

# SOCIAL HOUSING PROGRESS REPORT

## Reporting Period Q2/2018

### 1. Executive Summary

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#### *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***

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

#### ***Housing Support Services***

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

## 2. Housing Provision

### 2.1. Housing Supply - Overview

A new **Social Housing Target 2018-2021** for delivery by the Council has been set up for **1,563 units**.

The following table represents the overall number of units delivered to date and the estimated amount of units to be delivered in 2018.

**Table 1: Social Housing Delivery – Units Delivered per Quarter**

#### SOCIAL HOUSING DELIVERY - Units Delivered per Quarter

Figures are up to and including 26/06/2018

	Units Delivered per Quarter				Total
	Q1	Q2	Q3	Q4	2018
SHIP Construction	-	25			25
SHIP Acquisition	3	-			3
SHIP PartV	-	8			8
SHCEP Part V - Leasing / CALF	-	-			0
CAS Acquisitions	1	11			12
Voids and Ref	-	-			0
SHCEP Acquisitions (CALF)	1	1			2
SHCEP Leasing	-	1			1
<b>TOTAL</b>	<b>5</b>	<b>46</b>			<b>51</b>

	Units Delivered per Quarter				Total
	Q1	Q2	Q3	Q4	2018
RAS	4	8			12
HAP	50	47			97
HAP - Homeless	20	24			44
<b>TOTAL</b>	<b>74</b>	<b>79</b>			<b>153</b>

**Table 2: Social Housing Delivery Target – Units Delivered per Year**

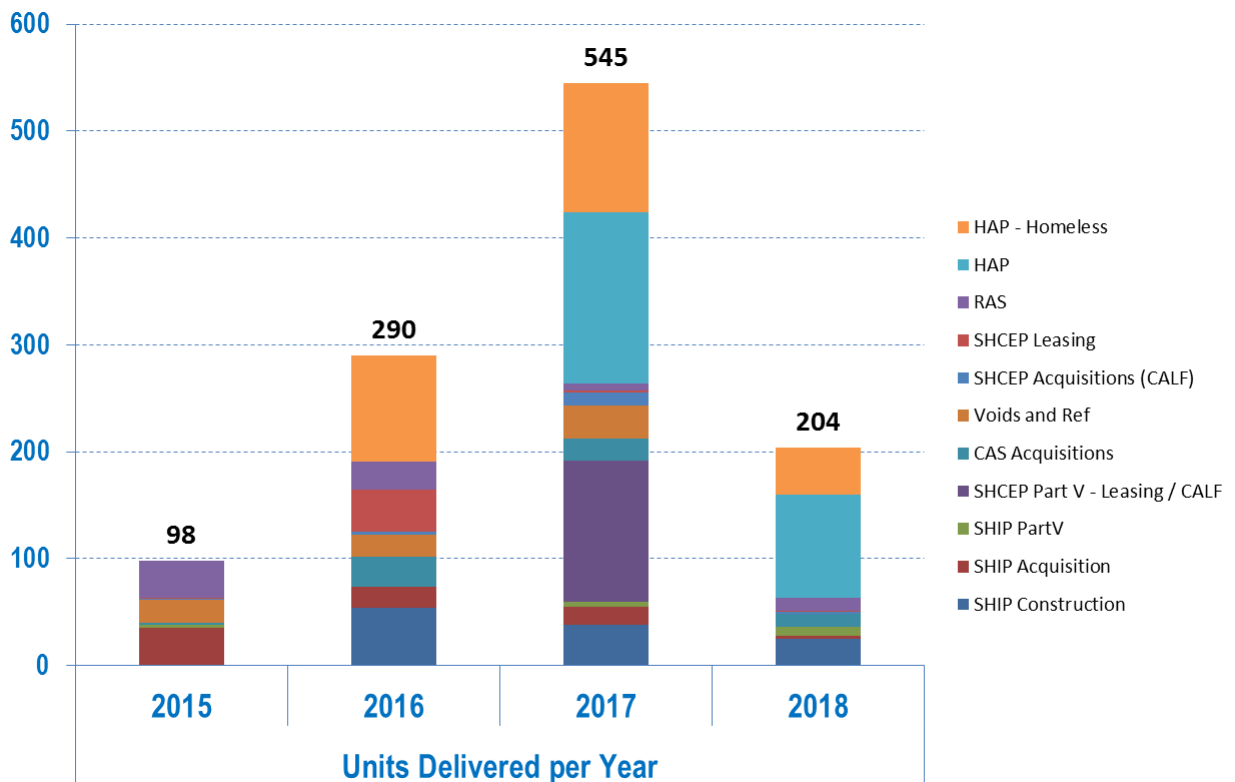
**SOCIAL HOUSING DELIVERY - Units Delivered per Year**

