

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
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	Weekly meetings are held with our repairs contractor – Mears and our gas heating contractor – Central Heating Services (CHS). These follow a standard agenda and minutes continue to be produced for each meeting. 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 (Tenancy and Estates team) 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	Since April 2018, 28 day surveys have no longer being undertaken. The Housing Service is looking at alternative providers to collect such data. This will be to ensure the data collected is more meaningful and aligned to the new response repairs and voids contract that will commence in April 2019. In the meantime, the Tenancy and Estates team is continuing to carry out visits to all Introductory tenants. These take place four and seven months after the commencement of their tenancy and are intended to assess whether the new tenant is satisfactorily managing their tenancy. In addition, such visits

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						are intended to make sure the Council has up to date information about the tenant and any other member of the household, including any particular needs. Completed.
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	The previous Contracts Manager left the Council at the end of January 2018. The void (relet) standard is scheduled to be reviewed by the end of July 2018 by the Interim Special Projects Manager. This process will incorporate consultation with the Tenants' Panel. To be completed by the end of July 2018.
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	A recharge policy was finalised in August 2017 and reviewed in February 2018. The Recharge and Collections Officer is working more closely with the Housing teams involved in re-charges. This is to make sure a cohesive approach is undertaken to the collection of this type of debt. Completed

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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 To include spend as a standard agenda item at voids meetings.	Contracts Manager	June 2017 – completed	All invoices for void works are scrutinised when received from the contractor. This is to make sure the invoices align with the cost and works on the handover sheets, following completion of the void works. Void spend is not discussed at the weekly voids meetings. This is primarily because any extra void works required will be agreed and signed for by the Voids and Maintenance Officer prior to re-let. This assists with the verification process when invoices for void works are approved. A budget outturn meeting took place between representatives from the Housing and Finance services in April 2018. Budget spend can also be viewed and monitored on the Council's financial system – Agresso. There was an underspend in the voids budget in 2017-18. Completed
6.	All reports on voids are verified and agreed,	Partially Agreed	Regular budget monitoring meetings will provide single	Contracts Manager	June 2017 -	See update in respect of 5 above. Completed

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	especially where figures are involved before being published or used in meetings		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).		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	The feasibility of putting such a marker has been discussed with the Orchard Systems Project Officer. They have advised it is not possible to add such a marker to the Orchard system. Completed.
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	At this stage of the contract, (which is ending in March 2019) changes to the Schedule of Rates (SOR) terms are not feasible. Plus any changes would need to be consulted and negotiated with the voids contractor. In addition there are adequate checks and balances in place now to review the void SORs being raised. There will be a new pricing structure and contract being mobilised from September 2018. The way in which void works are priced, can be considered within

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						this contract and structure. Completed
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	Agreed	To investigate the feasibility of such an arrangement – are there likely costs attached, what are the implications.	Contracts Manager	July 17	Key safes are removed by the voids contractor prior to the commencement of the new tenancy. Completed
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.	Agreed	To investigate constraints of the legalities of this arrangement with in house legal team	Contracts Manager and Legal	August 17	It is not cost effective for the voids contractor to recycle locks. This is because there may not be a full set of keys returned by the outgoing tenant. Plus having replacement keys cut is considered to be no more cost effective than changing the locks following the commencement of the void. When practical and provided there will be no detrimental effect on the re-let time, the voids team will approach local charities to see whether they wish to take any items in void properties that are in a reasonable condition. Completed

