

TLP –VOIDS UPDATE

6 FEBRUARY 2024

VOID NUMBERS

166- Lowest
since Pre
Covid

Historical
voids continue
to reduce

Extra Care
Voids below
10

IMPACT OF IMPROVING PERFORMANCE

- 646 Properties let since April 2023
- Increasing number of homeless families rehoused
- 8 properties converted from three to four bedroom properties

Contract Management

Monthly meetings with Wates, Mears and K&T
Heating

- Addressing problems proactively
- Improve partnership working
- Increase tenant satisfaction

LETTABLE STANDARD

Revised following consultation with tenants

- Meeting held with service areas to communicate standard
- Monthly review of feedback
- Fed learning into service improvement

USING LEARNING- ENERGY MANAGEMENT

Agreement signed with energy supplier

- Maintenance works can begin immediately, power restored in empty properties.
- Will help to reduce void periods
- £15 credit put on a meter advised of new tenancy,
- Smart meters installed within 5-8 days of start of void

ON THE HORIZON

Void Policy soon to go to Readers Group

- NEC Void Management Key to Key process build
- Tackling cost of items left in void properties
- Improved reporting

Thank you, any questions