

SOCIAL HOUSING PROGRESS REPORT

Reporting Period Q4/2018

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

The following table represents the overall number of units delivered to date within the current year.

Table 1: Social Housing Delivery – Units Delivered per Quarter

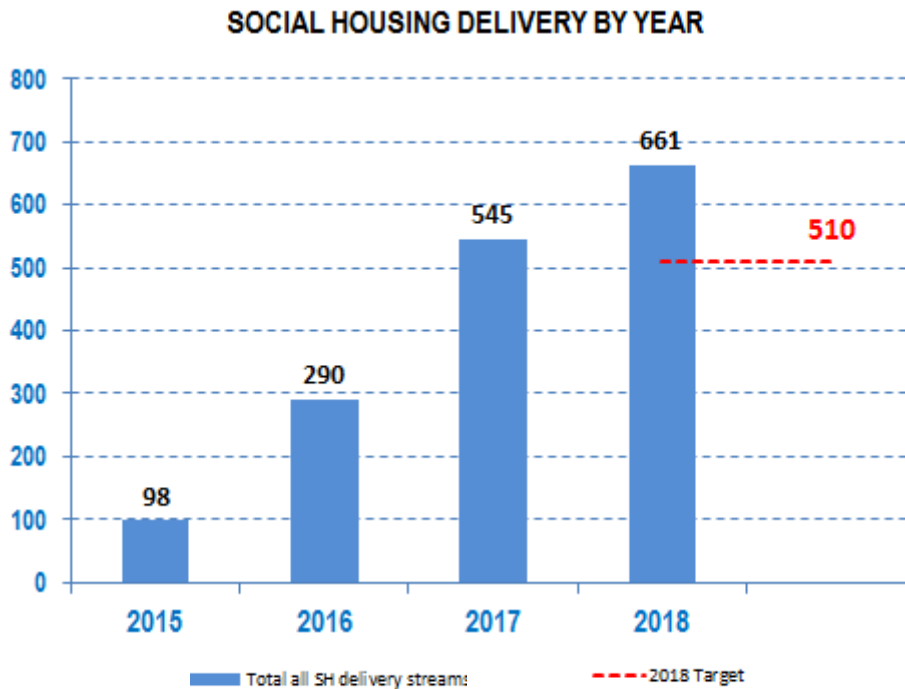
UNITS DELIVERED - CURRENT YEAR					
SOCIAL HOUSING DELIVERY 2018					
Figures are up to and including					31/12/18
Units Delivered by Quarter					
	Q1	Q2	Q3	Q4	2018
Construction New build	0	25	4	105	134
Voids & Refurbishments	29	0	3	3	35
Part V (SHIP & TAU)	0	11	0	2	13
Acquisition	2	0	1	1	4
CAS	9	4	0	2	15
CALF	1	1	0	6	8
Buy & Renew	0	0	0	0	0
Leasing (Part V, R&L)	0	1	6	23	30
Total Build, Acquisition & Leasing	41	42	14	142	239
Units Delivered per Quarter					
	Q1	Q2	Q3	Q4	2018
RAS	4	9	7	3	23
HAP	54	52	77	71	254
HAP - Homeless	20	24	41	60	145
Total	78	85	125	134	422
Units Delivered per Quarter					
	Q1	Q2	Q3	Q4	2018
Total all SH delivery streams	119	127	139	276	661

Table 2: Traveller Specific Accommodation

(TAP) 2014-2018

Glendruid Court, Kiliney	5 Families (2015)
Tig Mo Chroí, Glenamuck	4 Families (2017)
Hawthorn Close, Bird Avenue	3 Families (2018)
Casual Vacancies	19 Families (2014-2018)
Standard social units	2 Families
Refurbishment Works/Re-Let Works	4 units at St. Louise's Park
	1 unit at Glendruid Court
	1 unit at Booterstown Park.
	1 unit at Aughmore Lane (2014-2018)

Figure 1: Social Housing Delivery - Units Delivered by Year



Includes Build, Acquisition, Leasing, RAS and HAP

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.

