

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline
1.	An agenda and minutes are taken at each weekly void meeting, the cost of work reviewed and the minutes of the Operations Meeting (if available)	Agreed	All voids meetings are to have agenda & minutes produced, with immediate effect. Monthly meeting with accounts to review budgetary spend, to commence June 2017	Contracts Manager	June 2017 - completed
2.	Telephone survey of new tenants is carried out within 10 days of the tenant moving in to ask about the quality of the void, their expectations, communication and the relet standard	Partially Agreed	A telephone standard is currently carried out by T&E within 28 days of a new tenancy and as part of this the void process and relet standard is covered. This information needs to be shared with Service Improvement team to analyse feedback. Longer term a review of how tenant feedback is collated is being completed and this will form part of the longer term review	Service Improvement Manager	Short-Term Actions – July 2017 Longer Term Review - Sept 17
3.	The relet standard is reviewed and redesigned in consultation with the tenant's panel and other tenants, and clarity is made on leaving or removal of curtains and carpets.	Agreed	To review the void standard Tenants panel will be consulted	Voids Team with Tenants Panel	Sept 17
4.	A robust recharge policy and process is implemented.	Agreed	This forms part of a wider piece of work which is reviewing how Housing Operations utilise and implement recharges	Rents and Customer Service Managers	Sept 17
5.	Void spend - especially on electrics, doors, structural and gardens is robustly monitored and discussed at void weekly meetings	Agreed	Budget monitoring meetings set up with accounts on a monthly basis Daily jobs raised/spend report includes voids which is reviewed with voids contracts manager and void team	Contracts Manager	June 2017 – completed

			To include spend as a standard agenda item at voids meetings		
6.	All reports on voids are verified and agreed, especially where figures are involved before being published or used in meetings	Partially Agreed	Regular budget monitoring meetings will provide single source for void spend data. To ensure that the difference between contractual figures and monthly reporting figures clearly articulated (based on calendar days versus working days)	Contracts Manager	June 2017 - completed
7.	A void marker is put on Orchard so the customer service team can check if a repair made is a recall	Agreed	To investigate the feasibility of a void marker with the Orchard systems administration team	Operations and Service Improvement Managers	Sept 17
8.	The SOR are examined to report on the possibility of a more concise list with a review to reduce costs and provide a more efficient way of working	Agreed	To complete analytical review of the SORs used on Voids to understand the commonality and themes To make recommendations on the feasibility of whether producing a “composite” style SORs pricing is feasible within the realms of the current contractual arrangements	Property Services and Operations Managers	Sept 17
9.	Key safes are removed on occupation. Home Choice/voids team to provide Mears with the dates properties are occupied so the key safe can be removed and reused	Unknown	To investigate the feasibility of such an arrangement – are there likely costs attached, what are the implications	Contracts Manager	July 17
10.	Recycle locks removed from properties, where possessions are left at a property whether internal or external, and approach charities to see if they can take the items to sell or recycle.	Unknown	To investigate constraints of the legalities of this arrangement with in house legal team	Contracts Manager and Legal	August 17