Social Housing Progress Report
Reporting Period Q4 / 2019

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 the 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 Homes
- ✓ Leasing

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 **Social Housing Target 2018-2021** for delivery by this Council is **1,563 units**.

The following table represents the overall number of homes delivered in 2018.

Table 1: Social Housing Delivery – Units Delivered in 2018

Social Housing Delivery 2018 (Updated as per DHPLG figures)		
DLR Build	134	**192**
DLR Part V	13	
Voids / Derelicts	10	
AHB Build	1	
AHB Part V	34	
DLR Acquisition	3	**32**
AHB Acquisition	29	
DLR Lease	14	**14**
AHB Lease	0	
Mortgage to Rent	0	
Total Build, Acquisition & Leasing		**238**
RAS	16	**16**
HAP - Standard	251	**420**
HAP - Homeless	169	
Total RAS & HAP		**436**
Total Delivery (All SH delivery streams exc. bad relets)		**674**

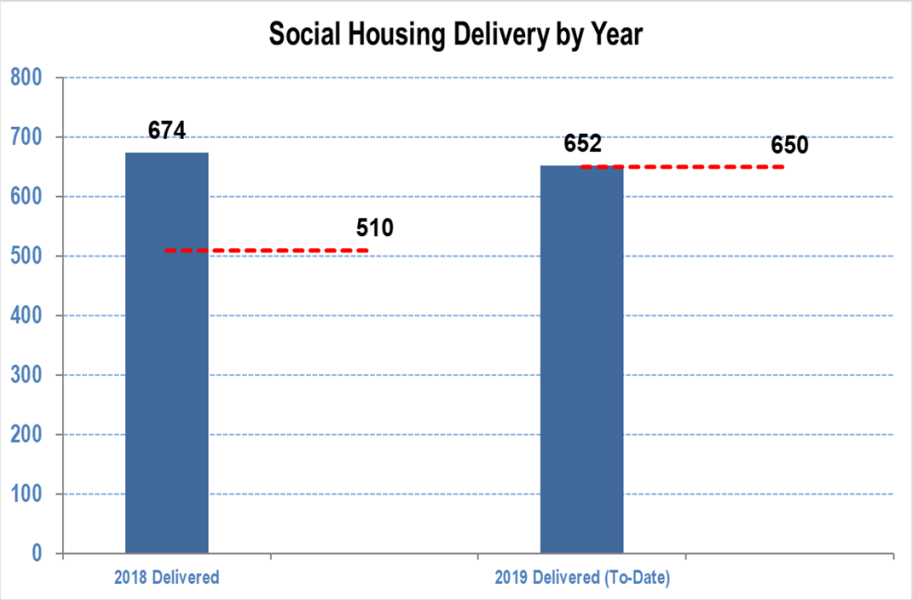
Table 2: Social Housing Delivery – Homes Delivered per Quarter

Social Housing Delivery 2019						
	Q1	**Q2**	**Q3**	**Q4**	**Total**	**Target**
	Figures 01/01/19 to 31/03/19	Figures 01/04/19 to 30/6/19	Figures 01/07/19 to 30/9/19	Figures 01/10/19- 20/12/19	Figures 01/01/19 to 20/12/19	
DLR Build	17	2	0	8	27	137
DLR Part V	1	0	2	19	22	
AHB Build	0	0	0	5	5	
AHB Part V	0	44	0	35	79	
DLR Acquisition	2	8	3	4	17	16
AHB Acquisition	0	1	3	7	11	
DLR Lease	0	2	1	79	82	55
AHB Lease	0	1	0	0	1	
Total Build, Acquisition & Leasing	**20**	**58**	**9**	**157**	**244**	**208**

	Q1	**Q2**	**Q3**	**Q4**	**Total**	**Target**
RAS	1	3	11	8	23	
HAP - Standard	70	42	59	53	224	
HAP - Homeless	47	40	36	38	161	
Total RAS & HAP	**118**	**85**	**106**	**99**	**408**	**442**

	Q1	**Q2**	**Q3**	**Q4**	**Total**	**Target**
Total Delivery All SH delivery streams exc. bad relets	**138**	**143**	**115**	**256**	**652**	**650**

Figure 1: Social Housing Delivery – Units Delivered by Year



*------- Target for year

Includes Build, Acquisition, Leasing, RAS, HAP Standard and HAP Homeless.