Figures are up to and including 26/06/2018

	Units Delivered per Year				Estimated Units 2018
	2015	2016	2017	2018	
SHIP Construction		54	38	25	112
SHIP Acquisition	35	20	17	3	28
SHIP PartV	3		5	8	15
SHCEP Part V - Leasing / CALF			132	0	34
CAS Acquisitions	2	28	20	12	3
Voids and Ref	21	20	31	0	9
SHCEP Acquisitions (CALF)	1	3	12	2	11
SHCEP Leasing	1	39	2	1	10
<b>TOTAL</b>	<b>63</b>	<b>164</b>	<b>257</b>	<b>51</b>	<b>222</b>

	Units Delivered per Year				Estimated Units 2018
	2015	2016	2017	2018	
RAS	35	27	7	12	8
HAP			160	97	133
HAP - Homeless		99	121	44	58
<b>TOTAL</b>	<b>35</b>	<b>126</b>	<b>288</b>	<b>153</b>	<b>199</b>

**Figure 1: Social Housing Delivery - Units Delivered to date**



## 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.

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) 2018 - 2021

Report Date Q2-2018

**Table 3: Completed Schemes**

Completed schemes						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	Handover
Temple Road	3	Completed	Q3-2017	Q2-2018	Jul-17	May-18
The Brambles	10	Completed	Q1-2017	Q2-2018	Jan-17	Jun-18
Georges Place	12	Completed	Q3-2017	Q2-2018	Aug-17	Jun-18
<b>TOTAL</b>		<b>25</b>				

**Table 4: Schemes on Site**

On Site schemes						
Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date	
Rochestown Phase 3	14	Construction in progress	Q3-2016	Q3-2018	Aug-16	
Pottery Road	4	Construction in progress	Q4-2017	Q4-2018	Oct-17	
Rosemount Court	44	Construction in progress	Q1-2017	Q4-2018	Jan-17	
Broadford Rise	21	Construction in progress	Q3-2017	Q2-2019	Aug-17	
Fitzgerald Park	50	Construction in progress	Q4-2016	Q4-2018	Nov-16	
Moyola (major refurb)	12	Refurbishment in progress	Q1-2018	Q3-2018	Mar-18	
Ballyogan Avenue (major refurb)	2	Refurbishment in progress	Q1-2018	Q3-2018		
<b>TOTAL</b>		<b>147</b>				

**Table 5: Schemes with Part 8 Planning Approval****Schemes with Part 8 Planning Approval**

Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)
<b>Park House</b>	4	Design Team appointed to produce tender documents	Q4-2018	Q1-2019
<b>TOTAL</b>	<b>4</b>			

**Table 6: 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)
<b>Rockville Drive</b>	13	Feasibility Stage		
<b>Ballyogan Court</b>	>100	Feasibility Stage		
<b>Shanganagh Castle</b>	540	Feasibility / Masterplan		
<b>Ballyogan Avenue (new units)</b>	3	Feasibility Stage	Q4-2018	Q1-2020
<b>St Laurences Park</b>	70	Feasibility Stage		

**Table 7: Working with AHB's****Working with Approved Housing Bodies (AHBs)**

Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)
<b>* *Enniskerry</b>	155	Drafting legal agreements	Q3-2018	
<b>Abbey View House</b>	11	Planning permission granted. Land disposal approved	Q3-2018	
<b>Loughlinstown Wood</b>	42	Planning permission granted	Q4-2018	
<b>TOTAL</b>	<b>208</b>			

\*\* Site transferred to the Housing Agency under LAGs and not in Council's ownership.

