



HOUSING COMMITTEE

OFFICER REPORT

NAME OF ORGANISATION/BODY	Housing Repairs and Voids Task & Finish Group Summary Report
DATE OF LAST MEETING ATTENDED	9 TH June 2022
BRIEF REPORT:	
<p>The final task and finish group was held on the 9th June 2022. The key areas for summary were:</p>	
<p><u>Voids:</u></p> <ul style="list-style-type: none">• Active work in progress has reduced in the last six months by approximately 22% from December 2021 when the group reported back its findings to a consistent level of 70 per week.• The balance of major works for work in progress remains high at over 40% which impacts on the volumes in progress and turnaround times for minor works as they are received.• An action plan is in progress with advertising and letting stages to simplify and streamline the letting stage of the process to enable faster approvals and sign up for the property.• Joint working between development and property care to review and feed into new build standards in conjunction with the lettable standard to provide consistency in standard let.• Utility transfers/debts remain a consistent barrier to enabling works to progress. SDC are tying in with a third party agent Energy Angels to provide a consistent and measurable approach to this exchange as well as supplying upgraded/new meters for the new tenant.	
<p><u>Repairs:</u></p> <ul style="list-style-type: none">• The new system implementation is critical to the visibility and job management of the repairs service.• Simple changes in checking the flow of communication with additional text messaging services has resulted in improved flow of information between SDC and tenants.• Working with development and tenancy services to bring clearer definition and knowledge to component parts and repair responsibilities within handbooks. To develop online links to how to guides with tenant representative demonstrations and guides.• There is a significant gap in the renewable maintenance market for available technicians/engineers to maintain the new technologies as they are installed and delivered.	
<p><u>Future Recommended Groups:</u></p> <ul style="list-style-type: none">• Waste management and recycling• Resourcing for the future• Tenant engagement and home maintenance.	
FUTURE MEETINGS	NA
REPORT SUBMITTED BY	A.D. Erwood/Paula Baker
DATE	13 th June 2022