



In-depth Review of Voids

Housing Cabinet Panel - 7 November 2024

Janice White: AD Homes & Neighborhoods

September 2024

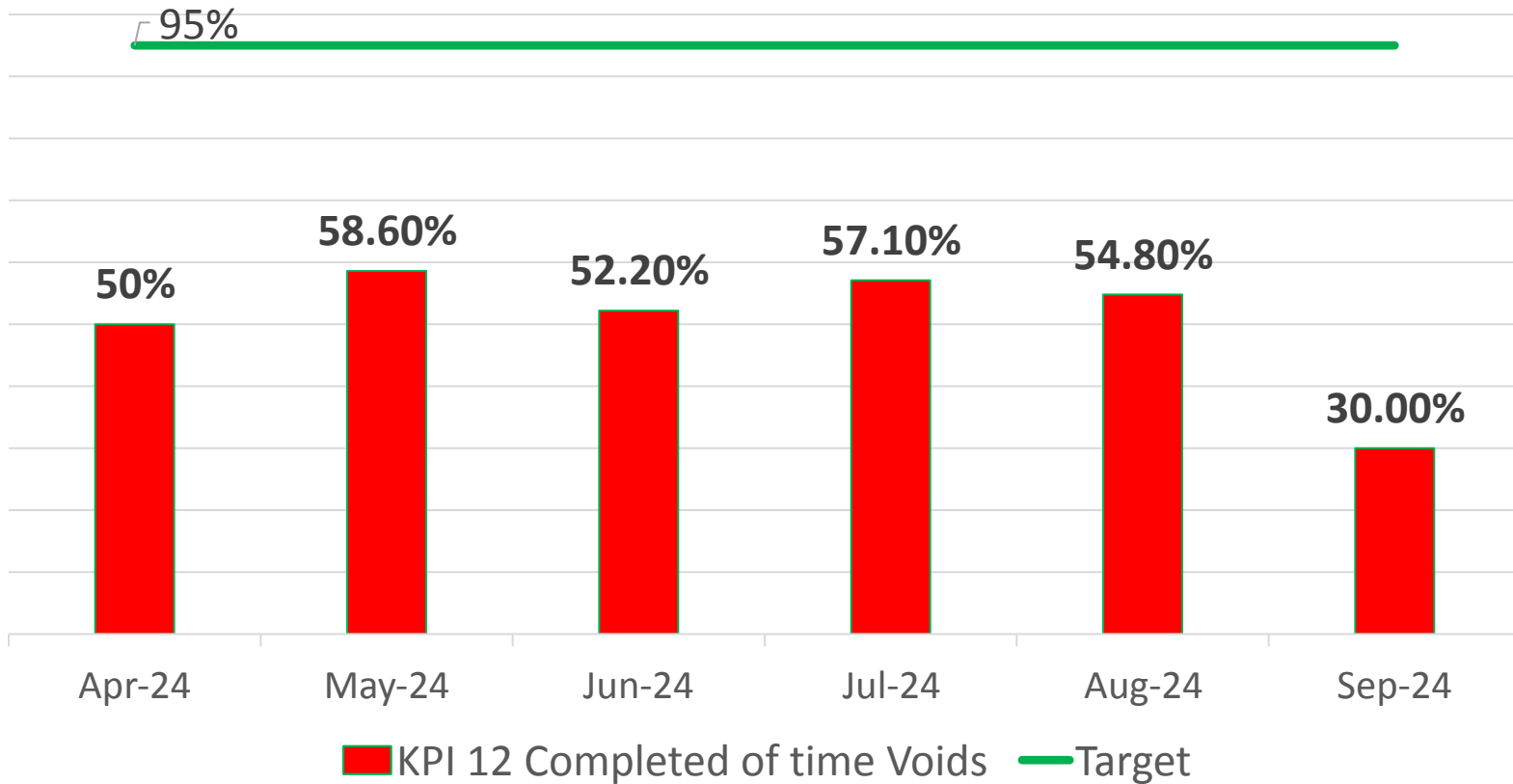




