

HOUSING MANAGEMENT ADVISORY BOARD

Report of the Head of Landlord Services

ITEM 6 VOIDS UPDATE

Purpose of Report

To provide an update on the position in respect of voids.

Recommendation

The Board is asked to note and comment on the update.

Background

Works are undertaken to void properties to enable them to be re-let. The Chair of the Board has requested an update.

Void categories

Void repair works can broadly be split in to two categories; major and standard.

The Council use Housemark to benchmark performance across the service and use their definitions to define the difference between major and standard works.

The definitions for major works include those that have prevented the re-letting of the property because of their scale and extent.

In summary, major repair works include:

- 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.

Delivery of Voids Works

Most void works are undertaken by the Council's directly employed in-house Voids team. A relatively low number of major void works are outsourced. Procurement for a new contractor to support the delivery of major void works is currently in progress.

Performance

Void Performance at the end of July 2021 is detailed at Appendix 1.

In person viewings have resumed following Covid-19 restrictions. The Void Working Group continues to meet regularly to improve processes.

The below table sets out the current issues that are affecting performance, and the action being taken to improve performance.

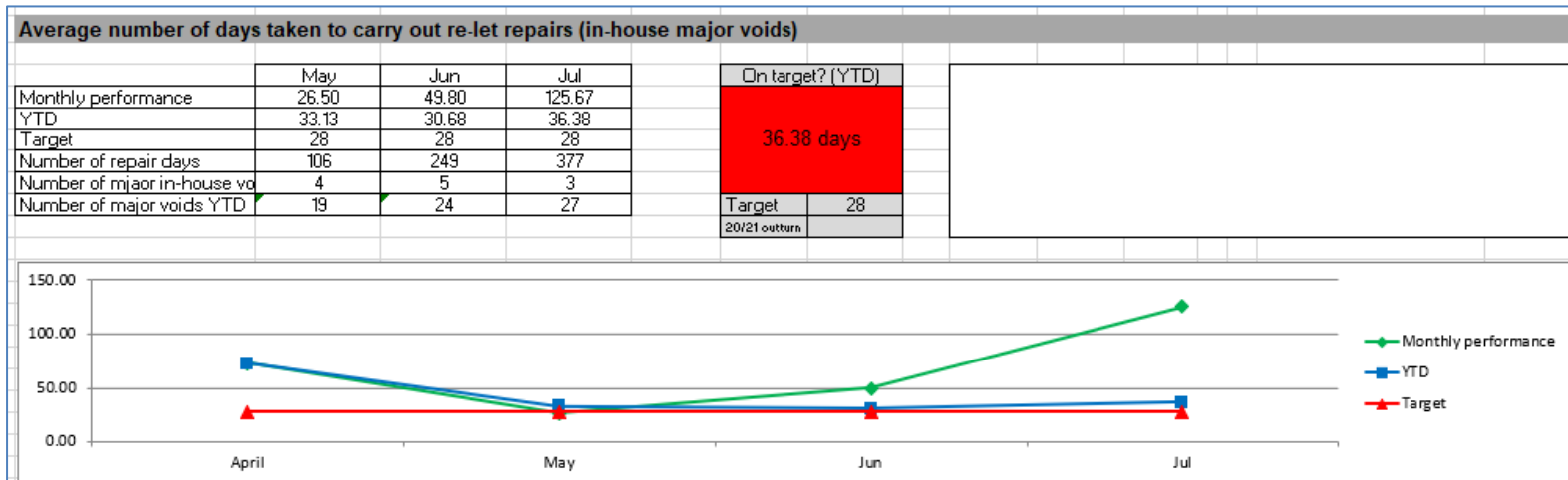
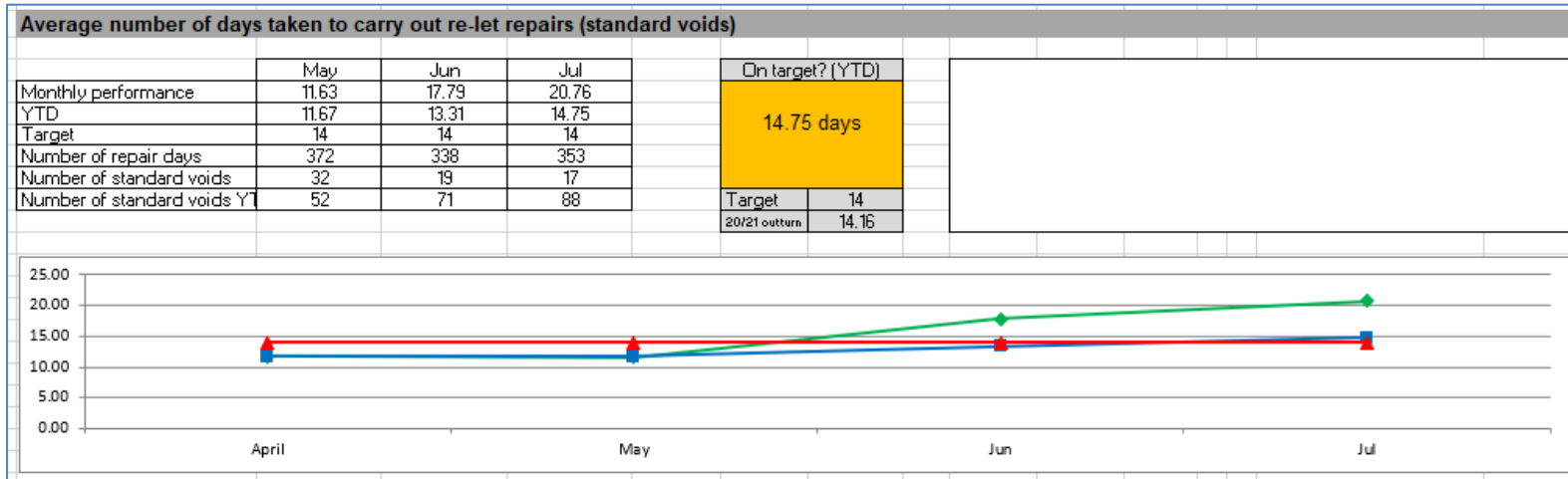
Factor affecting performance	Action being taken to improve performance
Pressure on resources, exacerbated by operatives being told to self-isolate by track and trace, and more work needed in voids e.g. around 50% of current voids being worked on require a new kitchen, or bathroom, or both.	Procurement in progress for a contractor to provide ad-hoc support for responsive repairs work. This will reduce the need for void operatives to be used for delivery of responsive repairs. Procurement in progress for a contractor to provide support for major void works.
Age restricted properties, those in sheltered accommodation, and those with smaller second bedrooms have been hard to let. Over the period April to June 2021 163 properties were readvertised following previous unsuccessful adverts, where either no bids were placed, or the shortlists of bids was exhausted (there were a total of 1,498 repeat advert instances for the 163 properties). 127 of these properties had a 60+ minimum age criteria (124 sheltered and 3 non-sheltered), 33 had a 45+ minimum age criteria and 3 had no age criteria.	Review of sheltered accommodation. Review of hard to let property types and designations.
Stock condition data requires updating to support the accurate matching of properties to specific individual needs.	The newly appointed stock condition surveyor is undertaking this work.
Delay in installation of adaptations to properties acquired from the open market to meet housing need.	Procurement for a dedicated adaptations contractor is in progress

