

Social Housing Progress Report

Reporting Period Q3 / 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
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Table 2: Social Housing Delivery – Homes Delivered per Quarter

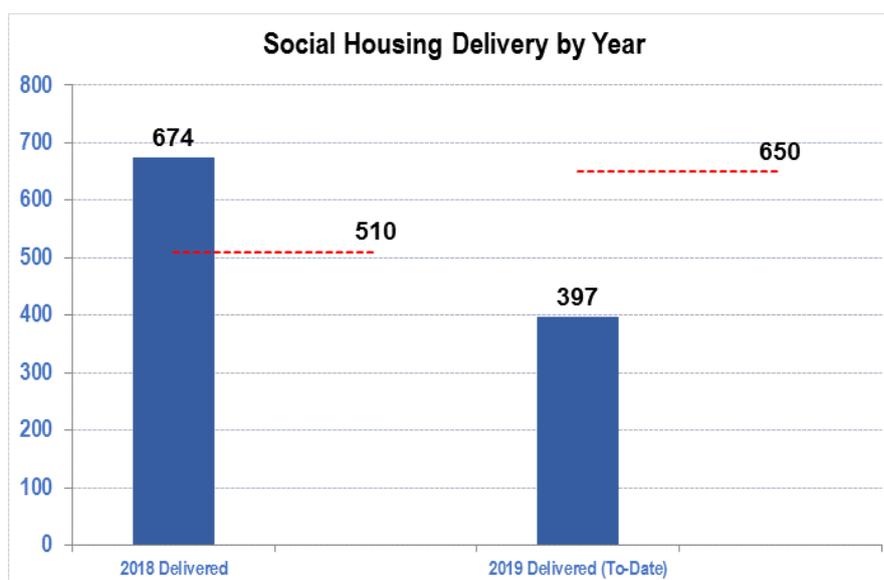
Social Housing Delivery 2019						
	Q1	Q2	Q3	Q4	Total	Target
	Figures 01/01/19 to 31/03/19	Figures 01/04/19 to 30/6/19	Figures 01/07/19 to 30/9/19		Figures 01/01/19 to 30/09/19	
DLR Build	17	2	0		19	137
DLR Part V	1	0	2		3	
AHB Build	0	0	0		0	
AHB Part V	0	44	0		44	
DLR Acquisition	2	8	3		13	16
AHB Acquisition	0	1	3		4	
DLR Lease	0	2	1		3	55
AHB Lease	0	1	0		1	
Total Build, Acquisition & Leasing	20	58	9		87	208

	Q1	Q2	Q3	Q4	Total	Target
RAS	1	3	12		16	
HAP - Standard	70	42	59		171	
HAP - Homeless	47	40	36		123	
Total RAS & HAP	118	85	107		310	442

	Q1	Q2	Q3	Q4	Total	Target
Total Delivery All SH delivery streams exc bad relets	138	143	116		397	650

Note: Figures shown for Q2 in the previous Quarterly Report for Council were up to 14/06/2019. In this report, the Q2 figure reflects the full quarter from 01/04/2019 – 30/06/2019.

Figure 1: Social Housing Delivery – Units Delivered by Year



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

Table 3: Traveller Specific Accommodation

**Traveller Accommodation Programme
(TAP) 2014-2018**

Glendruoid Court, Killiney	5 Families (2015)
Tig Mo Chroí, Glenamuck	4 Families (2017)
Hawthorn Close, Bird Avenue	3 Families (2018)
Casual Vacancies	21 Families (2014-2018, 2019)
Standard social units	18 Families
Refurbishment Works/Re-Let Works	4 units at St. Louise's Park
	1 unit at Glendruoid Court
	1 unit at Booterstown Park.
	1 unit at Aughmore Lane (2014-2018)
Refurbishment Works/Re-Let Works	1 unit at Burton Hall (2019)
	2 units at West Pier (2019)

(TAP) 2019-2024

Standard social units	4 Families
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Other works 2019 - 2024

Retrofitting Works - new windows & doors	2 units at Nutgrove Crescent (2019)
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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	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
Moyola Court (major refurb)	12	Completed	Q1-2018	Q1-2019	Mar-18	Mar-19
Fitzgerald Park (b)	17	Completed	Q4-2016	Q1-2019	Nov-16	Mar-19
TOTAL	166					

