Overview and Scrutiny

Q2 Voids Loss Performance
2021/22
Repairs and Voids
Housing and Investment

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What is Void Loss?

- A void is a property for which there is a current rent account but no current tenancy exists.
- While a property is void, there is a loss of income to the Council during the void period, known as ‘void loss’.
- The focus therefore is to reduce income loss (void loss) for the Council.
- Historically, we have modelled our resources on having approximately 40 void properties in our pipeline per month.

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Current Void Process

The void process is in 3 parts:

1. Pre-void and termination (Housing & Investment team)
2. Void works (Repairs & Voids team)
3. Inspection and letting (Housing & Investment team)

Before

After

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Q2 Void Loss 21/22 vs Target

For the current year; the table below shows the value of the void loss for the first 6 months of 2021/22 compared to the target:

Column1	April	May	June	July	August	September	October	November	December	January	February	March
Target	£25,742.00	£56,446.00	£82,767.00	£116,820.00	£140,631.00	£164,594.00	£197,288.00	£221,477.00	£239,856.00	£269,459.00	£298,723.00	£319,245.00
Actual	£45,861.00	£91,541.00	£148,145.00	£200,393	£233,682	£279,964						

- Void loss for Q2 2021/22 is £115,370 above target.
- This is an increase of £95,370 compared to Q2 in 20/21.
- The current forecast for the year-end is £190k above target.
- To note that there will always be an element of void loss e.g. due to people moving.

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Voids Received; Actual vs Targeted 21/22

Total Voids	April	May	June	July	Aug	Sept
GN Standard Target	12	12	12	12	12	12
GN Standard	14	23	27	41	50	85
GN Major Target	6	6	6	6	6	6
GN Major	10	2	5	5	6	19
SH Standard Target	15	15	15	15	15	15
SH Standard	65	56	53	54	54	26
SH Major Target	7	7	7	7	7	7
SH Major	4	2	4	5	4	2
Other Voids	25	27	29	26	27	5
Total Target	40	40	40	40	40	40
Total	118	110	118	131	141	137
% of total rented stock Target	0.49	0.49	0.49	0.49	0.49	0.49
% of total rented stock	1.49	1.39	1.49	1.65	1.78	1.77

- Number of voids in pipeline for Q2 2021/22; 97 above target.
- This is an increase of 58 compared to Q2 in 20/21.
- We anticipate this trend to follow into Q3 and Q4.

GN – General Needs
SH – Sheltered Housing (Independent Living)
Other voids – Temporary / Emergency Accommodation
Red – Higher than targeted number of voids
Green – On target / below target number of voids

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Service Challenges

- The increase is not unique to SBC and is being experienced elsewhere, for example due to a latent demand following the pandemic, and materials shortages (e.g. kitchens; now 6 weeks compared to 1 to 2 weeks).
- Recruitment and retention.
- New electrical supplier on-boarding.
- Some hard to let properties being let (which has a negative impact on the KPI).
- Only essential lettings took place during the pandemic and so some latent demand properties are now being let.