Properties are held for tenants for decant to enable works to take place in their home. These are refused by tenants, leading to an increase in void time for the properties held.	Messages to tenants in the decant procedure to be strengthened - around the need for tenants to move to comply with their conditions of tenancy.
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Officer to contact:

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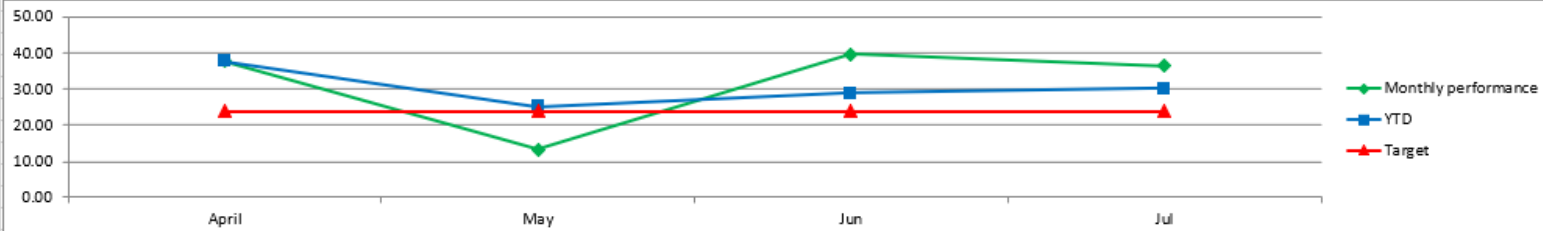
Appendix 1 - Void Performance Data



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

	May	Jun	Jul
Monthly performance	13.28	39.75	36.50
YTD	25.35	28.99	30.30
Target	24	24	24
Number of repair days	478	954	730.00
Number of voids	36	24	20
Number of voids overall YTD	71	95	115

