

Voids - Croydon

- **The effective management of void properties is a key priority for Croydon Council-**
- **Reduce void numbers**
- **Reduce income loss**
- **Provide homes for Croydon residents in temporary accommodation & tenants**
- **Meet quality lettable standards**
- **High levels of tenant satisfaction**

Voids Step by Step Process

- **Responsibility of the end to end void management process does not sit within one single service team, it spans across a number of teams.**
- **The end to end to end process must be effective, clear, transparent and unambiguous**
- **Allow for effective performance reporting, monitoring and management**
- **The end to end process must be robustly managed and accountability clear**

Teams involved in Croydon

- Tenancy
- Repairs (day to day)
- Repairs (Voids)
- Repairs (Damp and mould)
- Asset management
- Capital
- Allocations
- Lettings

Accountability

- **End to end process starts with Tenancy ends with lettings**
- **Responsibility reflected in clear tasks with targets**
- **Will be built into Northgate NEC Housing Management System**
- **Reporting – provides clear performance information/ opportunities to learn**
- **Process flow for voids to Asset management to Capital – targets**

End Target

- **35 days**
- **Quality performance information**
- **Impact 23/24 - Backlog**
- **Process adaptable and flexible**

Thank you for listening

- Any questions