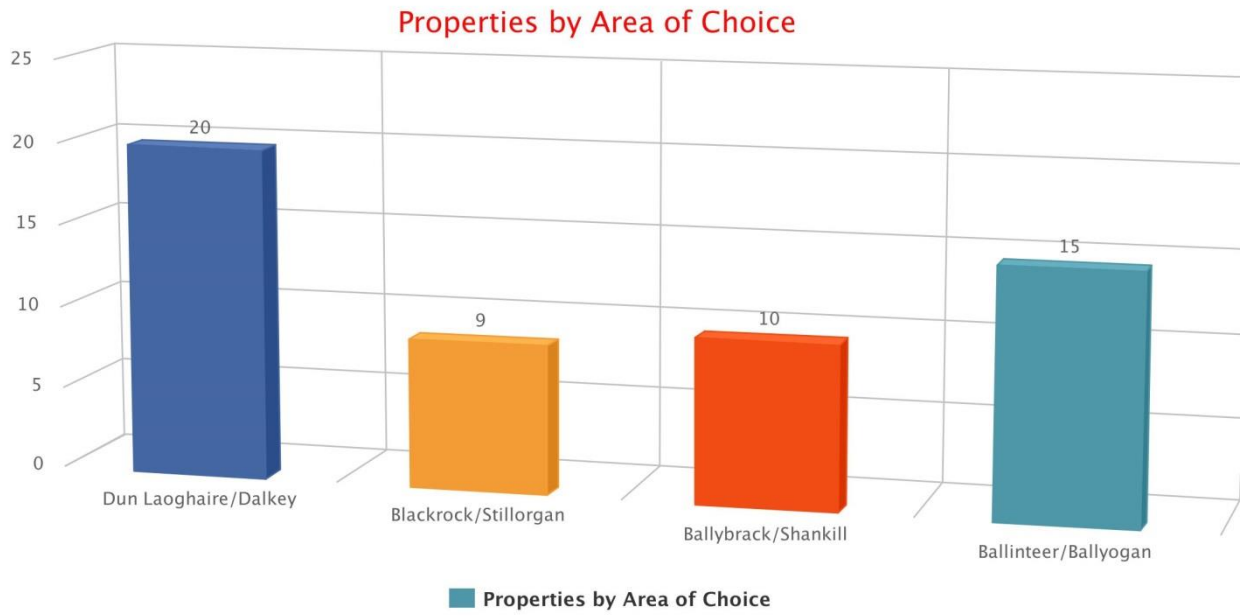
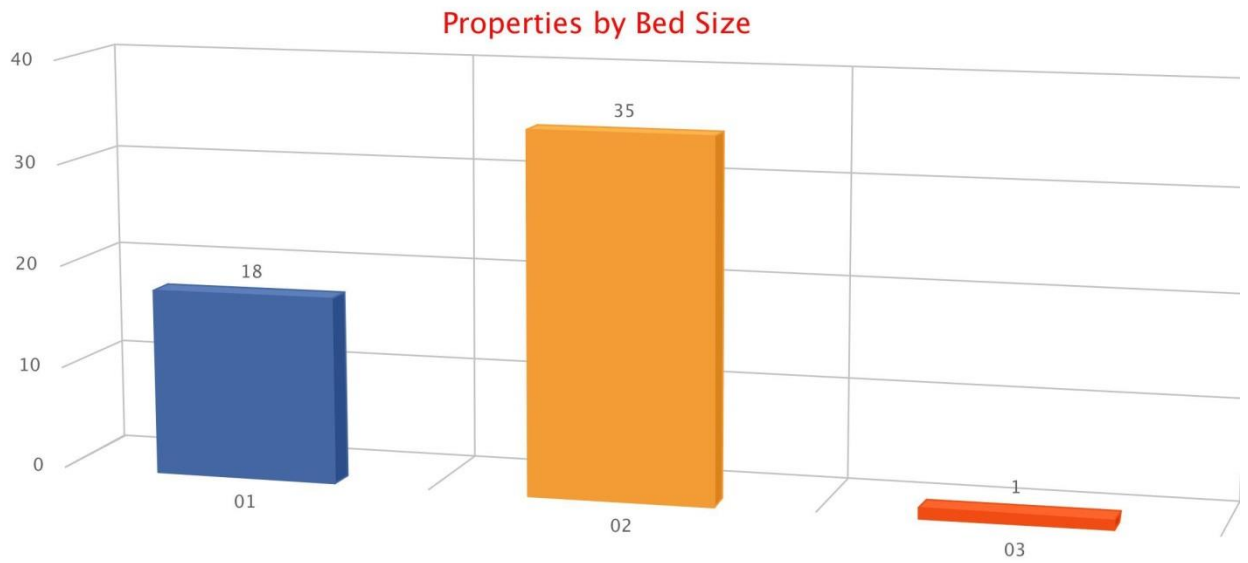


