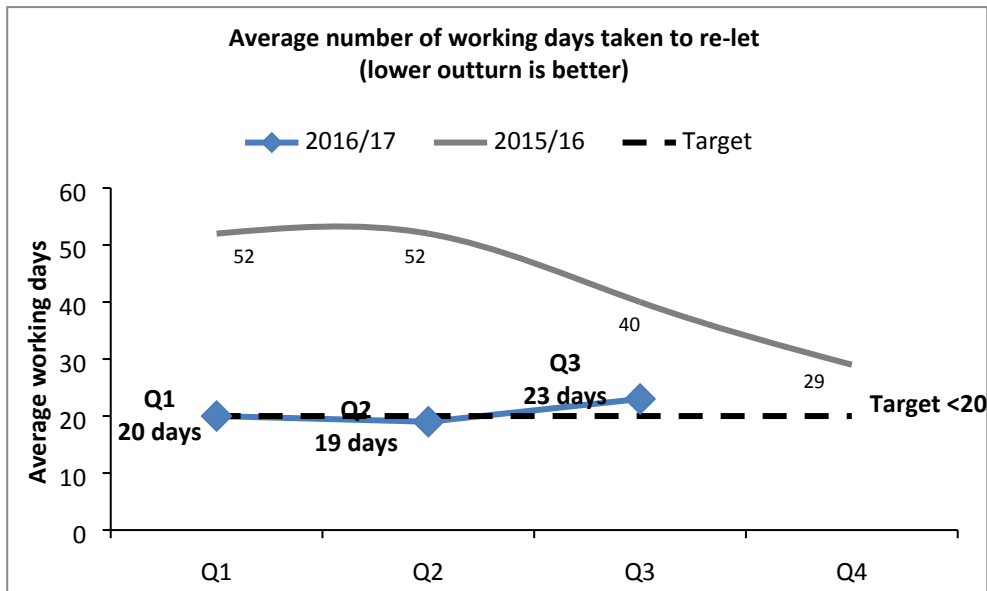


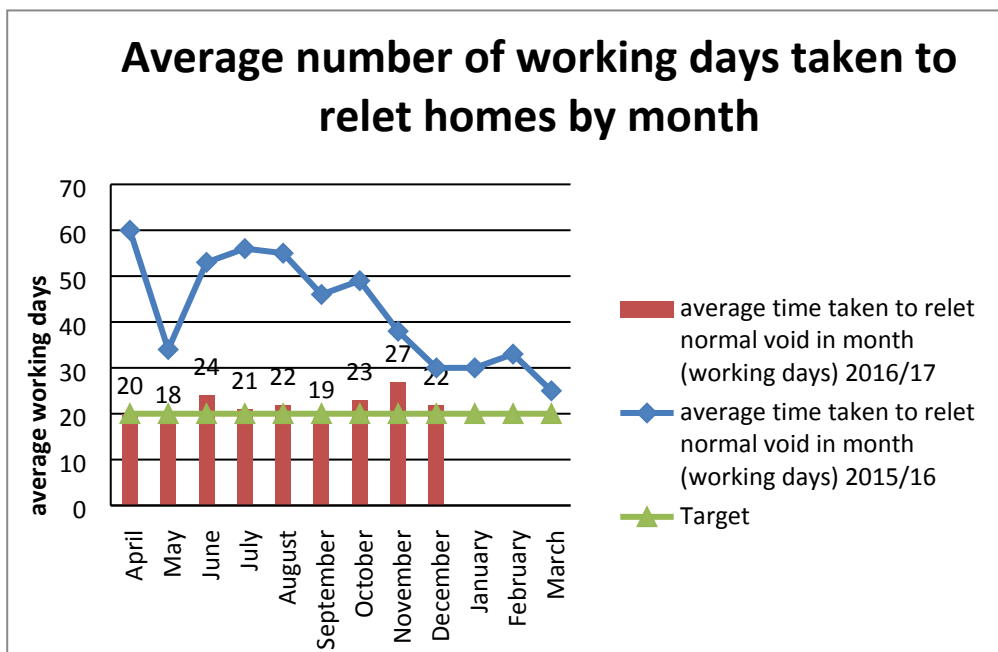
VOID PROGRESS REPORT - QUARTER THREE 2016/17

Overall Re-let time

1. The Council re-let 56 homes through the normal voids process in Quarter Three. It took an average of 23 days to re-let the homes classed as normal voids.
2. This performance does not meet the target of 20 days and shows a dip in the ongoing improvements built upon the 2015/16 performance.