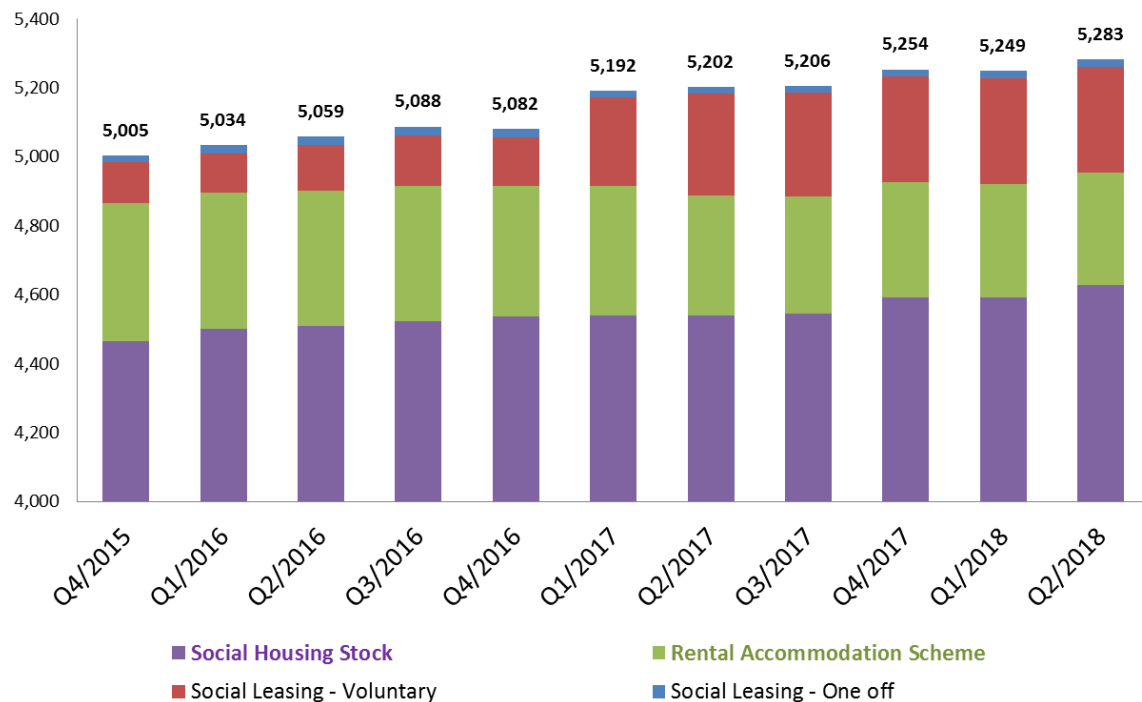
**2.3. Current Housing Stock****Table 8: Housing Stock per Quarter****HOUSING STOCK**

Figures are up to and including

30/06/2018

	Q4/2015	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017	Q1/2018	Q2/2018
Social Housing Stock	4,466	4,502	4,508	4,524	4,537	4,539	4,539	4,545	4,591	4,592	4,628
Rental Accommodation Scheme	400	394	394	392	379	376	348	341	337	330	325
<b>Total Housing Stock</b>	<b>4,866</b>	<b>4,896</b>	<b>4,902</b>	<b>4,916</b>	<b>4,916</b>	<b>4,915</b>	<b>4,887</b>	<b>4,886</b>	<b>4,928</b>	<b>4,922</b>	<b>4,953</b>
Social Leasing - Voluntary	119	113	132	147	141	258	296	300	305	306	308
Social Leasing - One off	20	25	25	25	25	19	19	20	21	21	22
<b>Total Social Leasing</b>	<b>139</b>	<b>138</b>	<b>157</b>	<b>172</b>	<b>166</b>	<b>277</b>	<b>315</b>	<b>320</b>	<b>326</b>	<b>327</b>	<b>330</b>

Figure 2: Housing Stock - Evolution 2015-2018



## 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										
										20/06/2018
Figures are up to and including										
<b>Routine Maintenance</b>	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017	Q1/2018	Q2/2018
Requests in hand	343	726	225	104	386	311	158	63	354	224
Requests completed	1,315	322	898	1,151	1,295	1,068	1,013	1,424	1,172	1,188
<b>Total Maintenance Requests</b>	<b>1,658</b>	<b>1,048</b>	<b>1,123</b>	<b>1,255</b>	<b>1,681</b>	<b>1,379</b>	<b>1,171</b>	<b>1,487</b>	<b>1,526</b>	<b>1,412</b>
<b>Vacant Units</b>	Q1/2016	Q2/2016	Q3/2016	Q4/2016	Q1/2017	Q2/2017	Q3/2017	Q4/2017	Q1/2018	Q1/2018
Undergoing work prior to occupation	20	20	28	25	28	22	16	25	30	22
Long term voids	1	1	3	3	3	3	3	3	3	3
<b>2018 Planned Maintenance</b>										
Central Heating Upgrades - to be completed in 2018										100
Re-wiring to be completed in 2018										82
Upgrade of smoke, heat and carbon alarms										482

