



Voids Report Q4 2022/23 and Q1 2023/24

Cabinet Housing Panel
31 July 2023

Introduction

- Important to ensure the period that properties are void is minimised but are of the required standard to re-let
- The performance indicators measure the 'key-to-key' process from when previous tenants hands in their keys to when the new tenancy starts
- This process involves a number of council teams and contractors
- BPI 37 – 'normal voids' – target is 18 days
- BPI 88 – 'major voids' – target is 45 days

Normal Voids (BPI 37) Performance

- Target of 18 days was exceeded in Q4 (Jan-March 2023) and Q1 (April-June 2023)
- Relatively fewer normal voids compared to major voids
- Analysis shows:
 - Properties requiring more extensive maintenance and repairs when returned
 - Small number of rejections (admin error and also due to type of property needed by tenant)
 - Some delay over the Christmas period and an occupational therapist assessment needed
 - Some voids returned by contractor outside of their target of 10 days and some not of the required standard
 - A delay in advertising one property due to personal circumstances of the tenant

Major Voids (BPI 88) Performance

- Target of 45 days was exceeded in Q1 (Apr-June 2023)
- Majority of voids are major voids
- Analysis shows:
 - Properties and gardens requiring more extensive maintenance and repairs when returned
 - Some delay in pre-commencement works (eg obtaining asbestos survey)
 - Experienced some delay in the supply of fire doors
 - Some properties required inspection by specialist contractors for damp and mould and high demand meant that an alternative contractor needed to be sourced
 - Some properties did not meet the required workmanship standard at handover

Actions to improve voids management

- Work is in progress reviewing the voids process to reduce delays, increase efficiency and increase performance
- These actions include:
 - Reviewing the voids standard and the process map and developing an improvement plan to address potential bottlenecks and set targets and objectives for each stage of the process
 - Enhanced performance monitoring
 - Joint pre-voids inspections (voids surveyor and neighbourhood officer)
 - Continue with current weekly contract monitoring meetings with Morgan Sindall to raise and address any workmanship or performance issues in the voids works
 - New contractor procured for asbestos surveys needed (ie at pre-commencement works) to turn around reports within 48 hours
 - Morgan Sindall have appointed a new contractor to deal with damp and mould
 - Any works in the planned programme are also considered

Summary

- Most voids are classed as major voids
- A combination of factors have resulted in the voids targets being exceeded
- Important that the target are met but also that the property is in a suitable condition for re-letting
- A number of actions are in progress to improve the voids process, performance and monitoring