



CORPORATE SCRUTINY COMMITTEE

15th April 2024

Monday, 22nd April, 2024, 6.00 pm in Town Hall, Market Street, Tamworth

SUPPLEMENT – ADDITIONAL DOCUMENTS

Further to the Agenda and Papers for the above meeting, previously circulated, please find attached the following further information, which was not available when the agenda was issued:

Agenda No. Item

7. **Housing Voids Update** (Pages 3 - 42)
(Report of the Assistant Director Assets)

Yours faithfully

A handwritten signature in black ink, appearing to read 'S. C. V.'.

Chief Executive

To Councillors: D Cook, M Bailey, C Bain, R Claymore, G Coates, S Doyle, D Maycock,
B Price and L Smith.

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Monday, 22 April 2024

Report of the Assistant Director, Assets**Housing Voids Update****Exempt Information**

Not exempt.

Purpose

This report is intended to provide Corporate Scrutiny Committee with an update on the current status of housing voids following a series of questions raised by the working group.

Recommendations

It is recommended that:

1. Consider and provide comment regarding the content of the report for incorporation into service and policy development including wider Service Improvement Plan for the repairs service.

Executive Summary

Further to the formation of a repairs working group by the Corporate Scrutiny Committee a number of questions were posed in relation to void repairs. This report sets out to respond to those specific question as well as highlight other matters that have been identified whilst collating data for the response to Corporate Scrutiny Committee.

Questions arising from the working group

Question	Response
Delays and quality of work	<p>There have been some issue with the standard of cleaning in voids that have been presented for handover. These are being addressed by the team and will also be picked up as part of the wider service improvement plan that is being developed for the repairs service and that will be presented to the Housing and Homelessness Advisory Board</p> <p>There have been some issues with the general quality of works, these are addressed in the question about quality checks and snagging below.</p> <p>Some handovers have been delayed due to delays in issuing certificates, properties</p>

	<p>can't be signed off and let without all relevant paperwork being available.</p>
<p>Time taken / loss of rental income due to delays.</p>	<p>There are 4 categories of voids each with different target turnaround time based on the value of works to be completed.</p> <p><£521.51 = 3 Days £521.52 - £2086.20 = 5 Days £2086.21 - £5215.50 = 10 Days >£5215.51 = Minimum 20 Days</p> <p>The average weekly rent is currently £92.87, this will obviously vary based on the size and type of property in question.</p> <p>The table below shows details of the voids by value and includes information on completions against target and estimated void loss amounts.</p> <p>Of the 250 voids completed in 2023/24 70 were in excess of £5215.51.</p>
<p>Is there a standard process from keys handed back to re-let through Choice Based Lettings?</p>	<p>There is a 'key to key' process in place with the contractor for their element of the works. A copy of the process can be found at Appendix 1.</p> <p>Anticipated completion dates are communicated to the Voids & Allocations Team by the contractor on a regular basis. More work is needed to improve the accuracy of the data being provided so as to better enable the Voids and Allocations team to allocate properties at the earliest possible opportunity.</p> <p>The Project Officers, Contractor and Voids & Allocations Team meet to discuss void progress, information on projected handover dates is discussed at these meetings.</p> <p>It is recognised within the team that further work is needed to develop the 'key to key process' and to build confidence in the information being supplied by the contractor.</p>
<p>Do Equans have the contract for Voids? How exactly is it contracted. Heard a rumour there are 3 contracts.</p>	<p>Equans are the prime contractor responsible for the delivery of void works. The works are delivered under the same NatFed contract that is in place for repairs and elements of planned works. Works are issued and monitored through the Orchard Housing Management System.</p> <p>We are currently in discussions with Wates in relation to delivering some of the higher cost voids that need capital improvement</p>

	works as these are more akin to minor refurbishments than voids. It is likely that any voids falling into this category will fall outside of the normal voids process due to the value and extent of the work required.
KPI's on Voids - can we separate out the more difficult ones to give us a clearer picture	Of the 250 voids completed in 2023/24 70 were in excess of £5215.51. See table below for details of high-cost voids.
Are there priority orders in which they are undertaken - 1 bed / 2 bed etc...	Voids tend to be done in date order as that is the way the KPIs are set up. There have however been occasions when the Voids & Allocations team have requested that certain properties are prioritise due to a specific need.
Are delays due to availability of subbies?	There have been some delays arising from availability of staffing resources but by far the largest impact on turnaround times is the condition of properties that are handed back to us as evidenced by the large number of voids falling into the >£5215.51 category. Equans have made some management changes with the aim of improving void response times. It is also recognised that delays can occur when a large number of voids arise occur within a short period of time.
Do we quality check the work? Are there quality controls?	A Tamworth Borough Council Project Officer will inspect all voids at handover, they also check the invoices to ensure that the work being invoiced has been completed on site.
Are there snagging reports / processes?	Following a handover inspection the Project Officer emails details of all snagging items to the contractor for completion. For minor snagging items the contractor sends a photograph to confirm completion. For more major snagging items, the Project Officer will re-inspect

Void Completion Data including Rent Loss

Void Category	Target Days	Total Voids	%ge complete on time	Average Time to Complete	Average number of days overdue	Total Void Loss due to late completion
<£521.51	3 Days	27	14%	9.6	6	25 weeks £2,321.75
£521.52 - £2086.20	5 Days	80	12.5%	14.48	9.5	108 Weeks £10,040.76

£2086.21 - £5215.50	10 Days	73	1.4%	40.1	30	323weeks £30,029.31
>£5215.51	Min 20 Days	70	N/A	70.1		N/A

It should be noted that many of the voids falling into to the 10 day category will have required works of an improvement type nature.

The above table only shows the original target completion date for voids, in some cases additional works are identified at the time of handover and this will delay the actual handover date. In some cases, the delays on a per property basis have been minimal and are related to the late presentation of documentation.

In compiling this report, it has been identified that there are discrepancies in the data held within the Orchard Housing Management System and the data collated manually by the Voids & Allocations Team. This has been discussed with the contractor, the Repairs team and the Voids & Allocations Team and a single source of data has been agreed.

Clearly the performance around void completion times is currently inadequate; void performance forms part of the Repairs Service Improvement Plan and is being closely monitored by the team. With effect from 1st April 2024 Liquidated and Ascertained Damages [LAD] are being applied to all void properties returned late, this will offset some of the loss of rental income associated with void properties that are returned late, in line with the contract the LAD sum would be £20 per day.

High-Cost Voids

As indicated there have been a large number of high-cost voids, those in excess of £5215.51, a total of 70 in 2023/24 representing 28% of all voids. Many of these voids are high-cost due to condition in which they were returned to the Council by the tenant; unauthorised home improvements and large volumes of rubbish are major causes of high-cost voids, vandalism and general damage is also a significant issue. Some voids have been in excess of £25,000 and up to circa. £50,000.

Recharges

Where a void is handed back and requires a large amount of work due to unauthorised works, excessive amounts of rubbish, damage and vandalism that are attributable to the tenant attempts are made to recover some costs through the recharge process. The current amounts identified for rechargeable repairs is currently £150,535, the amount recovered is generally under 50% of the amount sought with many tenants never making any payment, the current repayment is circa. £52,000.

Options Considered

The primary purpose of this report is to respond to the questions raised by the working group formed by the Corporate Scrutiny Committee.

1. Based on the information obtained in collating this report one possible option that may need to be given consideration is using the 'step in' clauses within the contract that will allow the Council to issue works to an alternative contractor to undertake works with any additional costs being recovered from the primary contractor.
2. As set out in the report there appears to be an issue with the number of 'high-cost' voids that are being presented to the Council at the end of a tenancy. This is impacting on the turnaround times, loss of income and increased expenditure. As part of the Council's commitment to the Service Improvement Plan consideration will be given to

how the tenancy management process can assist in reducing the causes of the 'high-cost' voids.