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

Figures from 01/01/2018 to 20/06/2018

**New Applications Received 2018**

Bathroom Alterations/Showers	20
Ramps	3
Stairlifts	4
Other/Misc	14

**Major Alterations 2018**

LAS	<b>26</b>
Ramps	1
Stairlifts	4
Misc	14
Extensions (completed)	0
Extensions (currently on site)	2

**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:

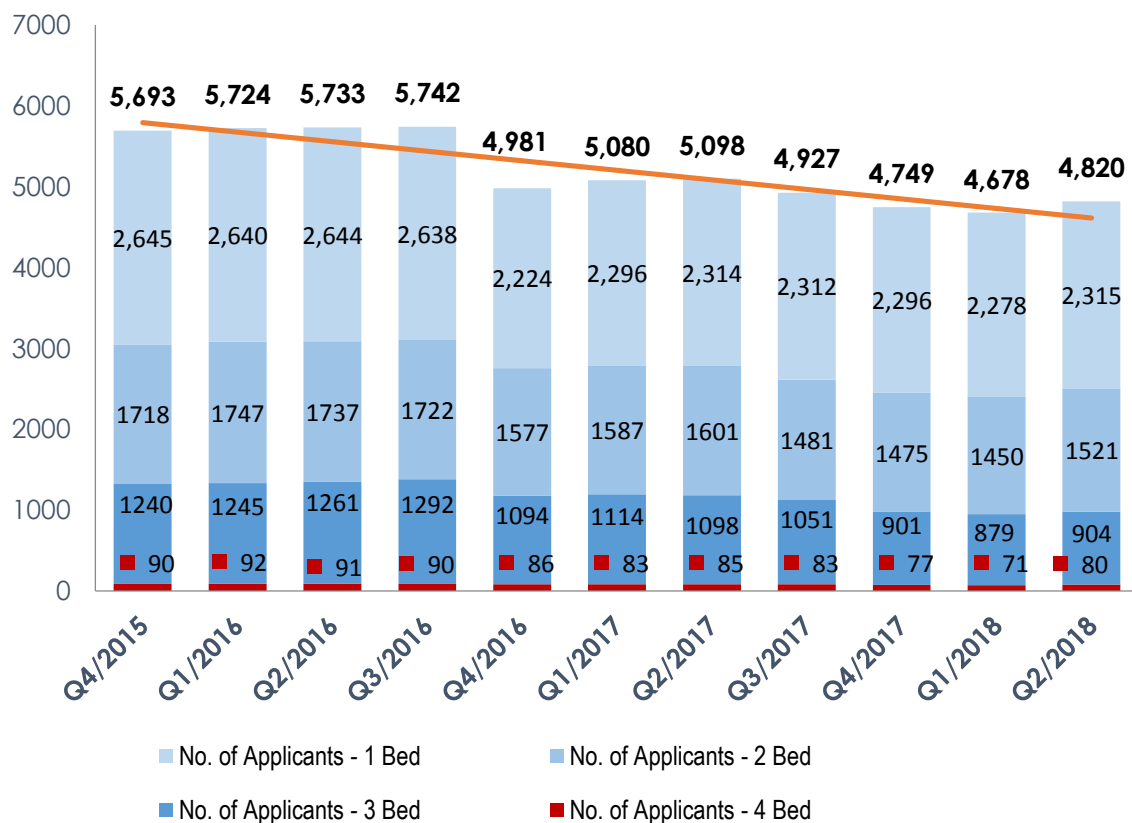
**Table 11: Current Housing Demand**

<b>HOUSING DEMAND</b>	
Figures as at 21/06/2018	
	Q2/2018
Applicants - 1 Bed	2,315
Applicants - 2 Bed	1521
Applicants - 3 Bed	904
Applicants - 4 Bed	80
<b>Applicants - Total</b>	<b>4,820</b>

The following figure shows Housing demand from the period Q4/2015 to date.

