

For the purposes of these questions, please do not include new developments in the data.

Question

How many properties do you have in your stock for social or affordable rent?

What is your total average re-let time (to include void period and re-letting)

What is your average re-let time for minor voids ie. non-capital? (to include void and relettings)

What is your average re-let time for capital voids (please include new kitchen and bathroom installations and electrical and heating upgrades)? (to include void period and reletting)

What % of your voids last year required capital works (new bathrooms, new kitchen or electrical or heating

How much notice must tenants provide?

Do you advertise your stock in the pre-void period?

Do you carry out minor works in the pre-void period ie. when tenant is in situ? If so as at % how many works on done on void properties whilst the tenant is in situ?

Do you hold an asbestos register?

Do you hold an Energy Performance Certificate register?

Do you carry out viewings of a home in the pre-void period?

Do you carry out viewings for all your stock?

What IT system do you use for void management and allocations?

Do you have you have in-house repairs team to carry out repairs to void properties?

Do you use external contractors for your void repairs? If the answer is yes, please advise if they carry out void works whilst tenant is in situ?

Do you use a mix of external contractors and in-house teams?

If yes to Question 14 , please provide mix in a %

What % of your voids last year required capital works (new bathrooms, new kitchen or electrical or heating

How many voids does your organisation have on average in a 12 month period?

If you advertise in the pre-void period, please advise your targets for the initial inspection from notice and who carries out the inspection (Housing Officer or Surveyor)?

Additional information request

Are you able to provide a copy of the structure chart for teams responsible for terminations, voids, lettings

When reporting void and relet performance who do you use as a benchmark? We are currently looking at

114700
Last month 24 days - YTD 28 days
Key to key (termination to re-let) 21 days last month YTD 23 days
(Major works) - 31 days last month YTD 45 days
would have to go back to contractor
1 week if moving into another one of our properties or 4 weeks for every other termination
Yes wherever possible, sometimes we do not if older persons as we need to check for adaptations so wait until we get the keys back
We have changed our process so much, this is something we are close to doing - we have a pre void inspection 7 days after notice is received to try and identify any works we can complete
Yes
Yes its online - they are uploaded to the register
No, we carry out viewings during works period when safe to view and before works are completed
Yes
Capita
Yes
Yes - capital works and major works (more than one component change kitchen, bathroom etc)
Yes - in house minor - external major
It varies at the moment, I would say 75% is in house
I would have to ask the Voids works team
Approximately 850
Housing Officer completes a pre void inspection 7-14 days after notice received Once keys are received we have 1 day in key stage 1 to cap the gas - trades operative completes key stage 2 is 2 days for a property maintenance team leader to attend and classify works and decide if staying in house or external and generic specification of works key stage 3 varies in time but is the works phase key stage 4 is allocations/viewing/sign up (3 working days)

This is split over 3 teams so would be difficult
Housemark