

## We have **vacancies** at our care home. *A safe caring, homely environment.*

When looking for a care home, you need to feel that the care and services provided meet or exceed your expectations. At Forder Lane House we focus on the individual, their needs, preferences and aspirations. Driven by an individual care plan, our team aims to balance care and support to maintain independence, along with encouragement to lead an active lifestyle wherever possible. Our friendly, homely atmosphere allows each resident to continue their daily life in a dignified way, with a high level of privacy, knowing that care and support is always available.



Please call us for more information 01803 863532



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

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**We are open from 8.45 am to 4.45pm Monday – Friday**

An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



Totnes work hub – a South Devon Rural Housing enterprise

[www.totnesworkhub.co.uk](http://www.totnesworkhub.co.uk)

# Winter Newsletter

Inside this issue:

CEO's welcome message | **New Maintenance and Asset Manager** | **Six families get a home** | **Football sponsorship deal** | **Save Safely fire advice** | **Reader survey results** | **Make your garden bird friendly** | **Christmas cheer at Care Home** | **Tasty savoury recipe** | **Coffee Break Wordsearch puzzle** | **Performance Dashboard**

Winter 2023



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**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

## Strong teams and partnerships mean we can forge ahead with greater confidence

### Welcome from SDR's Chief Executive, Christine Candlish

So, a new year is well and truly under way and we can look back with pride at a period of achievement in a number of spheres, whilst we look forward with confidence to the many challenges that a fresh year will inevitably bring.

With 2022 now fading into the rear view mirror, we can congratulate ourselves on emerging from a global pandemic with our operation and our reputation intact and with a number of successes under our corporate belt. The core purpose of SDR as a small but perfectly formed housing association is to put people and properties together in way that offers the best match for all concerned. We can't do that alone and so as CEO I'm thankful to have a talented and dedicated team working with me, as well as some highly professional and motivated partners collaborating with us on some of our more ambitious ventures.

#### Blossoming

In this newsletter we record and recognise some of the joint undertakings we have delivered in 2022 – like our blossoming partnership with rent-to-buy champions Rentplus who offer people the chance to get on the housing ladder.

See Pages 3 & 4 for a report on our latest successful collaboration at Lifton.

I'm pleased to welcome a new member to the SDR 'family'. Dave Hall joins our delivery arm, Rural Homes Limited, as Maintenance and Asset Manager – so we can be confident that routine upkeep of our existing properties is in safe hands as we forge ahead with new projects and exciting expansion plans. There's more about Dave on Page 2.

I'm delighted that SDR was able to make its first entry into sports sponsorship with a deal that enables a local football club to buy much-needed practice and match balls for their



Under 13 team. You can read about Morley Rangers on Pages 5 and 6.

There was a heart-warming moment at the end of 2022 when some young pupils from Dartington Primary School called in at our Forder Lane House Care Home to sing seasonal carols to the elderly residents. The joy on the faces of residents was palpable (see Page 13).

It was made even more special by the realisation that such contact would have been unthinkable just a few short months earlier, when our care home residents needed to be kept safe behind closed doors.

We welcome feedback from our residents and so we were pleased that a number of you took the opportunity to tell us how you want to hear from us by answering our short survey.

#### Winner

Congratulations to Sally Scott, who was drawn as the winner of a £25 Amazon voucher – see Page 9. We will consider the feedback we received and take the findings into account as we communicate with everyone in the future. That includes tweaking some of our newsletter features so they appeal to a higher percentage of readers. Inside this issue there's a mix of informative messages – like the Save Safely advice from the Fire Service on Pages 7 & 8 and some lighter reading in the form of wild bird advice (Page 10) and the popular recipe and puzzle pages (11 & 12).

Travel with us as our journey continues in 2023 and beyond. Together we will improve the living conditions of more and more people in South Devon and the wider South West region.



Guests chatting outside two of the rent-to-buy homes at Lifton, handed over to tenants in November – the latest partnership between SDR and Rentplus UK.