Table 3: Traveller Specific Accommodation

Traveller Accomodation Programme

(TAP) 2019-2024

Refurbishment Works and new sites	**Status**
1 unit Burton	Complete 2019
2 temp units West Pier	Complete 2019
3 units Woodpark	Application to Dept for funding 2020
3 units St Michaels	Application to Dept for funding 2020
3 units West Pier	Application to Dept for funding 2020

Casual vacancies no.	**Location**
1	Burton 2019
1	Booterstown 2019
2	Total

Standard Housing	
6 families	2019

Retrofitting Works	
6 units Nutgrove Crescent 2019	Doors and Windows
4 Units Ballyogan Grove 2019	Doors and Windows
1 unit Woodpark 2019	Fire Escape Windows
2 Units St Michaels 2019	Fire Escape Windows
4 Bays Rathmichael	Out to Tender 2019

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 2018-2021 in a timely manner. To this extent the schemes are closely monitored from inception through to completion.

DLRCC CONSTRUCTION PROGRAMME 2018 – 2021
Includes SHIP, Major Refurbishments and AHB New built

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

Table 4: Completed Schemes

Completed schemes

Site Name	No. Units	Status Detail	On Site Date	Handover
Temple Road	3	Completed	Q3-2017	Q2-2018
The Brambles	10	Completed	Q1-2017	Q2-2018
Georges Place	12	Completed	Q3-2017	Q2-2018
Pottery Road	4	Completed	Q4-2017	Q4-2018

Rochestown Phase 3	14	Completed	Q4-2018	Q4-2018
Rosemount Court	44	Completed	Q1-2017	Q4-2018
Dunedin (turnkey)	14	Completed		Q4-2018
Ballyogan Avenue (major refurb)	3	Completed	Q1-2018	Q3-2018
Fitzgerald Park (a)	33	Completed	Q4-2016	Q4-2018
Moyola Court (major refurb)	12	Completed	Q1-2018	Q1-2019
Fitzgerald Park (b)	17	Completed	Q4-2016	Q1-2019
TOTAL	**166**			

Table 5: Schemes on Site

On Site schemes

Site Name	No. Units	Status Detail	On Site Date	Handover (estimated)
Broadford Rise	21	Construction in progress	Q3-2017	Q1-2020
TOTAL	**21**			

Table 6: Schemes with Part 8 Planning Approval

Schemes with Part 8 Planning Approval

Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)
Ballyogan Avenue (new homes)	2	Tenders being reviewed	**Q1-2020**	**Q1-2021**
Ballyogan Court	119	Pre-tender stage	**Q3-2020**	**Q2-2022**
Rockville Drive	13	Pre-tender stage	**Q2-2020**	**Q1-2021**
Park House	4	Pre-tender stage		
TOTAL	**134**			

Table 7: Proposed Schemes at initial design stage

Proposed schemes at initial design stage

Site Name	No. Units (estimated)	Status Detail	On Site Date (estimated)	Handover (estimated)
Moyola Court (In-fill)	4	Stage 1 approval received		
Shanganagh	598	Pre-Planning		
St Laurences Park	89	Stage 2		
TOTAL	**691**			

Table 8: Working with AHBs

Working with Approved Housing Bodies (AHBs)

Site Name		Status Detail	On Site Date (estimated)	Handover (estimated)
Enniskerry Road	155	On-Site	**Q2-2019**	**Q4-2021**

Abbey View House	11	On-Site	**Q2-2019**	**Q1-2021**
Loughlinstown Wood	42	At Tender Stage	**Q1-2020**	**Q1-2022**
	TOTAL 208			

2.3. Current Housing Stock

Table 9: Housing Stock per Quarter

Figures are up to and including 23/12/19

HOUSING STOCK

	Q4/2018	Q1/2019	Q2/2019	Q3/2019	Q4/2019
Social Housing Stock	4,701	4,739	4,763	4,764	4,779
Rental Accommodation Scheme	313	311	299	296	311
Total Housing Stock	**5,014**	**5,050**	**5,062**	**5,060**	**5,090**