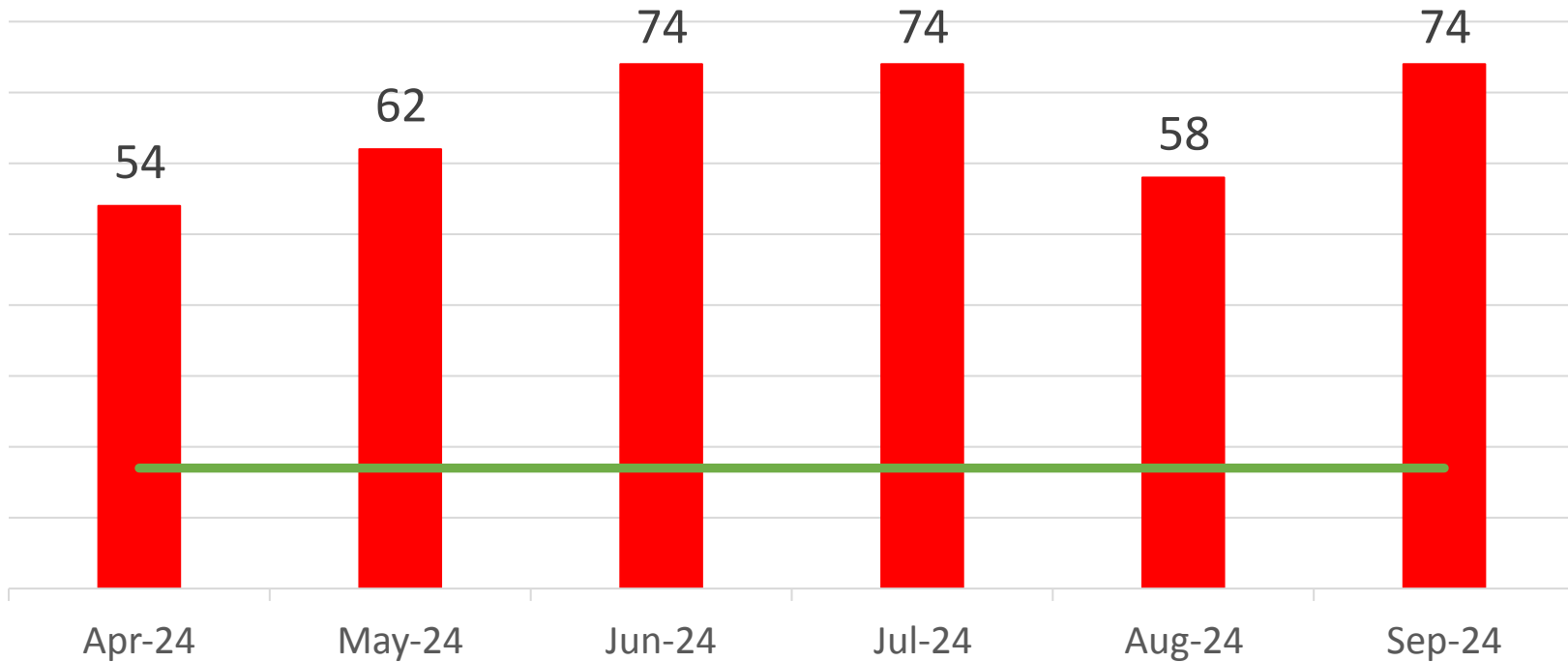
Voids turnaround performance



KPI 12: Completed of time Voids



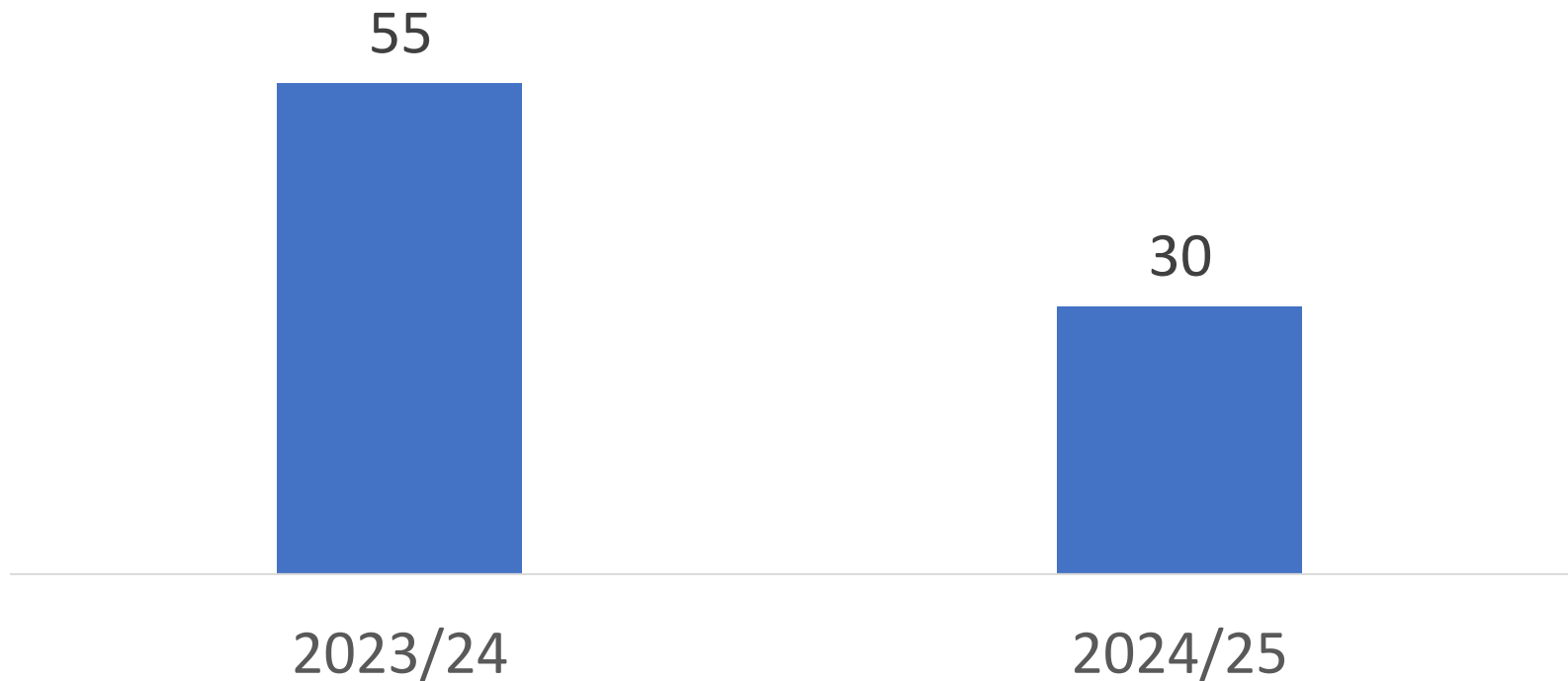
KPI 13 Average number of working days to complete void



