

Tenant Scrutiny Review- Void Lettable Standard

Progress/indicator RAG status	
	Work is significantly behind schedule and no progress has been made, and/or Progress has been made but the timescale has not been achieved
	Progress is being made, progress is good, and the action is likely to be achieved within timescale. Or the action has been completed but evidence is required to demonstrate achievement
	The action has been completed and there is a record of evidence to support its completion.

Recommendation (in priority order)	Lead Officer	Actions	Target Date	RAG Status	Update
Recommendation A: Uncap and test target. Reconsider the target of five days to uncap gas supplies, for vulnerable people and those moving in during winter months	Void Supervisor	Review the process for ensuring both gas and electric supplies are cleared of debt and transferred to the new tenant, to prevent a delay to the uncap and test for the new tenant.	November 2023	Complete	A 3-stage process has been developed and implemented to ensure the energy supply is cleared of debt and transferred to the new tenant to ensure that it does not delay the uncap and test.
	Partnering Manager	Establish a performance management framework to monitor the availability of a minimum of eight appointment slots per day for gas uncaps, per contractor.	November 2023	Complete	Contractors have Key Performance Indicator's for availability of eight appointment slots per day. This is performance managed on a weekly basis by the Gas, Electrical and Mechanical supervisor.
	Partnering Manager	Review the average turnaround time to establish whether further slots are required and the associated costs.	August 2024	On timescale	Discussions to take place with Mears and Equans to understand costs associated with further appointment slots availability.
	Partnering Manager	Investigate the possibility of leaving gas and electricity supply on	November 2023	Complete	There is a health and safety risk with leaving gas and electric live in

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		throughout the void works so that meters do not need to be uncapped.			empty homes. Benchmarking has been undertaken with other housing providers which identified that most organisations isolate both gas and electric whilst the property is void for the same reason. Therefore, the supplies will continue to be capped to mitigate against potential risks.
	Partnering Manager Housing Advice and Assessment Manager	Review and update documentation provided to tenants on tenancy sign up to ensure tenants are aware of the importance of organising the gas uncap as soon as possible and that once complete they will start to incur standing charges.	August 2024	In progress	Information regarding standing charges is currently being developed.
Recommendation B: Lettable Standard review. Review/update the existing lettable standard to assess against those standards used by other similar housing providers.	Partnering Manager	Undertake a review of the lettable standard.	November 2024	In progress	Benchmarking will be undertaken with other housing providers and a consultation process will be undertaken with tenants. The review will be undertaken as part of a wider review of the Repairs and Maintenance policy.
Plan to review again whenever there are changes in legislation or at least every three years.	Partnering Manager	Review policy on renewing boundary fencing whilst the property is void.	November 2023	Complete.	To renew boundary fencing as part of the void would significantly increase the costs. Therefore, fencing is only removed if in poor condition or a safety risk.

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					This is reviewed by the voids technical officer on a property-by-property basis, fencing is only installed based on any health and safety risks (if there was a fall from heights) The tenancy agreement states that fencing is Tenants responsibility.
	Voids Supervisor	Investigate if temporary front doors are installed with spyholes.	August 2023	Complete	<p>Instruction has been given to fit spyholes in all temporary front doors.</p> <p>All external front doors are installed with Spyholes. In the instance where a temporary door is fitted during a void, due to a new door on order, the tenant will be informed of timescales for the new door to be fitted prior to moving in.</p>
	Partnering Manager Service Operations Manager	Review the cleaning Standard to see if cleaning is carried out behind radiators.	August 2023	Complete	<p>Long thin dusters have been purchased which assists in reaching behind radiators. This is conducted by the cleaning team on the final clean.</p> <p>Checks are to be included in future 100% handovers conducted by Void Technical Officers.</p>
	Voids	Review whether all carpet grippers	August 2023	Complete	Carpet grippers are now being

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	Supervisor	should be removed, and floor area made good.			removed whilst the property is void.
	Voids Supervisor	Review if extractor fans are fitted whilst property is void.	Implemented	Complete	Fans are currently fitted in void properties where one is not present or not operating in the bathroom and kitchen.
	Partnering Manager	Review if decoration allowance is offered and when is it offered.	November 2023	Complete	Currently there is no decoration allowance granted as the properties are brought up to a standard to allow new tenant to decorate, however in exceptional circumstances, if a property is in a poor decorative state a decoration allowance can be granted by the Housing Advice and Assessment Team.
<p>Recommendation C. Publicised Lettable Standard</p> <p>Provide a public version of the lettable standard, so that new tenants know what to expect when moving in e.g., decoration, cleanliness, heating. Provide this as both printed and online versions. The information should be compact and easy to read for everyone.</p>	Voids Supervisor Partnering Manager Project Development Officer	Produce a user-friendly version of the lettable standard which sets out the expectations for the new tenant. (i.e., stripping wallpaper Etc).	November 2024	In progress	Housing Property Services to develop a tenant friendly guide to the lettable standard with a view to making it accessible on the internet and in the handover pack provided to new tenants. Will be developed in partnership with the Screen Team (our tenant communications forum).
<p>Recommendation D. Outstanding repairs as tenants move in.</p>					
	Partnering	Increase the number of quality	February 2024	Complete	100% of works are checked by