	Q4/2018	Q1/2019	Q2/2019	Q3/2019	Q4/2019
Social Leasing - Voluntary	343	345	350	396	421
Social Leasing - One off	22	22	22	25	25
Social Leasing - Enhanced					87
Total Social Leasing	**365**	**367**	**372**	**421**	**533**

	Q4/2018	Q1/2019	Q2/2019	Q3/2019	Q4/2019
Total Housing Stock	**5,379**	**5,417**	**5,434**	**5,481**	**5,623**

Figure 2: Housing Stock - Evolution 2018-2019

2.4. Management, Maintenance and Improvement of Housing Stock

Table 10: Retrofits

Housing Retrofits 2019

	Q4
Deep Retrofits	
Pilot project	4
Shalllow Retrofits	
Voids	1
Relets	37
Total Retrofits	42

Table 11: Maintenance Requests

Routine Maintenance	Q4/2018		Q1/2019	Q2/2019	Q3/2019	Q4/2019
Requests in hand	345		394	274	411	209
Requests completed	1310		1315	944	880	1,339
Total Maintenance Requests	**1,655**		**1,709**	**1,218**	**1,291**	**1,548**

Vacant Units	Q4/2018		Q1/2019	Q2/2019	Q3/2019	Q4/2019
Undergoing work prior to occupation	40		40	35	25	19
Long term voids	3		3	7	7	7

Table 12: Disability - Home Adaptations

DISABILITY - HOME ADAPTATIONS TO COUNCIL STOCK

Figures from 01/01/19 to 20/12/19

New Applications Received 2019	
Bathroom Alterations/Showers	63
Ramps	8
Stairlifts	21
0Extensions	4
Other/ Miscellaneous	40
TOTAL	**136**

Works Completed in 2019	
Bathroom Alterations/Showers	59
Ramps	4
Stairlifts	20
Miscellaneous	32
Extensions (completed)	0
Extensions (currently on site)	0
Total	**115**

2.5. Housing Demand

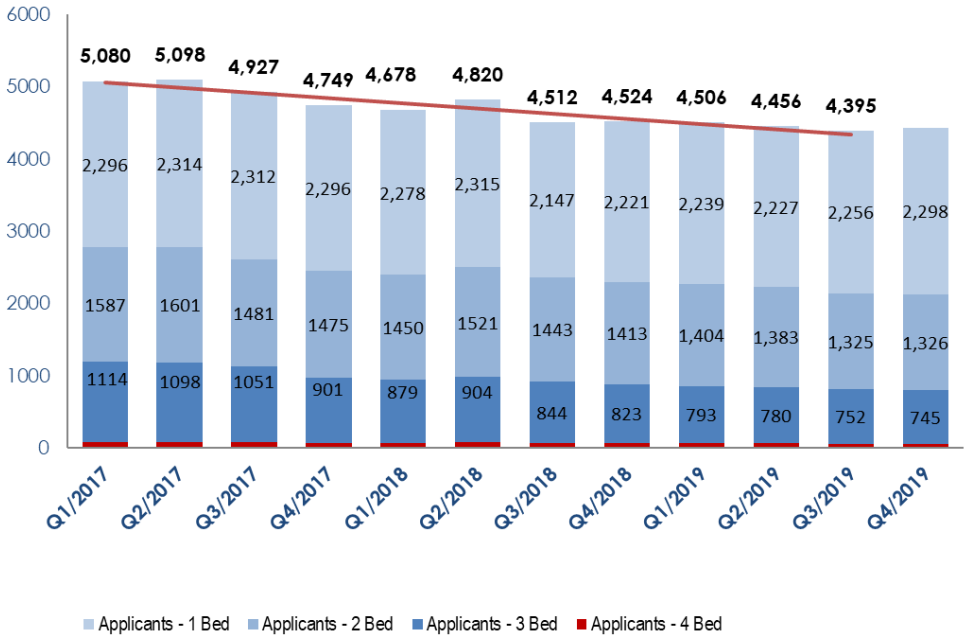
Applicants on Social housing are placed on a waiting list according to their accommodation needs. The following table shows the number of applicants on the stated date:

Table 13: Current Housing Demand

HOUSING DEMAND	
	Figures as at 31/12/19
	Q4/2019
Applicants - 1 Bed	2,298
Applicants - 2 Bed	1,326
Applicants - 3 Bed	745
Applicants - 4 Bed	58
Applicants - Total	**4,427**

The following figure shows Housing demand from the period Q1/2017 to date.