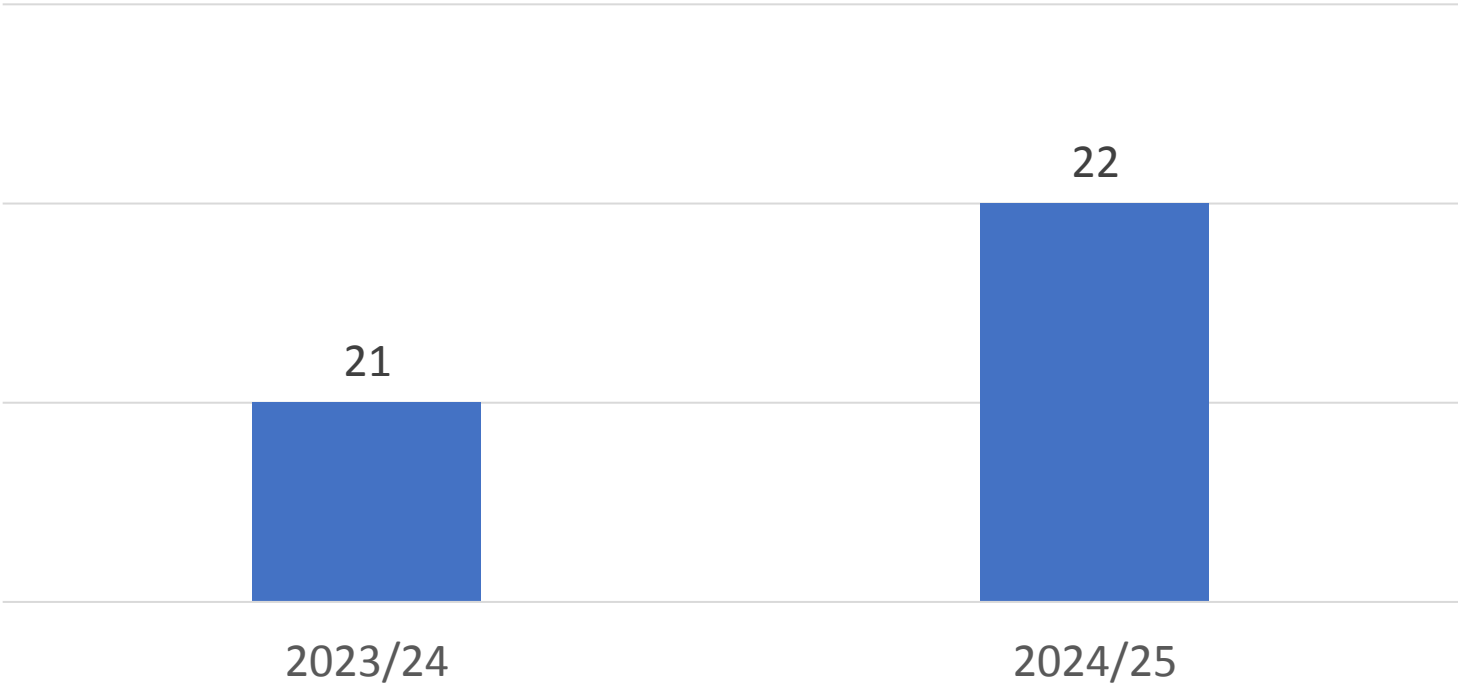
■ KPI 13 Average number of working days to complete void — Target



