

Voids- the road to top quartile

January Housing Improvement Board

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Where we are now - bottom quartile

	Average re-let times	Void loss
Top	34 days	0.60%
Median	44 days	1.60%
Bottom	90 days	1.80%
Croydon	110 days (year to date Dec 2022)	2% (Dec 2022)

Why we will still be bottom quartile Mar 23

Poor start to the year

Too many voids - still dealing with backlog

One contractor- voids not attractive financially

Prioritising – major problems

Forensic review (Oct 22) identified 36 key failings

No reviews since 2014 (policy plus lettable standard)

Limited resident involvement (and not listening)

Limited governance, management and oversight

Major void profiling – many due to complete March -April

Service Plan

- 36 failings – 24 addressed, 12 in progress
- Phase 1 (Dec 22) 87% improvement activity complete
- Phase 2 (starts Jan 23) 20% complete
- Overall project improvement 64% complete, 48/98 actions complete
- **Identified and addressed blockages – lacks of processes**

Where we want to be - top quartile

- End of 2023/24 – Target 40 days
- End of 2024/25 – median days and void loss
- End of 2025/26 – top days and void loss

Why 40 days

- Backlog reduced by 100 in six months.
- Target 100 April 2023 or less voids
- BV212 Average relet – Nov and Dec best two months since April 2022
- Voids since June: let in Oct = 38 days, Nov = 39 days
- Peak void numbers 361 (week 1 Sept) down to 266 (week 3 Dec)
- Longest void (2013) has now been let

Why 40 days

- Clear focus
- Day to day voids-
- Capital Voids
- Extra Care
- Croylease
- New contractors in place in August , target 12 days
- Voids managed in once place – end to end

Why we will be median quartile 2024/25 (1)

- Key to Key Process in place – clear lines of accountability
- Day to day stage workflow and targets into Northgate NEC - enhances ability to identify and address performance issues
- Service Level Agreement – ownership in decision making
- Ongoing changes in structures to continual improve focus
- Lettable standard review building on Resident Scrutiny – time and cost implications for discussion
- Resident feedback – survey goes live Jan 23-

Why we will be median quartile 2024/25 (3) Capital Voids

- Historical works on 30 capital voids completed
- Monthly review of progress
- All works completed 23/24
- Working in partnership to adapt voids where possible- 3 being extended to provide family size accommodation-(Adult & Children Services)
- Process being developed to speed up the decision making progress in this area

Why we will be top quartile 25/26

- Little or no backlog
- Benchmark with others
- Utilise best contractors
- Structure changes in place
- Performance management embedded
- Continually use feedback and learning to embed best practice and improve performance

Thank you

Any questions?