

Devon Home Choice Quarterly Monitoring Report (Apr 2017)



Introduction

This report provides the latest key information from Devon Home Choice and covers 1st April 2016 to 31st March 2017.

Households registered with Devon Home Choice

The total number of households in housing need (Bands A to D) fell during the 2016/17 financial year from 19,948 to 18,096, a reduction of 10%

The largest reductions were the result of register reviews carried out in Teignbridge (-52%), Plymouth (-19%) and West Devon (-15%).

The greatest reduction in numbers was from Band D, a fall of 17%, whilst the numbers in other bands remained fairly static.

The fall in the percentage of applications in Band E from 42% to 33% of the total was largely the result of Exeter removing Band E applicants from the register in July 2016, but there were also large reductions in Plymouth (-57%) and West Devon (-44%).

Table 1: Number of households in housing need (Bands A to D) as at 3 April 2017

	Band A		Band B		Band C		Band D		Total	Band E	
	No.	%	No.	%	No.	%	No.	%		No.	%
East Devon	1	0%	294	19%	465	30%	811	52%	1,571	1,790	53%
Exeter	3	0%	557	17%	734	23%	1,893	59%	3,187	2	0%
Mid Devon	0	0%	150	17%	270	30%	474	53%	894	844	49%
North Devon	1	0%	196	12%	434	27%	998	61%	1,629	1,971	55%
Plymouth	2	0%	1,468	26%	2,037	36%	2,154	38%	5,661	2,206	28%
South Hams	0	0%	186	17%	234	22%	662	61%	1,082	807	43%
Teignbridge	3	0%	203	21%	323	34%	417	44%	946	0	0%
Torbay	5	0%	323	17%	487	26%	1,033	56%	1,848	0	0%
Torrige	1	0%	211	23%	294	31%	429	46%	935	925	50%
West Devon	0	0%	84	24%	82	24%	177	52%	343	414	55%
Total	16	0%	3,672	20%	5,360	30%	9,048	50%	18,096	8,959	33%
Apr 2016	12	0%	3,669	18%	5,400	27%	10,867	54%	19,948	14,472	42%

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. 33% of households registered across Devon are in Band E).

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

Table 2: Bedroom need of applicants in housing need (Bands A to D) as at 3 April 2017

	1 Bed		2 Bed		3 Bed		4 Beds +		Total
	No.	%	No.	%	No.	%	No.	%	
East Devon	911	58%	396	25%	160	10%	104	7%	1571
Exeter	1964	62%	683	21%	354	11%	186	6%	3187
Mid Devon	483	54%	216	24%	128	14%	67	7%	894
North Devon	894	55%	399	24%	193	12%	143	9%	1629
Plymouth	3197	56%	1354	24%	714	13%	396	7%	5661
South Hams	655	61%	256	24%	111	10%	60	6%	1082
Teignbridge	471	50%	280	30%	126	13%	69	7%	946
Torbay	1030	56%	468	25%	226	12%	124	7%	1848
Torrige	517	55%	232	25%	119	13%	67	7%	935
West Devon	185	54%	92	27%	46	13%	20	6%	343
Total	10307	57%	4376	24%	2177	12%	1236	7%	18096

Table 3 and Chart 1 below show the numbers on the register in housing need (Bands A to D) in each local authority area by quarter. The total number has fallen in each of the last 3 quarters.

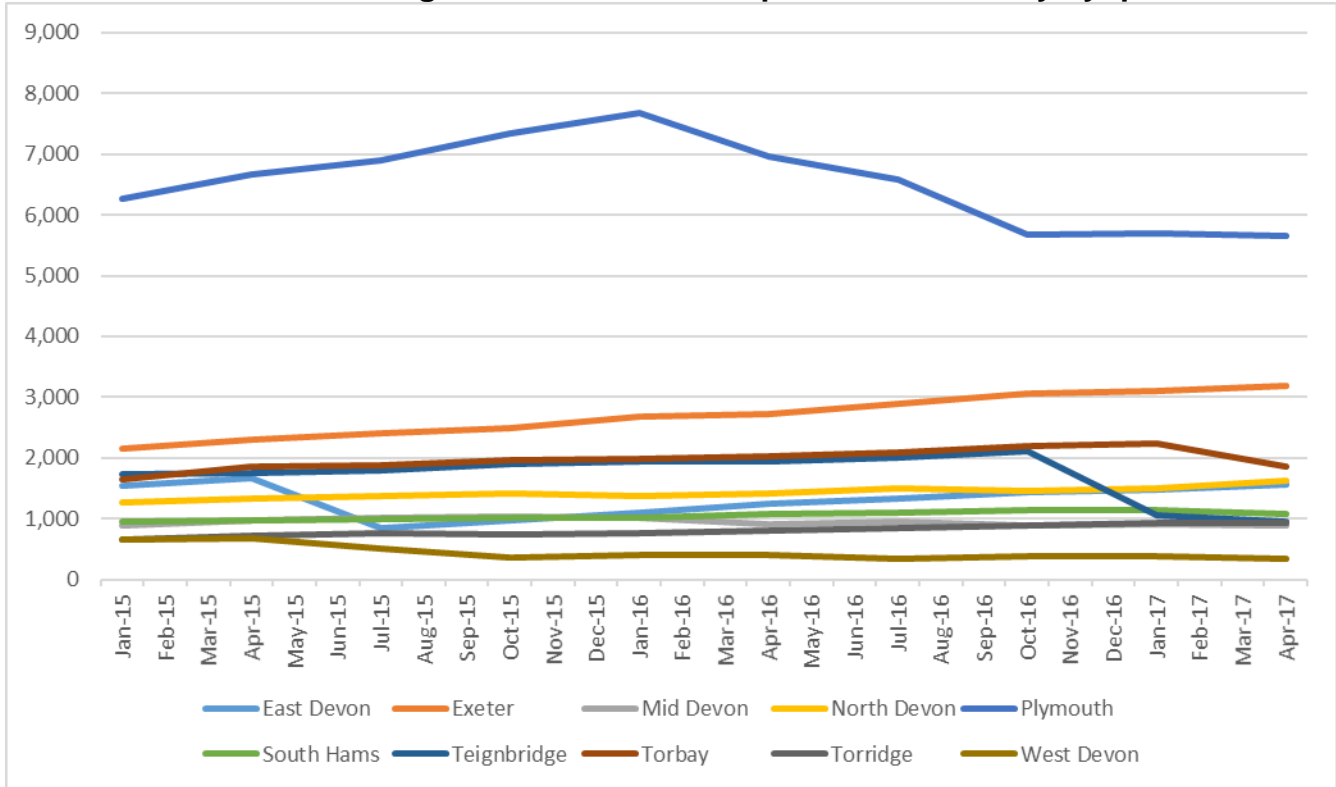
Table 3: Numbers on the register in Bands A to D per Local Authority by quarter

