

HOUSING MANAGEMENT ADVISORY BOARD - 6th NOVEMBER 2019

Report of the Head of Landlord Services

ITEM VOID PROPERTIES PROGRESS REPORT AND UPDATE

Purpose of Report

To advise the Board on the Council's current void properties and progress regarding improvements.

Recommendation

The Board is asked to note and comment on the update, including the revised void standard.

Background

Works are undertaken to void properties to enable them to be re-let. The aim is to complete works quickly to enable them to be re-let, avoiding rent loss on empty properties.

Current performance

See Appendix 1. *Void Time in Works Performance*. Standard void works are progressing on target. There is scope for improvement on major void times.

This internal cross departmental group continues to identify actions to reduce void turnaround times. Current areas of focus are:

- Procurement of additional resources to work on major voids.
- Consideration to be given to completing repairs during the termination period.
- Starting the re-let process and property advertising earlier i.e. when a termination form is received.
- Implementing a revised and enhanced void standard.

New Void Standard

An enhanced void standard has been produced and can be found at Appendix 2.

The enhancements are summarised in the table below.

Change	Reason for Change
Charnwood standard explicitly referenced, and minimum remaining lifecycles of component to be greater than one year.	To support delivery of the Charnwood Standard and a better quality of components present when a tenant moves in.

Compliance section explicitly referenced and expanded to include checks for heat and CO detectors, and legionella prevention measures.	To reflect the focus on tenant safety.
Health and safety section explicitly referenced and expanded to include checks that the property has sufficient loft insulation and that the external wall insulation (if fitted) is in good condition.	To reflect the focus on tenant safety and comfort.
All graffiti will be painted over. Previously only offensive graffiti was painted over.	To enhance the condition of void properties.
All surfaces will be decorated to an acceptable standard or ready to decorate. This is updated from " <i>all plaster work will be dry, firm and free from large cracks</i> ".	To enhance the condition of void properties.
All properties will have thermostatic radiator valves and/or room thermostats present and programmable heating	To increase thermal comfort, support energy efficiency, and reduce fuel poverty

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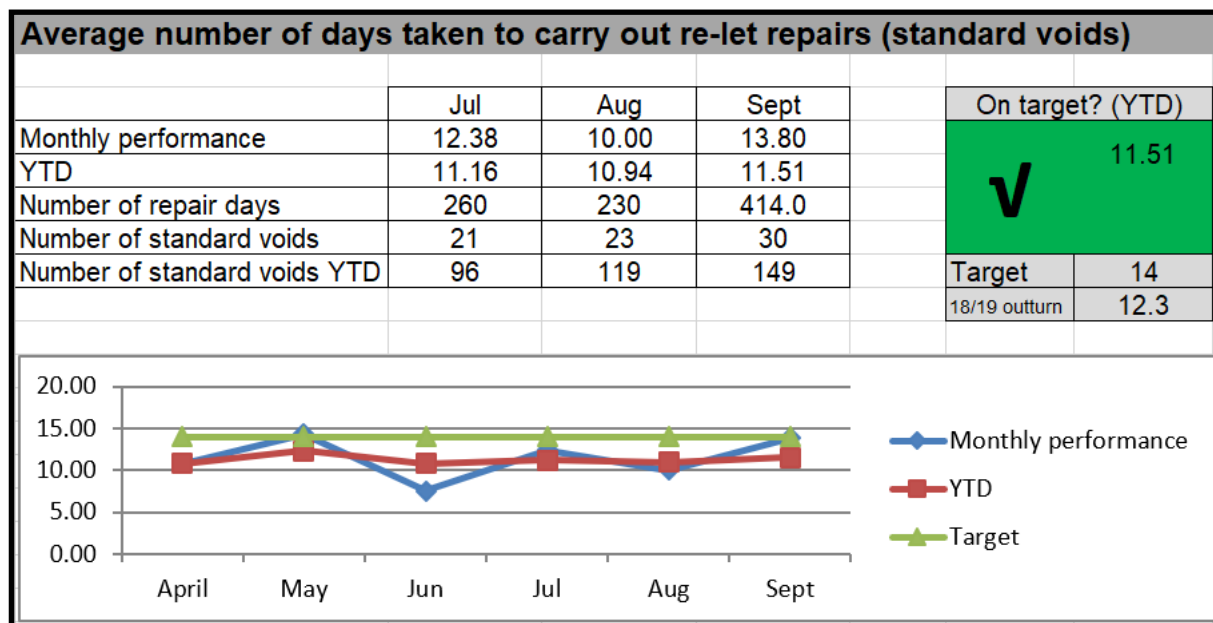
Appendix 1 - Void Time in Works Performance