Resource Implications

Improving void turnaround times will reduce rent loss and the application of Liquidated and Ascertained Damages will offset an element of rent loss for those voids returned late.

Legal/Risk Implications Background

Data integrity needs to be constantly reviewed and assessed for accuracy.

Equalities Implications

None specifically identified as part of this report as it is a response to questions posed by Committee and provides data to support the responses.

The lettable void standard and void response times will be included in the updated Housing Repairs Policy which will receive a full Equalities Impact Assessment prior to submission to Cabinet for approval.

Environment and Sustainability Implications (including climate change)

None specifically identified as part of this report as it is a response to questions posed by Committee and provides data to support the responses.

The lettable void standard and void response times will be included in the updated Housing Repairs Policy which will receive a full Environmental Impact Assessment prior to submission to Cabinet for approval.

Background Information

This report has been produced in response to a series of questions posed by a working group formed under the Corporate Scrutiny Committee.

Report Author

Paul Weston – Assistant Director Assets

List of Background Papers

None

Appendices

Appendix 1 – Void Process

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VOID PROCESS ON
ORCHARD – FROM
NOTICE TO VIEWING
COMPLETED

Julie Brown
2nd November 2017

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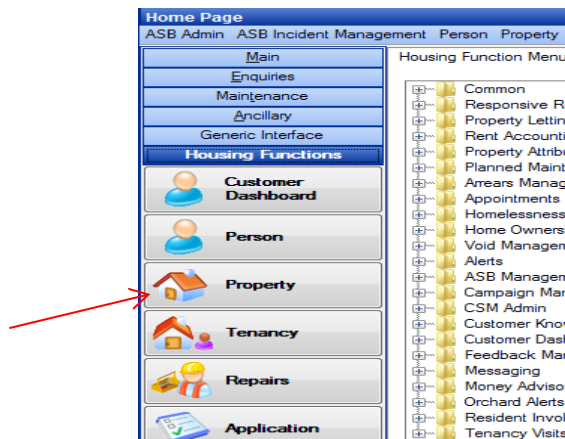
BEFORE PUTTING THE PROPERTY ON NOTICE IT IS IMPORTANT TO CHECK WHETHER THE PROPERTY WAS AN ACQUISITION/PROPERTY BEING CHARGED AFFORDABLE RENT. THIS INFORMATION CAN BE FOUND ON THE VIEW TENANCY PAGE . WARD WILL READ AC – FOR AN ACQUISITION. TENURE TYPE WILL READ FIXED TERM/SECURE TEN AFFORDABLE. WARD WILL READ NB – FOR A NEW BUILD PROPERTY. THESE PROPERTIES WILL NEED TO HAVE A VALUATION.

Add Notice to the Property

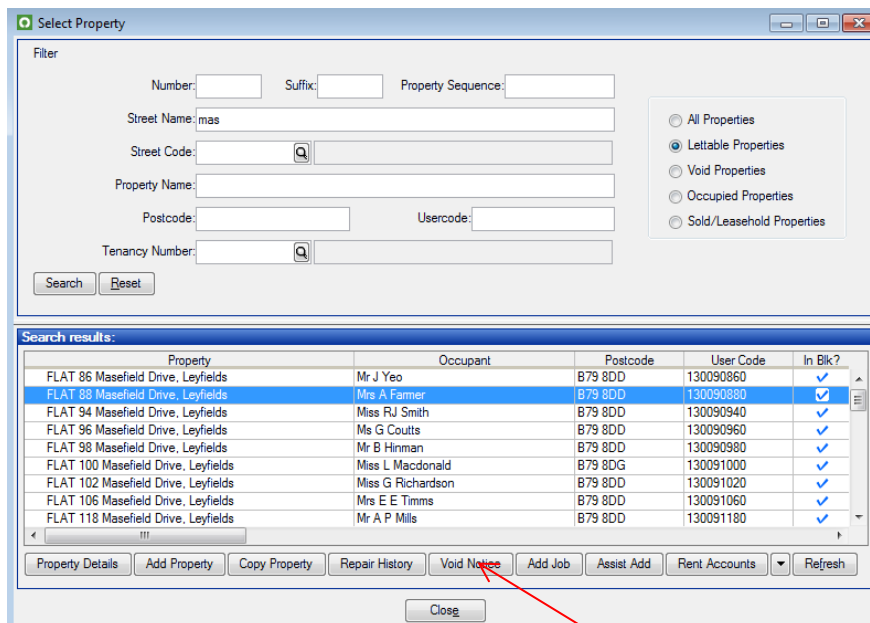
The Process enables the user to record receipt of the outgoing tenant's Notice to terminate the tenancy.

The notice periods depend on what type of notice the void is, Normal, Death etc. Check with your policy to make sure all of the pre notice process has been followed before setting a property to notice.

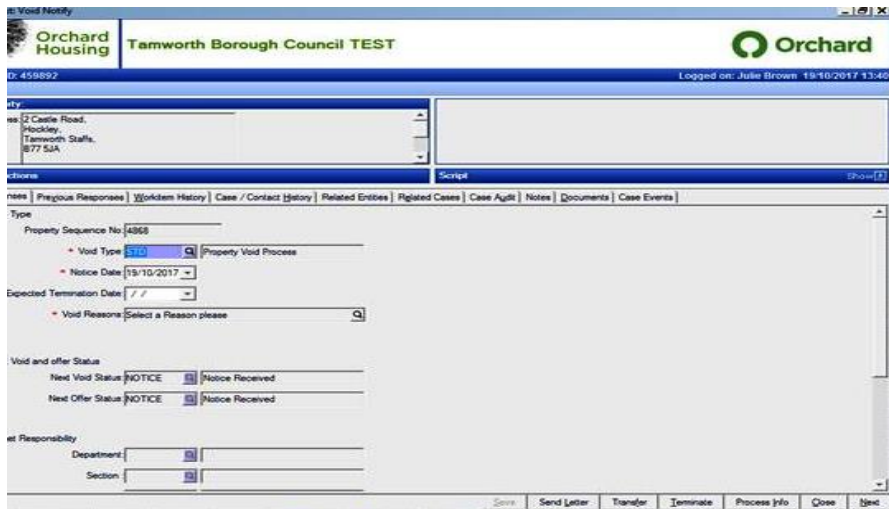
1. Log into Orchard Housing.
2. Search for a Property, by using one of the property options, we are going to use the Launch pad.



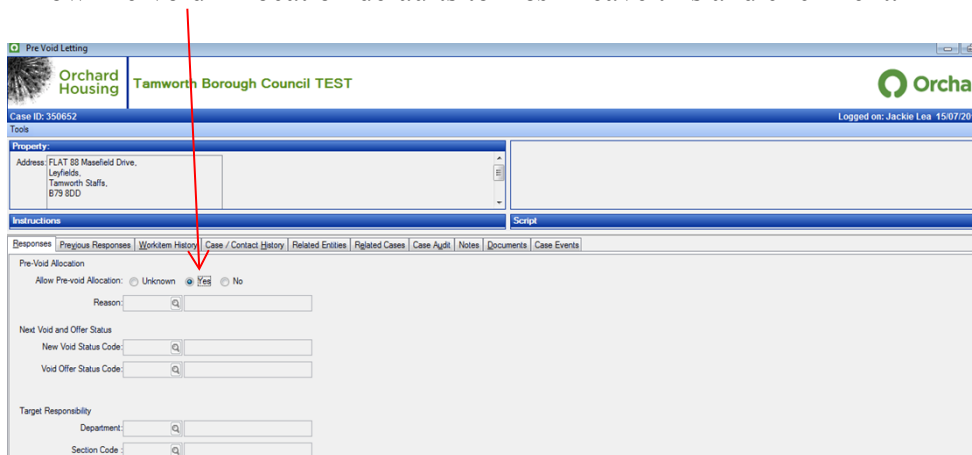
3. Enter in your search criteria in the top half of the screen and click on the **Search Button**.