	Jan-15	Apr -15	July -15	Oct -15	Jan -16	Apr-16	Jul-16	Oct-16	Jan 17	Apr 17
East Devon	1,543	1,661	836	967	1,092	1,252	1,323	1,435	1,485	1,571
Exeter	2,150	2,305	2,409	2,492	2,674	2,724	2,883	3,053	3,104	3,187
Mid Devon	890	962	1,017	1,039	1,021	917	941	878	903	894
North Devon	1,265	1,325	1,373	1,423	1,375	1,410	1,499	1,456	1,506	1,629
Plymouth	6,264	6,659	6,909	7,335	7,672	6,952	6,581	5,673	5,702	5,661
South Hams	950	964	999	1,005	1,022	1,073	1,101	1,139	1,144	1,082
Teignbridge	1,721	1,762	1,794	1,906	1,944	1,950	2,011	2,111	1,055	946
Torbay	1,638	1,857	1,886	1,962	1,990	2,017	2,092	2,193	2,238	1,848
Torrige	661	728	757	729	763	804	848	890	923	935
West Devon	646	678	500	364	395	404	348	374	385	343
Total	17,728	18,901	18,480	19,222	19,948	19,503	19,627	19,202	18,445	18,096

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Chart 1: Numbers on the register in Bands A to D per Local Authority by quarter



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Tables 4a, 4b and 4c below show the percentages on the register and percentages of homes let by the ethnicity of the main applicant for each LA area and Devon wide. The figures have been rounded to 1 decimal place for clarity, so some may appear not to add up correctly. A full breakdown of figures can be provided if requested. The percentage of homes let to non-white British households closely correlates to the proportions on the register in all areas with the greatest variance being 2.6% in West Devon.

Table 4a: Register and 2016/17 lets by ethnicity of main applicant

	East Devon		Exeter		Mid Devon		North Devon	
	Register	Lets	Register	Lets	Register	Lets	Register	Lets
Arab	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian/Asian British	0.6%	0.2%	2.0%	2.1%	0.6%	0.0%	0.4%	0.6%
Bangladeshi	0.3%	0.0%	0.3%	0.8%	0.2%	0.0%	0.2%	0.0%
Indian	0.0%	0.2%	0.5%	0.7%	0.2%	0.0%	0.0%	0.6%
Other	0.3%	0.0%	1.1%	0.7%	0.1%	0.0%	0.2%	0.0%
Pakistani	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%
Chinese	0.1%	0.0%	0.2%	0.2%	0.1%	0.0%	0.0%	0.0%
Black/Black British	0.1%	0.5%	1.2%	1.0%	0.3%	0.0%	0.2%	0.0%
African	0.1%	0.5%	0.8%	0.7%	0.2%	0.0%	0.1%	0.0%
Carribbean	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%
Mixed	0.4%	0.9%	0.9%	1.3%	0.5%	0.3%	0.4%	0.6%
White and Black African	0.0%	0.2%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%
White and Black Asian	0.1%	0.0%	0.1%	0.3%	0.1%	0.0%	0.1%	0.0%
White and Black Caribbean	0.2%	0.5%	0.3%	0.5%	0.2%	0.3%	0.3%	0.3%
White and Black Other	0.1%	0.2%	0.2%	0.3%	0.1%	0.0%	0.0%	0.3%
Other	0.3%	0.0%	1.2%	0.8%	0.3%	0.0%	0.4%	0.3%
Prefer not to say	1.8%	0.9%	2.1%	2.3%	1.3%	1.7%	0.6%	2.0%
White	96.6%	97.4%	92.4%	92.3%	97.1%	97.9%	98.0%	96.6%
British	93.9%	95.1%	86.7%	85.2%	91.3%	93.8%	96.5%	95.4%
Gypsy or Irish Traveller	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Irish	0.3%	0.5%	0.5%	0.8%	0.2%	0.0%	0.3%	0.6%
Other	2.3%	1.9%	5.1%	6.3%	5.6%	4.1%	1.2%	0.6%

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Table 4b: Register and 2016/17 lets by ethnicity of main applicant

	Plymouth		South Hams		Teignbridge		Torbay	
	Register	Lets	Register	Lets	Register	Lets	Register	Lets
Arab	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian/Asian British	1.3%	1.3%	0.5%	0.3%	0.8%	0.0%	0.7%	0.6%
Bangladeshi	0.4%	0.0%	0.2%	0.0%	0.6%	0.0%	0.2%	0.0%
Indian	0.0%	0.3%	0.1%	0.0%	0.1%	0.0%	0.2%	0.3%
Other	0.8%	0.9%	0.2%	0.3%	0.1%	0.0%	0.3%	0.3%
Pakistani	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Chinese	0.1%	0.2%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%
Black/Black British	1.2%	1.1%	0.3%	0.0%	0.3%	0.0%	0.8%	0.3%
African	0.9%	0.8%	0.1%	0.0%	0.1%	0.0%	0.4%	0.0%
Caribbean	0.2%	0.1%	0.1%	0.0%	0.2%	0.0%	0.2%	0.0%
Other	0.1%	0.2%	0.1%	0.0%	0.0%	0.0%	0.2%	0.3%
Mixed	0.9%	0.9%	0.3%	0.6%	0.4%	0.2%	0.9%	1.5%
White and Black African	0.3%	0.2%	0.1%	0.0%	0.1%	0.0%	0.1%	0.3%
White and Black Asian	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.3%
White and Black Caribbean	0.4%	0.5%	0.2%	0.6%	0.1%	0.2%	0.5%	0.9%
White and Black Other	0.1%	0.1%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%
Other	1.1%	1.6%	0.6%	0.0%	0.3%	0.5%	0.7%	0.6%
Prefer not to say	1.8%	1.7%	1.9%	2.8%	0.5%	0.9%	1.0%	1.5%
White	93.6%	92.9%	96.4%	96.3%	97.6%	98.4%	96.1%	95.4%
White - British	88.5%	87.7%	93.2%	93.1%	94.7%	96.6%	93.2%	90.8%
White - Gypsy or Irish Traveller	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
White - Irish	0.4%	0.6%	0.6%	0.3%	0.4%	0.5%	0.5%	1.2%
White - Other	4.7%	4.5%	2.5%	2.8%	2.4%	1.4%	2.4%	3.4%