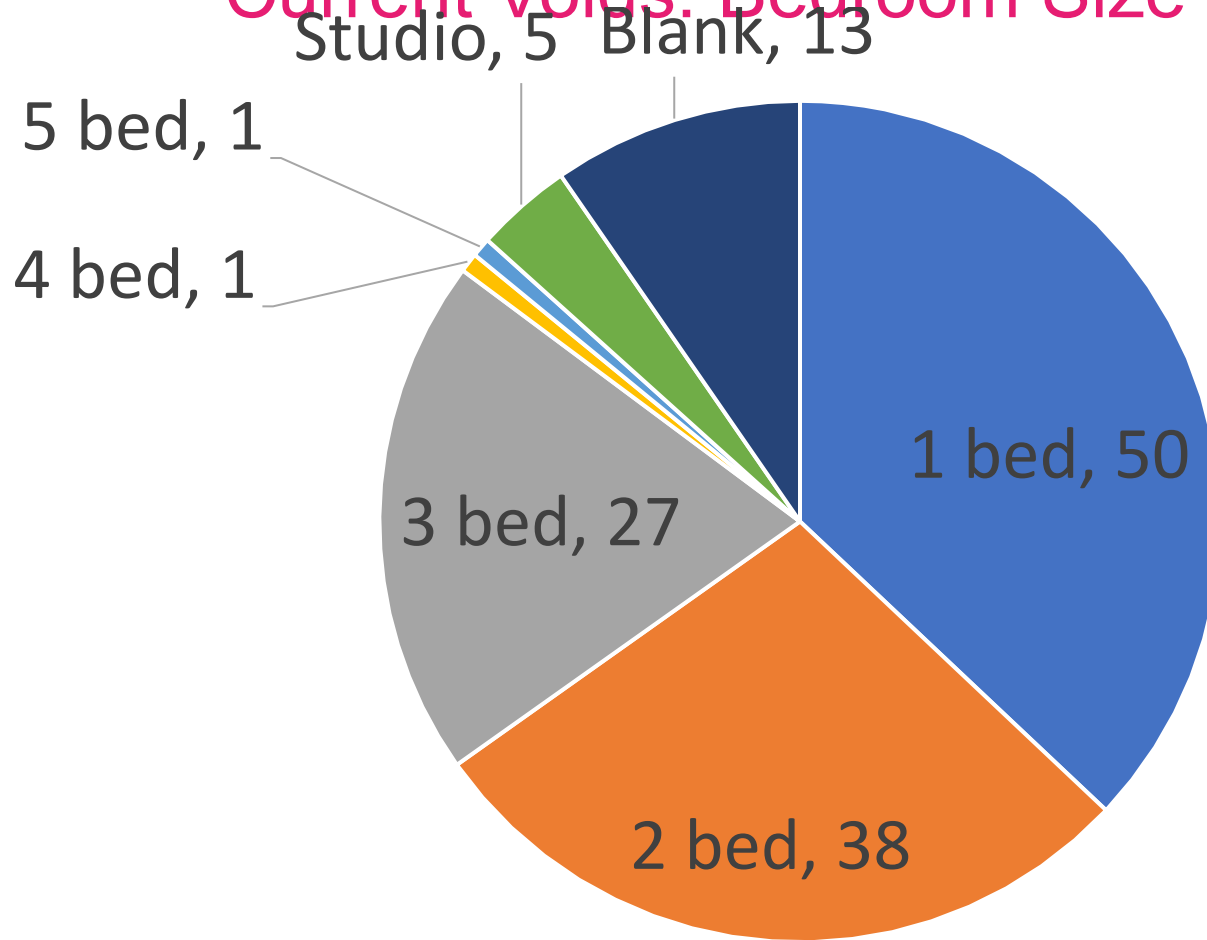
Year-on-year comparison of the monthly average number of voids



