

SOCIAL HOUSING PROGRESS REPORT

Reporting Period Q3/2018

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

SOCIAL HOUSING DELIVERY 2018

Figures are up to and including 28/09/2018

	Units Delivered by Quarter				2018 to date
	Q1	Q2	Q3	Q4	
Construction New build	0	25	4		29
Voids & Refurbishments	29	0	3		32
Part V	0	8	0		8
Part V (TAU)	0	3	0		3
Acquisition	2	0	1		3
CAS	9	4	0		13
CALF	1	1	0		2
Buy & Renew	0	0	0		0
Leasing	0	1	6		7
Total Build, Acquisition & Leasing	41	42	14		97

	Units Delivered per Quarter				2018 to date
	Q1	Q2	Q3	Q4	
RAS	4	9	7		20
HAP	54	52	77		183
HAP - Homeless	20	24	41		85
Total	78	85	125		288

	Units Delivered per Quarter				2018 to date
	Q1	Q2	Q3	Q4	
Total all SH delivery streams	119	127	139		385

Note:

- 29 re-lets were completed and not included in Q1/2018
- 3 units in Hawthorn, Bird Avenue are now included in the overall delivery
- One unit included in Q1/2018 Acquisition was finally closed in Q3/2018
- CAS figures have been allocated according to closing dates
- RAS & HAP figures have been updated to reflect units that are delivered between the date of the report and the final day of the quarter

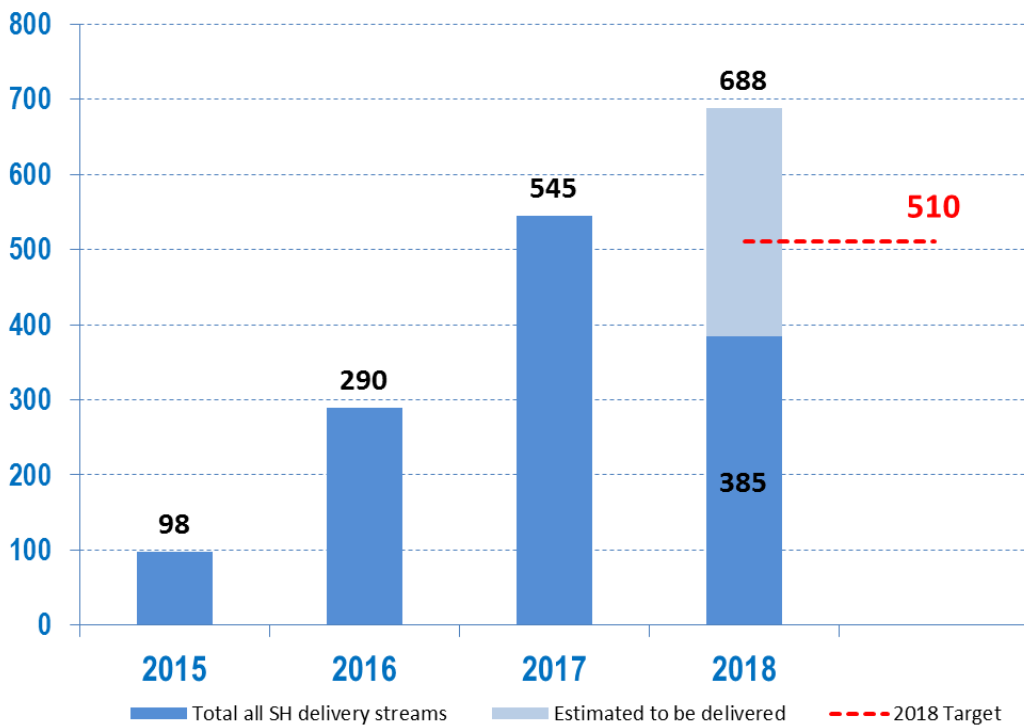
Table 2: Traveller Specific Accommodation

1.1. 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 Families	19 Families (2014-2018)
Standard social units	2 Families
Refurbishment/Re-Let Works:	4 units at St Louise's Park
	5 units at Glendruid Court
	3 units 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 standard.