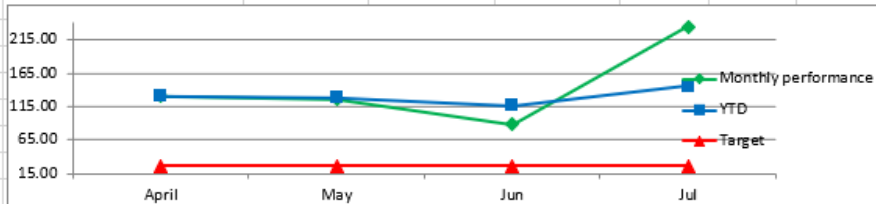
On target? (YTD)	
30.30 days	
Target	24
18/19 outturn	



Standard void turnaround - termination to let

	May	Jun	Jul
Monthly performance	126.31	88.82	233.95
YTD	127.44	116.12	145.19
Target	27	27	27
Number of days	3663	1510	4445
Number of standard voids	29	17	19
Number of standard voids YTD	41	58	77

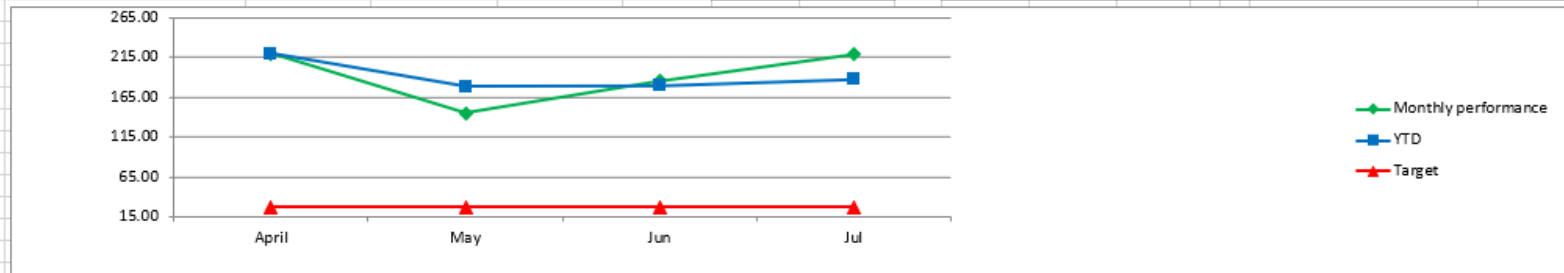
On target? (YTD)	
145.19	
Target	27
20/21 outturn	



Major void turnaround - termination to let

	May	Jun	Jul
Monthly performance	144.67	185.33	219.33
YTD	178.86	180.29	187.15
Target	27	27	27
Number of days	1736	1112	1316
Number of major voids	12	6	6
Number of major voids YTD	22	28	34

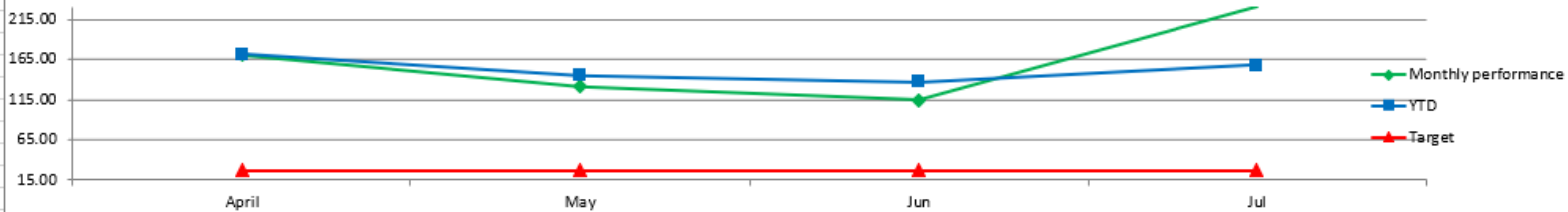
On target? (YTD)	
187.15	
Target	27
20/21outturn	



All void turnaround - termination to let

	May	Jun	Jul
Monthly performance	131.68	114.00	230.44
YTD	145.40	137.00	158.05
Target	27	27	27
Number of days	5399	2622	5761
Total Number of voids	41	23	25
Total Number of voids YTD	63	86	111

On target? (YTD)	
158.05	
Target	27
20/21outturn	



Void rent loss

	May	Jun	Jul
Rent loss due to voids	197,677	329,378.95	408,260.77
Cumulative Rent roll	3,538,863	5,740,526.50	7,061,258.30
Void loss as a % of the rent roll	5.59%	5.74%	5.78%