4. Select the required property and click on the **Void Notice** button. This will take you in to the void notice Screen.

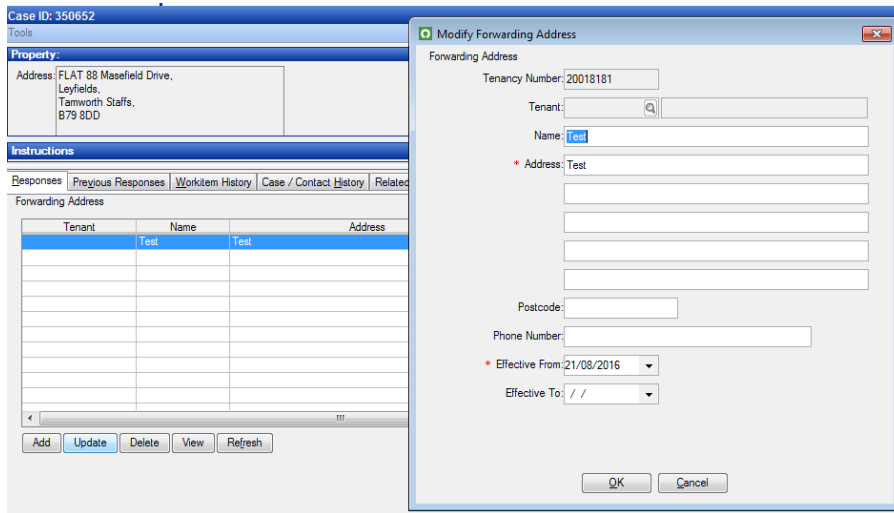


5. The Void Type will default to STD - property void process.
6. The Notice Date will default to the current date – this can be overwritten if necessary.
7. Enter in the Expected Termination Date.
8. Select a Void Reason using the spyglass.
9. Add reason to right hand side box and delete what is already in there.
10. OK.
11. Next
12. Allow Pre-void Allocation defaults to **Yes** – leave this and click next.

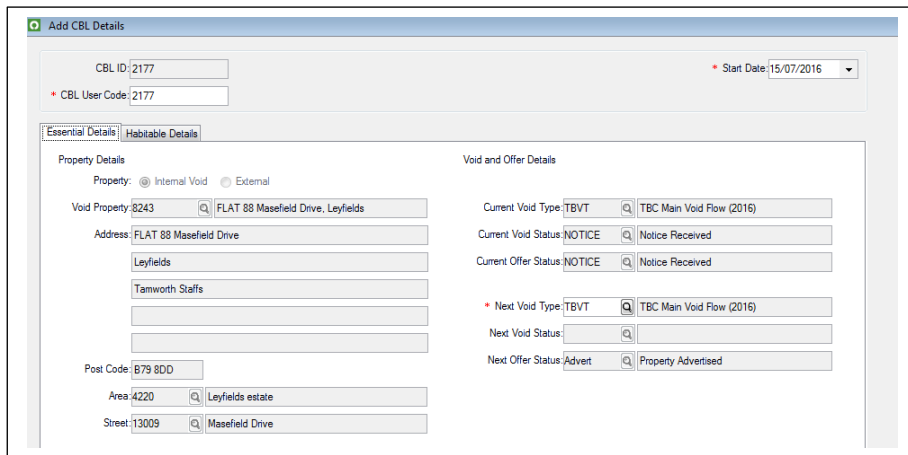


13. Next
14. If you have a forwarding address, click on **Add button** and fill in the form, click **OK button** to confirm. This will insert the forwarding address into the form.

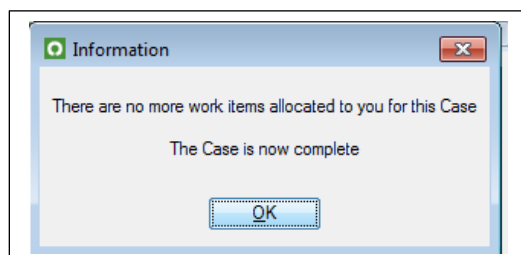
- Effective date is the Monday after the tenancy is due to end.



- Click on the **Next button** to move to the next screen.
- Make a note of the CBL number and write it on the top right hand corner of the void monitoring sheet and the void record card.
- Check over the form to make sure the details are correct. Then click on the **Next Button**.



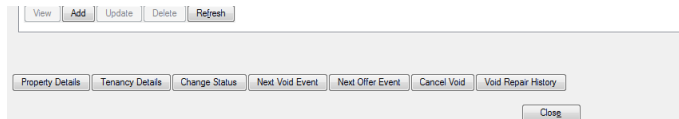
- Click **OK button** to confirm the Notice. This will take you back to the property screen.



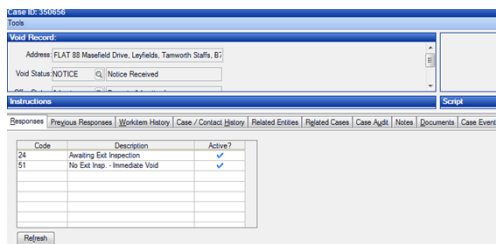
Add Exit or No Exit Inspection

You are now going to move the void event on to the next stage.

1. Click on the Next Void Event Button.



2. Select the required **Exit Inspection**;
Awaiting Exit Inspection – normal 4 weeks notice
No Ext Insp – Immediate Void – This is for – **Immediate Void – Abandoned, Immediate Void – Eviction. Immediate Void – Deceased, etc.**



Note: if you choose No Exit Insp Immediate Void option, you will not be prompted to add an inspection outlined in the next steps. You will get a screen confirming the no inspection event (51). Go to Immediate Void No Exit Inspection section.

Click Next, Next and OK.

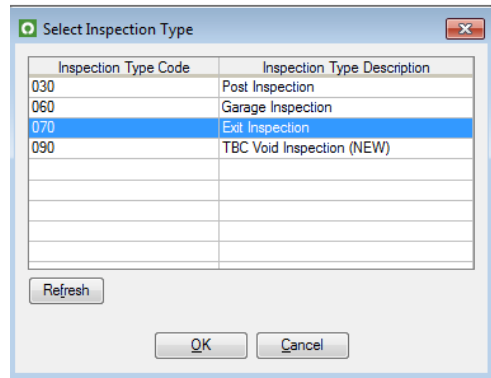
Next Void Event – this will take you to the table where you can pick why no exit inspection is being done.

Click Next, Next and OK to complete process.

If property is a sheltered scheme and it is not a deceased, just put an estimated date for the exit inspection and the name of the Housing Officer who deals with that patch as the Scheme Manager should carry out the inspection and their names are not in the table to select.

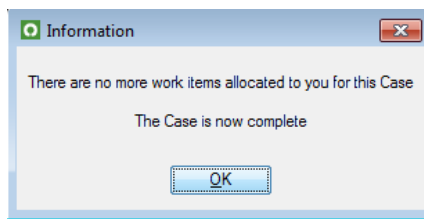
If an exit inspection is required continue with the process below.

3. Next
4. Click on the spyglass next to **Inspection Type**. Select the **070- Exit Inspection** and click on **OK button to confirm**.



5. Enter in the **Target Date** for the inspection.
6. Select the **Inspection Officer**. (Housing Officer)
7. OK

8. Click on the **Next button** to confirm.
9. Click on OK case completed



Event Screen shows the new added events.

