

**BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL**

<b>From: Sue Lister – Corporate Manager Housing Options</b>	<b>Report Number: JHB/17/03</b>
<b>To: Joint Housing Board</b>	<b>Date of meeting: 19/06/2017</b>

**UPDATE ON TENANT SCRUTINY REPORT ON VOID MANAGEMENT**

**1. Purpose of Report**

- 1.1 The Tenants Scrutiny Panel carried out a review of the management of void properties last year and produced an action plan.
- 1.2 This report updates Board members on progress in implementing the plan.

**2. Recommendations**

- 2.1 Members of the Board are asked to note the update to the action plan  
The Board is able to resolve this matter

**3. Financial Implications**

- 3.1 There are no financial implications.

**4. Legal Implications**

- 4.1 There are no legal implications

**5. Risk Management**

- 5.1 This report is not closely linked with any of the Council's Corporate / Significant Business Risks

**6. Consultations**

- 6.1 The Corporate Manager for Babergh and Mid Suffolk Building Services (BMBS) and the Improvement and Involvement Officer have been consulted.

**7. Equality Analysis**

- 7.1 There are no equality issues

**8. Shared Service / Partnership Implications**

- 8.1 The introduction of BMBS in April has created a single team which manages and carries out repairs and safety checks on vacant properties

**9. Links to Joint Strategic Plan**

9.1 This report is most closely linked to theme of being an Enabled and Efficient Organisation.

## 10. Key Information

10.1 Between January and April last year a Tenant Scrutiny Panel looked, from a customer's point of view, at the processes for managing void properties.

10.2 Supported by the Housing Quality Network, members of the panel considered the procedures for dealing with empty council properties between a tenant giving notice and a new tenant moving in.

10.3 During the four month period the panel reviewed documents, interviewed officers involved in the different aspects of void management , attended officer meetings and sought feedback from customers.

10.4 Their report, recommendations and action plan were presented to the Joint Housing Board in July 2016.

10.5 At the time the panel met work was in progress to integrate the repairs service which was then delivered differently by each council. In Babergh a contractor, Morrisons, carried out repairs and Mid Suffolk had a Direct Labour Organisation.

10.6 In April of this year Babergh and Mid Suffolk Building Services came into being which provides a repair service on tenanted and void properties for both councils. This change which involves different roles and new members of staff means that void management will continue to be reviewed. The move to Endeavour House will also require us to change some of the current ways of working such as control of keys to void properties and arrangements for new tenants to sign a tenancy agreement.

10.7 An updated action plan is included with this report.

## 11. Appendices

Title	Location
(a) Appendix 1 Updated Action Plan	Attached

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