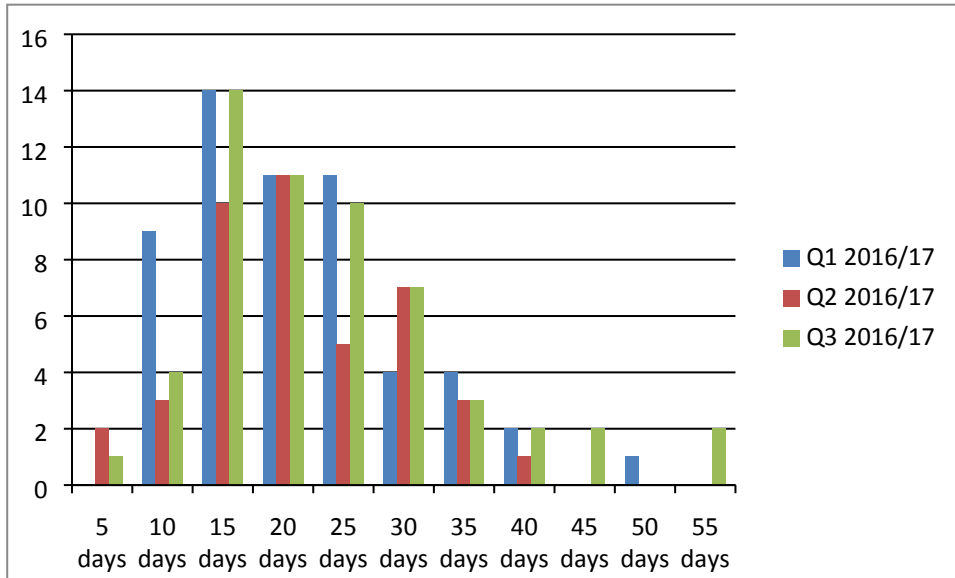


3. The monthly monitoring illustrates the variations and trends in performance over the financial year to date.



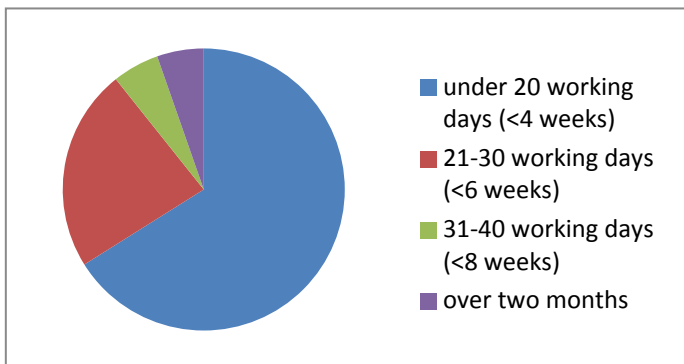
Normal Void relet performance by mode

4. The chart below shows the modal average (most frequent) number of days taken to re-let normal void homes in Q1 (15 days), Q2 (20 days) and Q3 (15 days). Four homes took over two months to relet in Q3 which impacted the overall average



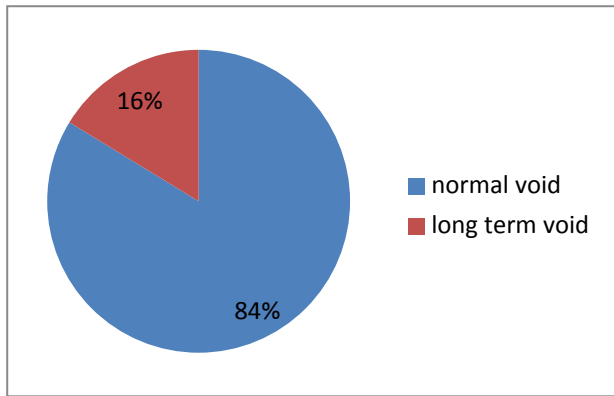
Time taken to complete void works

- 5. Of the 56 normal voids re-let in Quarter Three 2016/17, it took on average 12 days for works to be completed.
- 6. The majority of homes (66%) had the works completed within 20 days, 13 took between four to six weeks, three homes between six and eight weeks and a further three over two months. All homes had works completed within three months.