Comparison of the average number of voids completed monthly on a year-on-year

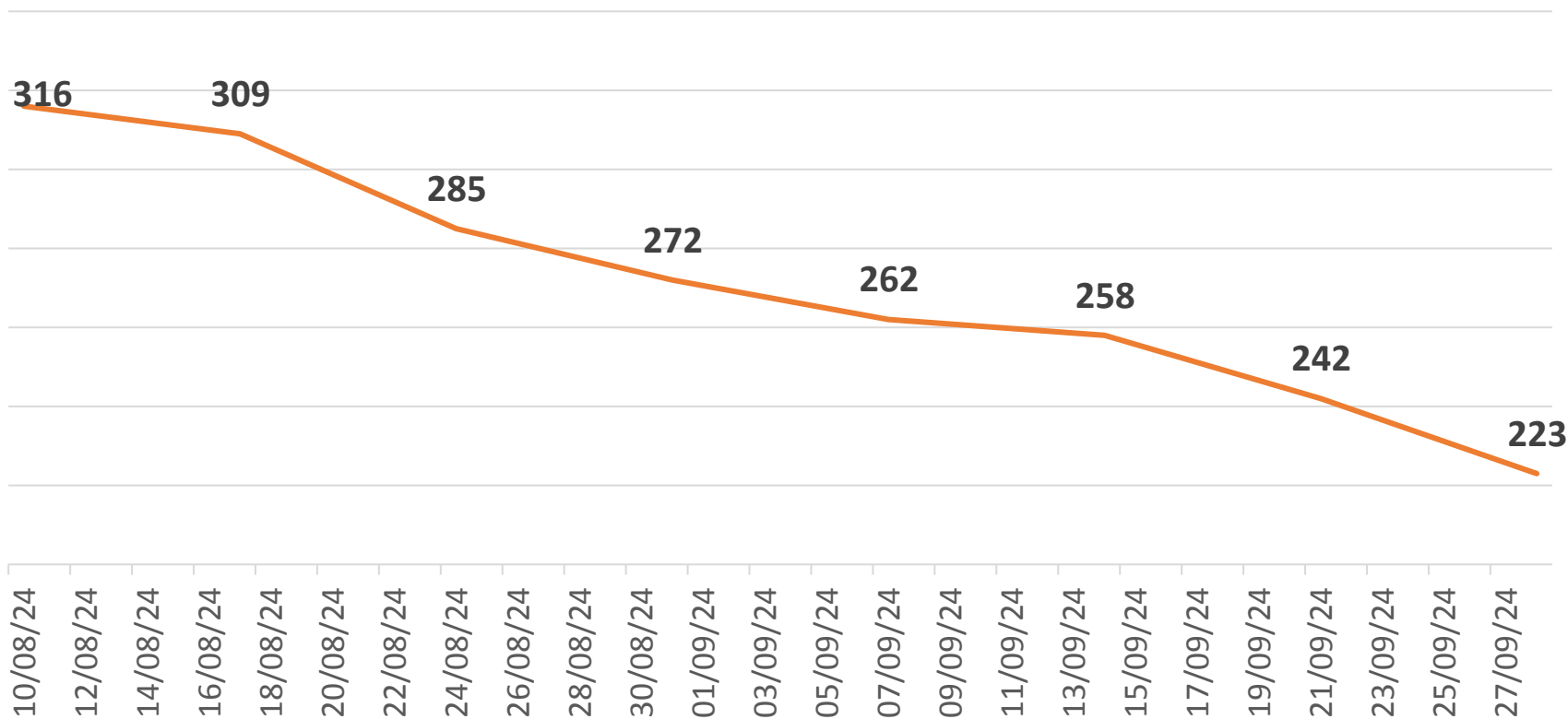


Current Voids: Bedroom Size



Current Voids with MSPS

