

Aim = to reduce void numbers, improve re-let performance standards and reduce overall void costs

Action	Lead + /Who	By	Progress
Immediate Outcome Actions			
1. Develop and implement an IT system to manage the voids process from start to finish (HPM – Active H)	Neighbourhood Manager & Void Repairs Manager	31/03/16	<p>Monthly meetings and actions ongoing.</p> <p>System ready to test in Jan 2016</p> <p>Projected go live date March 2016 with mobile working expected within 6 months.</p> <p>HPM went live May 2016.</p>
2. Review Voids target dates and Categories	Neighbourhood Manager & Void Repairs Manager	March 2016 & implement with HPM.	<p>Reviewed and complete.</p> <p>To implement 5 days target for CORE minor voids and 15 days for CORE major voids.</p> <p>All performance data including company performance to have references to substantial, fast track and routine removed by end of March 2016</p> <p>Look at current performance data to check this is accurate and to challenge if not so. Complete</p> <p>To be implemented as part of new HPM process.</p>
3. Review resources using Value for Money principles to save overall annual void costs	Head of Neighbourhoods & Head of Property	September 2016	<p>Report to be prepared with suggested actions. Complete</p> <p>Review various work-streams within the voids process. Processed mapped throughout HPM. Complete.</p> <p>Review Performance Indicators.</p> <p>Review costs of voids. As part of HPM we will be able to identify cost per void which should be considered as PI.</p> <p>Introduce efficiency targets for property services – begin monitoring in new financial year</p>
4. Increase Resource time on voids repairs to meet target dates	Void Repairs Manager	July 16	<p>On-going - to review inspection regime where property is void and has damp works required. New process introduced to speed up process where damp works are required. Complete.</p> <p>Additional Void Inspector post approved. Complete.</p> <p>Following recruitment of Voids Inspector, start to track that more voids are being turned around and review impact after 6 months.</p>

Aim = to reduce void numbers, improve re-let performance standards and reduce overall void costs

<p>5. Increase resource time on inspecting for damp in properties and completion of damp repairs to meet target dates</p>	<p>Investment Contracts Officer</p>	<p>Completed</p>	<p>One additional Inspector employed. Shared inspection resource under new structure currently being finalised – will be 4 inspectors trained in damp inspections – Completed.</p>
<p>6. Develop more joined up working efficiencies</p>	<p>All</p>	<p>Mar 16</p>	<p>Joined up working efficiencies agreed on pre inspections, pre- handover inspections, pre and post cleans and decorating inspections to link in plastering works .</p> <p>This is all factored into the HPM process.</p>
<p>Preventative Actions</p>			
<p>7. Set and agree new Lettable Standard. Consider an immediate standard plus an aspirational standard subject to the Resources Review</p>	<p>All</p>	<p>April 2015 and onwards to improve</p>	<p>Revisiting existing standards agreed with Repairs Customer Steering Group plus to link to Business Case on resources. Complete.</p> <p>Original standard as set out in ‘Your Home’ booklet - reviewed and agreed as still relevant as the working standard.</p> <p>Full review of the lettable standard in line with both the voids review and cost reduction exercise.</p>
<p>8. Review Allocations and Lettings Plans to stop the revolving door allocations of 1 in 5 tenancy terminated within 12 months</p>	<p>Neighbourhood Manager & Neighbourhood Coordinators.</p>	<p>Dec 2016</p>	<p>Ongoing. Separate Tenancy Sustainment plan created. Completed.</p> <p>Initial report to go to Calico Homes Board about how effective Local Lettings Plans are. Completed.</p> <p>Review allocations and lettings process as part of tenancy sustainment review.</p>
<p>9. Increase sustainability/ tenancy support in first year</p>	<p>Neighbourhood Manager & Neighbourhood Coordinators.</p>	<p>Dec 2016</p>	<p>Tenancy Audits are now been carried out by all Neighbourhood Officers (5 per Officer). High priority work for Neighbourhoods team. Complete.</p> <p>Focussing on customers who have reported no or few repairs to Calico. Complete.</p> <p>Results very productive so far. The Team have identified some very vulnerable customers who have required some intensive support to manage their tenancy. They have also made a number of referrals to the Repairs and Investment Teams. We have had good feedback from customers as they have had repairs resolved. Complete</p> <p>Neighbourhood Management team to look at impact of additional measures and to measure how many audits are completed against the number of terminations and the quality of the property being returned to us. To be done as a separate piece of work outside of this group.</p>

Aim = to reduce void numbers, improve re-let performance standards and reduce overall void costs

<p>10. Review the 'product/offer' that we give to customers.</p>	<p>All</p>	<p>September 2016</p>	<p>Consider what impact additional decorating or 'make over' will have on let ability and sustainability.</p>
<p>11. Develop a more detailed Asset Management Plan going forward to reduce the volume of repair and damp works due at re-let stage</p>	<p>Head of Property and Investment Contract Manager</p>	<p>September 2016</p>	<p>Tenancy Audits put in place from 18th May 2015.</p> <p>Review of Asset Management Strategy to be completed which includes links to Successful Neighbourhoods Strategy and traffic light system of assessing viability. It includes property and lettability /neighbourhood issues.</p> <p>Neighbourhood Planning to be linked to this strategy.</p> <p>Asset Management Strategy under review and will include all parts of the Calico Group.</p>
<p>12. Explore how a Trading account may work at Calico.</p>	<p>All</p>	<p>March 2017</p>	<p>Benchmarking visits to begin W/C 11/01/16</p>