

# Devon Home Choice Quarterly Monitoring Report (July 2018)



## Introduction

This report provides the latest key information from Devon Home Choice and covers 1<sup>st</sup> April 2018 to 30<sup>th</sup> June 2018.

## Households registered with Devon Home Choice

The total number of households in housing need (Bands A to D) increased from 16,175 in April to 16,754 in July, an increase of 4%.

Across Devon there were some significant variations over the last quarter. In North Devon the number of households in housing need fell by 20% (as a result of renewals), whilst in West Devon and South Hams the numbers increased by 12% and 11% respectively.

The percentage of applications in Band E remained at 37%.

**Table 1: Number of households in housing need (Bands A to D) as at 2 July 2018**

	Band A		Band B		Band C		Band D		Total	Band E	
	No.	%	No.	%	No.	%	No.	%		No.	%
East Devon	1	0%	295	17%	528	30%	931	53%	<b>1,755</b>	2,304	57%
Exeter	7	0%	400	21%	559	29%	977	50%	<b>1,943</b>	2	0%
Mid Devon	0	0%	94	10%	287	32%	527	58%	<b>908</b>	1,060	54%
North Devon	1	0%	166	18%	263	28%	514	54%	<b>944</b>	1,129	54%
Plymouth	3	0%	1,520	21%	2,277	32%	3,409	47%	<b>7,209</b>	3,404	32%
South Hams	1	0%	160	23%	180	26%	360	51%	<b>701</b>	787	53%
Teignbridge	2	0%	200	21%	330	35%	421	44%	<b>953</b>	1	0%
Torbay	5	0%	240	23%	316	31%	465	45%	<b>1,026</b>	0	0%
Torrige	2	0%	202	22%	314	34%	411	44%	<b>929</b>	674	42%
West Devon	0	0%	79	20%	100	26%	207	54%	<b>386</b>	428	53%
<b>Total</b>	<b>22</b>	<b>0%</b>	<b>3,356</b>	<b>20%</b>	<b>5,154</b>	<b>31%</b>	<b>8,222</b>	<b>49%</b>	<b>16,754</b>	<b>9,789</b>	<b>37%</b>

<b>Apr 2018</b>	<b>22</b>	<b>0%</b>	<b>3,251</b>	<b>20%</b>	<b>5,024</b>	<b>31%</b>	<b>7,878</b>	<b>49%</b>	<b>16,175</b>	<b>9,531</b>	<b>37%</b>
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Note: The percentages given for Bands A – D refer to the proportion of households in housing need who are in that Band (e.g. 20% of all households in housing need across Devon are in Band B). The percentage given for Band E refers to the proportion of households in Band E of all those registered (e.g. 37% of households registered across Devon are in Band E).

The greatest need across all local authority areas remains for one bedroom properties (Table 2), with 57% of applicants requiring a one bedroom home.

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**Table 2: Bedroom need of applicants in housing need (Bands A to D) as at 2 July 2018**

	1 Bed		2 Bed		3 Bed		4 Beds +		Total
	No.	%	No.	%	No.	%	No.	%	
East Devon	1,001	57%	406	23%	228	13%	120	7%	<b>1,755</b>
Exeter	1,140	59%	432	22%	255	13%	116	6%	<b>1,943</b>
Mid Devon	494	54%	203	22%	142	16%	69	8%	<b>908</b>
North Devon	480	51%	269	28%	124	13%	71	8%	<b>944</b>
Plymouth	4,270	59%	1,624	23%	851	12%	464	6%	<b>7,209</b>
South Hams	405	58%	174	25%	85	12%	37	5%	<b>701</b>
Teignbridge	481	50%	262	27%	133	14%	77	8%	<b>953</b>
Torbay	503	49%	268	26%	166	16%	89	9%	<b>1,026</b>
Torrige	498	54%	223	24%	136	15%	72	8%	<b>929</b>
West Devon	199	52%	91	24%	64	17%	32	8%	<b>386</b>
<b>Total</b>	<b>9,471</b>	<b>57%</b>	<b>3,952</b>	<b>24%</b>	<b>2,184</b>	<b>13%</b>	<b>1,147</b>	<b>7%</b>	<b>16,754</b>

Table 3 shows the numbers on the register in housing need (Bands A to D) in each local authority area every six months since January 2016. Chart 1 presents this information graphically using January 2016 as the base. It can be seen that whilst most local authority have seen the number of households in housing need fall, East Devon and Torrige have seen rises of 61% and 22% respectively.

