

Void Performance Monitoring for the Period 05.04.04– 30.04.04

1. The Number and Type of Voids

- 1.1 The number of voids on 30th April 2004 increased by fourteen from the start of the period to 384 or 1.62% of the stock. The majority of voids, 228 or 59.38% are those currently excluded from HES 68; these include properties such as those awaiting renovation.
- 1.2 The number of voids that meet the criteria to be included within the HES 68 increased by twelve during the period to 156. This equates to 0.66% of the stock.

2. Performance Against BVPI 68

- 2.1 The definition for HES 68 is, the average re-let times for dwellings let in the financial year. The time is calculated from the day the authority becomes aware that a property is to become void up to the day a tenant is signed up for a property and receives the keys.
- 2.2 **The overall performance against this indicator is 24.44 days** during the period, a deterioration on the end of year performance for 2003/04. Three Neighbourhood Housing Offices are operating within the target of 20 days. The steps taken to improve performance during the period are highlighted in section 5.
- 2.3 The performance on allocating open access properties has continued with 10 open access properties being let in the period. The overall performance if all open access properties were removed from the indicator would be 24.39 days.
- 2.4 **The current level of performance, based on the 2003/04 comparative ALMO data, would place the authority in the top quartiles of All England ALMO's and 4th best . The top quartile was anything below 30 days average.**
- 2.5 A new Local Performance Indicator was introduced for 2003/04 - HES14. This indicator measures the precise average time taken to let a void from when one tenancy terminated until the next one starts. This indicator excludes all those properties that are excluded from HES.68. Performance based on this indicator is 20.68 days during the period.

3. Terminations, Lettings and Properties Available to Let

- 3.1 **Terminations & Lettings** There were 105 terminations in the period of which 97 met the criteria to be included in HES 68 and 126 lettings. The cumulative figures for this year are 105 terminations and 126 lettings. In addition there have been 12 new tenancies created by mutual exchanges since April 2004.

3.2 Property Available to Let

The number of available to let properties at the start of the period is 40.

4. Performance against BVPI 69

4.1 Definition for HES 69 is the percentage of rent lost through local authority dwellings becoming vacant

4.2 The amount of rent income lost on voids up to 30 April 2004 has improved from year end to **1.56%**. This level of performance, based on the 2001/02 comparative data, would continue to place the authority in the upper quartile for Metropolitan Authorities.

4.3 Up to date comparative data is currently being collected, for this discontinued BVPI, by Housemark. It is anticipated that this will be available in June 2004.

5. Actions Taken to Improve Performance in the Period

HES.68

- Cabinet approval given to commence a Furnished Tenancy Scheme from the 1st May, 2004. The scheme will create more sustainable tenancies by providing furnished accommodation to those who may not otherwise be able to furnish a home.
- Moving in starter packs commenced. The scheme will help create more sustainable tenancies by providing basic items to help set up home with a loan.
- The Houseproud Survey was extended from the Going Local Pilot area to all parts of the borough. The survey measures the quality and satisfaction with the service.
- Cabinet approval was given to commence rehousing residents from Dalton house as part of the first step to developing an Extra Care Sheltered Housing Scheme, in partnership with Hallam Housing Society. This will help meet need and reduce the number of long term voids.
- The Open Access website and displays have been updated to improve accessibility. The Open Access List were also issued to 150 customers and the Tenants and Residents Associations

6. District Performance and Issues

6.1 The teams retain a target of letting one more property than is terminated each week. The table in Appendix 1 identifies the performance of the district offices during the period.

6.2 Although Local Letting strategies have had a significant impact on the letting long term voids, there are still pockets of one bed sheltered accommodation

that prove difficult to let. Examples are Maltby and the Going Local Pilot where a one bed bungalow in a good condition has been offered 12 times and still remains void.

- 6.3** Individual voids which require extensive works while not meeting the Decent Homes criteria have a disproportionate affect on performance at the start of the year because there are fewer voids.

7. Sustainability

The 'sustainability of tenancies' indicator (HES5) measures the percentage of terminating tenancies in the year that have lasted longer than 12 months. The 2003/2004 target has been revised from 80% to 90% because it was not sufficiently challenging. Performance for the twelve-month period up to 30th April 2004 was 95.82%. This figure does not include tenancies terminating within 12 months due to transfers, mutual exchanges and deaths. If these were included the figure would be 93.69%.