

Housing and Community Services Performance Action Plans 2019/20 Quarter 1

Appendix D

There are two actions for Housing and Community Services



PE1.1 Average time taken to re-let Council homes (excluding major voids)

99.6

**Target
<21 days**

Theme - People

Action – PE1.1 Improve the quality and make best use of existing Council housing stock to meet current and future needs.

Target vs performance :-

Q1 Target <21 days

Q1 Performance 99.6 days

Trend (compared to last year) :- 99.6 days at the end of quarter 1 compared with 40.8 days in Quarter 4 of 2018/19.

Background

During 2018/19 a number of issues have emerged with regard to the re-letting of vacant properties.

Supply and demand of properties

A disproportionate number of vacant properties are sheltered flats and bungalows for which there is less demand.

Contractor performance

The major repair contract which was due to start on 1 April 2019 did not start until July 2019 leaving the Council without a contractor to assist in completing void works. For the short-term the contractor Novus will complete work to all void properties with the aim of completing work to a higher standard and in a shorter timescale.

Process and procedures

A review of the existing process and procedures revealed that they were not fit for purpose. A revised process is now in place which can be aligned with the new repairs contractor, Novus.

Key actions underway

- A new Contractor is in place
- A higher standard of work in vacant properties.
- The appointment of a new specialist cleaning contractor to clean empty properties.

- The implementation of a new 'end-to-end' process.
- Early identification of properties in low demand and the deployment of alternative advertising and letting strategies.
- A review of the current Allocations Policy to encourage higher demand for sheltered properties is underway
- New Asbestos survey and removal contracts in place.

Opportunities/risks

The key actions provide an opportunity to let properties promptly at a higher standard, improving the Council's rental income and customer and tenant satisfaction.

The major risk for the Council is of continued lower demand for sheltered accommodation which is a significant proportion of the housing stock.

Possible refurbishment and modernisation of sheltered dwellings will be considered as part of the overall major improvement plan.



PE1.2 Average length
of time for current
voids

59.8

**Target
<21 days**

Theme -

Action - PE1.2 Improve the quality and make best use of existing Council housing stock to meet current and future needs.

Target vs performance :-

Q1 Target	<21 days
Q1 Performance	59.8 days

Trend (compared to last year):- 59.8 days at the end of Quarter 1 compared to 99 days at the end of Quarter 4.

Background

The out turn for current voids (excluding temporary accommodation and passive status properties) has dropped by 39 days since the end of quarter 4. Of the 38 properties currently void, 32 properties have been void for over 21 days (84% of all current voids). The highest voids days being attributed to:

- Flat 5 Unity Close (139)
- Flat 119 Church Street (132)
- Flat 24 Smallthorn Place (125)
- 17 Plummer Road (125)
- Flat 22 Croft Close and Flat 4 Holmes Close have both been void for 111 days.

Key actions underway

- The appointment of new contractor to carry out major void works.
- A higher standard of work in vacant properties.
- The appointment of a new specialist cleaning contractor to clean empty properties.
- The implementation of a new 'end-to-end' process.
- Early identification of properties in low demand and the deployment of alternative advertising and letting strategies.
- A review of the current Allocations Policy to encourage higher demand for sheltered properties.

Opportunities/risks

The key actions provide an opportunity to let properties promptly at a higher standard, improving the Council's rental income and also customer and tenant satisfaction.

The major risk for the Council is of continued lower demand for sheltered accommodation which is a significant proportion of the housing stock.

Possible refurbishment and modernisation of sheltered dwellings will be considered as part of the overall major improvement plan.