Events		Notice & Termination	Inspections	Inspection Summary	Notes
Date /	Code	Description	System	Void Status	Offer Status
15/07/2016 08:11	10	Notice Received	✓	Notice Received	Notice Received
15/07/2016 08:11	0	Entered	✓	Entered	Entered
15/07/2016 08:18	2032	Pre-Void Allocation allowed	✓	Notice Received	Notice Received
15/07/2016 08:44	4000	Void Entered into CBL Scheme		Notice Received	Property Advertised
15/07/2016 15:06	24	Awaiting Exit Inspection		Awaiting Exit Inspection	Property Advertised

10. You can now follow the procedure for adding property onto Emerald.

Extend a Notice Period (amend Expected Termination Date)

When you first put a property on notice you enter in an expected termination date. There may be a need to extend this date later on in the process. To do this:

1. Open the **Void Details** from the Void Home Page.
2. Go to the **Notice & Termination** tab.
3. Click the **Update** button – this will open up a workflow screen where you can amend the Expected Termination Date.

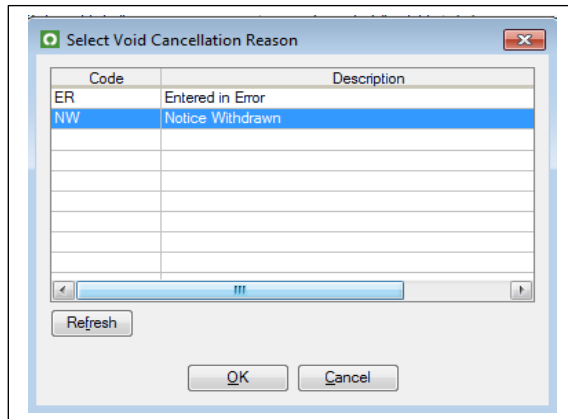
The screenshot shows a software interface with a navigation bar at the top containing tabs: Letters, Nominations, CBL, Offers, Targets, Band, Appointments, Key Mgmt, Documents, and Matching. Below this is a sub-navigation bar with tabs: Events, Notice & Termination, Inspections, Inspection Summary, and Notes. The main content area is titled 'Notice & Termination' and contains several input fields: Vacating Tenancy Number (20065178), Void Tenancy Number (0), Next Tenancy Number (0), Notice Date (26/07/2016), Expected Termination Date (14/08/2016), and Actual Termination Date (/ /). There is a 'Pre-Void Allocation?' checkbox checked and a search field for 'No Pre-Void Allocation Reason:'. A table with columns 'Void Reason Code' and 'Void Reason Description' is visible, with one row containing 'UN' and 'Unknown'. At the bottom left, the 'Update' button is highlighted with a red box, and the 'Terminate' button is next to it.

The screenshot shows a workflow screen titled 'Update Notice Details'. It contains the same input fields as the previous screenshot: Vacating Tenancy Number (20065178), Void Tenancy Number (0), Next Tenancy Number (0), Notice Date (26/07/2016), Expected Termination Date (14/08/2016), and Actual Termination Date (/ /). The 'Expected Termination Date' field is highlighted in blue. At the bottom, there is an 'Allow Pre-Void Allocation?' checkbox checked.

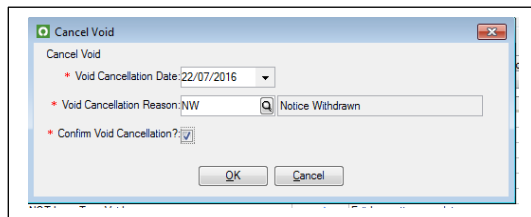
4. Enter in the new date and click Next.
5. The forwarding address screen will come up, click Next to complete the workflow.

Cancel a Void at Notice

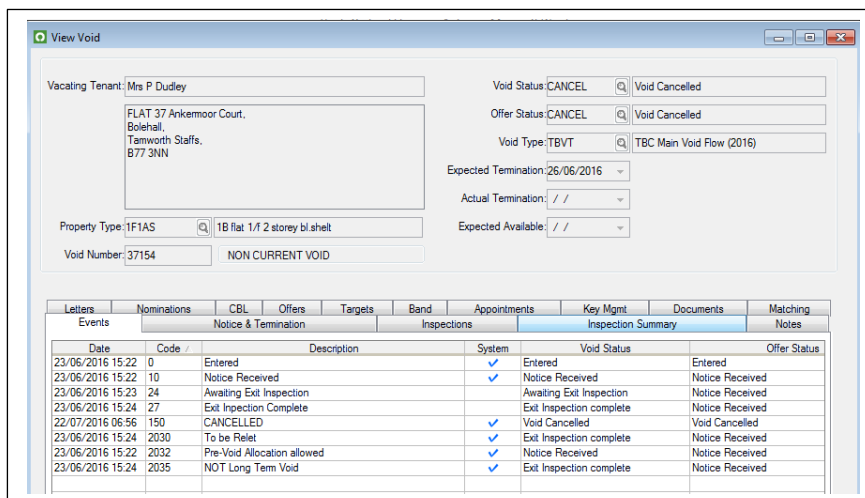
1. Access the **Void Details**.
2. Click on the **Cancel Void Button**.
3. Select the **Void Reason** and click **OK button** to confirm.



4. Tick the **Confirm Void Cancellation box**.
5. Click **OK button** to confirm.



6. Note: The Void Status and Offer Status displays Cancelled.
7. Close down screen.



8. If the property has been offered on notice, advise the Allocations Officer as they will need to withdraw the offer and advise the applicant.
9. Once the offer has been withdrawn, the property needs to be removed from the CBL list and the void home page.
10. To remove from the CBL list, select CBL on the launch pad. Search. Locate your property and click on withdraw button at bottom of screen. Select withdrawal reason. OK.
11. To remove the property from the void home page. Locate your property. Select void details tab. Cancel void button. Select cancel reason. Ok. Tick to confirm cancellation. OK.

Add Exit Inspection Results

You will get this information from the Tenancy Sustainment Team.

1. Access the Void Details.
2. Click on **Next Void Event button**.
3. Select the required event.
27 Exit Inspection Completed.
28 Exit Inspection No Access – could be not accessed.

Code	Description	Active?
27	Exit Inspection Complete	<input checked="" type="checkbox"/>
28	Exit Inspection No Access	<input checked="" type="checkbox"/>

Refresh

4. Click on **Next button**. This will take you to the inspection screen.
5. Select the correct Inspection for this stage and click on the Next Button (you should only see the Exit Inspection at this stage in the void).

Type	Target Date	Inspection Date & Time	Officer	Result	Summary
Exit Inspection	31/07/2016	//	Dee Ferlance		

Adding Exit Inspection Results Screen

You do this process for both completed and failed exit inspections.

Note the Target Date, Inspection Type, and the Inspection Officer, you can change if required.

- Enter in the Date and Time of the Exit Inspection.
- Enter in a Summary. e.g. exit inspection.
- Enter in brief Inspection Details, (You also have the Inspection Summary folder to add more details, Appendix 1). If there are no notes then just write completed and passed.
- YOU NEED TO TAKE THE TICK OUT OF AMEND THE RE-LETTING, PRE-VOID ALLOCATION OR LONG TERM STATUS OF THE VOID**, If not you will need to go through extra screen.

Amend the Re-Letting, Pre-Void Allocation or Long Term Status of the Void:

- Select the **Inspection Result**. Exit inspection completed or failed.
- Select the **Reason for Result**. Completed or failed.

Responses		Previous Responses		Workitem History		Case / Contact History		Related Entities		Related Cases		Case Audit		Notes		Documents		Case Events	
Inspection Results																			
Target Date: 31/07/2016				Void Number: 37180				* Inspection Result: EXINCO				Exit Inspection Complete							
Inspection Type: 070				Exit Inspection				* Reason for Result: 010				Completed							
* Inspecting Officer: HSDFR				Dee Ferlance				Event: 27				Exit Inspection Complete							
* Date & Time: 28/07/2016				15:28:44				Next Void Status & Offer Status											
Inspection Summary: Passed								Next Void Status: EXICOP				Exit Inspection complete							
Inspection Details: Informed them they need to take up carpets								Next Offer Status:											
Amend the Re-Letting, Pre-Void Allocation or Long Term Status of the Void: <input type="checkbox"/>								Target Responsibility											
								Department:											
								Dpt. Section:											
								Officer:											

- Click on **Next Button**.
- Click **OK button** to confirm changes.

