

A REVIEW OF THE VOIDS LETTABLE STANDARD

Report of the Head of Repairs

1. SUMMARY

- 1.1 The standard is reviewed every 3 years to ensure it is both up to date and fit for purpose.
- 1.2 The review has been co-produced with the Customer Voice Panel with further customer feedback through an online survey.

2. RECOMMENDATION

- 2.1 To approve the changes in Appendix B to meet the changes in standards and demands.

3. REASON(S) FOR RECOMMENDATION

- 3.1 The changes in the lettable standard are essential to ensure Derby Homes delivers a standard which will meet the growing demands of a diverse range of tenants. Staff and customers have worked together in finding improvements to the lettable standard. A summary of these views can be seen in Appendix A

4. MATTER FOR CONSIDERATION

- 4.1 Several improvements to the lettable standard have been made and can be seen in the attached document. A number of these changes have already been implemented prior to the review and the new standard has been updated to include these.
- 4.2 A key requirement of our customers and staff has been to ensure the standard is clear, easy to understand and easy to read.
- 4.3 There are clarifications on pre cleaning to properties and cleaning on completion of works.
- 4.4 Customers were very keen for fixture and fittings such as floor coverings and curtains to be left in the property if in good condition.

- 4.5 Both customers and officers believed that although target times are important the quality of the works carried out to the property must be maintained or improved. To achieve this:
- When void works are finished these should be signed for by tradesmen to confirm the property meets the lettable standard.
 - Supervisors will carry out at least 10% checks on completed properties.
 - Customer Voice panel members will be trained and assisted so they can carry out their own void audits on ready to let properties.

5. OTHER OPTIONS CONSIDERED

- 5.1 None applicable.

6. CONSULTATION

- 6.1 The Voids Team have consulted with Housing Management colleagues, members of the Customer Voice Panel and 121 tenants through a SNAP survey.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: Consultation Summary Report Appendix A
Lettable Standard Appendix B

This report has been approved by the following officers:

Finance Director/Derby Homes Accountant	Helen Samuel	01/03/2022
Company Solicitor	Taranjit Lalria	28/02/2022
Head of Repairs	Steve Bayliss	15/02/2022
Managing Director	Maria Murphy	24/02/2022