Definition of major works:

Major works include those that have prevented the re-letting of the property because of their scale and extent.

In summary, major repair works include¹:

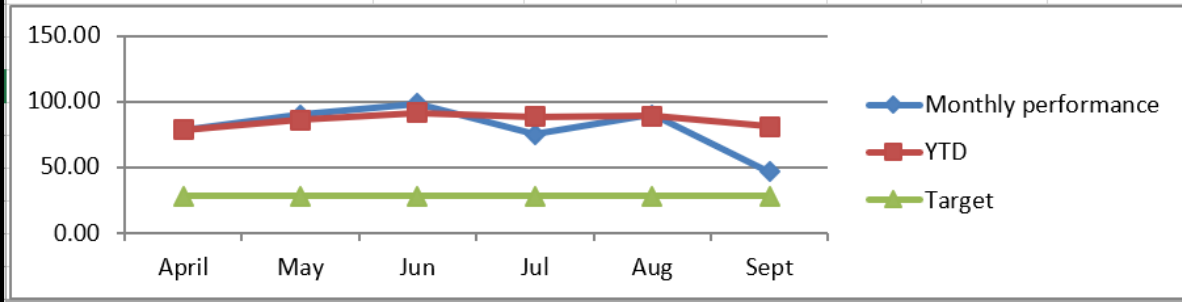
- Structural repairs
- Site works around the dwelling
- Services installations
- Consequential and other works
- Any works that significantly improve the dwellings (i.e. capitalised repairs)
- Asbestos removal - notifiable asbestos works should be counted as major works. Non-notifiable asbestos works should be counted as standard void works.



¹ Available at: https://members.housemark.co.uk/data/benchmarking/Pages/Performance_measures_2017.aspx
 Accessed: 04/09/2017

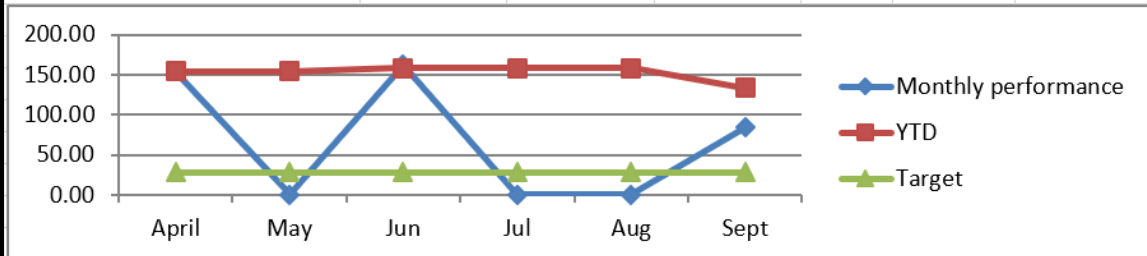
Average number of days taken to carry out re-let repairs (in-house major voids)

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	75.20	90.00	46.75	X	80.76
YTD	88.38	88.76	80.76		
Number of repair days	376	720	374.0		
Number of major in-house voids	5	8	8		
Number of major voids YTD	26	34	42	Target	28