## Changing of the guard as Dave Hall takes over as Rural Homes' new Maintenance and Asset Manager



**Dave Hall has joined Rural Homes Ltd. as its new Maintenance and Asset Manager. In his new position, Dave will be dealing with day-to-day maintenance issues with all properties within SDR's stock and will work closely with the Chief Executive and Housing Team.**

With 20 years' experience in the building and housing sectors, Dave will bring a wealth of knowledge and expertise to his new role. Starting as a plumber and builder, he worked his

way up to surveying and maintenance supervision, employed by various housing providers in the South West, including in Cornwall.

In early life Dave was based in London with the RAF Regiment, carrying out various security and military duties around the globe. He also formed part of the Queen's Colour Squadron display team at Buckingham Palace, taking part in Albert Hall drill displays and state occasions in and around the country. Horse-loving Dave keeps horses at home and has competed in Horse Trials around the country.

# PARTNERSHIP WITH RENT-TO-BUY CHAMPION BEARS MORE FRUIT

## We help six local families get a foot on the housing ladder

SDR is a major player in an innovative Devon-based approach to increasing local home ownership that saw six local families being helped onto the housing ladder just before Christmas.

The latest partnership between Plymouth-based Rentplus-UK and SDR, working with West Devon Council and local builders Harrington Homes meant six new affordable rent-to-buy homes were available close to the centre of Lifton.

Under the model, private finance funds new affordable housing at no cost to the local council. SDR also benefits from a new rental income stream, in return for taking over local management of the tenancies in the Green Valley Meadow development.

### MP's welcome

Just four weeks before Christmas, Sir Geoffrey Cox MP joined with Cllr Caroline Mott, Mayor of West Devon and Lead Member for Built Environment and Christine Candlish, CEO at SDR, to welcome the new residents into the homes they will be buying.

The homes are two 2-bed houses and four 1-bed flats. All homes have been allocated and tenants are starting their home ownership journey by moving into their brand-new homes without paying any upfront deposit. They will pay an affordable rent (80% of market rent) for an agreed period, living in the home that they will one day own whilst they save up to buy it. Each family has previously lived in or has connections to the area.

By paying a below-market rent they can save more each month. At the outset, they choose whether to buy their home after 5, 10, 15 or 20 years. They move in with no deposit and when they come to purchase, Rentplus will gift them 10% of their home's value to add to their savings and reduce the mortgage they need. They will buy their home using a high-street mortgage and then own 100% of it, as if they had bought on the open market.

At the event, Robin Falle, Regional Director for the West of England at Rentplus, said: "Affordability is an issue across the country. We're excited to be working with South Devon Rural and West Devon Council to offer local homes for local folk, enabling hard working people to stay living in the communities they grew up in. It's good to meet the tenants, hand over their keys and wish them all the best in their new home".

Christine Candlish, SDR Chief Executive, commended all parties for the partnership and said: "One of the things that excite us about working with Rentplus is the way it fills a gap in the market, particularly in small rural villages where people want to stay living in their communities, but cannot afford to. With Rentplus they can stay living locally, pay an affordable rent, build their deposit, and buy. They never have to move again if they choose not to.

"We're excited about future opportunities and we all wish our tenants picking up their keys at Lifton every luck and happiness in their new homes".

Cllr Caroline Mott, Mayor of West Devon, added: "This is the council's sixth scheme with Rentplus. We need more schemes to get affordable housing into our local communities. Giving local people the chance to buy a home in these villages is crucial to the future of our rural communities. We want to work with partners to see more schemes like this come to fruition".



PICTURED on facing page: Declan Haworth and partner Georgina Jones with 10-month-old Hudson Haworth outside their new front door. Above: CGI image of Green Valley Meadow, Lifton, with the new affordable homes circled.

Torrige and West Devon MP Sir Geoffrey Cox, who planted a tree on site, said: "Partnerships such as this have an important part to play in enabling more people to own their homes. Providing people with somewhere to call their own is the single most important cause of the time. Having somewhere to call your own is a basic human need. "Talking to the people moving in today I can see how much it means to them to have a place of their own that they will someday own. Giving people the chance to own their home is true Levelling Up. Schemes such as Rentplus assist in this and I hope there are more to come".