Figure 3: Applicants on Social Housing Waiting List



3. Housing Support Services

3.1 Allocations

Table 14: Allocations

ALLOCATIONS	Allocations as at 31/12/19
Allocations - Social Housing list	261
Allocations - Transfer list	131
Total Allocations	**392**

3.1.1 Choice Based Letting (CBL)

The table below shows the number of adverts placed on CBL by area of choice this year:

Table 15: CBL Properties by Area of Choice

CBL – Adverts by Area of Choice	
Dún Laoghaire/Dalkey	18
Blackrock/Stillorgan	12
Ballybrack/Shankill	15
Ballinteer/Ballyogan	25
Total	**70**

Note: Figures shown are cumulative from 1st January 2019 to 31th December 2019 and number of adverts puts on CBL. Some adverts were for a number of properties.

3.2 Homeless Services

Table 16: Homeless Services

HOMELESS SERVICES	Figures at the 31/12/19
	Q4/2019
No. of Homeless Families	96
No. of Homeless Individuals	219
No. of Allocations to homeless individuals/families	67
No. of SHS offers currently accepted by homeless individuals/families	11

3.3 Housing Welfare

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

Table 17: Housing Support Services

HOUSING SUPPORT SERVICES

Figures are for the period of 01/10/19 to 31/12/19

	Q4/2019
No. of Housing Welfare Cases - Started	11
No. of Housing Welfare Cases - Completed	4
No. of Housing Welfare Cases - Currently engaging with Housing	23
Average monthly case files for this Quarter	**38**

3.3.1 Housing and Disability Steering Group

The fourth meeting of the Steering Group for 2019 took place on Tuesday, 3rd December. An update was given to the Group on the work being undertaken to prepare an Equality Action Plan for the Housing Department. An end of year summary was also given on CAS/CALF projects and allocations during 2019. The meeting dates for 2020 were agreed and circulated following the meeting.

3.3.2 Grant Assistance to Older Persons and People with Disabilities

Table 18: Breakdown of Grant Assistance to Older Persons and People with Disabilities

GRANT ASSISTANCE TO THE ELDERLY AND DISABLED

Figures from 1st October to 20th December 2019

Housing Adaptation Grant	No. of Grants	Value
Grant Applications received in Q4 2019	41	
Provisional approvals issued Q4 2019	18	€187,891
Grants Paid Q4 2019	45	€414,169
Sub - Total Value		**€602,060**
TOTAL BUDGET PROVISION 2019		**€1,020,000**

Housing Aid for Older People Grant	No. of Grants	Value
Grant Applications received in Q4 2019	2	
Provisional approvals issued Q4 2019	0	
Grants Paid Q4 2019	1	€5,294
Sub - Total Value		**€5,294**
TOTAL BUDGET PROVISION 2019		**€180,000**

Mobility Aids Housing Grant	No. of Grants	Value
Grant Applications received in Q4 2019	12	
Provisional approvals issued Q4 2019	6	€21,500
Grants Paid Q4 2019	3	€13,643
Sub - Total Value		**€35,143**
TOTAL BUDGET PROVISION 2019		**€142,000**
BUDGET 2019 PROVISION		**€1,342,000**
DHPLG 2019 ALLOCATION		**€2,415,577**

Note: Some applications may be received in one year and processed in the following year, as it can take some time before full documentation is submitted by the applicant.

