



Report to:

Northwards Housing Board

11th November 2008

Item No:

13f

Title:	Void Position Update And Targets For 2008/09		
Date:	28 October 2008		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL √
PURPOSE OF REPORT			
To update board on the current performance against the void targets which were approved for 2008/09 at the May Board Meeting and to seek agreement to revised targets for 2008/09.			
RECOMMENDATION			
Board is asked to note the current half year position and agree the revised targets for management void numbers for Monsall Street and Cheetham Hill offices.			
IMPLICATIONS			
Equality & Diversity:	<i>All voids are let in line with Manchester City Council's Allocations policy.</i>		
Financial:	There is a direct financial benefit to MCC as voids are let quicker and there is a reduction in the total amount of voids empty.		
Staffing:	There are a number of teams involved in the void process and their focus on the process is critical to successful performance.		
Decency Target:	Some voids are currently having Decent Homes works carried out. This has now reduced to the minimal amount which allows new tenants to choose their own fittings and minimises time empty.		
Governance:	The performance management of this work is a key area of monitoring for the board and its committees.		
Risk Assessment:	The void performance was highlighted by the 2006 inspection as an area that needed improved performance.		

Equality & Diversity Implications (Please tick where relevant):

BME	<input type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Single Parents	<input type="checkbox"/>
Age	<input type="checkbox"/>	Domestic Violence	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Alcohol/Drug Mis-users	<input type="checkbox"/>

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Area Panel:	No		
Task Groups:	No		
Ward Councillors:	No		

1 Background

- 1.1 Board will recall that a paper presented on the 22nd May 2008 outlined the current void position and asked board to approve targets for improved performance for 2008/09 and 2009/10. Targets were split into 4 six months sections with an aim to reach top quartile performance for average re-let time by March 2010.
- 1.2 This paper will inform board of the position against the targets set for the first 6 month period; ending at the end of September 2008.

2. Average Re-let Time

- 2.1 Board approved four stepped targets to reach top quartile performance for average re-let time by March 2010. The first target for the end of September 2008 was 55 days.
- 2.2 The outturn for this indicator at the end of 2007/08 was 65 days.
- 2.3 Cumulative performance for year to date at the end of September 2008 was 45 days, 10 days better than the target that was set and approved by Board in May 2008.
- 2.4 If performance is split into the two quarters that make up the first six months of 2008/09 then a clear improvement in performance can be seen with Quarter 1 performance being 51 days and Quarter 2 performance being 41 days. Performance for September 2008 was 39.3 days.
- 2.5 From these figures a clear trend in improving performance can be seen. If this level of performance can be sustained and exceeded then the target of 42 days for March 2009 will be met.

3. Void Rent Loss

- 3.1 The rent lost on voids in 2007/08 was 2.4% (£928,865). Board approved a target of 2% of 2008/09.
- 3.2 Between April and September 2008, void rent loss was 1.6% (£310,125). If this performance is sustained over the second half of the financial year then projected rent loss will be in the region of £620,250; a saving for MCC of £308,615.
- 3.3 Performance is well on track to exceed the approved target of 2% and an estimated year outturn is now 1.7%.

4. Void Numbers

- 4.1 At the end of 2007/08 the number of empty properties stood at 188. A target was approved by board for September 2008 of 139. This target was split as per the table below by Local Offices and Tenant Management Organisations. The target was also split by management and non management voids.

4.2 Management Voids

	CHEETHAM HILL	WHITE MOSS RD	MONSALL STREET	SHOUT TMO	AVRO HOLLOWES TMO	TOTALS
31.03.08 Position	51	28	79	1	N/A	159
Target set for 30.09.08	39	30	64	1	5	139
Actual performance at 30.09.08	35	28	59	2	9	133
Target set for 31.03.09	35	24	60	1	5	125
Revised targets for 31.03.09	32	24	56	1	5	117

- 4.3 As the table above shows, the overall target for management voids was exceeded at the end of September. All three main Local Offices exceeded their individual targets and Shout TMO were over their target by just one property. Avro Hollowes TMO went live on the 1st September 2008 and had a starting position of 9 voids.
- 4.4 Cheetham Hill and Monsall Street also met the target that was set for the end of March 2009 for actual management void numbers.
- 4.5 Revised void targets are therefore suggested for these two offices of 32 and 56 respectively.
- 4.6 For non management voids the position is outlined in the table below:

	TOTAL
12.05.08 position	33

Target set for 30.09.08	28
30.09.08 performance	45
Target set for 31.03.09	25

4.7 The number of non management voids has risen over the past 6 months to 45, mainly due to a rise in the use of decants for properties where their has been damage and we have had to move the tenant out for a period of time or we have used a property in line with the domestic abuse procedure. There are currently 19 properties being used for decant.

4.8 There are a further 19 properties currently awaiting or having works carried out to them. There are currently 5 illegal occupiers, 1 show home and 1 property being used by the police for a short period of time.

4.9 It is proposed that the target for 31st March is kept at 25.

5 Conclusions

5.1 It is pleasing that the majority of targets that were set for the end of September 2008 have been met or exceeded. The focus has now turned to meeting the targets set for March 2009.

6.0 Recommendation

6.1 Board is asked to note the current half year position and agree the revised targets for management void numbers for Monsall Street and Cheetham Hill offices.