### Excited

Declan and Georgina Howarth were among the first residents to move in to their new Lifton homes. Not needing a deposit to move in is a real bonus. "We're really excited to be moving in. We'll be paying an affordable rent, cheaper than local rents, which means we can save our deposit and get on the housing ladder earlier than we expected thanks to the Rentplus scheme". The young family were also delighted to be in their new home in time for Christmas.



ABOVE: MP Sir Geoffrey Cox plants a tree, watched by (front row L-R) Christine Candlish and Mayor Cllr Caroline Mott. Back row L-R: Ward Member Cllr Chris Edmonds, Rentplus Regional Director Robin Falle and West Devon Council Leader Cllr Neil Jory. BELOW LEFT: A welcome gift of a pot plant handed over by Christine Candlish (right) to new tenants Christian and Gemma Bungay. BELOW RIGHT: Another pot plant for David and Gayle Ledsham, whose new flat is in the background.





## Junior footballers get their kicks from new ball sponsorship deal

Every time youngsters playing for Morley Rangers Football Club in Plymouth kick a ball, it will be thanks to a sponsorship deal with South Devon Rural Housing Association (SDR).

SDR specialises in providing affordable homes for people in a wide range of age-groups, some with disabilities, and wants to support a club helping to promote fitness and sporting values among the young.

### Coach

The relationship with the club came about through SDR Housing Manager Robert Carnon, who is a coach at the club and has a grandson playing in the Under 13s.

Morley Rangers FC was established in 1989 with teams from Under 5s to Adult. The club now includes four girls' teams and is in the process of starting a women's team. The Under 13s are a male team made up of boys from the Plymouth area who now play in Division 2 of the Devon & Junior League (Hermes), after being promoted last season from Division 3.

Through Robert Carnon, SDR's management heard that the junior team was desperately in need of new balls for training and for match days.

The £170 sponsorship deal means the team has been able to buy 14 Mitre practice balls and 2 match balls. Robert Carnon said: "It's so important for kids' fitness and general wellbeing for them to get plenty of fresh air and exercise. What better way than playing a game that does all that and teaches them life lessons and sportsmanship at the same time?"

### Privilege

"Morley Rangers is a wonderful club, making a difference to the lives of youngsters and adults alike. It's a privilege for me to be one of their coaches and of course to see my grandson Boden enjoying his football as a wing back".

The club's Secretary, Pete Frankland, said: "We are currently an FA Charter Standard Award Club. This is a best practice guide that sets standards of coaching, administration and child protection for all clubs outside the Football League and Premier League. As a benchmark for quality, it aims to improve the playing experience for all.

"We set great store by fair play and sportsmanship and we've won a number of awards. We encourage all at MRFC to take victory modestly and defeat graciously. That's why we're so delighted to receive support in the form of SDR's ball sponsorship deal".



## SDR cash gives a boost to Under 13 players

### Diverse

Christine Candlish, SDR's Chief Executive, said: "When Robert came to us with the suggestion of ball sponsorship, we jumped at the chance. We are all about providing homes and building management services for a wide variety of people in different age groups and with diverse needs – and making a difference to their lives.

"It's great to be able to make a contribution to a club that's making a difference to the lives of young people, both boys and girls, as well as older players and, now, people with disabilities. This sponsorship deal is a really good fit for us and I'm delighted to support it".

Our photos, taken at Morley Rangers' Plymstock School training ground, show a group of players with the 16 balls bought with SDR's sponsorship and four of the Under 13 players, each holding a match ball.

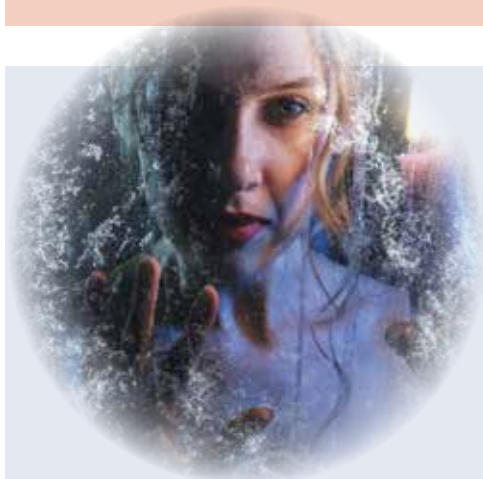


ABOVE: Four of the Under 13 players (left to right): Captain Archie, Vice-Captain Harry, midfielder Isaac and Robert Carnon's grandson, Boden, with some of the match balls provided by SDR's sponsorship deal.