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 Q3-2018****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
TOTAL		29				

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	Q4-2018	Q4-2018	Aug-16
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
Dunedin (turnkey)	14	Construction in progress		Q4-2018	
Moyola (major refurb)	12	Refurbishment in progress	Q1-2018	Q3-2018	Mar-18
Ballyogan Avenue (major refurb)	3	Refurbishment in progress	Q1-2018	Q3-2018	2 units completed
TOTAL		158			

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	Q1-2019	Q1-2020
Park House	4	Design Team appointed to produce tender documents	Q2-2019	Q1-2020
TOTAL		4		

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	Feasibility Stage		
Ballyogan Court	>100	Feasibility Stage		
Shanganagh Castle	540	Feasibility / Masterplan		
St Laurences Park	70	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	Q1-2019	
Abbey View House	11	Tendered	Q1-2019	
Loughlinstown Wood	42	Tender documents being prepared	Q1-2019	
TOTAL		208		

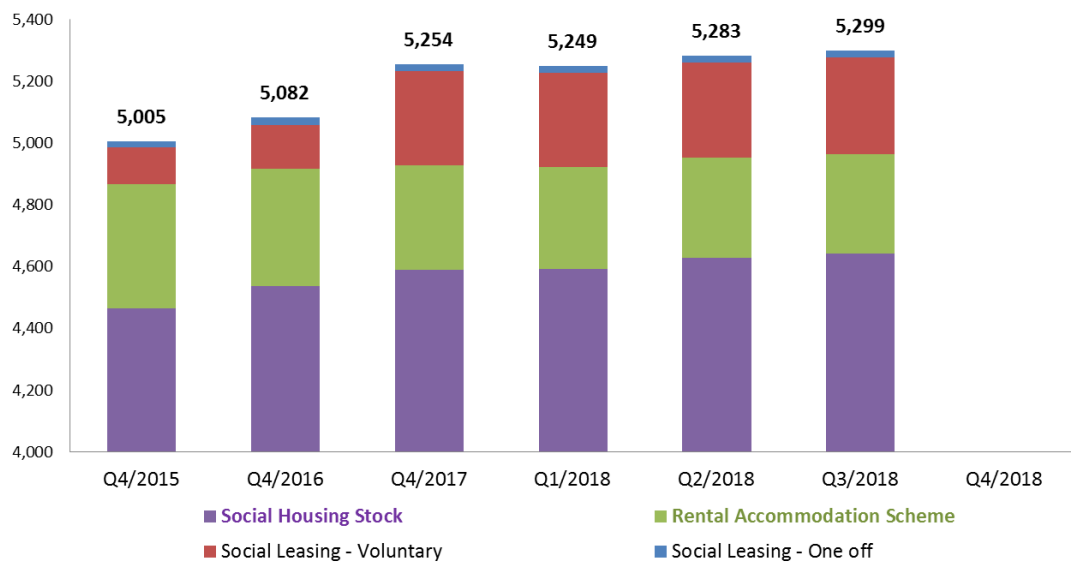
** Site transferred to the Housing Agency under LAGs and not in Council's ownership.

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

Figures are up to and including 26/09/2018

	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	0	
Rental Accommodation Scheme	400	379	337	330	325	0	
Total Housing Stock	4,866	4,916	4,928	4,922	4,953	0	
	Q4/2015	Q4/2016	Q4/2017	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Social Leasing - Voluntary	119	141	305	306	308	314	
Social Leasing - One off	20	25	21	21	22	22	
Total Social Leasing	139	166	326	327	330	336	
	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	336	

Figure 2: Housing Stock - Evolution 2015-2018



2.4. Management, Maintenance and Improvement of Housing Stock

Table 9: Maintenance Requests

Routine Maintenance	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Requests in hand	354	224	377	
Requests completed	1172	1188	945	
Total Maintenance Requests	1,526	1,412	1,322	1,255

Vacant Units	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Undergoing work prior to occupation	30	22	41	
Long term voids	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

