

# **WAVERLEY BOROUGH COUNCIL**

## **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

**4 JULY 2017**

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**Title:**

**RESPONSE TO RECOMMENDATIONS FROM THE  
WAVERLEY SCRUTINY GROUP'S REPORT ON VOIDS**

**[Portfolio Holder: Cllr Carole King]  
[Wards Affected: All]**

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**Summary and purpose:**

To advise the Committee how the Housing Service team will address the recommendations raised in the Waverley Scrutiny Group Void Report.

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**How this report relates to the Council's Corporate Priorities:**

The report supports the Customer Service, Community Wellbeing and Value for Money corporate priorities.

**Financial Implications:**

Improved void performance will improve net rent income by reducing void rent loss. In 2016/17 the HRA recorded a £285,940 void rent loss, which equates to 0.99% of dwelling rents. The budget for 2017/18 is £291,540 which is 1% of the total dwelling rent budget. Any work on process improvements will be made within current budgets and resources.

**Legal Implications:**

There are no legal implications arising from this report.

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**1. Introduction**

- 1.1 The Housing Service is pleased to support independent tenant scrutiny and thanks the Waverley Scrutiny Group for their hard work, effort and dedication in producing the report and recommendations.
- 1.2 As part of the ongoing programme of tenant scrutiny reports, a review of how the Council manages void repairs was undertaken. The Waverley Scrutiny Group have been invited to present their report to the Committee. Please refer to Annexe 1 for the full report.
- 1.3 The report was presented by the Waverley Scrutiny Group to the Head of Housing Operations and Interim Operations Manager in May 2017. The comprehensive report covered:

- Cost of void repairs,
- Value for Money,
- Relet Standard, and
- Performance.

## **2. Report recommendations and response**

- 2.1 The report identifies ten recommendations which the Waverley Scrutiny Group concluded would result in improvements to the current void process. Please refer to Annexe 2 for all recommendations and the Council's responses.
- 2.2 The Housing Service agreed with eight recommendations. The final two recommendations need to be investigated and feasibility considered.
- 2.3 Three recommendations have already been implemented - relating to agendas and minutes, budget monitoring and data verification.
- 2.4 Work on the relet standard and recharge policy was underway prior to the report. This work will continue and support the programme of improvement recommendations.
- 2.5 The remaining seven recommendations will be investigated and implemented where appropriate by the end of September 2017.
- 2.6 A follow up meeting with Waverley Scrutiny Group has been agreed to advise of outcomes and actions which have taken place following the implementation of the agreed recommendations.
- 2.7 The routine quality performance report will identify improvement in performance arising from the implementation of the scrutiny recommendations.

## **Recommendations**

It is recommended that the Committee:

1. thanks the Waverley Scrutiny Group for their report,
2. makes any comments or suggestions on the scrutiny recommendations and Council responses,
3. supports the implementation of scrutiny recommendations, and
4. continues to monitor void performance

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## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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