DLRCC CONSTRUCTION PROGRAMME 2018 – 2021
Includes SHIP, Major Refurbishments and AHB New built
Report Date Q4-2018

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
Pottery Road	4	Completed	Q4-2017	Q4-2018	Oct-17	Aug-18
Rochestown Phase 3	14	Completed	Q4-2018	Q4-2018	Aug-16	Oct-18
Rosemount Court	44	Completed	Q1-2017	Q4-2018	Jan-17	Dec-18
Dunedin (turnkey)	14	Completed		Q4-2018		Dec-18
Ballyogan Avenue (major refurb)	3	Completed	Q1-2018	Q3-2018		Oct-18
Fitzgerald Park (a)	33	Completed	Q4-2016	Q4-2018	Nov-16	Dec-18
TOTAL	137					

Table 4: Schemes on Site

On Site schemes

Site Name	No. Units	Status Detail	On Site Date (estimated)	Handover (estimated)	On Site Date
Broadford Rise	21	Construction in progress	Q3-2017	Q2-2019	Aug-17
Fitzgerald Park (b)	17	Construction in progress	Q4-2016	Q1-2019	Nov-16
Moyola (major refurb)	12	Refurbishment in progress	Q1-2018	Q1-2019	Mar-18
TOTAL	50				

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)
Ballyogan Avenue (new units)	2	Design Team appointed to produce tender documents	Q2-2019	Q2-2020
Park House	4	Design Team appointed to produce tender documents	Q2-2019	Q1-2020
TOTAL	6			

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)
Rockville Drive	13	Pre planning		
Ballyogan Court	121	Pre planning		
Shanganagh Castle	540	Feasibility / Masterplan		
St Laurences Park	89	Feasibility Stage		

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

Site Name	No. Units (estimated)	Status Detail	On Site Date (estimated)	Handover (estimated)
Enniskerry	155	Tendered. Contract to be awarded	Q1-2019	
Abbey View House	11	Tendered. Contract to be awarded	Q1-2019	
Loughlinstown Wood	42	Tender documents being prepared	Q2-2019	
TOTAL	208			

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

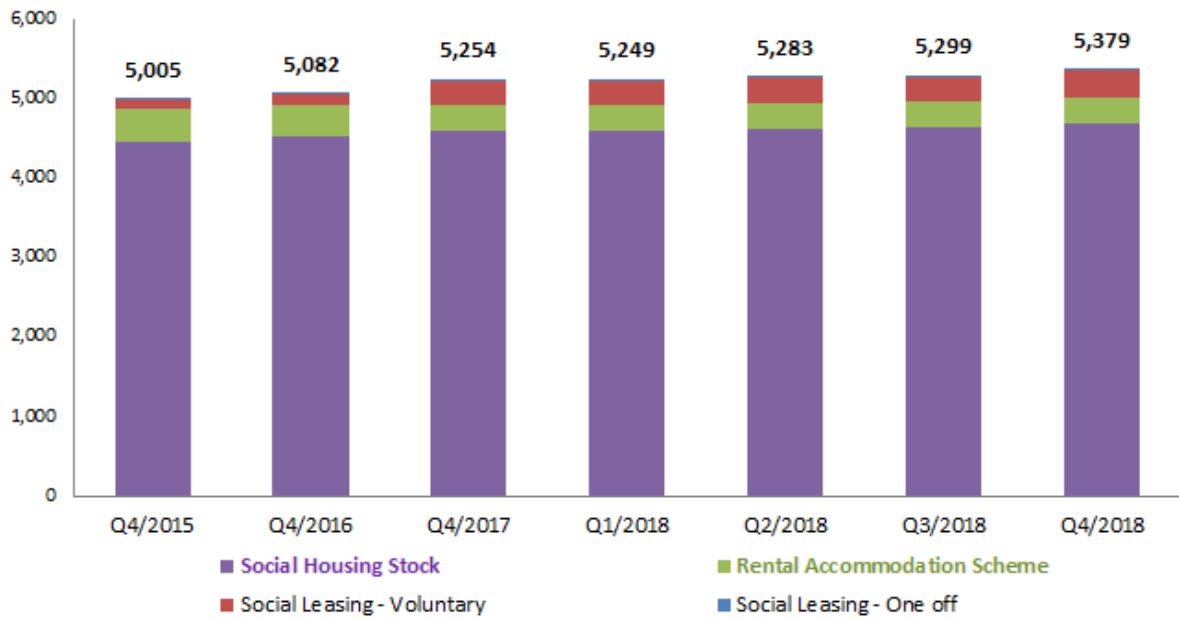
Figures are up to and including 31/12/18