FACING PAGE: Morley Rangers youngsters and coaches with the 16 Mitre balls, also holding up SDR newsletters, at their Plymstock School training ground.



# DON'T LET YOUR BEST EFFORTS GO UP IN FLAMES, SAY FIRE SAFETY EXPERTS



## Stay safe while you save on energy bills as winter's chill maintains icy grip

Towards the end of 2022, we shared expert advice on fire safety for SDR residents who would be needing to save money on their energy costs this winter.

The extra expense of heating our homes, cooking meals and running the appliances that make life easier or keep us entertained caused concern that people might cut corners or use unsafe heaters, putting themselves at risk.

So we teamed up with Devon and Somerset Fire and Rescue Service to offer expert advice. We're now publishing a reminder of that guidance so our readers can stay safe in their homes as winter continues to deliver low temperatures and icy draughts.

Please read the tips and warnings on these two pages to ensure that your energy saving efforts don't go up in flames. The risks are real, but taking a few common sense precautions will keep you safe.

### PORTABLE HEATERS: They can be cheaper – but could be lethal

If you want to heat a small area, a portable heater is more efficient and cost-effective. Before you use yours, check the heater and the cables carefully.

If there is any damage to wiring, or anything doesn't look quite right, get a qualified person to look at it, or dispose of it safely.

If you're buying a new heater, we recommend choosing an oil-filled radiator heater as they are the safest type. Heaters can be a serious fire hazard; they should always be placed at least one metre away from curtains, bedding and upholstery.

Always switch off and unplug portable heaters before you go out or go to bed. Never dry washing on heaters.



## Smoke and Carbon Monoxide alarms keep families safe

Fires in the home aren't the only killer. Smoke or Carbon Monoxide is also a major cause of deaths. The Fire Service advises fitting smoke alarms and every SDR property has one. Residents are reminded that it's wise to check alarms each week to ensure that batteries are charged and alarms are working.

## Keep warm but please don't play with fire...

### Open fires and wood burners

You should have your chimney swept before the first fire, and then at least once a year (and every 3 months if you're burning wood).

Only burn seasoned wood. Other wood may have moisture that can create tar in the chimney. This is highly flammable and can lead to chimney fires.

### Other ways to keep warm

Electric blankets are a great way to keep warm, but they need to be used with care. Check electric blankets for wear and tear, and always replace after 10 years.

### And finally...

Take extreme care with candles. They are not suitable for heating. Candles should only be used when you are in the same room. Always place them in a heat-proof holder, and keep them well away from shelves, curtains, furnishings and books.





## Sally Scott wins our £25 Amazon gift voucher

Congratulations to Dartington resident Sally Scott, who wins an Amazon voucher as the lucky draw winner in our Readership Survey. The Autumn issue contained a questionnaire asking readers to tell us their communication preferences. The results of the survey are summarised below. All survey forms and scanned versions of the online form went into a draw, with one chosen at random for the prize. Sally is pictured (right) receiving her prize from Housing Manager Robert Carnon.



## Questionnaire: The results are in!

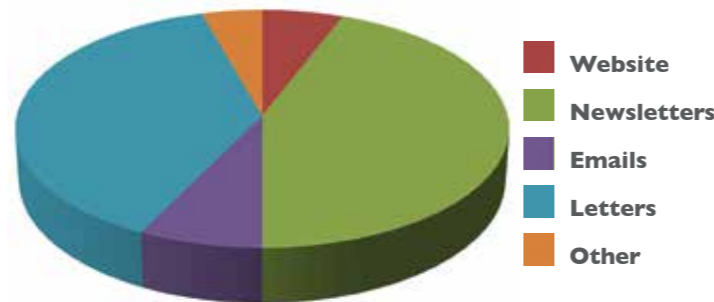
We want to thank all those who took the time to fill in a paper or online form asking for feedback on the way we communicate with our residents. The results will help us to ensure that we use the most effective channels of communication with our residents in future.