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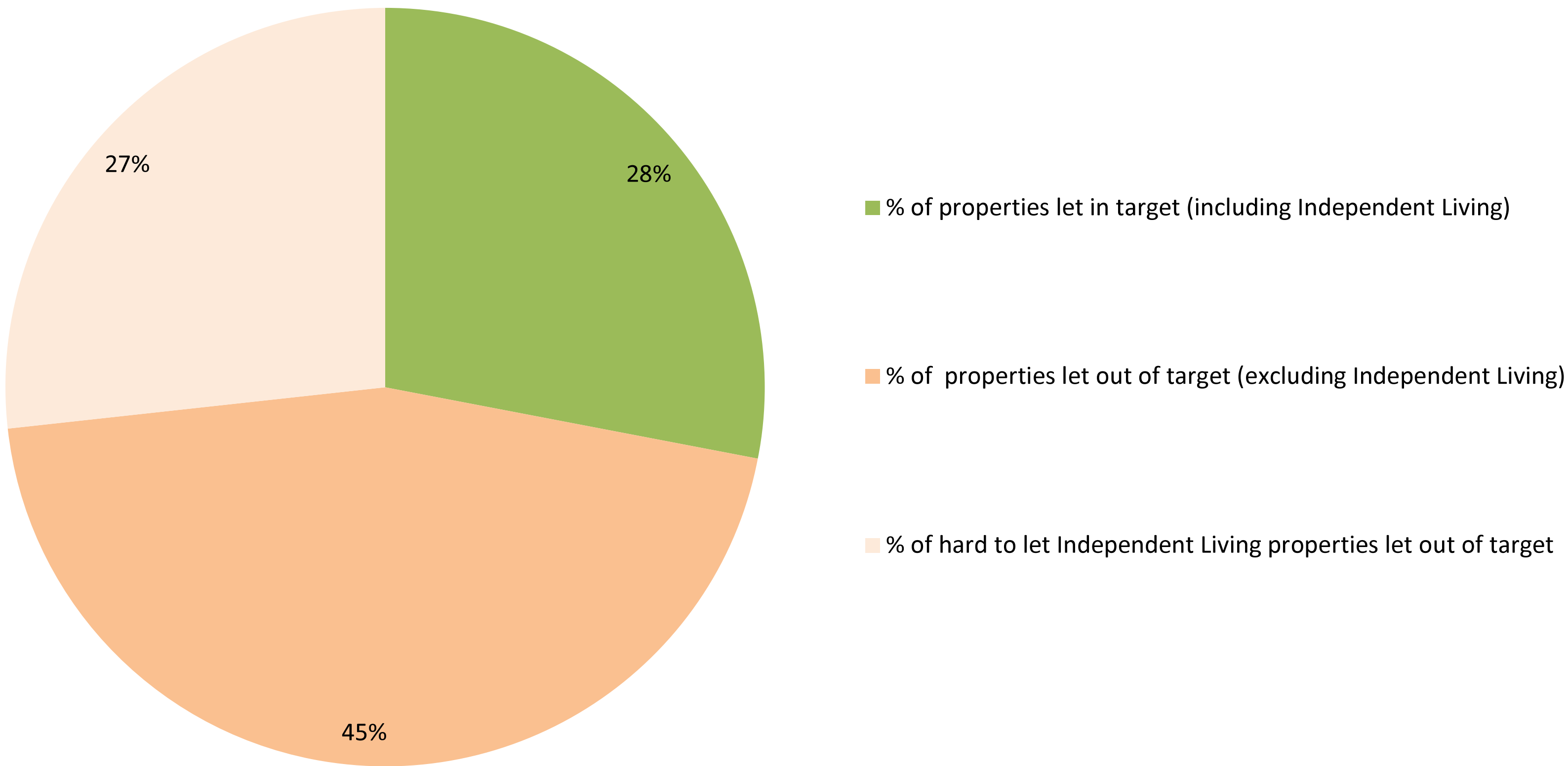
Properties let in 21/22

Properties let 157 (including time taken to repair i.e. keys in to keys out)



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Actions

- Repairs are recruiting a third (temporary) project officer and using contractors to supplement our workforce.
- Working closely with suppliers to seek to reduce materials delays.
- Lettings are looking to pool resources from other Housing services to support the additional demand where possible.
- Close monitoring of performance between the teams to ensure good collaboration and continuous improvement to synergise the end to end process.
- Voids end-to-end process under review to mitigate delays.
- Current trend of an increase in void loss being modelled, to understand the increase and associated void loss.
- Review the programme of tenancy audits to help ensure properties are kept in good condition, reducing repairs when void.

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Summary

- Long term, hard-to-let ‘Independent Living’ voids have impacted on void loss.
- Pipeline voids are above historical average (x3 additional demand in September 2021).
- Some delays due to material shortage e.g. kitchens and doors.
- Recruitment challenges in Repairs and Voids.
- Trend analysis and re-modelling taking place.
- Improvement monitoring and management arrangements in place.

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