

Community and Housing Overview and Scrutiny Committee
Voids Management Update
Reporting period: October 2023

Key figures			A	M	J	J	A	S	O
Number of new void properties in reporting period			24	25	28	20	20	26	26
Number of properties completed ready for allocation			18	30	30	39	33	28	29
Number of allocation offers accepted			-	-	-	-	-	-	29
Number of lettings			-	-	-	-	-	-	32
Breakdown of total void figures	Housing Assets	Major voids	137	132	142	134	107	101	100
		Minor voids	50	52	60	53	45	34	35
		TBC	81	79	59	55	82	97	94
	Housing Management	Demand	173	169	171	165	153	129	127
		Low demand	90	92	90	77	79	101	102
		TBC	5	2	0	0	2	2	2
Property Type	General Needs		125	120	122	109	113	120	116
	Sheltered		143	143	139	133	121	112	115
Property Type	1 bed		89	90	91	87	77	72	74
	2 bed		100	98	96	92	89	91	84
	3 bed		76	71	69	57	61	63	65
	4 bed		2	3	4	5	6	5	5
	4 bed plus		1	1	1	1	1	1	1
Capital District Areas	Buckley		26	26	29	25	26	24	28
	C'Quay & Shotton		61	62	60	58	57	54	47
	Deeside & Saltney		35	34	31	32	33	34	35
	Flint		53	54	51	49	43	45	45
	Holywell		61	56	55	47	48	49	51
	Mold		32	31	35	31	27	26	23
Total voids			268	263	261	242	234	232	229

Key activity against void action plan

Bullet point list of activity against action plan in reporting period

B3 - Management and performance monitoring of Void Refurbishment Framework

- Allocation of work to newly commissioned contractors in line with their capacity to deliver.
- Progress meetings scheduled over the next 12 months to monitor performance and quality.
- Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity, and general performance.
- All meetings will be recorded to evaluate and provide ongoing evidence of performance standards.

D4 – Undertake benchmarking against other local authorities.

- Linked to the new WHQS 2023, in the process of ascertaining what works are required to meet future requirements to achieve compliance. - This will inform targets.
- Review the existing categories and associated targets - Are new categories required.

Next steps

Bullet point list of activity planned against action plan in next reporting period.

A1 - Identification of additional funding streams

- *The Council have secured TACP phase 1 funding - £548k.*
- *The Council have now also recently secured TACP phase 2 - £1.6m*

A2 - Identify budget requirements to achieve WHQS 2023 and Decarb

- *WHQS 2023 has now landed (October)*
- *Reviewing standards and updating our specifications and standards*
- *Reviewing existing WHQS refurb programmes and stock surveys*
- *Working with finance colleagues to inform the HRA Business Plan*
- *Procure additional workstreams via tendering exercises etc.*

Any other information

Provision of other information to Overview and Scrutiny Committee

Allocated Budget for this year:

- *£4.6m Overall Total Voids Budget*

Void properties require major investment:

- *Approximately 70%*

Top reasons for terminations:

- *October*
 - *Deceased (13)*
 - *Transfer to FCC property (7)*
 - *Residential Care (2)*

In-house DLO Team - Work Allocation

Number of operatives within the DLO team

- 32 operatives (working on approximately 25-30 Voids)

Number of Team Leaders who manage the DLO

- 2 Team Leaders

Contractor - Work Allocation

Number of Contractors

- 6 Contractors (working on approximately 60 Voids)

Number of Team Leaders who manage contractors

- 2 Team Leaders

Number of Capital Works Surveyors who manage contractors

- 2 Surveyors

Low Demand assets

- **Bolingbroke Heights 2-Bed**
- **Castle Heights 2-Bed**
- **Richard Heights 2-Bed**

Reasons – Due to desirability concerns relating to the communal areas and open spaces, along with the existing service offer. Also relating to the bedroom tax applied to those persons under the age of 66.

- **Llwyn Aled**
- **Llwyn Beuno**

Reasons – Due to access and egress issues. Existing tenants (contract holders) along with any applicants who have refused an allocation offer, have expressed difficulties and or concerns with regards to the number of steps/ internal staircases.