Briefly, a majority of you learn a lot from your regular newsletter, although a significant number also rely on letters for more individual or urgent messages.

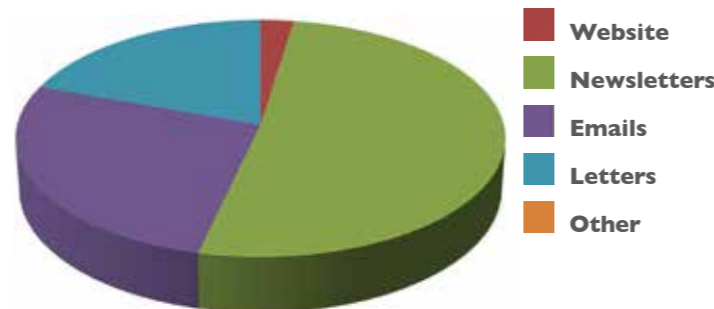
A majority of those who responded want to continue receiving a printed (paper) copy of the newsletter, mailed direct. Some people would prefer an electronic version either emailed to them or downloaded from our website (where it's already available – see News tab).

Based on the above, we will continue to print and post the newsletter, but for those who prefer to receive an electronic version, we'll look into email delivery options. You also told us which articles and sections you like best and so future issues will be re-shaped to take account of your preferences. If you'd like to comment on SDR's communication channels, you can always go online at: <https://southdevonrural.co.uk/pages/for-tenants/consultation-corner/118>

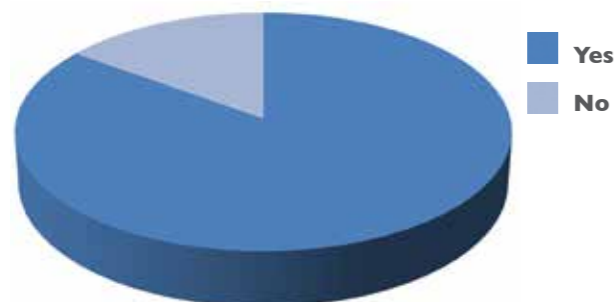
How do you receive news and information about SDR?



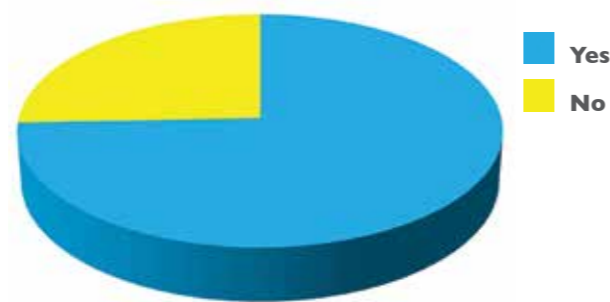
What's your preferred method of receiving SDR news?



Do you read the SDR Newsletter, published 3 times a year?



Continue receiving a printed version of your Newsletter?



An adult Blue Tit feeds a young chick that hatched safely in a nesting box.



## Strictly for the Birds!

### SDR Gardening Feature

Mid-February is a time when love is all around – and many of us turn our minds to sending cards and gifts to sweethearts, spouses and partners.



But it's also the time of year when our feathered friends realise that romance is – well, in the air! So it should be no surprise that this is an important date in the calendar for the British Trust for Ornithology (BTO).

Back in 2002, the Trust chose 14 February as the start of National Nestbox Week. Putting up nesting boxes around this time can provide a safe space for our treasured garden birds, many of which are struggling due to environmental and other factors, including Climate Change.\*

With natural habitats such as trees and hedgerows being lost to development and the increase in urban housing, some of our garden birds struggle to find a safe shelter to rear their young.

### Shelter

Nestbox Week aims to encourage everyone to put up nesting boxes to promote and enhance biodiversity and conservation of our breeding birds and wildlife.

Many of us are aware of how vital it is to feed our garden birds, but it's also just as important that they have a suitable shelter and site for breeding.

We can all do our bit to help, and so to improve their chances of a successful season, why not site a nest box in your garden or outdoor area? This will provide the birds with a clean, warm environment to lay their eggs and raise their chicks.