Event Screen with new Event **Exit Inspection Complete/exit inspection no access.**

Letters	Nominations	CBL	Offers	Targets	Band	Appointments	Key Mgmt	Documents	Matching
Events		Notice & Termination			Inspections		Inspection Summary		
Date /	Code	Description			System	Void Status		Offer Status	
15/07/2016 08:11	10	Notice Received			✓	Notice Received		Notice Received	
15/07/2016 08:11	0	Entered			✓	Entered		Entered	
15/07/2016 08:18	2032	Pre-Void Allocation allowed			✓	Notice Received		Notice Received	
15/07/2016 08:44	4000	Void Entered into CBL Scheme				Notice Received		Property Advertised	
15/07/2016 15:06	24	Awaiting Exit Inspection				Awaiting Exit Inspection		Property Advertised	
28/07/2016 15:28	27	Exit Inspection Complete				Exit Inspection complete		Property Advertised	

Refresh the Void Home Page. The void status should read either exit inspection complete, exit inspection no access or no exit inspection (death, abandoned etc).

Notice Stage Complete and Keys Now Received (Refer to processing keys notes)

The notice process has been completed and you have the keys and the appropriate documentation. You can then terminate the property. We cannot terminate a tenancy if we haven't received a property vacation form, unless it is an eviction, when we require confirmation from EMT on what needs to be stored/disposed of.

The home page will display all current active voids with void and offer statuses

1. Access the **Void Home Page**.
2. Select the property
3. Click on the void details button.

The screenshot shows the 'Void Home Page Display' interface. At the top, there are navigation tabs: Housing Function Menu Admin, Housing Function Search, Print Requests, Batch Jobs, Worklist, Finding a Home, MOTO online payments, TxtTools, Balance Trending Dashboards, and Void Home Page Display. Below the tabs are search filters for Void Status, Offer Status, Property Class (F,H), Property Type, and Void Type (TBVT). There are 'Search' and 'Reset' buttons. The main area contains a table with columns: Void Address, Void Status, Offer Status, Actual Termination Date, and Exp. Termination Date. The table lists various properties with their current void and offer statuses. A red arrow points to the 'Void Details' button at the bottom of the interface.

Void Address	Void Status	Offer Status	Actual Termination Date	Exp. Termination Date
FLAT 46 Stanhope House, Lichfield Street, Tamworth Staffs,...	Exit Inspection complete	Offer Made/Await Accom...	14/08/2016	14/08/2016
FLAT 37 Ankemoor Court, Bolehall, Tamworth Staffs, B77 3...	Exit Inspection complete	Notice Received	/ /	26/06/2016
FLAT 2 Townshend House, Lichfield St, Tamworth Staffs, B7...	Immediate Void/Keys Rec'd	Property Advertised	/ /	17/07/2016
FLAT 47 Kernia, Amington, Tamworth Staffs, B77 4EW	Immediate Void/Keys Rec'd	Offer Made	31/07/2016	17/07/2016
FLAT 22 Crossfell, Storydelph, Tamworth Staffs, B77 4HG	Immediate Void/Keys Rec'd	Notice Received	10/07/2016	03/07/2016
34 Chestnut Avenue, Gillway, Tamworth Staffs, B79 8QZ	Keys to Contractor	Notice Received	26/06/2016	26/06/2016
FLAT 1 Townshend House, Lichfield St, Tamworth Staffs, B7...	Normal Void Repairs	Property Advertised	31/07/2016	17/07/2016
FLAT 4 Townshend House, Lichfield St, Tamworth Staffs, B7...	Normal Void Repairs	Property Advertised	17/07/2016	17/07/2016
FLAT 3 Townshend House, Lichfield St, Tamworth Staffs, B7...	Notice Received	Notice Received	/ /	17/07/2016
FLAT 57 Townshend House, Lichfield St, Tamworth Staffs, B...	Notice Received	Property Advertised	/ /	14/08/2016
FLAT 44 Weymouth House, Lichfield Street, Tamworth Staffs...	Notice Received	Notice Received	/ /	17/07/2016
FLAT 88 Masefield Drive, Leyfields, Tamworth Staffs, B79 8DD	Notice Received	Property Advertised	/ /	24/07/2016
FLAT 55 Milton Avenue, Leyfields, Tamworth Staffs, B79 8JG	Notice Received	Property Advertised	/ /	31/07/2016
FLAT 35 Bright Crescent, Kettlebrook, Tamworth Staffs, B77 ...	Post Inspection Completed	Notice Received	10/07/2016	26/06/2016
FLAT 10 Peel House, Lichfield Street, Tamworth Staffs, B79 ...	Ready to Let	Bids Imported	03/07/2016	10/07/2016
FLAT 11 Peel House, Lichfield Street, Tamworth Staffs, B79 ...	Ready to Let	Occupied	10/07/2016	10/07/2016

View Void

Vacating Tenant: Mrs A Farmer

FLAT 88 Masefield Drive,
Leyfields,
Tamworth Staffs,
B79 8DD

Property Type: 2FGB 2B flat g/f 3 storey block

Void Number: 37180 CURRENT VOID

Void Status: NOTICE Notice Received

Offer Status: Advert Property Advertised

Void Type: TBVT TBC Main Void Flow (2016)

Expected Termination: 24/07/2016

Actual Termination: / /

Expected Available: / /

Events	Code /	Description	System	Void Status	Offer Status
15/07/2016 08:11	0	Entered	✓	Entered	Entered
15/07/2016 08:11	10	Notice Received	✓	Notice Received	Notice Received
15/07/2016 08:18	2032	Pre-Void Allocation allowed	✓	Notice Received	Notice Received
15/07/2016 08:44	4000	Void Entered into CBL Scheme		Notice Received	Property Advertised

The above screen will be displayed.

Keys received from Tenant

1. If by the time the keys have arrived and the booked property inspection was not completed due to no access, follow the instructions above for failed property inspection and then the next stage will be at the correct point.
2. Click on **Next Void Event**.
3. Highlight **Keys Received from Tenant**;

Responses Previous Responses Workitem History Case / Contact History Rela

Code	Description	Active?
30	Keys Received from Tenant	✓
31	Keys not Returned from Tenant	✓

Refresh

3. Click Next
4. Complete the relevant details in the screen as shown below.

Responses Previous Responses Workitem History Case / Contact History Related Entities Related Cases Case Audit Notes Documents Case Events

* Key Holder Type: PREVT

* Person: 2858

* Key Set: 1

Date Time Issued: / / :

* Key Holder Reason: 010

Date Time Returned: 03/08/2016 13:31

Deposit Paid:

Deposit Returned Date & Time: / / :

Next Void Status & Offer Status

Next Void Status: KEYSIN

Next Offer Status:

Save Send Letter Transfer Terminate Process Info Close Next

5. Enter in the **Key Holder (Prev Tenant)**, **Key Set**, Click on spy glass, select main if available, if not leave it as default and you will have to add a main key set and any associated keys once the rest of the process has been done – See section below “add key set if required).
6. Enter in **Key Holder Reason (Keys from Tenant)**.
7. Enter in **Date Time Returned**.
8. Click on **Next Void Event Button** which will take you to termination.
9. Select Termination and input termination date. (Tenancy End Date – Always a Sunday)
10. Next to finish process.

Add key set if required – this needs to be done if there is only a default key set listed.