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Conduct a review of which repairs can be safely left until after the new tenant has moved in and make this clear to both contractors and new tenants.	Manager Voids Supervisor	assurance checks on void properties to ensure all repairs have been completed.			supervisors working for contractors. Processes have been revised to increase the number of quality assurance checks by RMBC Technical Officers. Currently all major voids are inspected on handover, the increase would be on minor voids, we are currently unable to inspect all minor voids with current staffing levels.
	Partnering Manager	Provide information on reporting damp & mould to the tenant on tenancy sign up.	August 2024	In progress	Letter to be amended to include information on damp and mould.
	Partnering Manager	Provide Training to all staff on identifying and reporting Damp and Mould to ensure it is dealt with before the property is re-let.	December 2023	Complete	Damp and Mould training has been provided to housing staff and contractors to highlight the importance of identifying and treating mould.
	Partnering Manager	Ensure that information on planned work to be undertaken after the property is let is communicated to tenants so they are aware of timescales of work to be carried out.	June 2024	In progress	Develop process for recording repairs and communicating to tenants.
Recommendation E. Plumbing and heating issues	Partnering Manager	Investigate if the heating system can be tested once works are	April 2024	Complete	Currently Gas safety checks are conducted at the beginning of the void before being Cap off, this

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<p>Develop a plan to try and overcome the key issues with contracted void works, such as plumbing and heating issues.</p> <p>Consider gas being uncapped to test heating systems prior to the new tenant moving in.</p>		complete before letting to the tenant.			highlights any potential repairs/replacements that require carrying out. An additional safety check at the end of the voids work would come at an additional cost. The service would not have the capacity to accommodate the additional gas check
	Partnering Manager	Review Quality assurance handover form to include checks for the heating system/boiler, plumbing (flush toilet/taps)	August 2024	Amber	<p>Amend the Quality Assurance form to include a visual inspection the Heating system to be carried out on handover.</p> <p>Checklist to include visual inspections of the Boiler, Boiler pressure, Radiators, and pipework.</p>
	Partnering Manager Voids Supervisor	Review Legionella process to ensure that checks are being carried out and documented correctly.	November 2023	Complete	Checks are being undertaken and documented on a spreadsheet. KPI in place for monitoring by Senior Management Team
<p>Recommendation F. Clear properties before cleaning.</p> <p>Provide clearer guidance to cleaning staff that they should not clean properties where contractors have left rubbish or where aids such as hospital beds</p>	Partnering Manager Voids Supervisor	Increase the number of quality assurance checks on void properties to ensure all repairs have been completed.	August 2024	In progress	<p>100% of works are checked by supervisors working for contractors.</p> <p>Processes have been revised to increase the number of quality assurance checks by Technical Officers. Currently all major voids are inspected on handover, the increase would be on minor voids,</p>

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remain in the property.					we are currently unable to inspect all minor voids with current staffing levels.
	Voids Supervisor	Review process to ensure that the contract partner is not in the property when the cleaning teams attend.	June 2023	Complete	The process has been changed ensure that the contract partner is not present during the clean.
Recommendation G. Sub-standard repairs Ensure that repairs that are sub-standard or missed by contractors are discussed at every contract performance review meeting (as a standard agenda item) and make sure that remedial actions/ improvements are agreed.	Partnering Manager	Increase the number of quality assurance checks on void.	April 2024	Complete	100% of works are checked by supervisors working for contractors.
	Voids Supervisor				Processes have been revised to increase the number of quality assurance checks by Technical Officers. Currently all major voids are inspected on handover, the increase would be on minor voids, we are currently unable to inspect all minor voids with current staffing levels.
	Voids Supervisor	Add a re-occurring agenda item on issues identified within voids to the monthly operational contract meeting for discussion.	March 2024	Complete	Both Repairs and handovers to be added to monthly agenda to discuss. Void Supervisor to start up meeting with each partner.
Recommendation H. Customer feedback Introduce a 'new tenant survey' or similar to provide a feedback system prior to welcome visits taking place.	Advice and Assessment Manager	Implement a customer satisfaction survey for lettings	November 2024	In progress	Meetings have commenced to review the new Tenant Welcome Pack. The survey will be incorporated as part of this work.

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Provide a system to collate issues raised at welcome visits to identify trends.					
<p>Recommendation I. Cleaning staff working conditions.</p> <p>Consider improving working conditions for cleaning staff, in particular lighting and hot water</p>	<p>Service Operations Manager</p> <p>Partnering Manager</p>	Investigate if hot water storage can be provided to cleaning team.	November 2023	Complete	This has been investigated and will not be progressed because the chemicals used are effective in cold water, best practice states not to use hot water. The products used are assessed for their effectiveness in communal areas and Void properties. It is not possible to carry hot water around in fleet vehicles. In addition, hot water presents a safety risk to cleaning operatives.
	<p>Service Operations Manager</p> <p>Partnering Manager</p>	Investigate if cleaning teams can use flood lighting.	November 2023.	Complete	This has been investigated and will not be progressed because the crew cabs are already full of cleaning products and equipment required for the job. Many require a source of electricity to work. All staff have been provided with head torches that effectively light the way to an electricity box. If there is no electricity in the property and it is not light enough for them to undertake the required duties the clean would not be completed. Please note that all cleaning duties are carried out during daylight hours. Very few properties are gridded so there is no

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	Service Operations Manager	Explore solutions to assist in cleaning behind radiators.	November 2023.	Complete	Long thin dusters have recently been purchased which assists in reaching behind radiators. This is conducted by the cleaning team on the final clean.
Recommendation J. Tenancy termination letters	Housing Services Officer	Update the tenancy termination letters as summarised in the report to make them easier to understand and consider whether to also provide these online.	November 2024	In progress	Letters are currently being reviewed.
Recommendation K. Items left by vacating tenants. Provide more clarity and emphasise the agreement when new tenants sign up for items left by vacating tenants such as outbuildings and decking.	Voids Supervisor Advice and Assessment Manager	Develop a process for items left in properties and hand over to new tenants.	August 2024	In progress	Process to be developed.