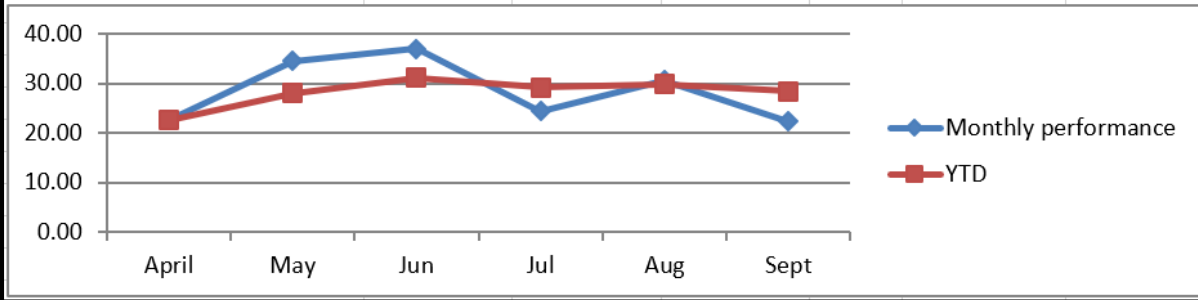
Average number of days taken to carry out re-let repairs (Outsourced major voids)

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	0.00%	0.00	84.00	X	133.33
YTD	158.00	158.00	133.33		
Number of repair days	0	0.0	84.0		
Number of major voids	0	0	1		
Number of major voids YTD	2	2	3	Target	28



Average number of days to carryout re-let repairs - overall

	Jul	Aug	Sept		On target? (YTD)	
Monthly performance	24.46	30.65	22.36		X	
YTD	29.18	29.91	28.39			28.39
Number of repair days	636.00	950.0	872.0			
Number of voids	26	31	39			
Number of voids overall YTD	124	155	194		Target	24



Appendix 2 - Revised Void Standard

	Criteria	Yes - No - N/A	Pass Criteria
	Charnwood Standard		
6	Is the kitchen less than 20 years old and does it have >1-year remaining life		Y
7	Is the bathroom and separate WC (latter only if present) less than 30 years old and does it have >1-year remaining life		Y
8	Is the level access shower (if present) less than 15 years old and does it have >1-year remaining life		Y / N/A
9	Are the UPVC or composite doors less than 25 years old and does it have >1-year remaining life		Y
10	Is the boiler less than 15 years old		Y
11	Is the full central heating pipework, radiators and electric storage radiators less than 30 years old		Y
12	Does the property have a valid EPC and a minimum SAP rating of 50	Y / Not Feasible	Y / Not Feasible
	Compliance		
13	Has an asbestos survey been carried out (N.B. There must be a survey in place before work starts)		Y
14	Have all medium and high risk, and damaged asbestos containing materials been removed		Y
15	Is a satisfactory electrical safety certificate present and available for the sign up pack		Y
16	Is a satisfactory Landlord Gas Safety Certificate present and available for the sign up pack		Y
17	Is a smoke detector fitted and has it been tested		Y
18	Is a heat detector fitted and has it been tested		Y
19	Is a CO detector fitted and has it been tested		Y
20	Have the shower heads been replaced		Y
21	If there is a header tank present, is it insulated, is there a lid on it, and is it clean and bylaw 30 compliant		Y / N/A
22	If the property has been empty for 5 weeks or more has it been chlorinated		Y / N/A
23	Have all pipework deadlegs been removed		Y / N/A
24	Are all necessary fire doors present, functioning, in good repair, correctly fitted, and with all strips, seals, and door closing devices fitted		Y
	Health and Safety		
25	Is loft insulation sufficient		Y / N/A