The main nesting season runs from March through to August but, rather aptly, birds are traditionally thought to have paired up by St Valentine's Day. So now's the time to get cracking with a home-made or bought nesting box in your garden, or fixed near your patio or balcony.

\* Garden bird number trends are carefully monitored by volunteer birdwatchers throughout the UK. The BTO's Garden BirdWatch survey has been going since 1994. The survey captures weekly data on birds and other wildlife throughout the year. Masses of useful information can be found at: [www.bto.org/gbw](http://www.bto.org/gbw)

### CELEBRATE NATIONAL NESTBOX WEEK AND HELP OUR FEATHERED FRIENDS MAKE A 'FAMILY' HOME

#### Make your own nest box...

BTO can provide guidance on how to make nesting boxes of various types for a range of birds. The DIY materials and skills you need are not too taxing! More information at: [www.bto.org/](http://www.bto.org/) and follow links

#### ...or buy a ready-made one

BTO can also provide guidance on the right type of nesting box to buy and where to get one. Go to: [www.bto.org/](http://www.bto.org/) and follow links

#### Tips for putting up a nesting box

- Not too close to another nest box or bird feeders to avoid aggressive behaviour
- Shelter your box from the weather
- Height from ground should be about 3 metres
- Make sure cats cannot get into the box
- Consider a metal plate around the entrance hole to deter squirrels
- Fix using screws or nails that will not rust.





Try this tasty all vegetable recipe from Greece for a meal-in-one dish!

## Delicious Briam – or Greek mixed roasted vegetables

Briam, or Briami, is the traditional Greek version of ratatouille. Combine fluffy potatoes, sun-ripened tomatoes, sweet and flavourful aubergines and juicy courgettes, garnished with herbs, to create an excellent dish rounded off with Mediterranean flavours for a hearty vegetarian meal-in-one.

The vegetables are coated with olive oil, flavoured with sweet onions and garlic, then baked to golden perfection. This is clearly a scrumptious and yet simple dish to make!

Briam can be served as a tasty, satisfying dish, paired with a hearty block of feta cheese and plenty of crusty village bread to dig into all of the delicious juices. It can also accompany roast lamb, poultry or pork. With just a simple 10 minutes of prep time, this Briam recipe is definitely the easiest quick and clean mid-week meal!

### Ingredients

- 1 kg ripe tomatoes, chopped (or 3-4 tins of plum tomatoes, strained and chopped)
- 1½ kg potatoes, sliced
- ½ kg aubergines, sliced
- ½ kg courgettes, sliced
- 200 ml of virgin olive oil
- 1 red onion, sliced
- 2 cloves of garlic, finely chopped
- 2 tbsps chopped parsley
- salt and freshly ground pepper to taste



### Method

1. Peel and cut potatoes into slices. Wash courgettes and aubergines thoroughly and slice into 1cm slices. Peel the tomatoes and cut into thin slices (you can also use green bell peppers).
2. Use a large baking pan, approx. 30-35cm, so the vegetables are not layered too deep.
3. Layer the bottom of the pan with sliced tomatoes and season. Place on top the sliced vegetables and season well. Sprinkle with the onion and garlic and top with the rest of the tomatoes. Season well, garnish with chopped parsley and drizzle with olive oil.
4. Cover the briam with aluminium foil and bake in a preheated oven at 200C for 1½ to 2 hours. Uncover the briam halfway through cooking time, toss the vegetables and continue baking until nicely coloured.
5. Serve this traditional briam dish with salty feta cheese and lots of bread. Enjoy!



## IT'S COFFEE BREAK TIME! TRY SOLVING OUR WONDERFUL PANCAKE DAY WORDSEARCH

Can you spot the 20 Pancake Day words and phrases in our sizzling Wordsearch puzzle..?

BATTER  
BLUEBERRIES  
CHOCOLATE SAUCE  
CREAM  
EGGS  
FEBRUARY  
FRYING PAN  
LEMON  
MAPLE  
MILK  
PANCAKE  
SAVOURY  
SCOTCH

SHROVE TUESDAY  
SUGAR  
SWEET  
SYRUP  
TOPPINGS  
TOSS  
WHISK

With Shrove Tuesday later this month, your task is to pick out the 25 words associated with Pancake Day hidden in the grid below.