- ✓ Over that time-span, the number of applicants decreased by 15%
- ✓ The last consecutive quarters showed an increase of 3%
- ✓ 48% of applicants apply for 1 Bed

**Figure 3: Applicants in Social Housing Waiting List**





### 3. Housing Support Services

#### 3.1. Allocations and Transfers

**Table 12: Allocations**

<b>ALLOCATIONS</b>	
Allocations as of 19/06/2018	
Allocations - Social Housing list	63
Allocations - Transfer list	40
<b>Total Allocations</b>	<b>103</b>

##### 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 has been operating on a pilot basis since 8<sup>th</sup> March 2017 with additional properties being advertised on a weekly basis. The full implantation of CBL will commence in July 2018.

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

**Figure 4: CBL Properties by Area of Choice**

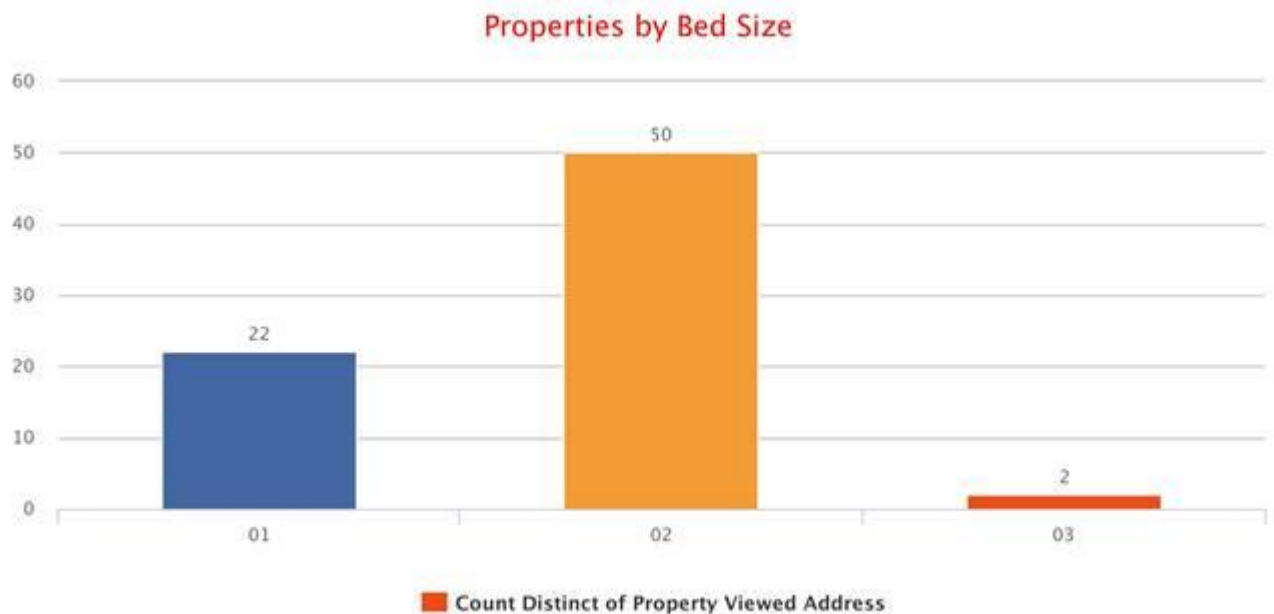


Figure 5: CBL Properties by Bed Size



### 3.2. Homeless Services

Table 13: Homeless Services

#### HOMELESS SERVICES

Figures at the 15th of June 2018

Homeless Services	
No. of Homeless - families	253
No. of Homeless - singles	91
<b>Total</b>	<b>344</b>

### 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 April to 18th June inclusive

	Q2/2018
No. of Housing Welfare Cases - STARTED	7
No. of Housing Welfare Cases - COMPLETED	11
<b>Average Monthly Case Files for this quarter</b>	<b>23</b>
<b>Currently Engaging with Housing Welfare</b>	<b>25</b>

### 3.3.1. Housing and Disability Steering Group

The Steering Group meetings took place on the 21st May 2018 and an update on current allocations and projects given.