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Table 4c: Register and 2016/17 lets by ethnicity of main applicant

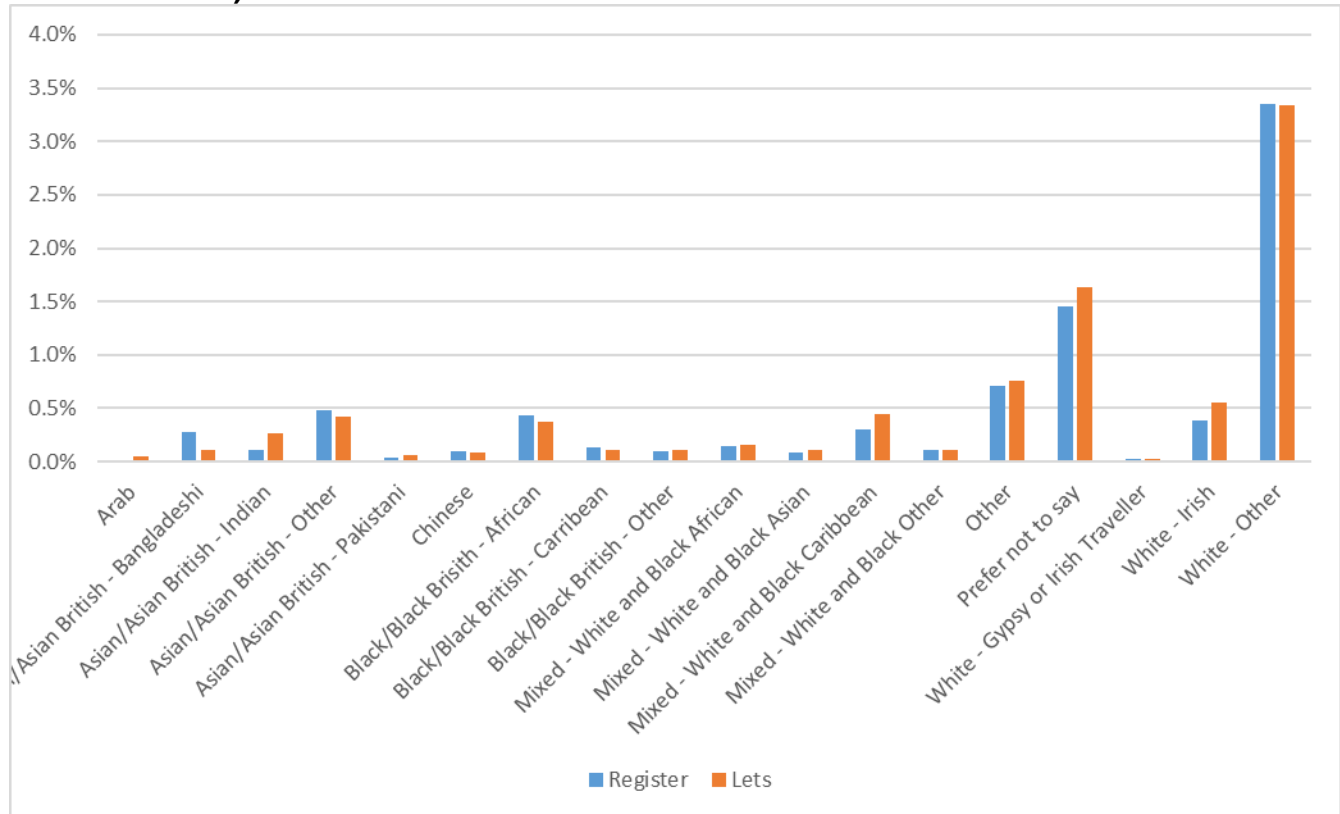
	Torrige		West Devon		Devon	
	Register	Lets	Register	Lets	Register	Lets
Arab	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian/Asian British	0.4%	0.0%	0.4%	1.4%	0.9%	0.9%
Bangladeshi	0.1%	0.0%	0.3%	0.0%	0.3%	0.1%
Indian	0.1%	0.0%	0.0%	0.0%	0.1%	0.3%
Other	0.2%	0.0%	0.1%	0.7%	0.5%	0.4%
Pakistani	0.0%	0.0%	0.0%	0.7%	0.0%	0.1%
Asian/Asian British-Chinese	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%
Black/Black British	0.1%	0.4%	0.1%	0.7%	0.6%	0.6%
African	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Caribbean	0.1%	0.4%	0.1%	0.0%	0.1%	0.1%
Other	0.0%	0.0%	0.0%	0.7%	0.1%	0.1%
Mixed	0.6%	0.4%	0.5%	0.0%	0.6%	0.8%
White and Black African	0.1%	0.4%	0.1%	0.0%	0.1%	0.2%
White and Black Asian	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%
White and Black Caribbean	0.3%	0.0%	0.3%	0.0%	0.3%	0.4%
White and Black Other	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
Other	0.4%	0.4%	0.0%	0.0%	0.7%	0.8%
Prefer not to say	0.8%	0.0%	1.3%	1.4%	1.5%	1.6%
White	97.8%	98.7%	97.5%	96.5%	95.5%	95.2%
White - British	96.6%	97.8%	93.9%	96.5%	91.8%	91.3%
White - Gypsy or Irish Traveller	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
White - Irish	0.2%	0.0%	0.8%	0.0%	0.4%	0.6%
White - Other	1.1%	0.9%	2.8%	0.0%	3.3%	3.3%

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Chart 2 below demonstrates the close correlation between the ethnicity of applicants on the register and the proportion of homes let.