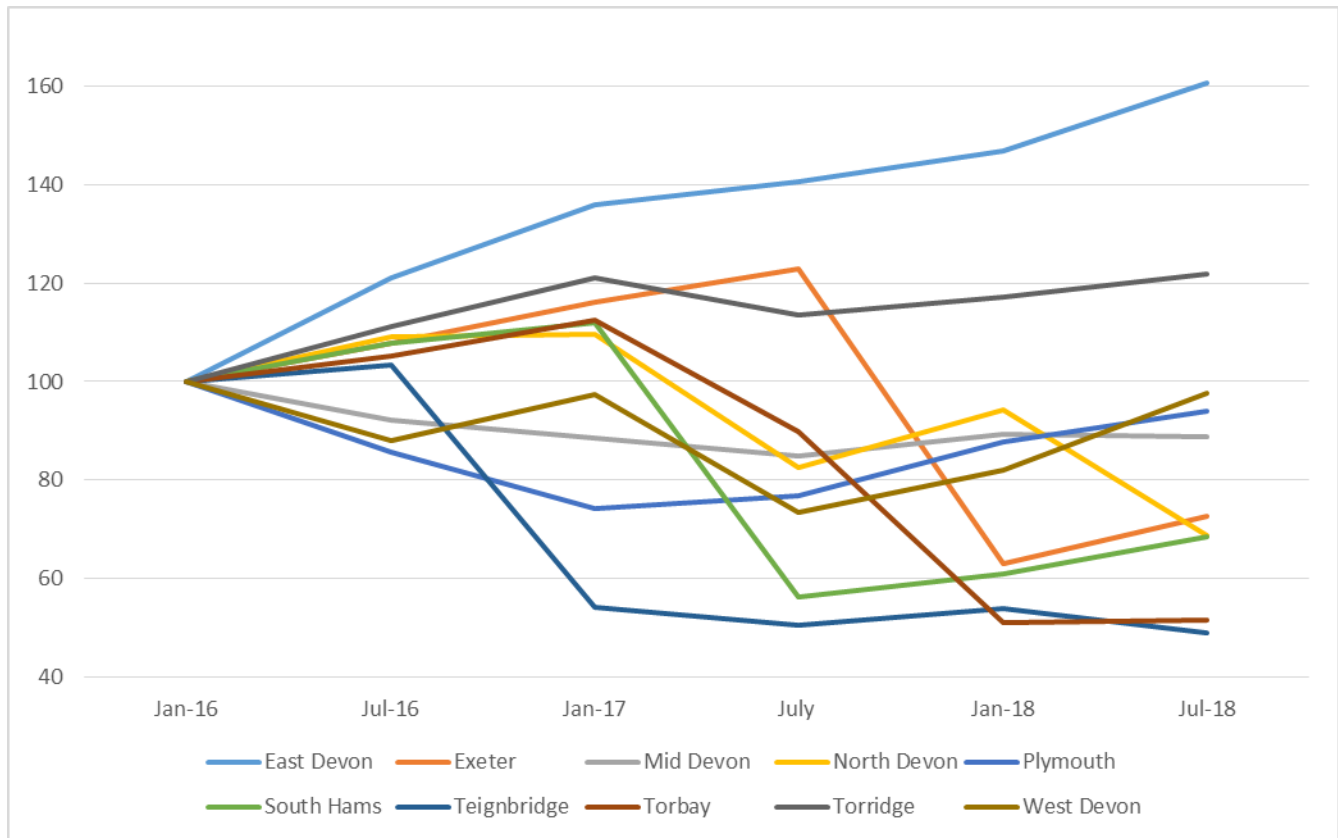
**Table 3: Numbers on the register in Bands A to D per Local Authority by quarter**