Table 5: Schemes on Site**On Site schemes**

Site Name	No. Units	Status Detail	On Site Date	Handover (estimated)	On Site Date
Broadford Rise	21	Construction in progress	Q3-2017	Q4-2019	Aug-17
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	Q4-2019	Q4-2020
Ballyogan Court	119	Pre-tender stage	Q3-2020	Q2-2022
Rockville Drive	13	Pre-tender stage	Q2-2020	Q1-2021
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)
Shanganagh	600	Pre-Planning		
St Laurences Park	89	Stage 2 Application approved		
TOTAL	689			

Table 8: Working with AHBs**Working with Approved Housing Bodies (AHBs)**

Site Name	No. Units (estimated)	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	Q2-2020
Loughlinstown Wood	42	At Tender Stage	Q1-2020	Q4-2022
TOTAL	208			

2.3. Current Housing Stock

Table 9: Housing Stock per Quarter

Figures are up to and including 30/09/19

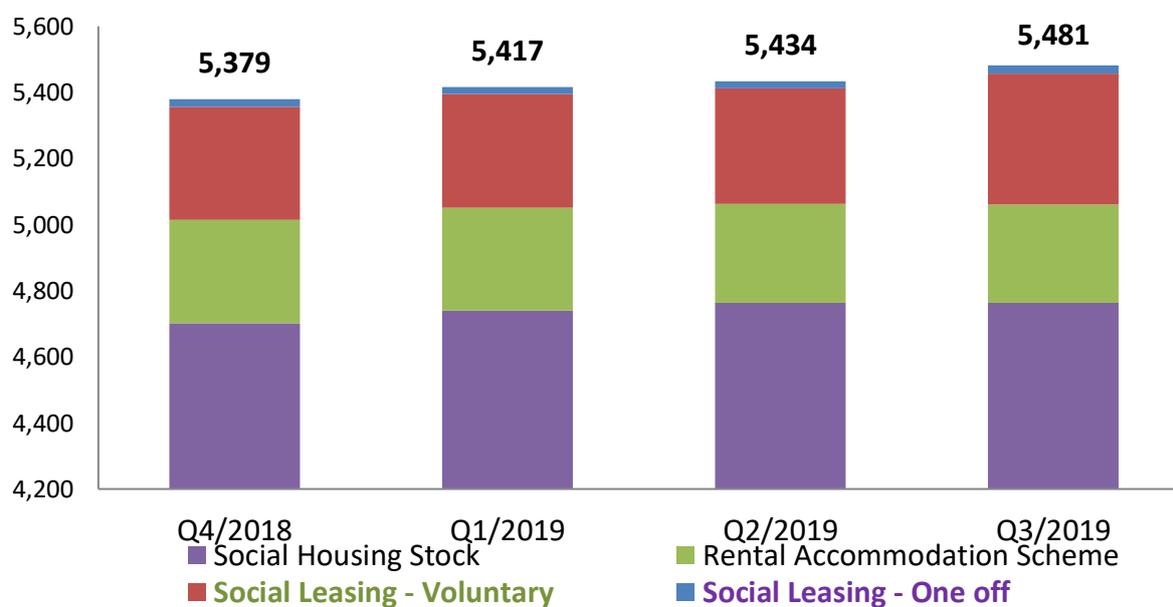
HOUSING STOCK

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

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

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

Figure 2: Housing Stock - Evolution 2018-2019



2.4. Management, Maintenance and Improvement of Housing Stock

Table 10: Maintenance Requests

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

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

2019 Planned Maintenance	
Central Heating Upgrades	100
Re-wiring	100
Upgrade of smoke, heat and carbon alarms	500

Table 11: Disability - Home Adaptations

DISABILITY - HOME ADAPTATIONS TO COUNCIL STOCK

Figures from 01/01/19 to 30/09/19

New Applications Received 2018

Bathroom Alterations>Showers	51
Ramps	3
Stairlifts	12
Extensions	3
Other/ Miscellaneous	19
TOTAL	88

Works Completed in 2019

Bathroom Alterations>Showers	45
Ramps	1
Stairlifts	13
Miscellaneous	26
Extensions (completed)	0
Extensions (currently on site)	0
Total	85