Chart 2: Devon register and 2016/17 lets by ethnicity of main applicant (excluding White – British)



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Bidding Patterns

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

The proportion of inactive applicants has reduced across all bands other than the small sample of Band A applicants. This is likely to reflect the renewal activity which has taken place in several local authorities, removing old and inactive applications.

In Teignbridge where a complete review of the register has recently been undertaken only 21% are classed as being inactive.

In Plymouth the highest proportion of inactive applicants is in Band B (60%), this is likely to be due to the large reduction in the numbers in bands D & E during the year.

Table 5: Percentage of applicants who have not 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	50%	37%	34%	57%	61%	54%
Exeter	33%	57%	46%	66%	69%	60%
Mid Devon	N/A	47%	41%	63%	54%	54%
North Devon	0%	22%	47%	68%	70%	64%
Plymouth	50%	60%	53%	52%	57%	55%
South Hams	100%	48%	50%	67%	59%	59%
Teignbridge	0%	13%	15%	26%	71%	21%
Torbay	14%	49%	51%	70%	83%	63%
Torridge	100%	49%	58%	66%	77%	68%
West Devon	N/A	36%	34%	54%	59%	53%
Total	30%	50%	47%	60%	63%	57%
April 2016 figures	8%	51%	50%	65%	72%	64%

The true percentage of inactive applicants is also likely to be better than indicated in table 5 as applicants who bid via the mobile app are not required to log in so may be included in the inactive applicant figures. As can be seen from table 6 below, the number and proportion of bids placed via the mobile app has greatly increased between March 2016 and March 2017 with 20% of the bids placed last month being via the mobile app.

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Table 6: Bid Source

Bid Source	Mar-16	% Mar 16	Mar-17	% Mar 17
Autobid	1,631	9%	1,909	9%
Direct matches	34	0%	46	0%
Automated phone line	84	0%		
Back office/Management bid	397	2%	546	3%
Mobile app	1,527	8%	4,213	20%
WEB	14,692	80%	14,553	68%
Total	18,365	100%	21,267	100%

Table 6 above and table 7 below also show an increase in the number of bids being placed, and a significant increase (14%) in the number of applicants who bid during March 2017 when compared to March 2016.

Table 7: Number of bids and number of bidders by band

	Mar-16		Mar-17	
	Total no. of bids	No. of bidders	Total no. of bids	No. of bidders
Band A	15	6	12	7
Band B	2,198	731	2,555	799
Band C	4,797	1,209	6,229	1,515
Band D	6,815	1,454	7,719	1,693
Band E	4,540	1,171	4,752	1,199
Total	18,365	4,571	21,267	5,213

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Table 8 and Chart 3 below show the average number of bids received for general needs homes by property size. The average number of bids received for 1, 2 and 3 bedroom properties during 2016/17 was higher than the Home Connections average.

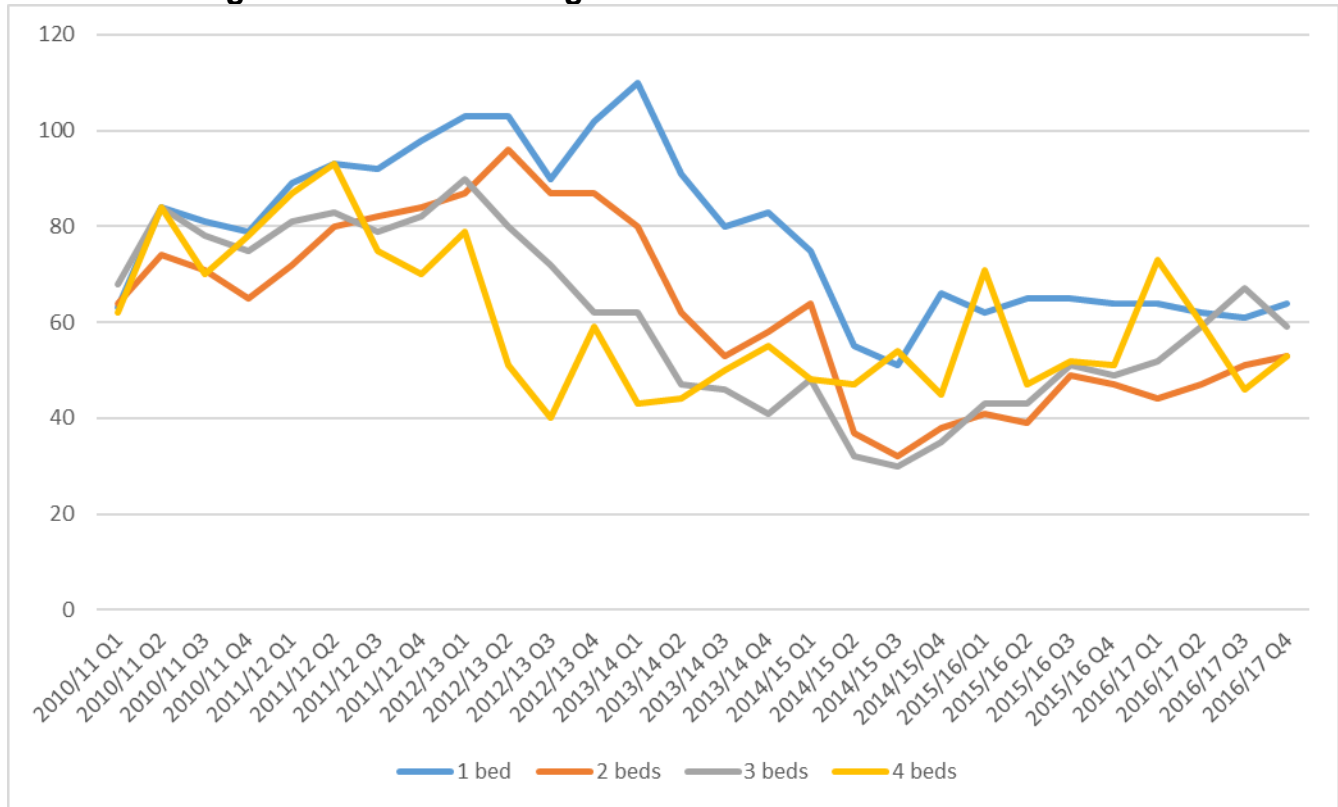
Table 8: Average number of bids for general needs homes