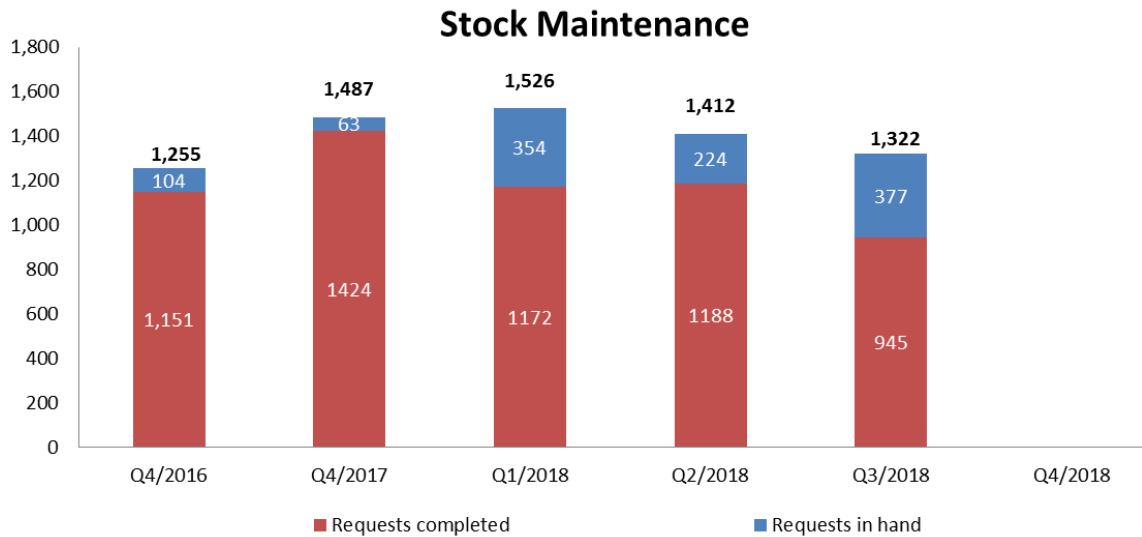


Table 10: Disability - Home Adaptations

DISABILITY - HOME ADAPTATIONS TO COUNCIL STOCK

Figures from 01/01/2018 to 24/09/2018

New Applications Received 2018

Bathroom Alterations/Showers	48
Ramps	10
Stairlifts	14
Other/Misc	24

Major Alterations 2018

LAS	37
Ramps	5
Stairlifts	11
Misc	12
Extensions (completed)	2
Extensions (currently on site)	0

2.5. Housing Demand

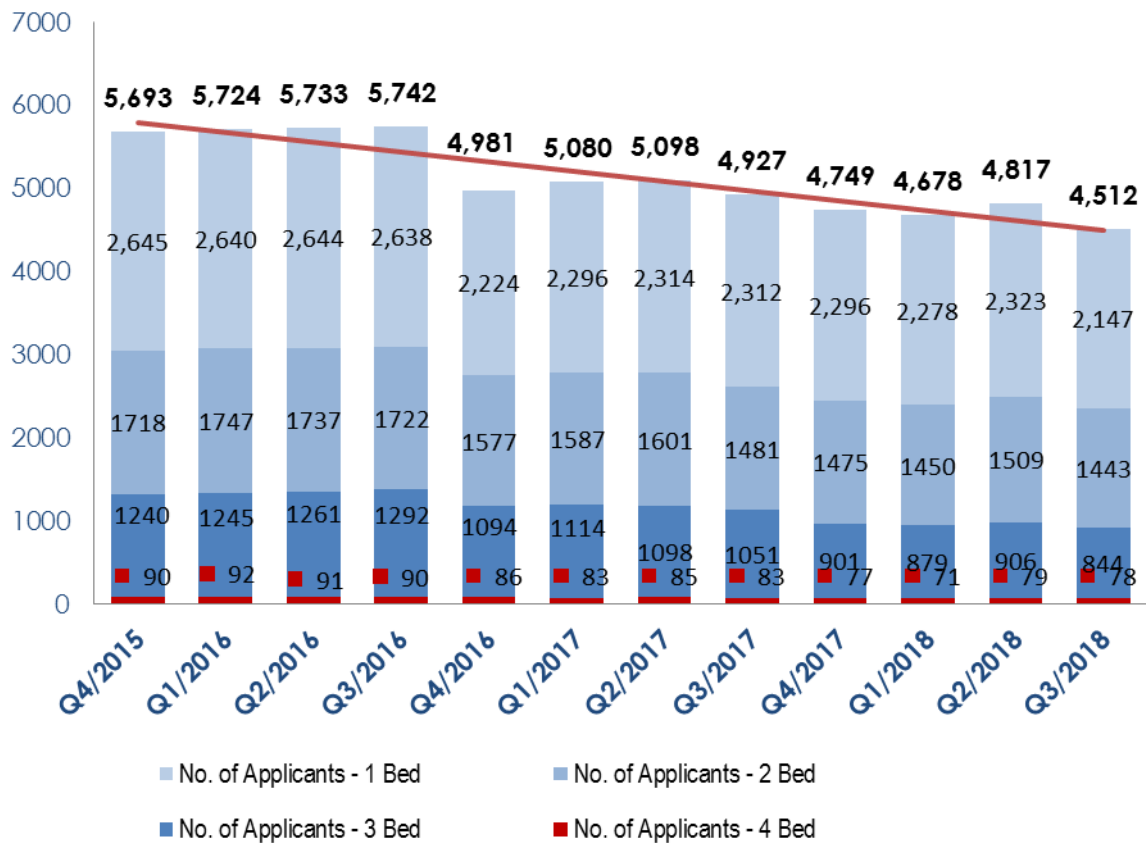
Applicants on Social housing are placed on a waiting list according to their accommodation needs. The following table shows the number of applicants on the stated date:

Table 11: Current Housing Demand

HOUSING DEMAND	
Figures as at 24/09/2018	
	Q3/2018
Applicants - 1 Bed	2,147
Applicants - 2 Bed	1,443
Applicants - 3 Bed	844
Applicants - 4 Bed	78
Applicants - Total	4,512