Names are horizontal, vertical and diagonal, both up and down.  
Best of luck!



Z	S	A	S	Y	K	X	H	R	M	Q	R	M	F	N	V	X	S	E	Q	T	B
E	R	I	G	W	S	Z	N	L	A	H	Y	A	K	R	K	S	H	Z	Q	S	O
C	L	A	N	M	I	P	B	O	P	E	D	E	G	N	O	M	E	L	E	H	Y
U	Z	I	I	Y	H	K	L	B	L	E	X	R	N	T	O	U	M	B	O	S	R
A	O	N	P	A	W	U	N	Z	E	L	Z	C	B	F	V	V	I	U	S	E	A
S	G	U	P	D	W	G	R	Q	I	D	S	G	M	C	K	X	H	B	K	I	U
E	J	R	O	S	V	E	V	T	R	I	B	M	R	S	W	E	E	T	Y	R	R
T	Q	L	T	E	X	L	P	N	X	H	F	S	L	R	Q	Z	H	Q	B	R	B
A	X	W	U	U	B	S	D	C	C	A	M	U	D	T	B	D	M	A	B	E	E
L	G	H	O	T	P	A	J	T	O	W	A	G	U	H	N	S	R	R	N	B	F
O	E	G	S	E	Z	A	O	R	B	D	D	A	B	Z	A	E	O	A	Z	E	J
C	V	U	S	V	U	C	N	M	D	S	L	R	I	V	T	I	P	T	K	U	M
O	I	Y	W	O	S	C	J	C	G	G	Y	G	O	T	A	G	U	G	B	L	L
H	H	J	T	R	T	V	R	D	A	L	M	U	A	S	N	E	P	C	P	B	M
C	E	O	S	H	N	F	E	W	H	K	R	B	I	I	U	O	K	U	E	E	M
C	I	G	V	S	M	W	S	O	R	Y	E	W	Y	Y	Q	V	L	L	R	D	J
V	C	I	G	T	M	I	L	K	S	F	Y	R	C	L	S	X	H	V	M	Y	D
Z	M	H	F	S	M	S	B	X	Y	D	F	Q	T	U	P	H	D	H	A	D	S

# Christmas cheer at Forder Lane House Care Home



Dartington Primary School pupils help residents get festive by singing carols



With just a few days to go before Christmas 2022, youngsters from Dartington Primary School entertained residents of our Forder Lane House Care Home with a performance of some favourite carols. The infants and their teachers arrived with song sheets so that residents could sing along if they wanted to. After all the isolation caused by Covid lockdowns in previous years, it was wonderful for the two ends of the age range to mix again.



SDR monitor performance in a number of ways, to ensure quality of customer service and value for money is achieved. One of the ways we monitor performance is by using Key Performance Indicators (KPI's). Results from these regular checks on key areas are monitored, analysed and acted on by the management team, and also reported to SDR's Board.

These indicators cover a number of operational areas, such as repairs, allocations, rent arrears and anti-social behaviour.

Please see table below on how SDR are doing on some of the main KPI's. Green indicators show we are meeting or exceeding targets.

## Performance Dashboard

	Performance 2021/22	QTR 1 (Apr - Jun)	QTR 2 (July - Sep)	QTR 3 (Oct - Dec)	QTR 4 (Jan - Mar)	Target 2022-23
<b>ASSET MANAGEMENT</b>						
Annual Gas Safety Checks Completed	100%	100%	100%	100%		100%
Emergency Repairs	100%	100%	100%	100%		100%
Urgent Repairs	100%	100%	98%	98%		95%
Repairs/Contractor Satisfaction	100%					90%
<b>RENT ARREARS</b>						
GN Tenant Rent arrears as % of annual debit	0.52%	0.64%	0.50%	0.42%		1.00%
<b>ALLOCATION AND VOID MANAGEMENT</b>						
Void loss on homes as a % of gross rent	0.07%	0.22%	0.19%	0.13%		1.00%
Average relet time (excluding major works)	36	13	29	34		14

Out of target due to 1. Death of tenant and legalities, 1 property delayed due to Social Services involvement