26	If the property has external wall insulation, render or cladding is it in good condition		Y
27	Are all parts of the property integrated in to the main fabric of the building		Y
28	Is the property free of any lead in the property that is likely to cause a hazard to health		Y
29	Is the property free of any threats to health from chemicals used to treat timber and mould growth		Y
30	Is the property free of unguarded drops		Y
31	Is the property free of any visible signs of structural movement or damage		Y
32	Are internal spaces adequate, meeting standards and fit for modern day living		Y
33	Is the property wind and watertight		Y
34	Is the property free of signs of roof leaks or leaking guttering		Y
35	Is the property free of signs of damp		Y
36	Is there adequate ventilation in each room		Y
37	Is the property free of pests e.g. fleas, mice, rats and other vermin		Y
38	Has all rubbish, items, and hazardous materials been removed from all property areas including sheds, loft spaces, and gardens.		Y
39	Have all sharps been removed from the property, including from behind radiators and on top of cupboards.		Y
40	Are rails, guards and balustrades in place, in good condition, and adequate.		Y
	Finishing and Decoration		
41	Is the property free of redundant cables, pipework, carpet grips, shelving, nails and holes in the wall etc.		Y
42	Has all graffiti been removed or painted over		Y
43	Are all surfaces (e.g. walls and ceilings) in good condition, free of heavy tobacco stains, decorated to an acceptable standard, or ready to decorate.		Y
44	Is the property clean throughout		Y
45	Amount of decoration grant	Insert £ Value	Insert £ Value
	Floors		
46	Are all floors safe and level and free of hazards e.g. holes, trip hazards		Y
47	Are all floors tiles sound, unbroken and clean		Y

48	Are all timber floors sound and in a cleanable condition.		Y
	Walls and Ceilings		
49	Are all wall and ceiling finishes (plaster) sound with no loose or flaking material.		Y
50	Are all the textured ceilings in sound condition		Y
51	Are all polystyrene tiles removed throughout and finishes made good.		Y
52	Has all mould growth been washed down and treated with an appropriate anti-fungicidal solution.		Y
	Windows and External Entrance Doors		
53	Have all windows been checked, and are they operational and secure with no broken glass.		Y
54	Have all existing external door locks been replaced with recycled locks and a minimum of two keys available for the inbound tenant		Y
55	Are all exterior doors sound, operational and secure (see 24 if fire doors are needed or present)		Y
56	Are all glass panels safe and free from damage, with safety glass present where appropriate		Y
	Internal Joinery, Fixtures and Fittings		
57	Are all interior doors fully operational with no damage.		Y
58	Are stair handrails, banisters, and balustrades sound and safe		Y
	Kitchen Units		
59	Are all work surfaces sound and cleanable with no damage		Y
60	Is all sealant clean, continuous, intact and fit for purpose.		Y
61	Are kitchen sinks clean, leak free and complete with plug and chain.		Y
62	Is there adequate space for a cooker, fridge and washing machine including space for washing machine taps and waste connections, and adequate work surfaces, and is the layout appropriate		Y
	Bathrooms / Water Closets		
63	Are WC pans, wash hand basins and baths clean		Y
64	Have plugs and / or chains been replaced at baths, wash hand basins and sinks.		Y
65	Are toilet seats new or in good clean condition.		Y

	Tiling and Splashbacks		
66	Are all tiled surfaces clean with no broken or chipped tiles.		Y
	Plumbing and Heating Systems		
67	Are thermostatic radiator valves and/or room thermostats all present		Y
68	Is there a programmable Heating system in place		Y
69	If electric heating was present, has it been changed to gas (where possible)		Y / N/A
70	Are all systems and overflow pipes leak free with no drips		Y
71	Have all taps been tested and are they functioning correctly and not dripping		Y
72	Have all cisterns been tested for operation, and operational having been repaired and renewed as required		Y
73	Is all loose pipework securely clipped in place		Y
74	Are all stop taps closed and hot water shut off, with valves appropriately located, operating correctly, and information available for the new tenant sign up pack.		Y
75	Have all solid fuel appliances been removed		Y
76	Have all gas fires been removed		Y
	Garden External Areas		
74	Have hedges been cut down to 6ft or below and is the grass no taller than 1ft high.		Y N/A
75	Is all external paving safe and level and free of hazards (e.g. trip hazards, holes, significant defects) and in place to ensure as far as reasonably practicable safe entry and exit of the dwelling through recognised routes e.g. front, rear doors and side entries etc.		Y