Total Number of voids

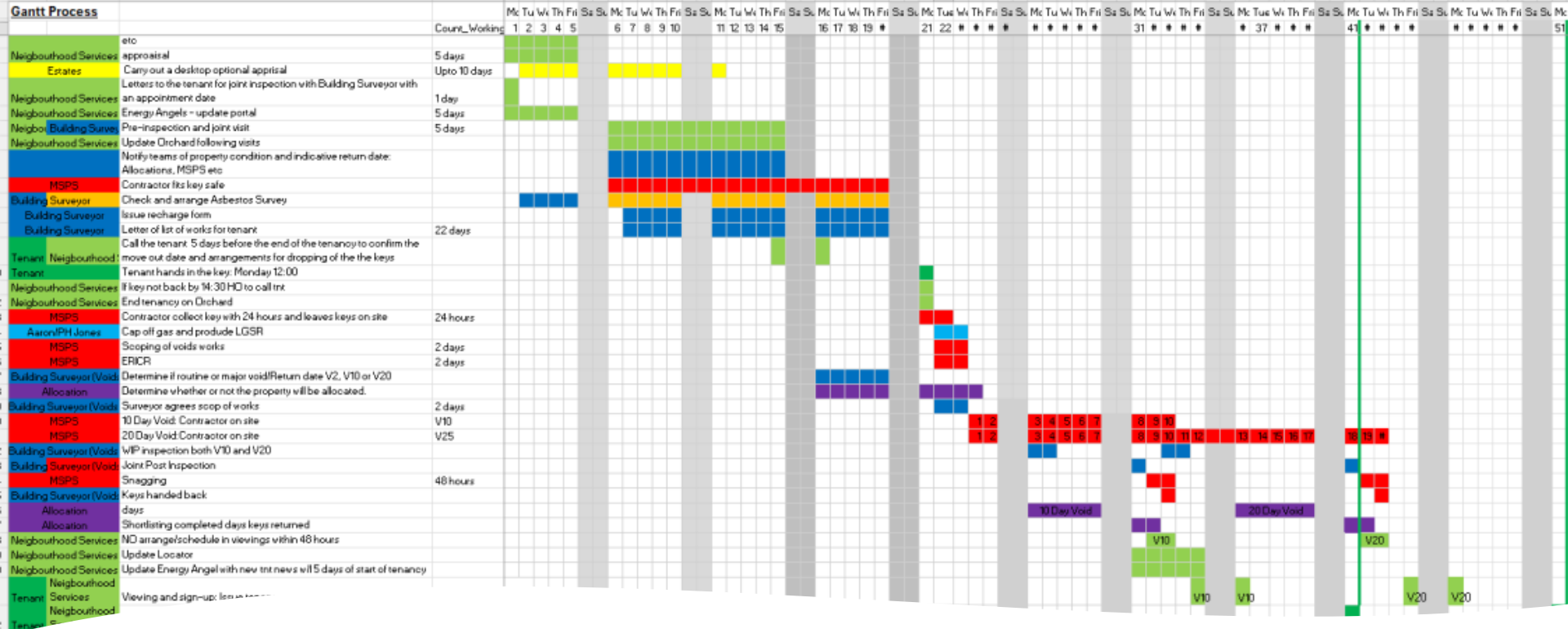


**WELWYN
HATFIELD**

Pre-Void Works

- Asbestos survey
- Gas safety/capping
- Electrical Safety Check
- Scoping of the works