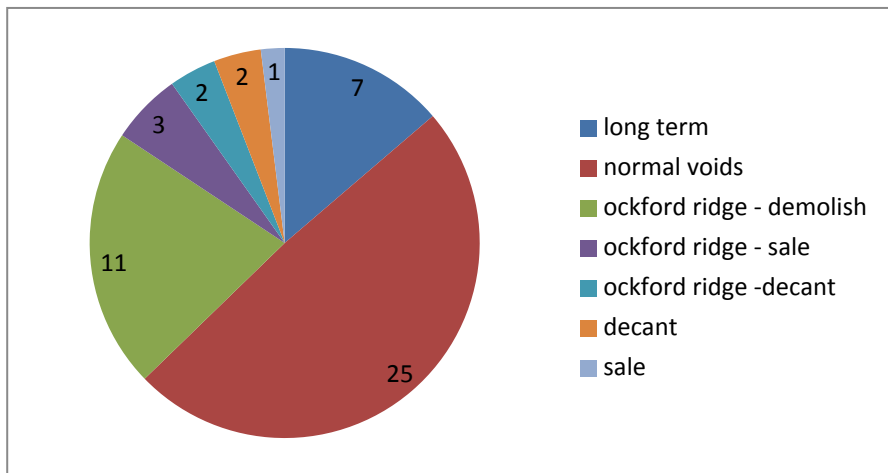
Ratio of normal and long term voids

7. The classification of voids continues to be on target with the majority of voids classified a “normal”.



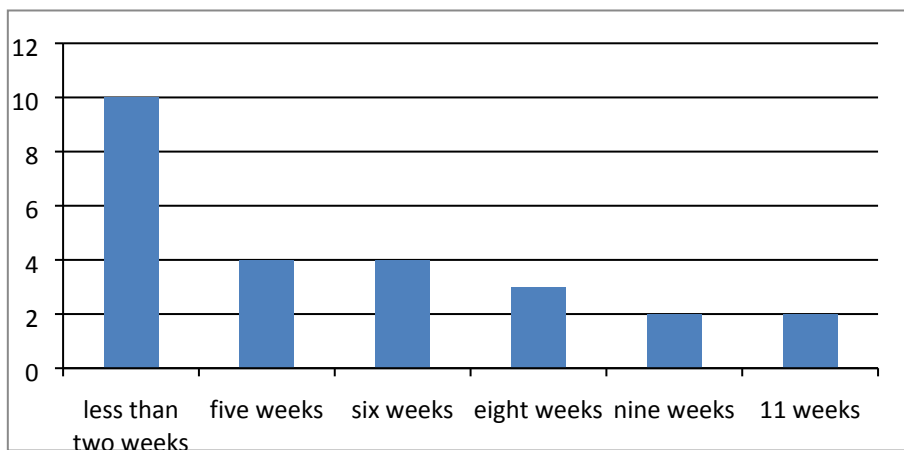
Volume of voids

8. As at 31 December there were 51 empty homes, including 25 normal voids and seven requiring major works.



9. There were 16 empty homes at Ockford Ridge. Eleven to be demolished, three to be sold and two to provide temporary homes while work is completed through the regeneration programme.

10. Of the 25 normal voids 15 have been empty for over four weeks. 13 of which had the works completed by 31 December and 11 were let in the first three weeks of January.



Reasons for fall in performance and actions taken

11. The fall in performance can be attributed to changes in staffing, the poor condition of a small number of homes and more difficult to let homes.
12. For example in November three homes were delayed to problems with the works:
 - a deep clean and full clearance was required following the death of the tenant with no next of kin
 - a second needle sweep following an initial needle sweep and full clearance was required
 - data entry error caused miscommunication on ready to let dates
13. A further three homes were delayed due to problems with lettings in November. It took over ten days from an applicant viewing to accepting in these cases. In December one home was offered four times before being accepted.

Action taken

14. A range of actions have been taken to support the current process and address issues:
 - The New HomeChoice Officer has received training and one to one support
 - An additional database permission was added to prevent incorrect “works completed” dates been entered.
 - Tenancy and Estates team are piloting viewings to be more flexible with viewing times
 - Ongoing weekly monitoring by Void Technical Officers
 - Monthly monitoring by Service Improvement Manager and Corporate Management Team

Conclusion

15. The re-let performance for “normal voids” has not met the target of 20 working days. The team are disappointed with this downturn in performance but believe a small number of issues had a detrimental impact on overall performance.
16. It should be noted that the majority of works were completed on time and the HomeChoice team are focusing on training after a period of unprecedented staff turnover.