	January 2016	July 2016	January 2017	July 2017	January 2018	July 2018
East Devon	1,092	1,323	1,485	1,535	1,602	<b>1,755</b>
Exeter	2,674	2,883	3,104	3,285	1,685	<b>1,943</b>
Mid Devon	1,021	941	903	867	912	<b>908</b>
North Devon	1,375	1,499	1,506	1,136	1,296	<b>944</b>
Plymouth	7,672	6,581	5,702	5,902	6,728	<b>7,209</b>
South Hams	1,022	1,101	1,144	575	624	<b>701</b>
Teignbridge	1,944	2,011	1,055	984	1,047	<b>953</b>
Torbay	1,990	2,092	2,238	1,789	1,016	<b>1,026</b>
Torrige	763	848	923	867	894	<b>929</b>
West Devon	395	348	385	290	324	<b>386</b>
<b>Total</b>	<b>19,948</b>	<b>19,627</b>	<b>18,445</b>	<b>17,230</b>	<b>16,128</b>	<b>16,754</b>

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**Chart 1: Number of households in housing need by local authority. January 2016 as the base.**



## Bidding Patterns

Table 4 and Chart 2 & 3 below show the number of bids placed in each month since January 2017, and the number of households who have placed at least one bid in each month.

It can be seen from the trend lines in Charts 2 & 3 that there is an increase in the number of bids being made each month, and the number of households who are bidding.

The property alerts went live at the end of November 2017 and appear to be contributing to the increased number of bids and bidders. To date 3,260 applicants have set up a total of 4,608 property alerts. This is up from 994 on 2<sup>nd</sup> January 2018.

During June applicants used the links contained in the property alerts to view the details of 837 properties.

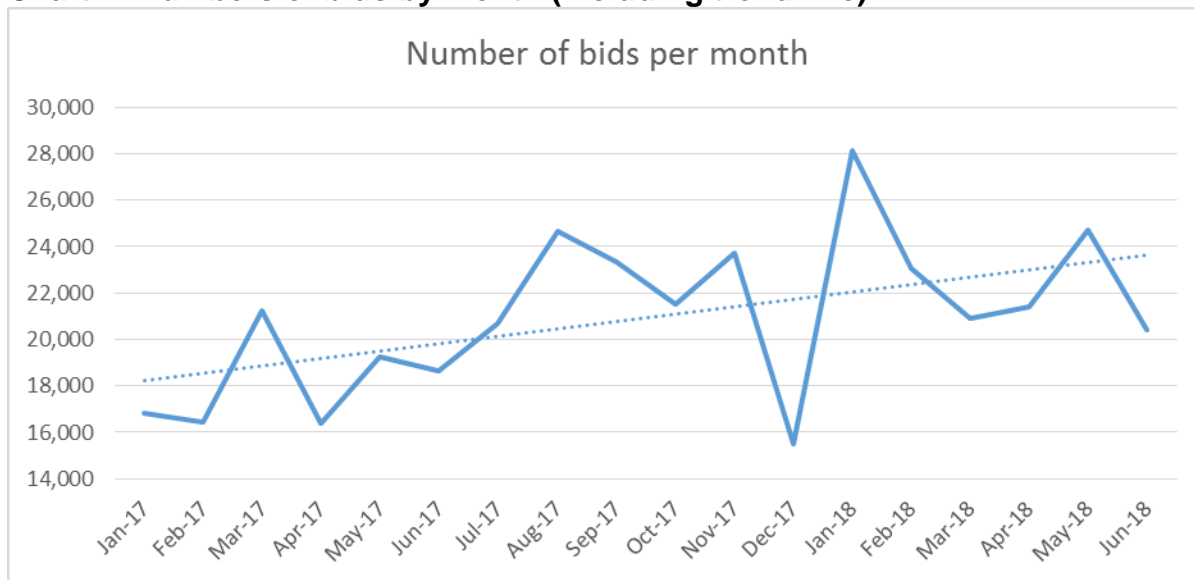
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**Table 4: Numbers of bids and bidders by month**

	No. of bids	No. of bidders
January 17	16,840	4,638
February 17	16,438	4,515
March 17	21,256	5,122
April 17	16,410	4,447
May 17	19,279	4,742
June 17	18,622	4,848
July 17	20,706	5,114
August 17	24,669	5,323
September 17	23,353	5,389
October 17	21,502	5,234
November 17	23,725	5,535
December 17	15,528	4,631
January 18	28,128	5,974
February 18	23,044	5,542
March 18	20,913	5,293
April 18	21,404	5,080
May 18	24,725	5,683
June 18	20,410	5,304