2.5. Housing Demand

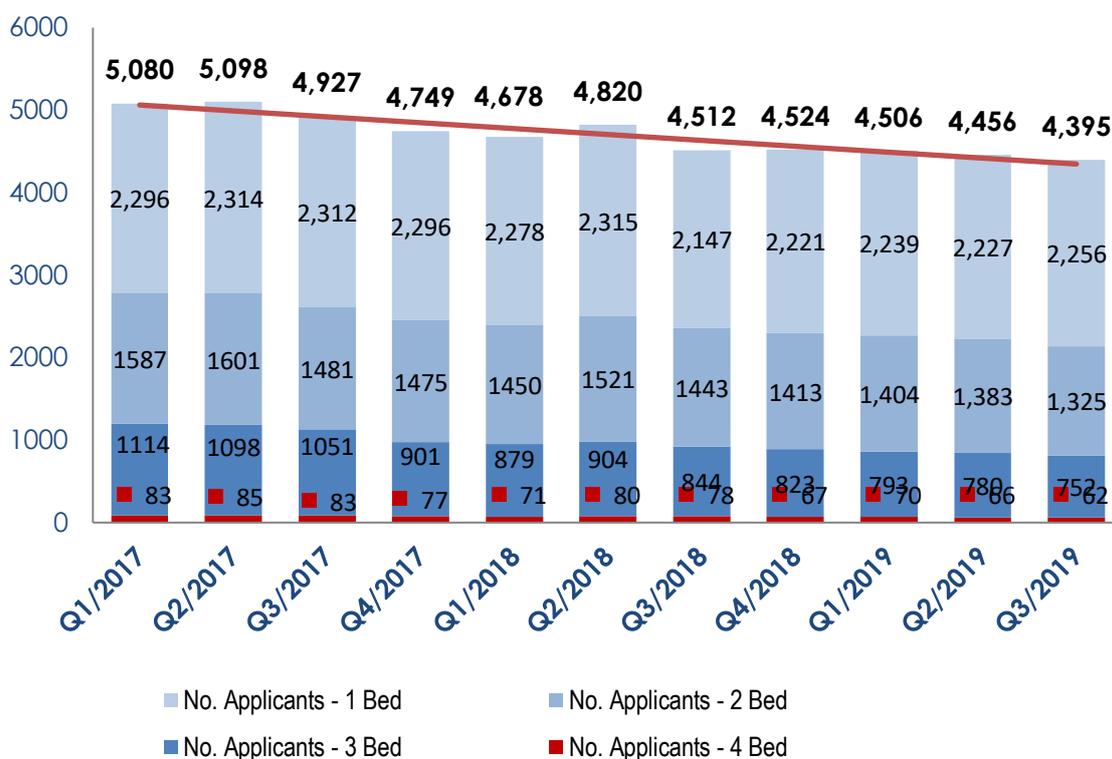
Applicants on Social housing are placed on a waiting list according to their accommodation needs. The following table shows the number of applicants on the stated date:

Table 12: Current Housing Demand

HOUSING DEMAND	
	Figures as at 30/09/19
	Q3/2019
Applicants - 1 Bed	2,256
Applicants - 2 Bed	1,325
Applicants - 3 Bed	752
Applicants - 4 Bed	62
Applicants - Total	4,395

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 13: Allocations

ALLOCATIONS	
	Allocations as at 30/09/19
Allocations - Social Housing list	210
Allocations - Transfer list	107
Total Allocations	317

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 14: CBL Properties by Area of Choice

CBL – Adverts by Area of Choice	
Dún Laoghaire/Dalkey	18
Blackrock/Stillorgan	12
Ballybrack/Shankill	15
Ballinteer/Ballyogan	14
Total	59

Note: Figures shown are cumulative from 1st January 2019 to 30th September 2019 and number of adverts puts on CBL. Some adverts were for a number of properties.

3.2 Homeless Services

Table 15: Homeless Services

HOMELESS SERVICES	
	Figures at the 30/09/19
	Q3/2019
No. of Homeless Families	96
No. of Homeless Individuals	197
No. of Allocations to homeless individuals/families	56
No. of SHS offers currently accepted by homeless individuals/families	7

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 16: Housing Support Services

HOUSING SUPPORT SERVICES	
Figures are for the period of 18/06/19 to 27/09/19	
	Q3/2019
No. of Housing Welfare Cases - Started	5
No. of Housing Welfare Cases - Completed	7
No. of Housing Welfare Cases - Currently engaging with Housing	22
Average monthly case files for this Quarter	22

3.3.1 Housing and Disability Steering Group

The third meeting of the Steering Group for 2019 took place on Tuesday, 8th October. A presentation was given by Thomas Redmond, the newly appointed Housing Coordinator, Mental Health, HSE Community Healthcare East, on the Role of Mental Health Housing Coordinator. A progress report was also given in relation to Allocations and CAS.

