

## Appendix A

### Void Improvement – Tracking and Influencing Indicators and Milestones

Efficiency plans within the two Councils' Business Plans include reducing the time properties remain vacant between tenancies over the next three years.

#### Target for reduction of void times in days

	17/18	18/19	19/20
Babergh	29	25	21
Mid Suffolk	35	28	21

The following indicators and milestones contribute to achieving this target

	Indicator/Milestone	Rationale	Resources Needed	Targets
1	Identify, monitor and set targets for the time taken for the different stages in the void process	<p>A number of activities are required before a property can be re-let.</p> <p>Setting targets for the main contributors to the overall void time and monitoring performance allows us to identify areas of concern and direct resources appropriately.</p>	Staff time to record events in the void process and report on performance	<p>Targets 1a to 1c to be monitored in working days on a monthly basis.</p> <p>Taking into account the number of properties typically requiring major works, minor works or standard repairs the targets in working days would achieve an average total re-let time of 21 calendar days.</p>
1a	Asbestos surveys	Asbestos surveys are required before any repairs can be carried out. Asbestos removal may also be required.	Staff time to record events in the void process and report on performance	<p>Average time to complete:</p> <p>Asbestos surveys: 3 days</p>

## Appendix A

		Surveys can be carried out prior to the end of a tenancy but if not the time taken contributes to the overall void time.		
1b	Completion of void repairs	<p>Before a property can be re-let work is completed to bring the property to the lettable standard and to carry out safety checks.</p> <p>Due to the variable condition in which properties are returned by the outgoing tenant, targets are set for the 3 different levels of work required.</p>		<p>Average time to complete:</p> <p>Standard repair work: 5 days            Minor works: 10 days            Major works: 35 days</p>
1c	Time taken from when properties are ready to let to the start of the new tenancy.	This records the time after BMBS has confirmed a property is ready to be re-let to the date a new tenancy commences and the void period ends.		<p>Average time to complete:</p> <p>5 days</p>
2	Implement workflow within Open Housing	<p>Workflow for the voids process will improve efficiency, accuracy and communication between the different teams involved in void management.</p> <p>It will also enable reports to be run direct from Open Housing to monitor performance and remove the need to maintain manual spreadsheets.</p>	Although some work was carried out prior to implementation of a consolidated OH, sufficient expertise and resource needs to be identified to introduce work flow to the voids process. Other priorities in the pipeline of OH development may take precedence.	Aim to complete by March 2018
3	Reliable advance dates for completion of void repair work provided by BMBS	Advance dates provide allocations officers with important information which allows them to prioritise their own workload effectively and ensure		

## Appendix A

		<p>new tenancies start as soon as the property is ready to let.</p> <p>They allow new tenants to plan their move and reduce “failure demand” from repeated calls to the allocations team asking for updates.</p> <p>They are also an indicator of efficient management of the trades team.</p>		
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