**Chart 2: Numbers of bids by month (including trend line)**



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**Chart 3: Numbers of bidders by month (including trend line)**

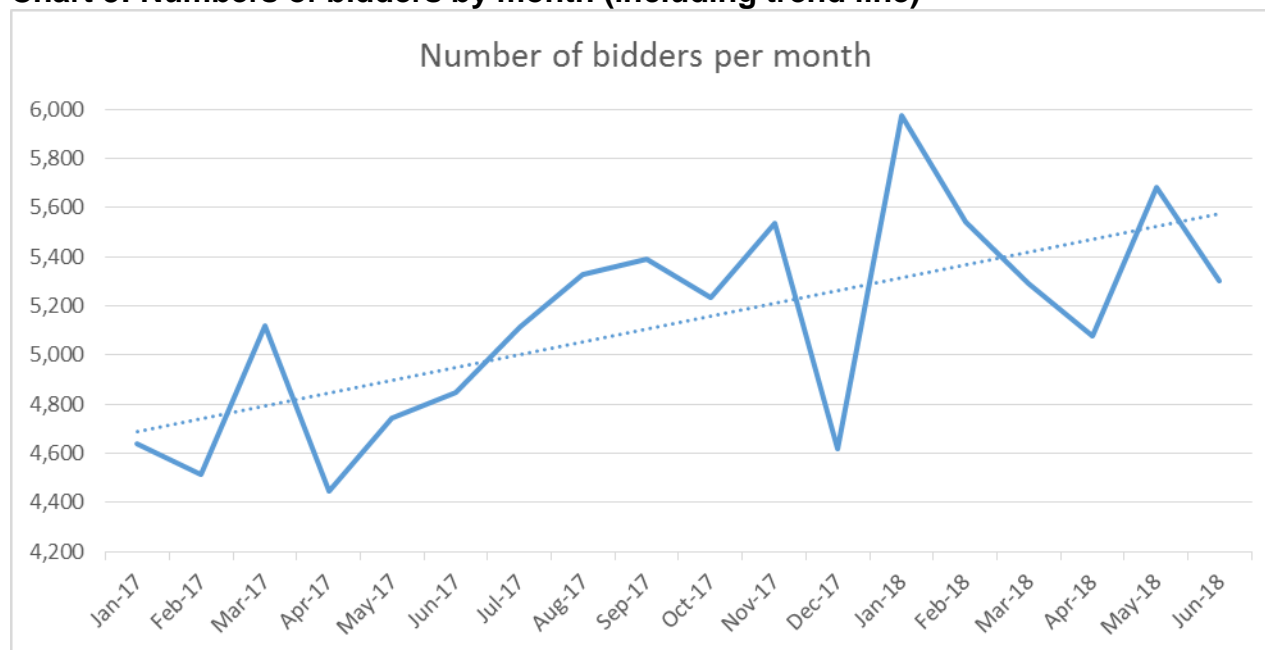


Table 5 below shows the proportion of applicants by local authority and Band who are considered to be inactive (e.g. they have not bid or logged in during the last 6 months and are not on autobid).

The proportion of inactive applicants has reduced since April 2017 across all bands other than Band E which has increased to 65%. Amongst applications in Band B the figures range from only 16% of Band B applicants in Torbay being inactive to 58% in Plymouth.

**Table 5: Percentage of applicants who have not bid or logged in during the last 6 months, and are not on autobid.**

	Band A	Band B	Band C	Band D	Band E	Total
East Devon	0%	29%	37%	64%	67%	<b>60%</b>
Exeter	14%	28%	21%	49%	N/A	<b>37%</b>
Mid Devon	N/A	26%	42%	68%	63%	<b>60%</b>
North Devon	0%	22%	37%	61%	61%	<b>55%</b>
Plymouth	0%	58%	57%	64%	70%	<b>63%</b>
South Hams	0%	34%	30%	54%	52%	<b>48%</b>
Teignbridge	50%	20%	14%	35%	N/A	<b>25%</b>
Torbay	0%	16%	22%	38%	N/A	<b>28%</b>
Torrige	0%	38%	48%	65%	68%	<b>59%</b>
West Devon	N/A	30%	28%	51%	57%	<b>49%</b>
<b>Total</b>	<b>9%</b>	<b>41%</b>	<b>42%</b>	<b>59%</b>	<b>65%</b>	<b>56%</b>
<b>April 2017 figures</b>	<b>30%</b>	<b>50%</b>	<b>47%</b>	<b>60%</b>	<b>63%</b>	<b>57%</b>

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Table 6 below shows how bids were made during the last quarter compared to March 2016 and March 2017. The most striking fact is the increasing use of the Smartphone App, with the proportion of bids placed via the app having increased from 8% in March 2016 to 32% in the last quarter.