	Q4/2015	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Social Housing Stock	4,466	4,537	4,591	4,592	4,628	4,643	4,701
Rental Accommodation Scheme	400	379	337	330	325	320	313
Total Housing Stock	4,866	4,916	4,928	4,922	4,953	4,963	5,014

	Q4/2015	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Social Leasing - Voluntary	119	141	305	306	308	314	343
Social Leasing - One off	20	25	21	21	22	22	22
Total Social Leasing	139	166	326	327	330	336	365

	Q4/2015	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Total Housing Stock	5,005	5,082	5,254	5,249	5,283	5,299	5,379

Figure 2: Housing Stock - Evolution 2015-2018



2.4. Management, Maintenance and Improvement of Housing Stock

Table 9: Maintenance Requests

Routine Maintenance	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Requests in hand	104	63	354	224	377	345
Requests completed	1,151	1,424	1,172	1,188	945	1,310
Total Maintenance Requests	1,255	1,487	1,526	1,412	1,322	1,655

Vacant Units	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Undergoing work prior to occupation	25	25	30	22	41	40
Long term voids	3	3	3	3	3	3

2018 Planned Maintenance			
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

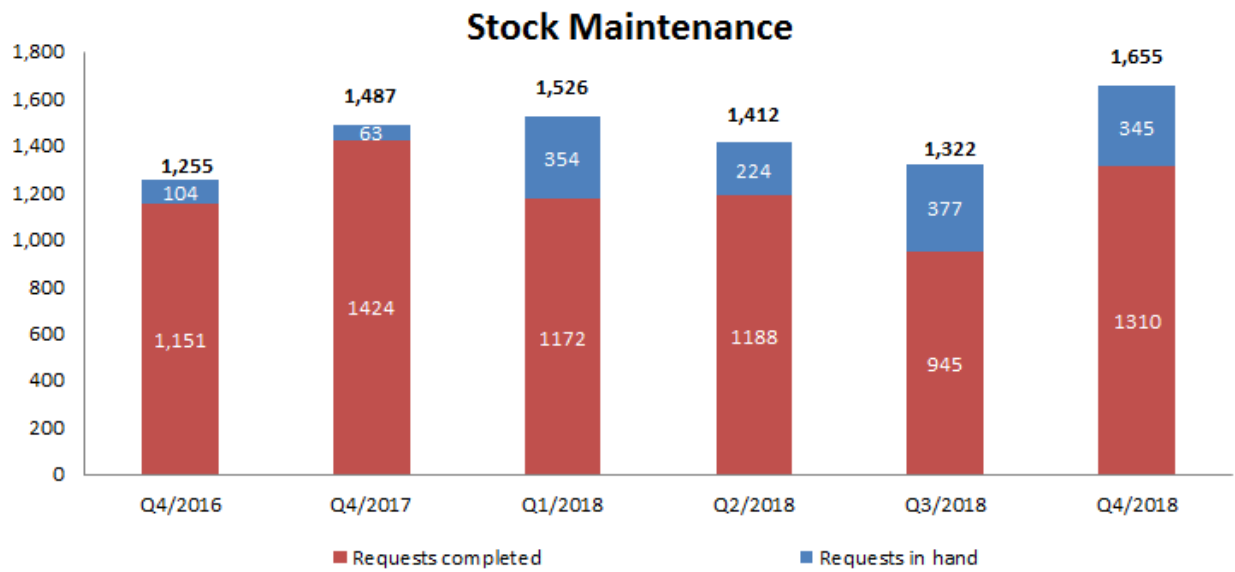


Table 10: Disability - Home Adaptations

DISABILITY – HOME ADAPTATIONS TO COUNCIL STOCK

Figures from 01/01/2018 to 31/12/2018

New Applications Received 2018

Bathroom alterations/showers	57
Ramps	13
Stairlifts	17
Other/Miscellaneous	38
Total	125

Works completed in 2018

Bathroom alterations/showers	40
Ramps	9
Stair lifts	11
Extensions	2
Other/Miscellaneous	35
Total	97

2.5. Housing Demand

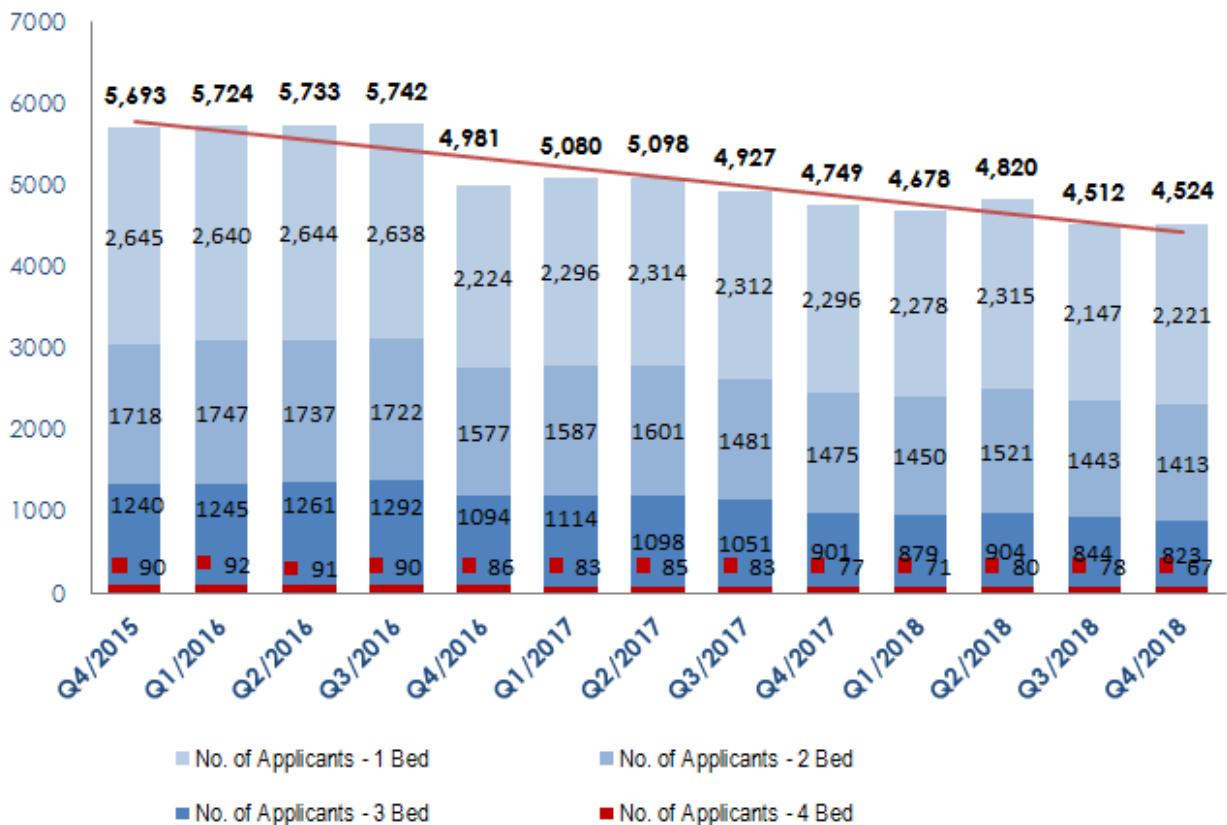
Applicants on Social housing are placed on a waiting list according to their accommodation needs. The following table shows the number of applicants on the stated date:

Table 11: Current Housing Demand

HOUSING DEMAND	
Figures as at 31/12/18	
	Q4/2018
Applicants - 1 Bed	2,221
Applicants - 2 Bed	1,413
Applicants - 3 Bed	823
Applicants - 4 Bed	67
Applicants - Total	4,524

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

Figure 3: Applicants in Social Housing Waiting List



- ✓ Demand has stabilised with no significant change
- ✓ 49% of applicants apply for **1-Bed** and 31% of applicants apply for **2-Bed**. This represents **80% of the overall demand**.

3. Housing Support Services

3.1. Allocations and Transfers

Table 12: Allocations

ALLOCATIONS	
	Allocations as of 31/12/18
Allocations - Social Housing list	186
Allocations - Transfer list	119
Total Allocations	305

3.1.1. Choice Based Letting (CBL)

The full implementation of the online Choice Based Letting (CBL) system which allows housing applicants to express their interest in available properties was rolled out in August 2018.

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

Table 13 CBL Properties by Area of Choice

CBL – Properties by Area of Choice	
Dun Laoghaire/Dalkey	25
Blackrock/Stillorgan	21
Ballybrack/Shankill	7
Ballinteer/Ballyogan	23
Total	76

Table 14 CBL Properties by Bed Size

CBL – Properties by Bed Size	
1 Bed	20
2 Bed	47
3 Bed	8
4 Bed	1
Total	76

Note: Figures shown are cumulative from 1st January 2018 to 31st December 2018 and reflect the properties advertised.

3.2. Homeless Services

Table 15: Homeless Services

HOMELESS SERVICES	Figures at the	31/12/18
Homeless Services		
No. of Homeless Families		92
No. of individuals/households registered as homeless		179
No. of Allocations to homeless individuals/families		72
No. of SHS offers currently accepted by homeless individuals/families		12

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 16: Housing Support Services**HOUSING SUPPORT SERVICES**

Figures are for the period 25th September to 31st December inclusive

	Q4/2018
No. of Housing Welfare Cases - Started	11
No. of Housing Welfare Cases - Completed	9
No. of Housing Welfare Cases - Currently engaging with housing	20
Average Monthly Case Files for this quarter	20

3.3.1. Housing and Disability Steering Group

The Steering Group meeting took place on the 11th December 2018 and an update on current allocations and the CAS scheme were given along with an overview of the IWIL scheme.

3.3.2. Grant Assistance to the Elderly and Disabled**Table 17: Grant Assistance to the Elderly and Disabled – Breakdown****GRANT ASSISTANCE TO THE ELDERLY AND DISABLED**Figures are for the period 1st October 2018 to 17th December 2018

HOUSING ADAPTATION GRANT	No. of Grants	Value
Applications received in Quarter 4 2018	43	
Provisional Approvals issued Q4 2018	45	€336,841
Grants paid in Q4 2018	35	€316,858
Total 2018 Budget Provision		€1,020,000

MOBILITY AIDS GRANT	No. of Grants	Value
Applications received in Q4 2018	7	
Provisional Approvals issued Q4 2018	8	€35,742
Grants paid in Q4 2018	1	€2,385
Total 2018 Budget Provision		€180,000

