

Spotlight on voids

Housing Scrutiny Sub-Committee
26 September 2018

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Background

Metrics

- ❖ THH handles c 44 new voids per month
- ❖ There are c 600 new tenancies per year including 450 -500 re-let through the Council's Choice-Based Lettings bidding process.

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Background

Historic performance

	Short term	Long term
2013/14	35.46	118.54
2014/15	40.5	169.16

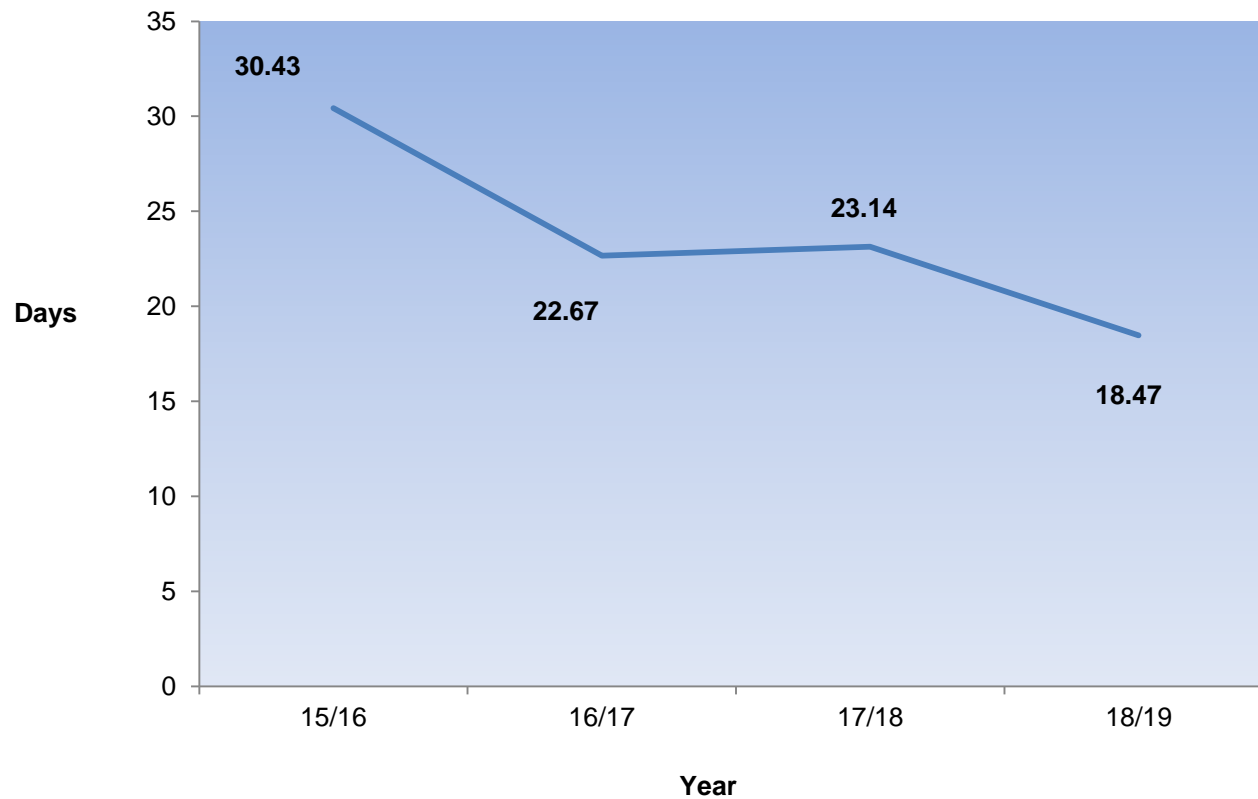
- Normal or 'short term' voids were taking over **35** days on average to re-let.
- 'Long term' voids – those undergoing major works – were taking an average of well over a **100** days to re-let.
- The rent lost on voids was £796,000 in 2014-15.