3.3.3 Rent Arrears

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

Table 19: Current Rent Arrears

Figures for Rent Arrears and Credits are as at 24/12/19

Current Rent Arrears	No. of A/Cs	Amount
Arrears 4-6 weeks	233	€90,237
Arrears 7-12 weeks	377	€263,677
Arrears 12-26 weeks	385	€570,579
Arrears over 26 weeks	646	€3,438,733
Total	**1,641**	**€4,363,226**
	No. of A/Cs	**Amount**
Credits over 4 weeks	66	€115,566

These figures do not include accounts with credit or zero balances. They do however include accounts that currently have arrangements in place to reduce arrears as well as accounts that have had back dated debits applied as part of the Annual Rent Review.

Furthermore, payments made in post offices/ shops, may have a time delay of 3-5 days before they are credited to actual rent accounts.

3.4 Private Rented Housing Standards

Table 20: Private Rented Stock

PRIVATE RENTED STOCK	
Figures are up to and including	15/12/19
No. of properties inspected (1st Inspection)	**818**
No. of Total Inspections conducted	**1135**
No. of advisory notes issued to landlord (informal notices)	**760**
No. of improvement notices issued	**14**
No. of prohibition notices issued	**4**
No. of Rent book Notices issued	**0**
***No Private Rented Properties registered with the Private Rented Tenancies Board as at 31/12/2019**	**16,638**

3.5 Anti-Social Behaviour

The Anti-Social Section investigates complaints of anti-social behaviour in accordance with the Anti-Social Behaviour Strategy 2016 - 2022 which was adopted on 14th November 2016.

The 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 21: Anti-Social Behaviour - matters addressed

ANTI-SOCIAL BEHAVIOUR - MATTERS ADDRESSED			
	Figures up to		31/12/2019
	Dundrum	Dún Laoghaire	**Total**
ASB Complaints			
ASB Complaints - RECEIVED	30	33	**63**
ASB Complaints - DISMISSED	0	0	**0**
ASB Complaints - VALID FOR INVESTIGATION	**30**	**33**	**63**
ASB Investigations Cases (Case can include multiple complaints)			
ASB Investigations – COMPLETED	27	28	**55**
ASB Investigations – ONGOING	3	5	**8**
Total ASB Investigation Cases	**30**	**33**	**63**

Table 22: Tenancy outcome

TENANCY OUTCOME	Dundrum	Figures up to 31/12/19 Dún Laoghaire	**Total**
Voluntary Surrender of Tenancy (due to ASB sanction)	2	1	3
Eviction (following possession application)	0	0	0
Possession Order Obtained	0	0	0
Abandonment Notice Served	0	0	0
Abandonment Notice Property Repossessed	0	0	**0**
Exclusion Orders Obtained	1	0	**1**
Total	**3**	**1**	**4**

Table 23: Anti-Social Behaviour – Breakdown of actions taken

Action Taken	Dundrum	Figures up to 31/12/19 Dún Laoghaire	**Total**
Advice Given	10	9	**19**
Verbal Warning issued	3	2	**5**
1st Written Warning issued	0	1	**1**
2nd Written Warning issued	0	0	**0**
Final Written Warning issued	0	0	**0**
Tenancy Notification	7	2	**9**
Tenancy Warning	2	1	**3**
Protracted Enquiry	0	0	**0**
Refer Housing Welfare Officer	0	1	**1**
Refer to Maintenance	1	2	**3**
Refer to Allocations	1	8	**9**
Refer to Environment	0	0	**0**
Refer to Travellers	0	1	**1**
Refer to Gardai	1	1	**2**
Legal Action	2	0	**2**
Exclusion Orders sought	1	0	**1**
Estate Management Transfer	1	0	**1**
Other	2	3	**5**
Record Only	0	0	**0**
Possession application served	0	0	**0**
Total	**31**	**31**	**62**

Note: This total includes on-going court cases which commenced in 2018 and are still before the courts in 2019.

Table 24: Estate Management Interviews / Background Checks

ESTATE MANAGEMENT INTERVIEWS/BACKGROUND CHECKS	Figures up to 31/12/19
	Total
Housing Applicants Approved	27
Housing Applicants Refused/Referred	4
Decision Pending	10
No. Housing Applicants interviewed	**41**

Table 25: Tenancy Training

TENANCY TRAINING	Figures are up to 31/12/2019
Information Session for new Tenants	2
Attendees	57