

# Appendix 1

## Interserve (IFS) Void Analysis Report

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1. Interserve void property services include all major and minor housing repairs and maintenance, we also provide void management from the moment a tenant notifies their landlord that they are vacating the property, until the property is re-let. This can enable Interserve to perform any agreed repairs prior to the tenant vacating.

2. This helps our clients to minimise turnaround times for empty properties so they can maximise rental income and reduce cost of void service. It also enables robust and clear voids management and tracking.

3. The Interserve philosophy recognises that housing availability and maximised property rental income are critical elements of successful partnerships. So our clearly structured voids process plans organises empty property management and repairs and maintenance works to achieve optimum delivery and turnaround, within budget and agreed timescales.

4. Every aspect of this strategic process is designed to achieve tangible results by reducing the procedural timeline – without compromising on quality – while also strengthening communication to make sure everyone involved knows what they are doing, when and how.

5. Our specialist approach includes pre-works surveys, including works if agreed by Slough Borough Council (hereafter referred to as SBC), which saves our client time and eliminates any time lag between survey, specification and work commencement. We programme void works according to the scope and nature of the work required, rather than simply job value to improve workflow visibility and enable more accurate projected timescales. And careful planning and management of void works is programmed using an Optitime Appointments System, which enables instant progress monitoring and on-demand status reporting

6. It has been identified that the monitoring process which SBC use to measure void performance includes the lifecycle of the voids in its entirety. The moment the resident terminates their tenancy to the time when the void property has been re-let. This measurement doesn't allow informed scrutiny of the Interserve void process. It is recognised also that the data on voids needs further development to ensure that Housing can easily interrogate this and this is to be incorporated in the action plan.

7. The void priority times are set by SBC, since the last scrutiny meeting the priority times have been amended. The new priority times are;

<b>Value of Works</b>	<b>Priority Times</b>
0 -3k	10 Days

3 – 5k	15 days
5k+	LTV (planned target)

8. These priority times were changed in February 2014, since this date no void has over run and the KPI's are running at 100%. The table below identifies that improvements have been made as the average number of the days Interserve has taken to turnaround Void properties has reduced.

<b>Routine Voids</b>		
<b>Month</b>	<b>Received</b>	<b>Average days</b>
Feb-13	10	12
Mar-13	25	12
Apr-13	25	12
May-13	20	12
Jun-13	35	12
Jul-13	29	13
Aug-13	19	11
Sep-13	15	9
Oct-13	18	12
Nov-13	21	11
Dec-13	19	13
Jan-14	18	8
Feb-14	19	9
Mar-14	21	9

9. Unfortunately, the above KPI information relate to routine voids and do not include voids with decent homes works. The Voids which have decent homes works undertaken take longer to complete, this is in part due to utilising the same operatives to perform all the works to the property in their entirety. Measures are in place to reduce this number, including the possibility of increasing the volume of tradesmen performing the work and devising a new process in collaboration with SBC. We have recently had the process for delivering the repairs service mapped, the new process is in its embryonic stages, however, it's been a positive start and we will remap the voids process with SBC in order to drive efficient working and reduce the key to key times for these properties.

<b>Routine/Decent Voids</b>		
<b>Month</b>	<b>Received</b>	<b>Average days</b>
Jan-13	2	50.5
Feb-13	7	35.7
Mar-13	7	29.28
Apr-13	4	41.25
May-13	6	40
Jun-13	5	40.4
Jul-13	4	36
Aug-13	4	35.75

Sep-13	6	34
Oct-13	6	31.8
Nov-13	3	27.3
Dec-13	5	30.4
Jan-14	4	29.75
Feb-14	5	33.6
Mar-14	5	29.2

10 Regardless of the future mapping process, the method of delivery has been revisited and excellent work from both IFS and SBC has been undertaken to lean the process to assist SBC with managing the cost and reducing the key to key voids time.

11. IFS has engineered a new process to eliminate wasted cost and reduce the actual key to key time of the void. We have named this 'Project 20'

12. Project 20 will reduce cost on Void works as a pre-inspection will allow SBC/IFS to make an informed decision to undertake works whilst the current tenants are in situ, thus the costs will be proportioned to the fixed fee cost model. It will also reduce the void time allowing the tenant to move in quicker and reducing the need for alternative housing cost and increased revenue from rents. Project 20 will also identify repairs to the property which are deemed tenants responsibility, IFS submit a report detailing the actual work and attributed costs for each Void. The process has been live since 2<sup>ND</sup> June 2014 and although it is early days the initial results are positive. The spreadsheet below is a condensed version of one weeks work,

DESCRIPTION	PRE-VOID WORKS AGREED	TENANT SIGNED OFF PW	TARGET DATE	RECHARGE VALUE	Projected void Costs	POST INSPECTION
Ground Floor Flat	Pre-void inspection. No response work only tenants DIY constituting Wilful.	Yes	N/A	£0.00		No
First Floor Flat	Wilful Damage works noted on survey, this was a transfer no pre Inspection	No	N/A	£258.68	£2,389.82	N/A
4 Bed House	Extensive W/D works noted on survey as Transfer no pre Inspection	No	N/A	£2,874.35	£3,673.53	N/A
2 Bed Flat	Pre-void inspection no wilful damage in property.	Yes	N/A	£0.00		N/A
1 Bed Flat	No pre void inspection	No	N/A	£1,181.40		N/A
1 Bed Flat	Wilful Damage works noted on survey, this was a Notice to Quit no pre Inspection	No	N/A	£602.28	£2,374.38	N/A
2 Bed Flat	Wilful Damage works noted on survey, this was a Notice to Quit no pre Inspection	No	N/A	£949.75		N/A
2 Bed first floor Flat	Extensive W/D works noted on survey as Transfer no pre Inspection	No	N/A	£1,389.88		N/A

13.. The Allocations Policy will not allow for a transfer if the property requires recharge work and it is therefore important that IFS help to ensure that any repairs and or damage is identified. At the earliest opportunity

14. IFS (we) are aware of the need to reduce the void turnaround time, we are mindful of the shortage of affordable housing in Slough. We will get the Void turnaround time into the position where it makes a positive impact on reducing the empty properties in the borough; our plan is to ensure that the voids process is infallible ready for the forthcoming retender.

15. Empty properties are a wasted asset, the impact on homelessness is affected, it isn't a commercially viable option for SBC. With the outlined plans we are confident that we can reduce our turnaround times and assist SBC with managing their own internal systems to reduce key to key times and reduce wasted cost.