

Title: Voids Programme Update

Information/Discussion Report – Discussion

Recommendations: DMCs are asked to note the report and comment on any recommendation and/or progress to date.

Report Summary: This report provides a progress update on the voids programme of works and the current position of the in relation to the housing stock

1. Introduction

- 1.1 Further to our recent update to DMC regarding void properties across the borough, I wanted to provide a further overview of the current picture.
- 1.2 The tables below provide an updated breakdown of the current position regarding general need and sheltered housing voids which are currently a) awaiting works, b) in works or c) in the lettings process.

Void Status	General Needs	Sheltered
Total No. of Active Voids	480	32
Of which are at Repairs or Pre-Repairs stage	374	22
Of which are at Allocations/Lettings Stage	106	10

Void Properties by bed-size

Bed Size	%
Studio/1Bedroom	56%
2 Bedroom	28%
3 Bedroom	12%
4 Bedroom +	4%

1.3 Colleagues from the Lettings and Voids Services continue to build closer working relationships with the aim of developing better efficient working practices whilst identifying ways of improving the turnaround times for voids. The following are some of the mitigations which the service is undertaking which will deliver improvements to the overall voids' performance.

- Recruit new Voids Manager, in progress, interviews take place 18 June 24.
- New Void Surveyor recruited for Hamstead Ward, started 3 June 24
- New Strategic Voids Lead, Dermot Mullan, started 3 June 24
- New Data Analyst to assist with better system dashboard/reports secured
- Co-locate & integrate Lettings and Void teams at Holmes Road Depot, started May 2024
- Secure additional supply chain resources
- On-board and pilot specialist cleaning contractor for routine voids
- Voids prioritisation strategy, working with contractor capacity
- Implemented revised letting standard to make best use of resources, completed Nov 2023
- Lettings Stage to commence early and in advance of works for all new voids once categorised as Routine/Minor
- Launched Departmental restructure which will redesign lettings service and lead to reduced handoffs and reduced lettings times
- Pilot new pre-void inspection process, to start July 2024
- System and Data improvement review

1.4 Further to the above a revised dashboard is being developed and highlights from this will be presented to a future DMC cycle if that would be of interest.

Report Ends