1. **Select Key Mgmt Tab**

Events Notice & Termination Inspections Inspection Summary Notes
Letters Nominations CBL Offers Targets Band Appointments Key Mgmt Documents Matching

Key Movements **Key Sets**

Keyholder Type	Keyholder	Key Set	Key Set Description	Issued Date
Prev Tenant	Basil Atkins	1	Main	/ / :

View Add Update Delete Transfer Refresh

Property Details Tenancy Details Change Status Next Void Event Next Offer Event Cancel Void Void Repair History

Close

2. From the **Key Mgmt** folder click on the **Key Set**.
3. **Click on the Add button.**
4. Enter in the **Key set (1, 2 etc)**
5. Enter in a **Key Set Label**. Main. OK.

Keys Associated with the Key Set you have just created.

1. Highlight the key set tab and click on **Keys button**. Enter in the key information for each key that has been returned on the add void key screen. You have to do add for each different type of key you receive. OK after adding each type.
2. For example. Door = 1 or 2 depending how many keys of that particular type. OK.
Key Type = yale, mortice, rim, fob etc.
Key reference = e.g. 2y/3m etc.

3. OK to complete process.

If keys are returned early (except deceased), the void works can be completed during the notice period.

Follow the same procedure as above but do not terminate the tenancy until it is due. Gas safety check and cap and void repair also need to be ordered.

Termination

1. Go to the void Details Screen and click on **Next void event Button**. This will take you into a screen to terminate the property.
2. Select **Termination** and click on the **Next button**.

Next Void Event

Orchard Housing Tamworth Borough Council TEST

Case ID: 350868

Tools

Void Record:

Address: FLAT 88 Masefield Drive, Leyfields, Tamworth Staffs, B7

Void Status: KEYSIN Keys Received

Instructions

Responses Previous Responses Workitem History Case / Contact History Related Entities Related Cases Case Audit Note

Code	Description	Active?
100	Terminated	<input checked="" type="checkbox"/>

Refresh

3. Note the Expected Termination Date. You enter in the **Actual Termination Date**. Click **Next button** to move to the next screen.
4. Click **ok button to the complete screen**.

Instructions

Responses Previous Responses Workitem History Case / Contact History Related Entities Related Cases

Update Termination Details

Vacating Tenancy Number: 20018181

Void Tenancy Number: 0

Next Tenancy Number: 0

Notice Date: 15/07/2016

Expected Termination Date: 24/07/2016

* Actual Termination Date: 24/07/2016

Next Void Status and Offer Status

Next Void Status: TERM Termination

Next Offer Status:

Select Target Responsibility

Department:

Dpt. Section:

Officer:

Events		Notice & Termination	Inspections	Inspection Summary	Notes
Date /	Code	Description	System	Void Status	Offer Status
15/07/2016 08:11	10	Notice Received	✓	Notice Received	Notice Received
15/07/2016 08:11	0	Entered	✓	Entered	Entered
15/07/2016 08:18	2032	Pre-Void Allocation allowed	✓	Notice Received	Notice Received
15/07/2016 08:44	4000	Void Entered into CBL Scheme		Notice Received	Property Advertised
15/07/2016 15:06	24	Awaiting Exit Inspection		Awaiting Exit Inspection	Property Advertised
15/07/2016 16:43	470	Keys Returned		Keys Received	Property Advertised
24/07/2016 15:22	100	Terminated	✓	Termination	Property Advertised
28/07/2016 15:28	27	Exit Inspection Complete		Exit Inspection complete	Property Advertised

If there is a UC claim this will need to be ended. See instructions – How to end UC claim.

Add the Gas safety check and cap and void repair jobs

Please refer to instructions entitled adding gas safety check and cap and void repair located in Allocations, Administration, Void and Allocation Procedures 2018. Adding a gas safety check and cap and void repair.

Keys to Contractor

1. Locate your property on the Void Home page
2. Access the Void Details.
3. Click on **Next Void Event**.
4. Select the **Keys to Contractor** and click on the **Next Button**. This will take you into where you record which contractor and date and time issued.

Code	Description	Active?
130	Keys to Contractor	✓

Refresh

Enter in the Key Information, using the spy glasses to select the below:

Key Holder Type – **Repairs Contractor**.

Contractor – **The Contractor who the keys were handed over to – 320 Equans**

Key Set – **Select the key set that was handed over.**

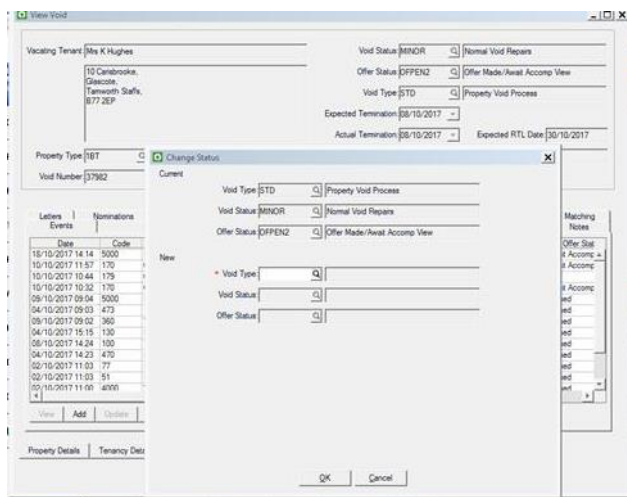
Date Time Issued – **The date and time handed over to the contractor.**

Key Holder Reason – **020 – Keys to Contractor.**

5. Click on the **Next button** and click **OK button** to complete.

Instructions	
Responses	Previous Responses Workitem History Case / Contact History Related Entities Related
* Key Holder Type:	Contra <input type="text"/> Repairs Contractor
* Contractor:	306 <input type="text"/> Mears
* Key Set:	1 <input type="text"/> Main Key Set
Date Time Issued:	13/07/2016 08:21
* Key Holder Reason:	020 <input type="text"/> Keys to Contractor
Date Time Returned:	/ / : :
Deposit Paid:	<input type="text"/>
Deposit Returned Date & Time:	/ / : :
Next Void Status & Offer Status	
Next Void Status:	KEYC <input type="text"/> Keys to Contractor
Next Offer Status:	<input type="text"/>

6. For properties that are having void works done during the notice period, the void has to be moved on manually.
7. Locate your property on the void home page.
8. Void details.
9. Change Status.
10. Void Type – STD.
11. Void Status – Keys to contractor.
12. Eg, Offer Status – Offer Made/Await Accom View.



13. OK to complete process.

Void Inspection – Property Report

This Inspection is when the contractor goes out to inspect the property with one of TBC Repairs Team (Pre Inspection).

Locate your property on the Void Home Page

1. From the Void details screen, click on the **Next Void Event**.
2. Select the TBC **Void Inspection** and click on the **Next button**. This will take you to the next screen where you add who has done the inspection and the target date.

Code	Description	Active?
360	Void Inspection	<input checked="" type="checkbox"/>

Refresh

- Enter in the following information;
 Inspection Type – **080 – TBC Void Inspection**
 Target Date auto populated but you need to change it to the date of the void inspection.
 Inspection Officer – **This is the contractor – HMPGO Phil Gosling.**
- Click on the **Next Button.**
- Click **OK button** to confirm.

Responses	Previous Responses	Workitem History	Case / Contact History	Related Entities
Add Inspection				
* Inspection Type:	080	<input type="text"/>	TBC Void Inspection	<input type="text"/>
* Target Date:	20/08/2016	<input type="text"/>	<input type="text"/>	<input type="text"/>
Inspection Officer:	HSEERA	<input type="text"/>	Elizabeth Randall	<input type="text"/>
Void Event:	360	<input type="text"/>	Void Inspection	<input type="text"/>
Next Void Status & Offer Status				
Next Void Status:	AWVINP	<input type="text"/>	Void Inspection Ongoing	<input type="text"/>
Next Offer Status:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Result of the Void Inspection

The contractor will send via email summary information with, predicted date and the estimated cost.