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

Figure 3: Applicants in Social Housing Waiting List



- ✓ The last consecutive quarters showed a decrease of 6.3%
- ✓ 48% of applicants apply for **1-Bed** and 32% 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 24/09/2018
Allocations - Social Housing list	105
Allocations - Transfer list	66
Total Allocations	171

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	11
Blackrock/Stillorgan	9
Ballybrack/Shankill	6
Ballinteer/Ballyogan	9
Total	35

Table 14 CBL Properties by Bed Size

CBL – Properties by Bed Size	
1 Bed	12
2 Bed	22
3 Bed	1
Total	35

3.2. Homeless Services

Table 15: Homeless Services

HOMELESS SERVICES

Figures at the 24/09/2018

Homeless Services	
No. of Homeless Families	104
No. of individuals/households registered as homeless	169
No. of Allocations to homeless individuals/families	37
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 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 1st July to 24th September inclusive

	Q3/2018
No. of Housing Welfare Cases - Started	8
No. of Housing Welfare Cases - Completed	5
No. of Housing Welfare Cases - Currently engaging with housing	26
Average Monthly Case Files for this quarter	24

3.3.1. Housing and Disability Steering Group

The Steering Group meeting took place on the 11th September 2018 and an update on current allocations and projects given. In addition, on the 25th September staff attended the National Disability Authority Annual Conference in Croke Park and will give a report to the next meeting.

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 July to 26th September inclusive

Housing Adaptation Grant	No. of Grants	Value
No. of Applications received in current year	45	
Provisionally approved	25	€260,112
Grants Paid	25	€228,830
Sub - Total Value		€488,942
TOTAL BUDGET PROVISION 2018		€1,020,000
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Mobility Aids Housing Grant	No. of Grants	Value
No. of Applications received in current year	5	
Provisionally approved	3	€11,785
Grants Paid	1	€1,750
Sub - Total Value		€13,535
TOTAL BUDGET PROVISION 2018		€180,000
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Housing Aid for Older People Grant	No. of Grants	Value
No. of Applications received in current year	2	
Provisionally approved	1	€6,800
Grants Paid	2	€13,339
Sub - Total Value		€20,139
TOTAL BUDGET PROVISION 2018		€142,000
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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.

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 18: Current Rent Arrears

Current Rent Arrears	No. of A/Cs	Amount
Arrears 4-6 weeks	242	€85,934
Arrears 7-12 weeks	365	€247,496
Arrears 12-26 weeks	394	€609,102
Arrears over 26 weeks	678	€3,567,985
Total	1,679	€4,510,517

	No. of A/Cs	Amount
Credits over 4 weeks	444	€276,138

*The above is the position with Rent Arrears and Credits at the 25/09/2018

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 19: Private Rented Stock

PRIVATE RENTED STOCK

Figures are up to and including 24/09/2018

No. of properties inspected (1st Inspection)	597
No. of Total Inspections conducted	794
No. of advisory notes issued to landlord (informal notices)	560
No. of improvement notices issued	12
No. of prohibition notices issued	1
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

3.6. 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 20: Anti-Social Behaviour - Matters addressed

ANTI-SOCIAL BEHAVIOUR - MATTERS ADDRESSED

Figures are up to 26/09/2018

	Dundrum	Dun Laoghaire	Total
ASB Complaints - COMPLETED	24	27	51
ASB Investigatons - ONGOING	5	7	12
ASB Complaints - RECEIVED	29	34	63
ASB Investigatons - DISMISSED	0	0	0
ASB Complaints - VALID FOR INVESTIGATION	29	34	63

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

Figures are up to 26/09/2018

Action Taken	Dundrum	Dun Laoghaire	Total
Advice Given	11	11	22
Verbal Warning issued	4	5	9
1st Written Warning issued	0	0	0
2nd Written Warning issued	0	0	0
Final Written Warning issued	0	0	0
Tenancy Notification	3	2	5
Tenancy Warning	4	3	7
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 Gardai	0	2	2
Legal Action	1	0	1
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
Total	25	26	51

Table 22: Tenancy outcome**TENANCY OUTCOME**

Figures are up to 26/09/2018

	Dundrum	Dun Laoghaire	Total
Voluntary Surrender of Tenancy (due to ASB sanction)	0	0	0
Possession Order obtained	0	0	0
Exclusion Orders Obtained	0	0	0
Total	0	0	

Table 23: Estate Management Interviews / Background Checks

ESTATE MANAGEMENT INTERVIEWS/BACKGROUND CHECKS

Figures are up to 26/09/2018

	Total
Housing Applicants Approved	18
Housing Applicants Refused/Referred	2
Decision Pending	6
No. Housing Applicants interviewed	26

Table 24: Tenancy Training

TENANCY TRAINING

Figures are up to 26/09/2018

	Total
Information Session for new Tenants	1
Attendees	33