

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

<b>Key figures</b>			<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>
Number of new void properties in reporting period			25	28	20	20	26	26	46
Number of properties completed ready for allocation			30	30	39	33	28	29	40
Number of allocation offers accepted			-	-	-	-	-	29	40
Number of lettings			-	-	-	-	-	32	38
Breakdown of total void figures	Housing Assets	Major voids	132	142	134	107	101	100	84
		Minor voids	52	60	53	45	34	35	44
		TBC	79	59	55	82	97	94	107
	Housing Management	High Demand	169	171	165	153	129	127	115
		In Progress	92	90	77	79	101	102	90
		Low Demand	-	-	-	-	-	-	28
		TBC	2	0	0	2	2	2	2
Property Type	General Needs		120	122	109	113	120	116	117
	Sheltered		143	139	133	121	112	115	118
Property Type	1 bed		90	91	87	77	72	74	70
	2 bed		98	96	92	89	91	84	89
	3 bed		71	69	57	61	63	65	69
	4 bed		3	4	5	6	5	5	6
	4 bed plus		1	1	1	1	1	1	1
Capital District Areas	Buckley		26	29	25	26	24	28	27
	C'Quay & Shotton		62	60	58	57	54	47	45
	Deeside & Saltney		34	31	32	33	34	35	36
	Flint		54	51	49	43	45	45	48
	Holywell		56	55	47	48	49	51	59
	Mold		31	35	31	27	26	23	20
Total voids			263	261	242	234	232	229	235

	<p><b>Key activity against void action plan</b></p>
	<p><i>Bullet point list of activity against action plan in reporting period</i></p> <p>B3 - Management and performance monitoring of Void Refurbishment Framework</p> <ul style="list-style-type: none"> <li>• Allocation of work to newly commissioned contractors in line with their capacity to deliver.</li> <li>• Progress meetings scheduled over the next 12 months to monitor performance and quality.</li> <li>• Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity, and general performance.</li> <li>• All meetings will be recorded to evaluate and provide ongoing evidence of performance standards.</li> </ul> <p>D4 – Undertake benchmarking against other local authorities.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Review the existing categories and associated targets - Are new categories required.</li> </ul>
	<p><b>Next steps</b></p>
	<p><i>Bullet point list of activity planned against action plan in next reporting period.</i></p> <p>A1 - Identification of additional funding streams</p> <ul style="list-style-type: none"> <li>• <i>The Council have secured TACP phase 1 funding - £548k.</i></li> <li>• <i>The Council have now also recently secured TACP phase 2 - £1.6m</i></li> </ul> <p>A2 - Identify budget requirements to achieve WHQS 2023 and Decarb</p> <ul style="list-style-type: none"> <li>• <i>WHQS 2023 has now landed (October)</i></li> <li>• <i>Reviewing standards and updating our specifications and standards</i></li> <li>• <i>Reviewing existing WHQS refurb programmes and stock surveys</i></li> <li>• <i>Working with finance colleagues to inform the HRA Business Plan</i></li> <li>• <i>Procure additional workstreams via tendering exercises etc.</i></li> </ul>
	<p><b>Any other information</b></p>
	<p><i>Provision of other information to Overview and Scrutiny Committee</i></p> <p><i>Allocated Budget for this year:</i></p> <ul style="list-style-type: none"> <li>• <i>£4.6m Overall Total Voids Budget</i></li> </ul> <p><i>Void properties require major investment:</i></p> <ul style="list-style-type: none"> <li>• <i>Approximately 70%</i></li> </ul> <p><i>Top reasons for terminations:</i></p> <ul style="list-style-type: none"> <li>• <i>November</i> <ul style="list-style-type: none"> <li>○ <i>Deceased (14)</i></li> <li>○ <i>Transfer to FCC property (13)</i></li> <li>○ <i>Residential Care (6)</i></li> </ul> </li> </ul>

### **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 65 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.