- In the Voids Details screen, click on **Next Void Event.**
- Enter the target for the repairs.

Code	Description	Active?
230	Long Term (Major) Void Repairs	✓
471	3 day Value - up to £500	✓
472	5 days- £501 - £2000	✓
473	10 days - £2001 - £5000	✓
474	20 days - £5001 and above	✓

Refresh

3. Click on the **Next button**. This will take you into the Inspection screen.
4. Select the **Void Inspection** and click on the **Next Button**. This will take you into a screen where you can enter summary information and the pre void inspection.

Type	Target Date	Inspection Date & Time	Officer	Result	Summary
Exit Inspection	22/07/2016	20/07/2016 11:08	Jackie Lea	Exit Inspection Complete	test
Pre Void Inspecto...	22/07/2016	/ /	Phil Gosling		

View Refresh

Adding Void Inspection Results

1. Enter in the results from the email you received from the contractor.

Inspecting Officer – **The contractor officer who did the Inspection. This is usually HMPGO – Phil Gosling.**

Date and time of the inspection.

Inspection Summary – void inspection.

Inspection Details – Gas and electric cooking, gas heating, gas and electric meter readings if provided, value of the void, anticipated completion date.

Take the tick off – Amend re-letting, pre void allocation or long term status of the void

Inspection Result – **Choose the value from the List.**

Reason for Result – **010 Completed**

Instructions	Script
<p>Responses Previous Responses Workitem History Case / Contact History Related Entities Related Cases Case Audit Notes Documents Case Events</p> <p>Inspection Results</p> <p>Target Date: 20/08/2016 Void Number: 37197</p> <p>Inspection Type: 080 TBC Void Inspection</p> <p>* Inspecting Officer: HSERA Elizabeth Randall</p> <p>* Date & Time: 22/07/2016 14:42:38</p> <p>Inspection Summary: 3 day repairs</p> <p>Inspection Details: from Mears</p> <p>Amend the Re-Letting, Pre-Void Allocation or Long Term Status of the Void</p>	<p>* Inspection Result: VOIINS V1 - 3 day target</p> <p>* Reason for Result: 010 Completed</p> <p>Event: 471 3 day Value - up to £500</p> <p>Next Void Status & Offer Status</p> <p>Next Void Status: MINOR Normal Void Repairs</p> <p>Next Offer Status:</p> <p>Target Responsibility</p> <p>Department:</p> <p>Dpt. Section:</p> <p>Officer:</p>

2. Click on **Next Button**.
3. Click **OK button** to confirm.

Expected Ready to Let Date

The report you receive from the repairs contractor after the void inspection will show an expected ready to let date – this can be recorded on the void record.

To add the expected ready to let date:

Locate your property on the Void Home Page

1. From the main Void Details screen, press Add to add an event.
2. Select event **5000** Expected RTL Date.
3. The Officer will default to yourself, but can be changed if required.
4. Tick the box “This event is not valid ...”

Instructions

Responses | Previous Responses | Workitem History | Case / Contact History | Related Entities | Related Cases

Add Void Event

* Event: 5000 [Search] Expected RTL Date

* Officer: hsjwe [Search] Jane Wells

* Date and Time: 30/11/2016 [Dropdown] 14:38

Void Status: EXICOP [Search] Exit Inspection Complete

Offer Status: OFPEN2 [Search] Offer Made/Await Accomplish View

Next Void Status & Offer Status

Next Void Status: [Search] [Text Box]

Next Offer Status: [Search] [Text Box]

* This event is not valid for the current status - check the box to add it anyway:

5. Click **Next** to continue.
6. Enter in the expected ready to let date, (anticipated completion) this can be selected from the calendar dropdown or entered manually.

Expected RTL Date
Case ID: 352231 Logged on: Jane Wells 30/11/2016 09:06

Expected Ready to Let Date

Property Details

Address: FLAT 58 Sunset Close,
Tamworth Staffs,
B79 7QJ

Property Type: 2B mais 1/f 3 storey block

Double Beds: 1 Single Beds: 1

Expected Termination: 06/11/2016

Event Details

* What is the Expected Ready to Let Date?: 12/12/2016

Click the button to view the Void Details

Notes:

Void Details

Save Terminate Close Next

- Click **Next** to continue, then OK the confirmation message which will pop up to confirm the event has been added.

The event will show in the Events folder, and the expected ready to let date will display on both the void details screen and the void home page:

Void Details:

Expected Termination: 06/11/2016

Actual Termination: //

Expected Available: //

Decorations Allowance: 75.00

Property Type: 2MU1B 2B mais 1/f 3 storey block

Void Number: 37393 CURRENT VOID

Letters	Nominations	CBL	Offers	Targets	Band	Appointments	Key Mgmt	Documents	Matching
Events	Notice & Termination			Inspections		Inspection Summary			
Date	Code	Description	System	Void Status	Offer Status				
30/11/2016 14:38	5000	Expected RTL Date		Exit Inspection Complete	Offer Made/Await Accomplish				
29/11/2016 16:31	5001	Decorations Allowance		Exit Inspection Complete	Offer Made/Await Accomplish				
26/10/2016 10:03	170	Offer Made	✓	Exit Inspection Complete	Offer Made/Await Accomplish				

Void Home Page:

Search Reset

Void Status	Offer Status	Actual Termination Date	Exp. Termination Date	Expected RTL	Decs Allowance
Ready to Let	Viewing Arranged	23/10/2016	16/10/2016	26/12/2016	50.00
Ready to Let	Property Advertised	13/11/2016	13/11/2016	//	
Exit Inspection Complete	Offer Made/Await Accomplish	//	06/11/2016	12/12/2016	75.00
Normal Void Repairs	Offer Made/Await Accomplish	30/10/2016	30/10/2016	//	
Immediate Void/Keys Rec'd Property Advertised	//	//	27/11/2016	//	

Note: The expected ready to let date is updatable, so if the date changes at any time, repeat the steps above to add the manual event and the void details screen and void home page will update.

SHELTERED SCHEME PROPERTIES

Once we have received the anticipated completion date, send an email to the Scheme Managers group e mail (scheme managers) address advising them of the anticipated completion date and if that stands what the tenancy start date for the new tenant will be.

e.g. 5 Thomas Hardy Court. Anticipated completion date 20th June 2018. If the keys are back by this date then the tenancy date for the new tenant will be Monday 25th June 2018.

Move to Post Inspection - once keys are returned fit to let

Locate property on Void Home Page

1. Void Detail, click on **Next Void Event**.
2. Select Move to Post Inspection **253**. Click **Next Button**.

Code	Description	Active?
253	Move to Post Inspection	<input checked="" type="checkbox"/>

Refresh

3. Inspection Type – 030 **Post Inspection**.
4. The date of the **Post Inspection** (select ‘todays’ date) and who did the **Post Inspection**. (E.g. Richard/Liz).
5. Click on **Next Button**.

Instructions

Responses Previous Responses Workitem History Case / Contact History Related Entities R

Add Inspection

* Inspection Type: 030 Post Inspection

* Target Date: 22/07/2016

Inspection Officer: HSERA Elizabeth Randall

Void Event: 253 Move to Post Inspection

Next Void Status & Offer Status

Next Void Status: POSTIN Post Inspection in Prgrss

Next Offer Status:

Result of the Post Inspection

1. In the **Void Details Screen**, click on the **Next Void Event**.
2. Select one of the options.
132 – PI Complete – Repairs Complete, (Passed).