	1 bed	2 beds	3 beds	4 beds
2010/11 Q1	63	64	68	62
2010/11 Q2	84	74	84	84
2010/11 Q3	81	71	78	70
2010/11 Q4	79	65	75	78
2011/12 Q1	89	72	81	87
2011/12 Q2	93	80	83	93
2011/12 Q3	92	82	79	75
2011/12 Q4	98	84	82	70
2012/13 Q1	103	87	90	79
2012/13 Q2	103	96	80	51
2012/13 Q3	90	87	72	40
2012/13 Q4	102	87	62	59
2013/14 Q1	110	80	62	43
2013/14 Q2	91	62	47	44
2013/14 Q3	80	53	46	50
2013/14 Q4	83	58	41	55
2014/15 Q1	75	64	48	48
2014/15 Q2	55	37	32	47
2014/15 Q3	51	32	30	54
2014/15/Q4	66	38	35	45
2015/16/Q1	62	41	43	71
2015/16 Q2	65	39	43	47
2015/16 Q3	65	49	51	52
2015/16 Q4	64	47	49	51
2016/17 Q1	64	44	52	73
2016/17 Q2	62	47	59	60
2016/17 Q3	61	51	67	46
2016/17 Q4	64	53	59	53
Home Connections average	62	43	48	54
Overall average	79	62	61	60

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Chart 3: Average number of bids for general needs homes



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The average number of bids received for both 1 and 2 bedroom sheltered properties increased from the previous quarter and was in excess of the Home Connections average. The figure for 1 bedroom properties was also higher than the overall average (Table 9 and Chart 4 below).

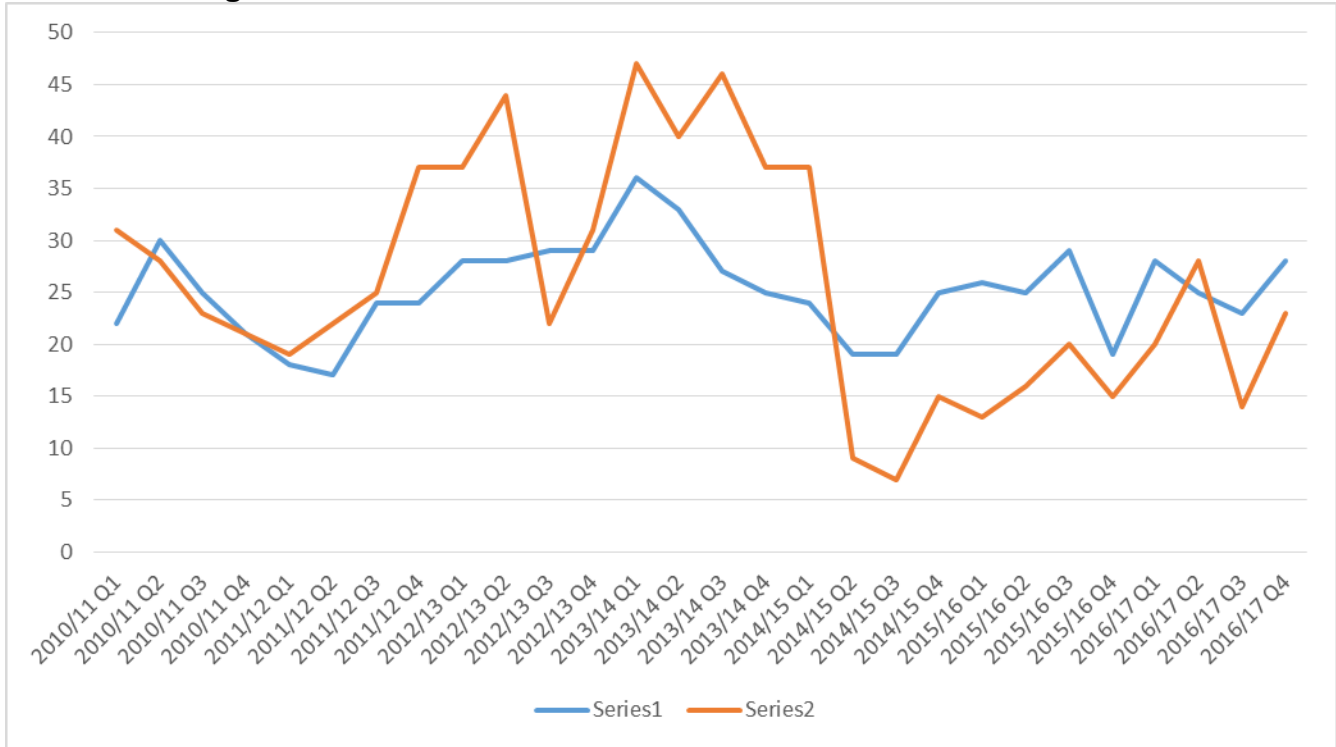
Table 9: Average number of bids for sheltered homes