## 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 are for the period 1st January to 18th June inclusive

Housing Adaptation Grant	No. of Grants	Value	Total Budget Provision 2018
No. of Applications received in current year	73		
Provisionally approved	47	€366,909	
Grants Paid	45	€379,859	
<b>Sub - Total Value</b>		<b>€746,768</b>	<b>€1,020,000</b>

Mobility Aids Housing Grant	No. of Grants	Value	Total Budget Provision 2018
No. of Applications received in current year	3		
Provisionally approved	4	€15,060	
Grants Paid	4	€15,410	
<b>Sub - Total Value</b>		<b>€30,470</b>	<b>€180,000</b>

Housing Aid for Older People Grant	No. of Grants	Value	Total Budget Provision 2018
No. of Applications received in current year	8		
Provisionally approved	3	€14,245	
Grants Paid	2	€9,277	
<b>Sub - Total Value</b>		<b>€23,522</b>	<b>€142,000</b>

<b>BUDGET 2018 PROVISION</b>	<b>€1,342,000</b>
<b>DHPLG 2018 ALLOCATION</b>	<b>€2,043,336</b>

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 the Council.

**Table 16: Current Rent Arrears**

<b>Current Rent Arrears</b>	<b>No. of A/Cs</b>	<b>Amount</b>
Arrears 4-6 weeks	208	€75,819
Arrears 7-12 weeks	333	€220,816
Arrears 12-26 weeks	391	€583,636
Arrears over 26 weeks	692	€3,498,933
<b>Total</b>	<b>1,624</b>	<b>€4,379,204</b>
	<b>No. of A/Cs</b>	<b>Amount</b>
Credits over 4 weeks	514	€324,377

\*The above is the position with Rent Arrears and Credits at the 14/06/2018

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**

<b>PRIVATE RENTED STOCK</b>	Figures are up to and including	21/06/18
No. of properties inspected (1st Inspection)		301
No. of Total Inspections conducted		338
No. of advisory notes issued to landlord (informal notices)		278
No. of improvement notices issued		9
No. of prohibition notices issued		0
No. of Rent book Notices issued		0
<b>* No Private Rented Properties registered with the Private Rented Tenancies Board</b>		<b>16,426</b>

### 3.6. Anti-Social Behaviour

The Anti-Social Section investigates complaints of Anti-Social behaviour in accordance with the policy which was adopted on 14<sup>th</sup> 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 18/06/2018

	Dundrum	Dun Laoghaire	Total
ASB Complaints - COMPLETED	15	10	<b>25</b>
ASB Investigatons - ONGOING	7	4	<b>11</b>
ASB Complaints - RECEIVED	22	14	<b>36</b>
ASB Investigatons - DISMISSED	0	0	<b>0</b>
ASB Complaints - VALID FOR INVESTIGATION	22	14	<b>36</b>

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

Figures are up to 18/06/2018

Action Taken	Dundrum	Dun Laoghaire	Total
Advice Given	6	8	14
Verbal Warning issued	2	3	5
1st Written Warning issued	0	0	0
2nd Written Warning issued	0	0	0
Final Writte Warning issued	0	0	0
Tenancy Notification	1	1	2
Tenancy Warning	0	2	2
Protracted Enquiry	0	0	0
Refer Housing Welfare Officer	0	0	0
Refer to Maintenance	0	0	0
Refer to Allocations	0	0	0
Refer to Environment	0	0	0
Refer to Gardai	0	0	0
Legal Action	0	0	0
Exclusion Orders sought	0	0	0
Estate Management Transfer	1	1	2
Other	0	1	1
Record Only	1	0	1
Possession application served	0	0	0
<b>Total</b>	<b>11</b>	<b>16</b>	<b>27</b>

**Table 20: Tenancy outcome****TENANCY OUTCOME**

Figures are up to 18/06/2018

	Dundrum	Dun Laoghaire	Total
Voluntry Surrender of Tenancy (due to ASB sanction)	0	0	0
Possesion Order obtained	0	0	0
Exclusion Orders Obtained	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	

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

Figures are up to 18/06/2018

	Total
Housing Applicants Approved	10
Housing Applicants Refused/Referred	2
Decision Pending	4
<b>No. Housing Applicants interviewed</b>	<b>16</b>

**Table 22: Tenancy Training****TENANCY TRAINING**

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Figures are up to 18/06/2018

	<b>Total</b>
Information Session for new Tenants	<b>1</b>
Attendees	<b>33</b>