

Report of: Nicola Mitchell, David Tooley and David Gold

Report to: Inner South Community Committee (Beeston & Holbeck, Hunslet & Riverside and Middleton Park)

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Date: 21 November 2024

To note

Council Housing Repairs & Voids

Purpose of report

1. To provide the Inner South Community Committee with a service update for Council Housing Repairs & Voids.

Main issues

Overview of Voids

2. The term Void is used to denote any property in Housings management where we don't have a customer.
3. Works carried out to make the property ready for relet are referred to as void repair work. Whilst repair work is carried out the property is said to be 'in void'.
4. Initially when keys are received by an outgoing customer we will undertake work to ensure that the property is in a safe condition and asses the extent of any repair work needed. We work to a lettings standard as a model for what repairs need to be carried out. Work is completed as practically as possible and keys for completed properties are returned to the local Housing Office Lettings Team once work is complete.
5. We are required by law to complete gas and electrics checks for new customers and to provide copies of certification to show these check have been completed. In addition we must provide a new tenant with a valid EPC (Energy Performance certificate).

6. It is standard practice that some minor repairs, and the recommissioning of gas and electric will be carried out on the day that a new customer moves in. This work is referred to as a final fix. Part of the reason for this approach is for efficiency to allow the customer to move in as soon as possible. In addition, the utilities companies are responsive to customers moving in to a property and setting up an account, and will complete any necessary work for them. Were they asked by Leeds City council to complete this work to an empty property it is not seen as a priority.
7. The allocation and letting of an empty property take place in parallel to void repair work. Outgoing tenants are required to provide four weeks' notice of leaving the property which can help us advertise the property in advance of the customer having left. A suitable customer to offer the property to is identified based on priority and the length of time since the priority was awarded. Where possible we pre-allocate the property prior to repairs being completed. There are instances when pre-allocations don't lead to the family it was allocated to taking the property and therefore delays in reletting the property after repairs are complete. Examples of this include.
 - Where we need an OT to assess the suitability of the property for a customer's needs – and we need to do this once all repairs are completed.
 - When we offer the property to a customer who declines to take the tenancy once its ready for them.
 - Specifically in South we have a very limited waiting list for customers wanting 2 bedroom age restricted properties, and we have a small number of retirement life properties in Cardinal Court, where we generally don't have a customer requiring an extra care property awaiting allocation. ASC nominate customers for the extra care Properties.
8. In the period of time between repairs being completed and a tenancy commencing the properties are referred to as Ready to Let (RTL).

Void Performance (as of 05 November 2024)

**HMA6
Total
Voids**

| Area | Service Provider | Total Properties | Current Voids | RTL/Repair | Void % Area | Additional notes |
|----------------|------------------|------------------|---------------|---------------------------------|--------------|-----------------------------|
| East | LBS | 15685 | 125 | 15 RTL and 110 in Repair | 0.80% | |
| South | LBS | 15492 | 148 | 57 RTL and 91 in Repair | 0.95% | NB 17 RTL Cross Hills Court |
| West | Mears | 19646 | 179 | 20 RTL and 159 in Repair | 0.91% | |
| LLBHH PFI | Sc4L | 1414 | 17 | 17 In Repair | 1.20% | |
| Swarcliffe PFI | YTL | 1254 | 6 | 6 In Repair | 0.48% | |
| BITMO | BITMO | 1827 | 13 | 13 In Repair | 0.71% | |
| TOTAL | | 55318 | 488 | 92 RTL and 396 In Repair | 0.88% | TARGET 1% for all |

**Inner
South
only**

| Area | Service Provider | Total Properties | Current Voids | RTL/Repair | Void % Area | Additional notes |
|---------------------|------------------|------------------|---------------|--------------------------------|--------------|------------------|
| Inner South Non PFI | LBS | 5625 | 68 | 17 RTL, and 51 in Repair | 1.20% | |
| Inner South PFI | Sc4L | 615 | 6 | 6 in Repair | 0.98% | |
| TOTAL | n/a | 6240 | 74 | 10 RTL and 41 in Repair | 1.18% | |

NB RTL Means ready to Let

Overview of Repairs

9. Most repairs are completed soon after customers advise us that the repair is needed. This can be through use of the tenant portal or by contacting our contact center or face to face.
10. Once ordered customers have agreed appointments for the work to be carried out wherever possible, and also direct contact number to call our contractors regarding any further enquiries.

11. The turnaround time to complete repairs is general that an emergency (to deal with risk to life and limb) will be completed within 24 hours, a priority repair within 4 working days) and a general repair (which includes most external work) within timeframes up to 60 days.

12. Some work may be limited by unavoidable constraints when follow up is needed. For example if a new external door is needed then the speed of the permanent replacement will be limited by the manufacturers turnaround times.

Recommendations

13. The Inner South Community Committee is asked to note the update and offer any questions.