	1 bed	2 beds
2010/11 Q1	22	31
2010/11 Q2	30	28
2010/11 Q3	25	23
2010/11 Q4	21	21
2011/12 Q1	18	19
2011/12 Q2	17	22
2011/12 Q3	24	25
2011/12 Q4	24	37
2012/13 Q1	28	37
2012/13 Q2	28	44
2012/13 Q3	29	22
2012/13 Q4	29	31
2013/14 Q1	36	47
2013/14 Q2	33	40
2013/14 Q3	27	46
2013/14 Q4	25	37
2014/15 Q1	24	37
2014/15 Q2	19	9
2014/15 Q3	19	7
2014/15 Q4	25	15
2015/16 Q1	26	13
2015/16 Q2	25	16
2015/16 Q3	29	20
2015/16 Q4	19	15
2016/17 Q1	28	20
2016/17 Q2	25	28
2016/17 Q3	23	14
2016/17 Q4	28	23
Home Connections average	24	15
Overall average	25	26

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Chart 4: Average number of bids for sheltered homes



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Homes let

The proportion of general needs homes let to applicants in Band B during the year was 48% compared to a figure of 44% in 2016/17. The figures range from 26% in South Hams to 58% in Torridge.

Table 10: General needs homes let (1 April 2016 to 31 March 2017)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	3	1%	106	32%	138	42%	45	14%	35	11%	327
Exeter	3	1%	262	47%	220	39%	67	12%	7	1%	559
Mid Devon	1	0%	102	41%	82	33%	49	20%	12	5%	246
North Devon	1	0%	135	50%	77	29%	27	10%	29	11%	269
Plymouth	13	1%	730	57%	277	22%	194	15%	62	5%	1276
South Hams	1	0%	75	26%	91	32%	88	31%	33	11%	288
Teignbridge	2	1%	136	40%	149	43%	55	16%	2	1%	344
Torbay	6	2%	136	52%	61	23%	53	20%	4	2%	260
Torridge		0%	113	58%	39	20%	25	13%	18	9%	195
West Devon	3	2%	54	43%	31	25%	17	14%	20	16%	125
Total	33	1%	1849	48%	1165	30%	620	16%	222	6%	3889

Table 11 and chart 5 below show the overall proportion of general needs lets by band and quarter.

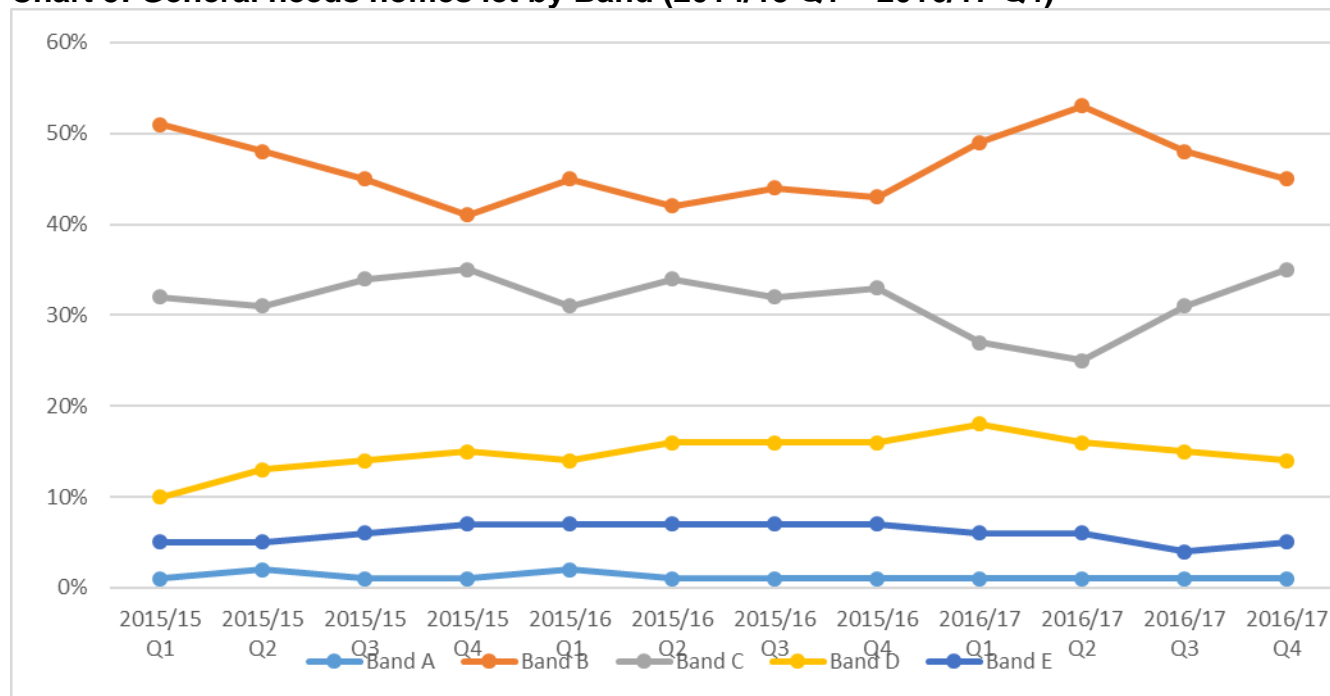
Table 11: General needs homes let by Band (2014/15 Q1 – 2016/17 Q4)

	Band A	Band B	Band C	Band D	Band E
2014/15					
Q1	1%	51%	32%	10%	5%
Q2	2%	48%	31%	13%	5%
Q3	1%	45%	34%	14%	6%
Q4	1%	41%	35%	15%	7%
2015/16					
Q1	2%	45%	31%	14%	7%
Q2	1%	42%	34%	16%	7%
Q3	1%	44%	32%	16%	7%
Q4	1%	43%	33%	16%	7%
2016/17					
Q1	1%	49%	27%	18%	6%
Q2	1%	53%	25%	16%	6%
Q3	1%	48%	31%	15%	4%
Q4	1%	45%	35%	14%	5%

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Chart 5: General needs homes let by Band (2014/15 Q1 – 2016/17 Q4)



The proportion of sheltered lets to Band B applicants during the year (Table 12 below) was down to 35% from 37% in 2016/17. The figures ranging from just 3% in South Hams to 67% in Torridge.