3.3.2 Grant Assistance to Older Persons and People with Disabilities

Table 17: Breakdown of Grant Assistance to Older Persons and People with Disabilities

GRANT ASSISTANCE TO THE ELDERLY AND DISABLED

Figures from 15th June 2019 to 30th September 2019

Housing Adaptation Grant	No. of Grants	Value
Grant Applications received in Q3 2019	29	
Provisional approvals issued Q3 2019	60	€497,164
Grants Paid Q3 2019	51	€280,849
Sub - Total Value		€778,013
TOTAL BUDGET PROVISION 2019		€1,020,000
Housing Aid for Older People Grant	No. of Grants	Value
Grant Applications received in Q3 2019	0	
Provisional approvals issued Q3 2019	1	€1,660
Grants Paid Q3 2019	3	€17,341
Sub - Total Value		€19,001
TOTAL BUDGET PROVISION 2019		€180,000

Mobility Aids Housing Grant	No. of Grants	Value
Grant Applications received in Q3 2019	6	
Provisional approvals issued Q3 2019	6	€27,863
Grants Paid Q3 2019	7	€23,974
Sub - Total Value		€51,837
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, 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 18: Current Rent Arrears

Figures for Rent Arrears and Credits are as at 30/09/19

Current Rent Arrears	No. of A/Cs	Amount
Arrears 4-6 weeks	239	€87,104
Arrears 7-12 weeks	343	€244,016
Arrears 12-26 weeks	383	€599,612
Arrears over 26 weeks	632	€3,431,307
Total	1,597	€4,362,039
	No. of A/Cs	Amount
Credits over 4 weeks	77	€128,263

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 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 20/09/19
No. of properties inspected (1st Inspection)	546
No. of Total Inspections conducted	760
No. of advisory notes issued to landlord (informal notices)	574
No. of improvement notices issued	7
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 20/09/2019	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 20: Anti-Social Behaviour - matters addressed

ANTI-SOCIAL BEHAVIOUR - MATTERS ADDRESSED			
	Figures up to 30/09/2019		
	Dundrum	Dún Laoghaire	Total
ASB Complaints			
ASB Complaints - RECEIVED	10	10	20
ASB Complaints - DISMISSED	0	0	0
ASB Complaints - VALID FOR INVESTIGATION	10	10	20
ASB Investigations Cases (Case can include multiple complaints)			
ASB Investigations – COMPLETED	8	9	17
ASB Investigations – ONGOING	2	1	3
Total ASB Investigation Cases	10	10	20

Table 21: Tenancy outcome

TENANCY OUTCOME

	Figures up to		30/09/19 Total
	Dundrum	Dún Laoghaire	
Voluntary Surrender of Tenancy (due to ASB sanction)	1	0	1
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	2	0	2

Table 22: Anti-Social Behaviour – Breakdown of actions taken

Action Taken	Figures up to		30/09/19 Total
	Dundrum	Dún Laoghaire	
Advice Given	6	5	11
Verbal Warning issued	2	0	2
1 st Written Warning issued	0	0	0
2 nd Written Warning issued	0	0	0
Final Written Warning issued	0	0	0
Tenancy Notification	0	1	1
Tenancy Warning	0	0	0
Protracted Enquiry	0	0	0
Refer Housing Welfare Officer	0	0	0
Refer to Maintenance	0	0	0
Refer to Allocations	0	1	1
Refer to Environment	0	0	0
Refer to Travellers	0	1	1
Refer to Gardai	0	0	0
Legal Action	2	0	2
Exclusion Orders sought	0	0	0
Estate Management Transfer	0	0	0
Other	0	1	1
Record Only	0	0	0
Possession application served	0	0	0
Total	10	9	19

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

Table 23: Estate Management Interviews / Background Checks

ESTATE MANAGEMENT INTERVIEWS/BACKGROUND CHECKS	
	Figures up to 30/09/19
	Total
Housing Applicants Approved	17
Housing Applicants Refused/Referred	2
Decision Pending	11
No. Housing Applicants interviewed	30

Table 24: Tenancy Training

TENANCY TRAINING	
	Figures are up to 30/09/2019
Information Session for new Tenants	1
Attendees	44