

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

UPDATE ON THE RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP'S REPORT ON VOID REPAIRS

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

Summary and purpose:

Following the report to the Committee on 4 July 2017, the Housing Service is providing an update on its responses to the recommendations made by the Waverley Scrutiny Group. This is in respect of the review undertaken by the Group in 2017 into how the Council manages void repairs.

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

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

Equality and Diversity Implications:

There are no direct equality and diversity implications arising from this report.

Financial implications:

Improved void performance will improve net rent income through the reduction of void rent loss. In 2016/17 the HRA recorded a £285,940 void rent loss, which equates to 0.99% of dwelling rents. The outturn for 2017/18 showed an improved position of £182,510 which is 0.64% of the total dwelling rent budget.

Any work on process improvements has been made within current budgets and resources.

Legal implications:

There are no legal implications.

1. Introduction

1.1 The report from the Waverley Scrutiny Group was presented to the Head of Housing Operations and Interim Operations Manager in May 2017. Their report covered the following areas:

- The cost of void repairs
- Value for money

- The re-let standard
- Performance

2. Report recommendations and response

- 2.1 The report identified ten recommendations that the Waverley Scrutiny Group concluded would result in improvements to the current void process.
- 2.2 The Housing Service agreed or partially agreed with eight of the recommendations.
- 2.3 The final two recommendations have been investigated and their feasibility considered. In respect of recommendation nine, processes are already in place for the removal of key safes. With regard to recommendation ten, the recycling of locks removed from properties has been considered and costed, but is not cost effective.
- 2.4 Please see Annexe 1 for all the recommendations with the Council's responses and updates shown. Nine out of the ten recommendations are shown to have been completed. The outstanding action relating to the Re-let Standard was delayed; however the project has commenced and will be completed by the end of July 2018.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

- reiterates its thanks to the Waverley Scrutiny Group for conducting its review into how the Council manages void repairs and;
- agrees any comments or suggestions in respect of the Council's responses and updates with regard to the Waverley Scrutiny Group's recommendations.

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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