Key to Key Process Map



Voids process and Improvements



Establish operational KPIs

- % of Pre-void Inspections carried out
- Time taken to start work
- The average time taken to let the property
- % High Costs Voids returned within time
- % of post-void inspections carried out
- % properties advertised more than twice
- The % of properties not advertised on time.
- The average number of days it takes to sign up
- Quality works





Improve the Housing Management System

- The team are reliant on spreadsheets
- Propose to develop a workflow
- Managers will have access to timely management report



High-Value Voids/Policy Voids

- The Neighbourhoods Officer identifies expected void/void property as in a high-value area
- The Estates Team conduct desktop valuations using property information for the area to determine if a property is likely to be considered high value (i.e., 1.5 times the amount of a property of the same size and type elsewhere in the area) and whether a visit to the property is necessary for further valuation.
- If the decision is made to sell the property, the void status will be changed to policy void. If selling is not pursued, an advert will be sent over.
- Valuation and decisions may take up to 30 days.





Pre-void Inspection

- Carryout a property end-of-tenancy and property inspection
 - A tenant must give the Landlord four weeks' notice of the intention to leave the property.
 - Determine the rechargeable works
 - Confirm the notice period and the process of handing back the property
 - Determine the voids refurbishment works
 - Inform the contract so they can plan resources



Making it easy for residents



MOVING OUT CHECKLIST

Moving out is a busy time and can be stressful. Once you've given us notice you're leaving a property, we'll visit you before you move out. We can offer advice on how to leave the property clean, tidy and in good condition. If you don't leave the property in good condition, you'll be charged the cost for us to put it right for the next tenant.

Welwyn Hatfield Borough Council (WHBC) spend thousands of pounds clearing our properties of rubbish and belongings left by tenants. This money could be spent on our homes and communities and on building new homes.

Checklist

Ensure you have given your contractual 28 days notice . We will confirm the last day in writing.	<input type="checkbox"/>
Allow WHBC to inspect the property before you move out.	<input type="checkbox"/>
Leave the property, gardens and communal areas in a good, clean and tidy condition.	<input type="checkbox"/>
Leave the property in a good state of decoration.	<input type="checkbox"/>
Remove all your belongings (including items in sheds and lofts).	<input type="checkbox"/>
Dispose of rubbish responsibly by taking it to a council household waste and recycling centre	<input type="checkbox"/>
Clear gardens and yards of waste and make sure any grass area is well-maintained.	<input type="checkbox"/>
Remove any fixtures and fittings you have installed and repair any damage.	<input type="checkbox"/>
Contact utility companies and arrange the reading of gas and electric meters for final bills.	<input type="checkbox"/>
Contact council tax and benefits offices if necessary.	<input type="checkbox"/>
Contact TV licensing, the DVLA if you have a car, and any other people who need your new address.	<input type="checkbox"/>
Re-direct mail (this can be done via Post Office for a fee)	<input type="checkbox"/>



Contact Welwyn Hatfield Borough Council if you need advice regarding moving out.



Weekly Allocation

Meetings

- Determine the allocation during the notice period
 - Decant
 - Direct offer
 - Temp accommodation
 - Housing waiting list



Void Works

- Void Standard
 - Safety
 - Security
 - Cleanliness
 - All services are in working order.
- Voids are categorised as either a routine, ten days or major work that can take up to 20-day void
- A time extension can be requested
- Inspections are carried out during and at the end of the process



Lettings

- The tenancy team drafts adverts
- Properties are advertised for five days
- Shortlisting is completed within two working days by Allocations
- Neighbourhood Officers arrange viewings and sign-ups.



Void Targets: Benchmark

- **Stevenage**
 - Average time to relet a routine void 25 days
- **Dacorum**
 - Average relet times 40 days.
- **St Albans**
 - 2-day void
 - 8-day void
 - 15-day void



Next Steps

- Roll out of the operational KPIs
- Enforcement of the tenancy notice
- Start of pre-void inspection
- Monitoring of Morgan Sindall Improvement Plan for voids
- Set up the new weekly allocation meetings
- Review the KPI targets for voids
- Changes to the Housing Management System to provide regular reports on the