HOUSING AID FOR OLDER PEOPLE	No. of Grants	Value
Application received in Q4 2018	5	
Provisional Approvals issued Q4 2018	2	€14,050
Grants paid in Q4 2018	4	€24,839
Total 2018 Budget Provision		€142,000

Budget 2018 Provision	€1,342,000
DHPLG 2018 Allocation	€2,043,336

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

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 18: Current Rent Arrears

Current Rent Arrears	No. of A/Cs	Amount
Arrears 4-6 weeks	182	€63,251
Arrears 7-12 weeks	314	€214,919
Arrears 12-26 weeks	376	€530,307
Arrears over 26 weeks	661	€3,509,187
Total	1,533	€4,317,664
	No. of A/Cs	Amount
Credits over 4 weeks	556	€345,474

*The above is the position with Rent Arrears and Credits at the

04/01/19

It does not include accounts with credit or zero balances. It does 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, there is a time lag of 3-5 days before they are credited to actual rent accounts.

3.4. Private Rented Housing Standards

Table 19: Private Rented Stock

PRIVATE RENTED STOCK	
	Figures are up to and including 31/12/18
No. of properties inspected (1st Inspection)	929
No. of Total Inspections conducted	1541
No. of advisory notes issued to landlord (informal notices)	1387
No. of improvement notices issued	16
No. of prohibition notices issued	6
No. of Rent book Notices issued	0
* No Private Rented Properties registered with the Private Rented Tenancies Board as at 01/06/2018	16,792

3.5. 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 20: Anti-Social Behaviour - Matters addressed

ANTI-SOCIAL BEHAVIOUR - MATTERS ADDRESSED

Figures are up to 31/12/18

	Dundrum	Dun Laoghaire	Total
ASB Complaints - COMPLETED	32	37	69
ASB Investigatons - ONGOING	3	3	6
ASB Complaints - RECEIVED	35	40	75
ASB Investigatons - DISMISSED	0	0	0
ASB Complaints - VALID FOR INVESTIGATION	35	40	75

Table 21: Anti-Social Behaviour - Breakdown of actions taken

Figures are up to 31/12/18

Action Taken	Dundrum	Dun Laoghaire	Total
Advice Given	12	15	27
Verbal Warning issued	7	6	13
1st Written Warning issued	0	0	0
2nd Written Warning issued	0	0	0
Final Written Warning issued	0	0	0
Tenancy Notification	4	2	6
Tenancy Warning	4	4	8
Protracted Enquiry	0	0	0
Refer Housing Welfare Officer	0	0	0
Refer to Maintenance	0	0	0
Refer to Allocations	1	3	4
Refer to Environment	0	0	0
Refer to Gardaí	0	3	3
Legal Action	4	0	4
Exclusion Orders sought	1	0	1
Estate Management Transfer	1	1	2
Other	0	3	3
Record Only	1	0	1
Possession application served	3	0	3
Total	38	37	75

Table 22: Tenancy outcome**TENANCY OUTCOME**

Figures are up to 31/12/18

	Dundrum	Dun Laoghaire	Total
Voluntary Surrender of Tenancy (due to ASB sanction)	0	0	0
Eviction (following possession application)	1	0	1
Possession Order obtained	1	0	1
Abandonment Notice Served	0	1	1
Abandonment Notice Property Repossessed	0	1	1
Exclusion Orders Obtained	0	0	0
Total	2	2	4

Table 23: Estate Management Interviews / Background Checks**ESTATE MANAGEMENT INTERVIEWS/BACKGROUND CHECKS**

Figures are up to 31/12/18

	Total
Housing Applicants Approved	20
Housing Applicants Refused/Referred	2
Decision Pending	9
No. Housing Applicants interviewed	31

Table 24: Tenancy Training**TENANCY TRAINING**

Figures are up to 31/12/18

	Total
Information Session for new Tenants	1
Attendees	33