Figure 6: CBL Properties by Bed Size



3.2. Homeless Services

Table 13: Homeless Services

HOMELESS SERVICES

Figures are up to and including 31st December 2017

Homeless Services	
No. of individuals/households registered as homeless	164
No. of Homeless Families	75
No. of Allocations to homeless individuals/families	68
No. of SHS offers currently accepted by homeless individuals/families	10
Number of Homeless HAP tenancies secured to 31st December 2017	

The Housing Department recently secured a 12 month lease on Richmond House in Monkstown for the purpose of providing supported emergency accommodation for families experiencing homelessness. The facility, which has 17 separate family units, opened in December 2017 and is being run by the Peter McVerry Trust on behalf of the Council.

3.3. Housing Welfare

The Housing Welfare Officer provides an efficient and professional housing related service in a holistic manner to Dun Laoghaire-Rathdown County Council tenants and applicants in need of support.

Table 14: Housing Support Services

HOUSING SUPPORT SERVICES

Figures are for the period 1st October to 31st December 2017 inclusive

	Q4/2017
No. of Housing Welfare Cases - STARTED	16
No. of Housing Welfare Cases - COMPLETED	22
Average Monthly Case Files for this quarter	37
Currently Engaging with Housing Welfare	32

3.3.1. Housing and Disability Steering Group

The Steering Group meeting took place on 28 November 2017. The Chief Executive of Hail made an information presentation to the Steering Group members on the services which they provide.

3.3.2. Grant Assistance to the Elderly and Disabled

Table 15: Grant Assistance to the Elderly and Disabled – Breakdown**GRANT ASSISTANCE TO THE ELDERLY AND DISABLED**

Figures for the period 1st January to 15th December

Housing Adaptation Grant	No. of Grants	Value	Total Budget Provision 2017
No. of Applications received in current year	149		
Provisionally approved	145	€1,253,639	
Grants Paid	139	€1,167,507	
Sub - Total Value			€1,020,000

Mobility Aids Housing Grant	No. of Grants	Value	Total Budget Provision 2017
No. of Applications received in current year	20		
Provisionally approved	20	€58,000.00	
Grants Paid	18	€57,290.75	
Sub - Total Value			€180,000

Housing Aid for Older People Grant	No. of Grants	Value	Total Budget Provision 2017
No. of Applications received in current year	11		
Provisionally approved	10	€44,744	
Grants Paid	10	€43,571	
Sub - Total Value			€142,000

BUDGET 2017 PROVISION	€1,342,000
DOE 2017 ALLOCATION	€1,520,681

Note: some applications may be received in one year. However, it might take some time before full documentation is submitted by the applicant.

3.4. Rent Arrears

The following table refers to the number of rent accounts that are in arrears and highlights the liability owed to Council.