**Table 6: Bid Source**

Bid Source	March 2016	March 2017	Q1 2018/ 2019	
	%	%	No.	%
Autobid	9%	9%	<b>4,373</b>	<b>7%</b>
Direct matches	0%	0%	<b>94</b>	<b>0%</b>
Back office/Management bid	2%	3%	<b>1,426</b>	<b>2%</b>
Mobile app	8%	20%	<b>21,473</b>	<b>32%</b>
Website	80%	68%	<b>39,407</b>	<b>59%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>66,773</b>	<b>100%</b>

It can be seen from Table 7 below that the average number of bids for general needs houses was far higher, at 79 bids, than for any other property type. It can be seen that the average number of bids for houses ranged from 29 in West Devon to 114 in Plymouth. The average number of bids for general needs flats ranged from 16 in South Hams to 76 in Plymouth.

The highest number of bids for a property in the last quarter was 278 bids for a 3 bed house in Plymouth. 17 homes received over 200 bids in the last quarter. 16 of these were in Plymouth (the other was in Exeter). Amongst these 17 homes were three 1 bed flats in Plymouth.

**Table 7: Average number of bids for general needs properties by property type and local authority during Q1 2018/19**

	Bedsit	Bungalow	Flat	House	Maisonette	Average for all property types
East Devon	73	97	33	64	55	<b>52</b>
Exeter	84	39	76	111	56	<b>83</b>
Mid Devon	N/A	57	31	53	33	<b>43</b>
North Devon	N/A	44	43	60	N/A	<b>49</b>
Plymouth	33	41	55	114	29	<b>70</b>
South Hams	13	36	16	46	32	<b>32</b>
Teignbridge	N/A	22	25	49	12	<b>36</b>
Torbay	N/A	66	30	65	61	<b>44</b>
Torrige	N/A	21	23	45	N/A	<b>33</b>
West Devon	N/A	23	22	29	11	<b>25</b>
<b>Average for each property type</b>	<b>48</b>	<b>41</b>	<b>46</b>	<b>79</b>	<b>36</b>	<b>57</b>

Table 8 presents the same information for homes advertised as sheltered (e.g. for older people). It can be that bungalows had the highest average number of bids for sheltered

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homes in the last quarter. East Devon saw the highest average number of bids for sheltered properties in the last quarter (54 bids), whilst Exeter and South Hams saw the lowest average (14 bids).

**Table 8: Average number of bids for sheltered homes by property type and local authority during Q1 2018/19**

	<b>Bedsit</b>	<b>Bungalow</b>	<b>Flat</b>	<b>House</b>	<b>Maisonette</b>	<b>Average for all property types</b>
East Devon	24	63	49	n/a	n/a	<b>54</b>
Exeter	n/a	52	12	n/a	13	<b>14</b>
Mid Devon	n/a	64	20	54	n/a	<b>45</b>
North Devon	1	34	19	31	n/a	<b>22</b>
Plymouth	n/a	54	24	n/a	7	<b>24</b>
South Hams	n/a	34	10	61	11	<b>14</b>
Teignbridge	n/a	44	16	8	n/a	<b>25</b>
Torbay	n/a	29	19	n/a	n/a	<b>23</b>
Torridge	n/a	35	23	n/a	n/a	<b>30</b>
West Devon	n/a	43	10	n/a	n/a	<b>21</b>
<b>Average for each property type</b>	<b>12</b>	<b>51</b>	<b>23</b>	<b>32</b>	<b>10</b>	<b>31</b>

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### Homes let

1,027 general needs homes were let during the 3 months from 1 April to 30 June 2018 (Table 9). The proportion of general needs homes let to applicants in Band B during the last quarter was 47%. This is slightly down from the figure of 50% in 2017/18. There was considerable variation across Devon, with just 19% of general needs homes in West Devon let to households in Band B compared to 63% in Torridge. The West Devon figure is likely to be affected by West Devon Borough Council's local allocation policy that provides a preference to households with a local connection in all areas outside Tavistock, Okehampton, Horrabridge and Bere Alston.