NEXT

Code	Description /	Active?
480	Chnge.Reps.Priority(Add Event)	
132	PI Complete - Repairs Complete	✓
408	PI Completed - Change Priority	✓
406	PI Failed-move to Major repair	✓

Refresh

Passed

Code	Description	Active?
406	PI Failed-move to Major repair	✓
408	PI Completed - Change Priority	✓
132	PI Complete - Repairs Complete	✓
480	Chnge.Reps.Priority(Add Event)	

Refresh

4. Select the Post Inspection from the list of inspections relating to that property.
5. Click on the Next Button.

Type	Target Date	Inspection Date & Time	Officer	Result	Summary
Exit Inspection	22/07/2016	20/07/2016 11:08	Jackie Lea	Exit Inspection Complete	test
Pre Void Inspectio...	22/07/2016	20/07/2016 00:00	Phil Gosling	Completed	Test
Post Inspection	22/07/2016	/ /	Elizabeth Randal		

View Refresh

Enter information about the Post Inspection for fit to let void property

6. Enter the **date of the inspection**.
7. Enter in the **Summary** - post inspection
8. **Details of the inspection** – completed and passed.
9. **Take the tick out of the box Amend Re-letting**.
10. **Inspection Result** - POSINS – Passed – Work Complete
11. Reason for result – 010 – Completed

Responses		Previous Responses
Code	Description	Active?
406	PI Failed-move to Major repair	<input checked="" type="checkbox"/>
408	PI Completed - Change Priority	<input checked="" type="checkbox"/>
132	PI Complete - Repairs Complete	<input checked="" type="checkbox"/>
480	Chnge.Reps.Priority(Add Event)	<input type="checkbox"/>

Refresh

Keys from Contractor

When you complete this process the system will put the status at ready to let.

Locate property on the Void Home Page

1. In the **Voids Details Screen**.
2. Select **Next Void Event**.
3. Select **131- Keys from Contractor (RTL)**

Responses		Previous Responses	Workitem History	Case / Contact History	Related
Code	Description	Active?			
131	Keys from Contractor (RTL)	<input checked="" type="checkbox"/>			

Refresh

4. Click on **Next Button**. OK
5. Select **Repairs Contractor Equans – 320** and **Click on the Next button**.

Instructions		Script				
Type	Key Holder	Key Set	Key Set Description	Issue Date	Return Date	Reason
Repairs Contractor	Mears	1	main	22/07/2016	/ /	Keys to Contractor
Prev Tenant	Mandy Broad	1	main	/ /	22/07/2016	Keys from Tenant

View Refresh

- Enter in the **Date and Time** the keys were returned.

Instructions

Responses Previous Responses Workitem History Case / Contact History Related Entities Related C

Key Holder Type: Contra Repairs Contractor

* Contractor: 306 Mears

* Key Set: 1 main

Date Time Issued: 22/07/2016 14:35

* Key Holder Reason: 020 Keys to Contractor

Date Time Returned: 22/07/2016 15:11

Deposit Paid: 0.00

Deposit Returned Date & Time: / / :

- Click on the **Next Button**.

- Click on **OK**

Offer Made

The offer made will be displayed in the Offer Status column.

The system will change the voids offer status to Offer made/Await Accomp View, once the offer has been made in the CBL.

Void Address	Void Status	Offer Status	Actual Termination Date	Exp. Termination Date
FLAT 45 Stanhope House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Offer Made/Await Accomp...	24/07/2016	24/07/2016
FLAT 8 Peel House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Bids Imported	03/07/2016	10/07/2016
FLAT 10 Peel House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Occupied	10/07/2016	10/07/2016
FLAT 11 Peel House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Occupied	03/07/2016	03/07/2016
FLAT 12 Peel House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Occupied	31/07/2016	31/07/2016
FLAT 13 Peel House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Property Advertised	24/07/2016	24/07/2016
FLAT 10 Stanhope House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Property Advertised	14/08/2016	14/08/2016
FLAT 44 Stanhope House, Lichfield Street, Tamworth Staffs, B79 7...	Ready to Let	Property Advertised	24/07/2016	17/07/2016
FLAT 3 Townshend House, Lichfield St, Tamworth Staffs, B79 8DD	Ready to Let	Bids Imported	24/07/2016	24/07/2016
FLAT 94 Masefield Drive, Leyfields, Tamworth Staffs, B79 8DD	Ready to Let	Bids Imported	24/07/2016	24/07/2016
21 Bambridge, Kettlebrook, Tamworth Staffs, B77 1DE	Ready to Let	Offer Made/Await Accomp...	24/07/2016	24/07/2016

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Review of void performance – delivery of void works by Equans.	
Date Conducted	April 2024	
Name of Lead Officer and Service Area	Paul Weston - Assets	
Commissioning Team (if applicable)	N/A	
Director Responsible for project/service area	Executive Director, Assets	
Who are the main stakeholders	<p>The purpose of this report has been to update a working group of Corporate Scrutiny Committee on void performance.</p> <p>The main group of stakeholders for void properties will be current and future Council Housing tenants.</p>	
Describe what consultation has been undertaken. Who was involved and what was the outcome	<p>There have been internal discussions with the teams responsible for managing the voids process.</p> <p>There have been discussions with the contractor responsible for delivering void works.</p>	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Data collected from voids and allocations team, Orchard system and contractor.	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input type="checkbox"/>
	A function, service or project	<input checked="" type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/>
	Being reviewed	<input type="checkbox"/>

	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

The report to which this relates is in response to a series of questions raised by a Working Group formulated by the Corporate Scrutiny Committee. The Working Group posed a series of questions in relation to the current performance of Housing voids.

The purpose of the report is to respond directly to those questions raised by the Working Group.

Who will be affected and how?

Whilst the service are impacts on current and future Council Housing tenants the associated report primarily exists to provide information to Corporate Scrutiny Members by way of a response to specific questions raised.

Are there any other functions, policies or services linked to this impact assessment?

Yes **X** No

If you answered 'Yes', please indicate what they are?

Housing Repairs Policy incorporating lettable voids standard
Housing Repairs contract(s)

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of

			void works.
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Marriage and Civil Partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Pregnancy & Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Gypsy/Travelling Community	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with caring/dependent responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those having an offending past	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a

			current and/or future tenant and could be impacted by the delivery of void works.
Those who are homeless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those on low income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with drug or alcohol problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with mental health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with physical health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Social inclusion Please include refugees and asylum seekers,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Health and Wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Climate Change	<input checked="" type="checkbox"/>		Every property requires a valid EPC prior to letting. Where a property falls below the required threshold for letting improvement works would have to be completed in order to bring it up to standard.

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk
All Groups	Delays in completing voids and/or completing voids to a poor standard can result in delays in housing and/or rehousing people. Certain groups such as those who are homeless or in need of some form of specialist housing need could be adversely impacted by delays in a home they have been allocated becoming available to let.	Enforcing contractual obligations on the contractor will ensure that void properties are returned in a timely manner and to the required standard resulting in the property being available to the incoming tenant.
Climate Change	Failure to meet the required EPC standards would not only render the property unlettable but would also have a detrimental impact on climate change and would make the property harder to heat for the incoming tenant.	Ensure a valid EPC is in place at the time of letting and that any recommendation to meet the legal standard are completed. Where gas heating is present at the property the appliances are tested and servicing to ensure that they are running effectively.

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
Timeliness of void handovers.	Development and monitoring of Service Improvement Plan [SIP] with focus on void turnaround performance and including provisions for financial damages against the contractor.	Head of Repairs	April 2024 for implementation of damaged. June 2024 for implementation of SIP with ongoing monthly monitoring thereafter.	Increase in percentage of void properties completed on time.
Quality of void handovers	Development and monitoring of Service Improvement Plan [SIP] with focus on quality and completion times.	Head of Repairs	June 2024 for implementation of SIP with ongoing monthly monitoring thereafter.	Consistent acceptable quality of voids presented for handover by the contractor.

Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.

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