Table 12: Sheltered homes let (1 April 2016 to 31 March 2017)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	1	1%	55	56%	28	29%	11	11%	3	3%	98
Exeter	1	2%	12	25%	11	23%	17	35%	7	15%	48
Mid Devon	1	2%	20	45%	11	25%	9	20%	3	7%	44
North Devon	2	3%	26	33%	8	10%	23	29%	21	26%	80
Plymouth	1	1%	34	28%	26	21%	38	31%	23	19%	122
South Hams		0%	1	3%	4	13%	17	53%	10	31%	32
Teignbridge		0%	29	32%	25	27%	34	37%	4	4%	92
Torbay	2	3%	17	26%	10	15%	27	42%	9	14%	65
Torridge		0%	18	67%	5	19%	4	15%		0%	27
West Devon		0%	5	31%	5	31%	3	19%	3	19%	16
Total	8	1%	217	35%	133	21%	183	29%	83	13%	624

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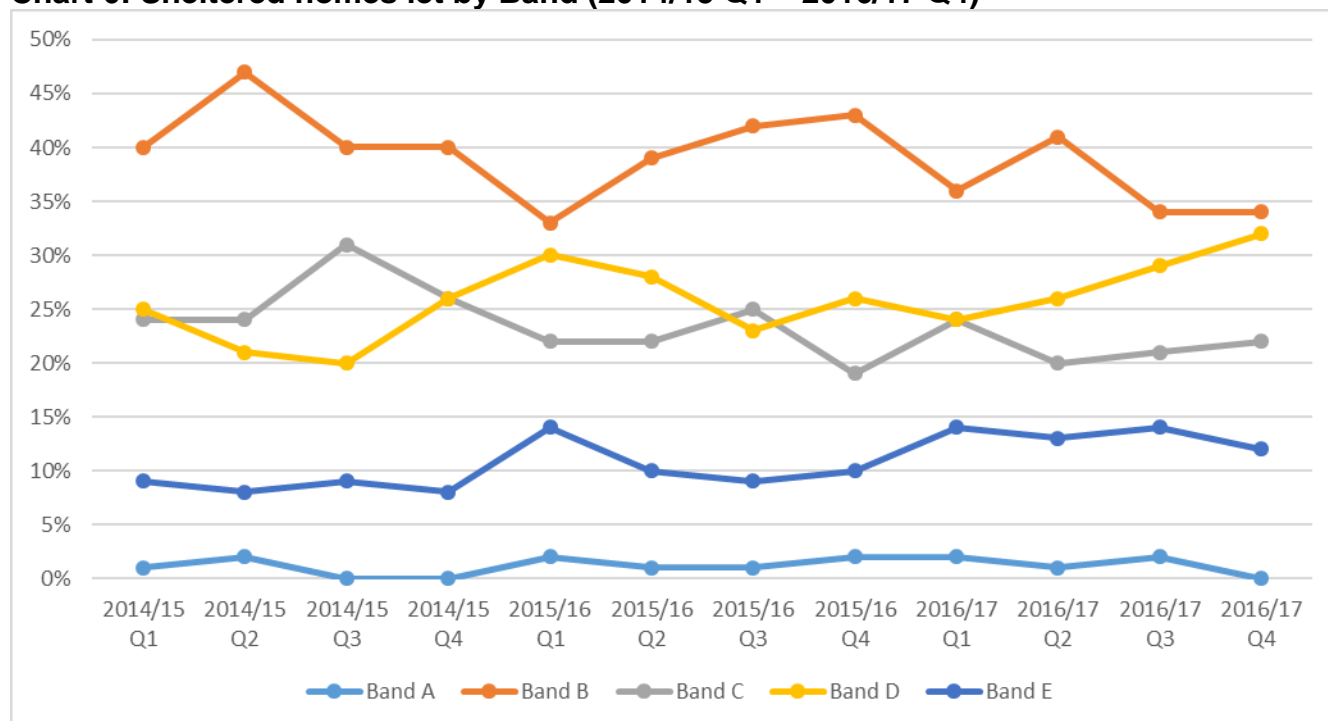


Table 13 and chart 6 below show the overall proportion of sheltered lets by band and quarter.

Table 13: Sheltered needs homes let by Band (2014/15 Q1 – 2016/17 Q4)

	Band A	Band B	Band C	Band D	Band E
2014/15					
Q1	1%	40%	24%	25%	9%
Q2	2%	47%	24%	21%	8%
Q3	0%	40%	31%	20%	9%
Q4	0%	40%	26%	26%	8%
2015/16					
Q1	2%	33%	22%	30%	14%
Q2	1%	39%	22%	28%	10%
Q3	1%	42%	25%	23%	9%
Q4	2%	43%	19%	26%	10%
2016/17					
Q1	2%	36%	24%	24%	14%
Q2	1%	41%	20%	26%	13%
Q3	2%	34%	21%	29%	14%
Q4	0%	34%	22%	32%	12%

Chart 6: Sheltered homes let by Band (2014/15 Q1 – 2016/17 Q4)