**Table 9: General needs homes let (1 April 2018 to 30 June 2018)**

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	0	0%	38	34%	56	50%	12	11%	7	6%	<b>113</b>
Exeter	2	2%	60	58%	23	22%	14	14%	4	4%	<b>103</b>
Mid Devon	1	2%	39	61%	14	22%	7	11%	3	5%	<b>64</b>
North Devon	1	1%	49	53%	23	25%	8	9%	11	12%	<b>92</b>
Plymouth	0	0%	167	41%	135	33%	75	19%	27	7%	<b>404</b>
South Hams	0	0%	10	24%	17	41%	9	22%	5	12%	<b>41</b>
Teignbridge	1	1%	49	54%	31	34%	9	10%	0	0%	<b>90</b>
Torbay	3	4%	45	61%	18	24%	5	7%	3	4%	<b>74</b>
Torridge	0	0%	19	63%	7	23%	0	0%	4	13%	<b>30</b>
West Devon	0	0%	3	19%	6	38%	6	38%	1	6%	<b>16</b>
<b>Total</b>	<b>8</b>	<b>1%</b>	<b>479</b>	<b>47%</b>	<b>330</b>	<b>32%</b>	<b>145</b>	<b>14%</b>	<b>65</b>	<b>6%</b>	<b>1,027</b>

During the last quarter 142 homes advertised as sheltered (e.g. for older people) were let across Devon. Just over half (51%) of these homes were let to households in Band B. The differences between local authorities are exaggerated by the very small number of sheltered homes let in some areas. Increasingly homes with age restrictions for people over 55 etc. are not advertised as sheltered, thereby affecting the results shown.



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**Table 10: Sheltered homes let (1 April 2018 to 30 June 2018)**

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	1	2%	34	67%	8	16%	7	14%	1	2%	<b>51</b>
Exeter	0	0%	3	60%	1	20%	1	20%	0	0%	<b>5</b>
Mid Devon	0	0%	8	73%	3	27%	0	0%	0	0%	<b>11</b>
North Devon	0	0%	6	27%	7	32%	4	18%	5	23%	<b>22</b>
Plymouth	0	0%	6	30%	6	30%	2	10%	6	30%	<b>20</b>
South Hams	0	0%	2	22%	1	11%	6	67%	0	0%	<b>9</b>
Teignbridge	0	0%	5	63%	1	13%	2	25%	0	0%	<b>8</b>
Torbay	1	17%	3	50%	2	33%	0	0%	0	0%	<b>6</b>
Torridge	0	0%	4	67%	1	17%	1	17%	0	0%	<b>6</b>
West Devon	0	0%	1	25%	0	0%	1	25%	2	50%	<b>4</b>
<b>Total</b>	<b>2</b>	<b>1%</b>	<b>72</b>	<b>51%</b>	<b>30</b>	<b>21%</b>	<b>24</b>	<b>17%</b>	<b>14</b>	<b>10%</b>	<b>142</b>

Nearly 36,000 homes have now been let through Devon Home Choice since 2010. The total number of lets per year by bedroom size is shown in Table 11.

**Table 11: Number of properties let**

	1 Bed	2 Bed	3 Bed	4+ Bed	Total
<b>2010/11</b>	1,758	1,490	633	76	3,959
<b>2011/12</b>	1,798	1,666	758	76	4,302
<b>2012/13</b>	1,579	1,463	586	52	3,683
<b>2013/14</b>	1,893	2,051	997	121	5,071
<b>2014/15</b>	1,774	1,998	950	90	4,812
<b>2015/16</b>	1,655	1,819	780	91	4,345
<b>2016/17</b>	1,840	1,828	746	100	4,514
<b>2017/18</b>	1,608	1,676	729	80	4,093
<b>2018/19 Q1</b>	<b>428</b>	<b>505</b>	<b>218</b>	<b>18</b>	<b>1,169</b>

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