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Improving performance

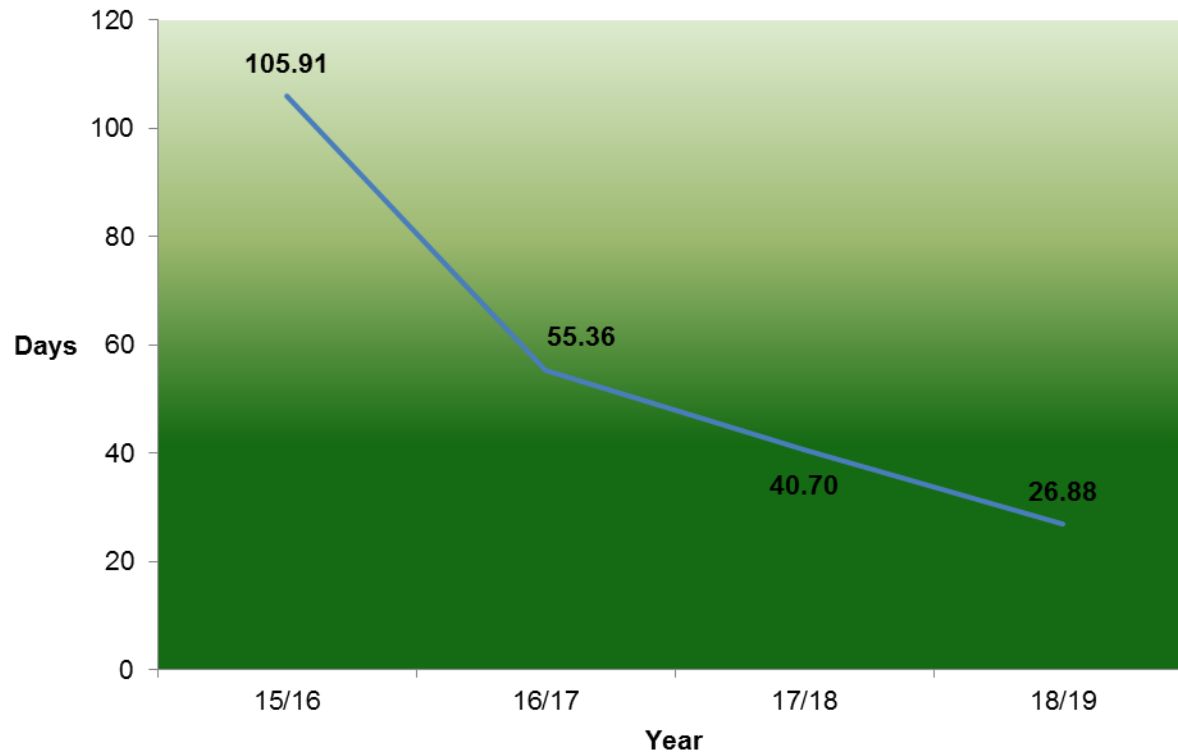
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Short term void performance 2015-16 to 2018-19



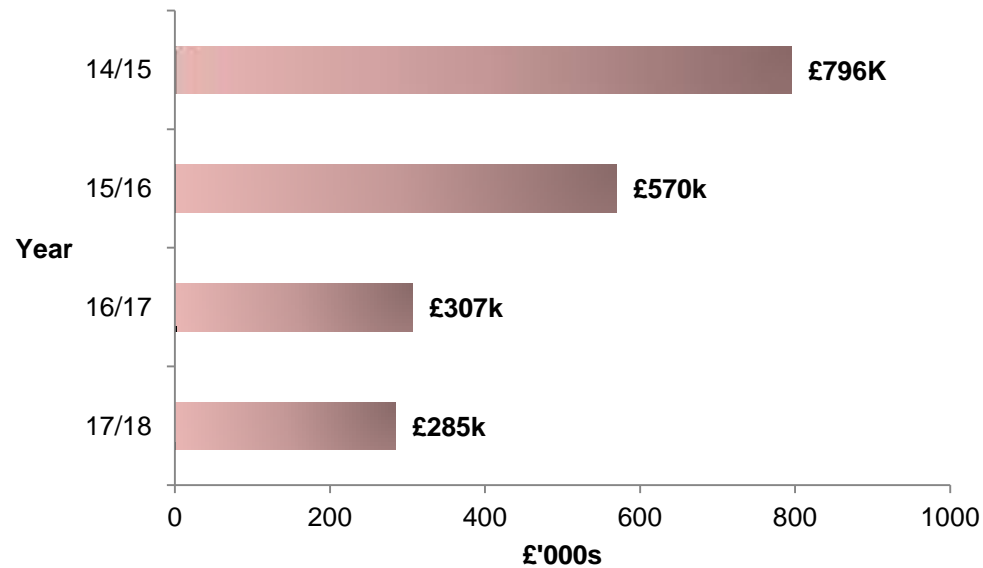
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Long term void performance 2015-16 to 2018-19



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Void rent loss 2014-15 to 2017-18



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Voids Review 2015-16

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What did we change?

- Agreed one voids works path
- One clear lettable standard, introduced early by Lettings team
- Clear and revised definition of a 'potential void' to reduce risk of wasted applicant bids
- Use of key safes for voids
- Improved documentation and standardised working
- Decision to create a dedicated Voids team

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Voids Team

Key-to-key focus including all viewings and sign ups

- 1 team rather than 27 NHOs
- Consistent and robust focus on key management
- Pre-termination visits ensure properties are left in good condition and property elements are accurate on the system
- Closer working with the Repairs Team and Mears to improve quality of voids and reduce refusals
- Improved experience of applicants and new tenants

Key management

1. Reclaiming keys at the end of tenancies:

Rule 9 of our Tenancy Conditions requires tenants to ***hand in the keys of their home to the office which manages their property, on or before the date the notice expires***

In addition:

- Tenants can be charged for the cost of getting new keys cut and pay rent until we do so
- If keys are returned later than midday on the Monday on which the tenancy ends, an additional week's rent is charged

When keys are received a lock change is carried out the same day.

2. Keys withheld

If keys are not returned, a forced entry is carried out and the lock changed.

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How we compare now?