Table 16: Current Rent Arrears

Current Rent Arrears	DLRCC Rents	Value	DLRCC RAS	Value
Rents between 4-6 weeks old	284	€94,733.86	25	€7,626.79
Rents between 7-12 weeks old	422	€251,492.88	55	€27,070.09
Rents greater than 12 weeks old	1,177	€4,271,726.75	140	€363,260.77
Total	1,883	€4,617,953.49	220	€397,957.65

*The above is the position at 27/12/2017

It does not include accounts with credit or zero balances. It does however include accounts that are currently keeping arrangements to reduce arrears as well as accounts that have had back dated debits applied as part of the Annual Rent Review. Furthermore, for payments made in post/offices/shops, there is a time lag of 3-5 days before they are credited to actual rent accounts.

3.5. Private Rented Housing Standards

Table 17: Private Rented Stock

PRIVATE RENTED STOCK

	Figures are up to and including	31/12/17
No. of properties inspected (1st Inspection)		179
No. of Total Inspections conducted		450
No. of advisory notes issued to landlord (informal notices)		433
No. of improvement notices issued		11
No. of prohibition notices issued		3
No. of Rent book Notices issued		0
* No Private Rented Properties registered with the Private Rented Tenancies Board		16,505
(*) as at 31/12/2017		

3.6. Anti-Social Behaviour

The Anti-Social Section investigates complaints of Anti-Social behaviour in accordance with the policy which was adopted on 14th November 2016.

Principal objectives of the Section are to:

- ✓ Prevent and reduce ASB
- ✓ Co-ordinate services within the Council in dealing with ASB
- ✓ Adopt a multi-agency approach in dealing with ASB
- ✓ Promote the principles of good estate management

The following is a report of the matters addressed:

Table 18: Anti-Social Behaviour - Matters addressed**ANTI-SOCIAL BEHAVIOUR - MATTERS ADDRESSED**

Figures are up to 31/12/17

	Dun Laoghaire	Dundrum	Total
ASB Complaints - COMPLETED	49	34	83
ASB Investigatons - ONGOING	4	3	7
ASB Complaints - RECEIVED	53	37	90
ASB Investigatons - DISMISSED	0	0	0
ASB Complaints - VALID FOR INVESTIGATION	53	37	90

Table 19: Anti-Social Behaviour - Breakdown of actions taken

Figures are up to 31/12/17

Action Taken	Dun Laoghaire	Dundrum	Total
Advice Given	19	12	31
Verbal Warning issued	5	3	8
1st Written Warning issued	0	0	0
2nd Written Warning issued	0	0	0
Final Writte Warning issued	0	0	0
Tenancy Notification	3	8	11
Tenancy Warning	3	3	6
Protracted Enquiry	0	0	0
Refer Housing Welfare Officer	1	1	2
Refer to Maintenance	0	0	0
Refer to Allocations	0	1	1
Refer to Environment	3	0	3
Refer to Gardai	7	4	11
Legal Action	1	0	1
Exclusion Orders sought	1	0	1
Estate Management Transfer	1	1	2
Estate Management Transfer Refused	0	1	1
Other	1	0	1
Record Only	0	0	0
Possession application served	1	0	1
Total	46	34	80

Table 20: Tenancy outcome**TENANCY OUTCOME**

Figures are up to 31/12/17

	Dun	Dundrum	Total
Voluntary Surrender of Tenancy	0	0	0
possession Order obtained	1	0	1
Exclusion Orders Obtained	1	0	1
Total	2	-	2

Table 21: Estate Management Interviews / Background Checks**ESTATE MANAGEMENT INTERVIEWS/BACKGROUND CHECKS**

Figures are up to 31/12/17

	Total
Housing Applicants Approved	32
Housing Applicants Refused/Referred	6
Decision Pending	0
No. Housing Applicants interviewed	38

Table 22: Tenancy Training**TENANCY TRAINING**

Figures are up to 31/12/17

	Total
Information Session for new Tenants	71
Attendees	50