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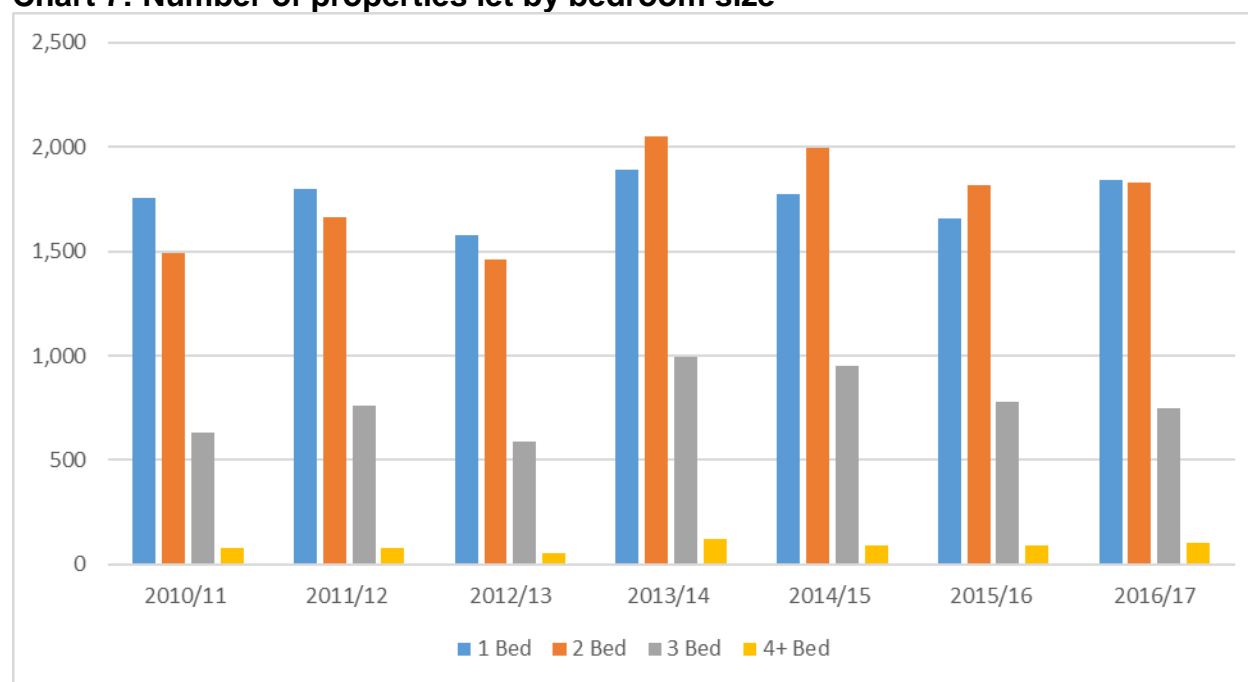


The total number of annual lets by bedroom size is shown in Table 14 and Chart 7 below. The total number of homes let during 2016/17 at 4,514 is slightly higher than the yearly average of 4,384

Table 14: Number of properties let

	1 Bed	2 Bed	3 Bed	4+ Bed	Total
2010/11	1,758	1,490	633	76	3,959
2011/12	1,798	1,666	758	76	4,302
2012/13	1,579	1,463	586	52	3,683
2013/14	1,893	2,051	997	121	5,071
2014/15	1,774	1,998	950	90	4,812
2015/16	1,655	1,819	780	91	4,345
2016/17	1,840	1,828	746	100	4,514

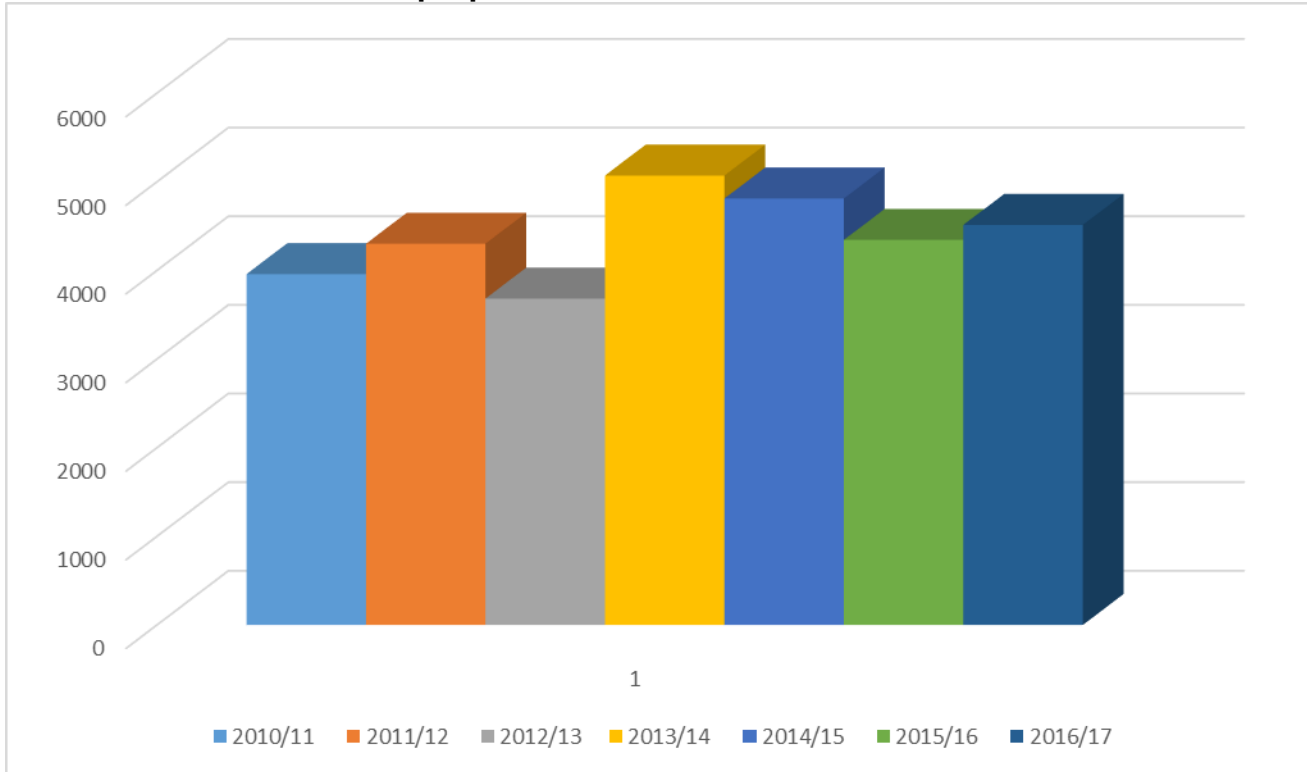
Chart 7: Number of properties let by bedroom size



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Chart 8: Annual number of properties let



For more information please contact Rupert Warren (rupert.warren@exeter.gov.uk) or Gary Pitman (gary.pitman@exeter.gov.uk).