



North Ayrshire Council Overview Void Procedures

BUILDING SERVICES

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Developing the Process (1)

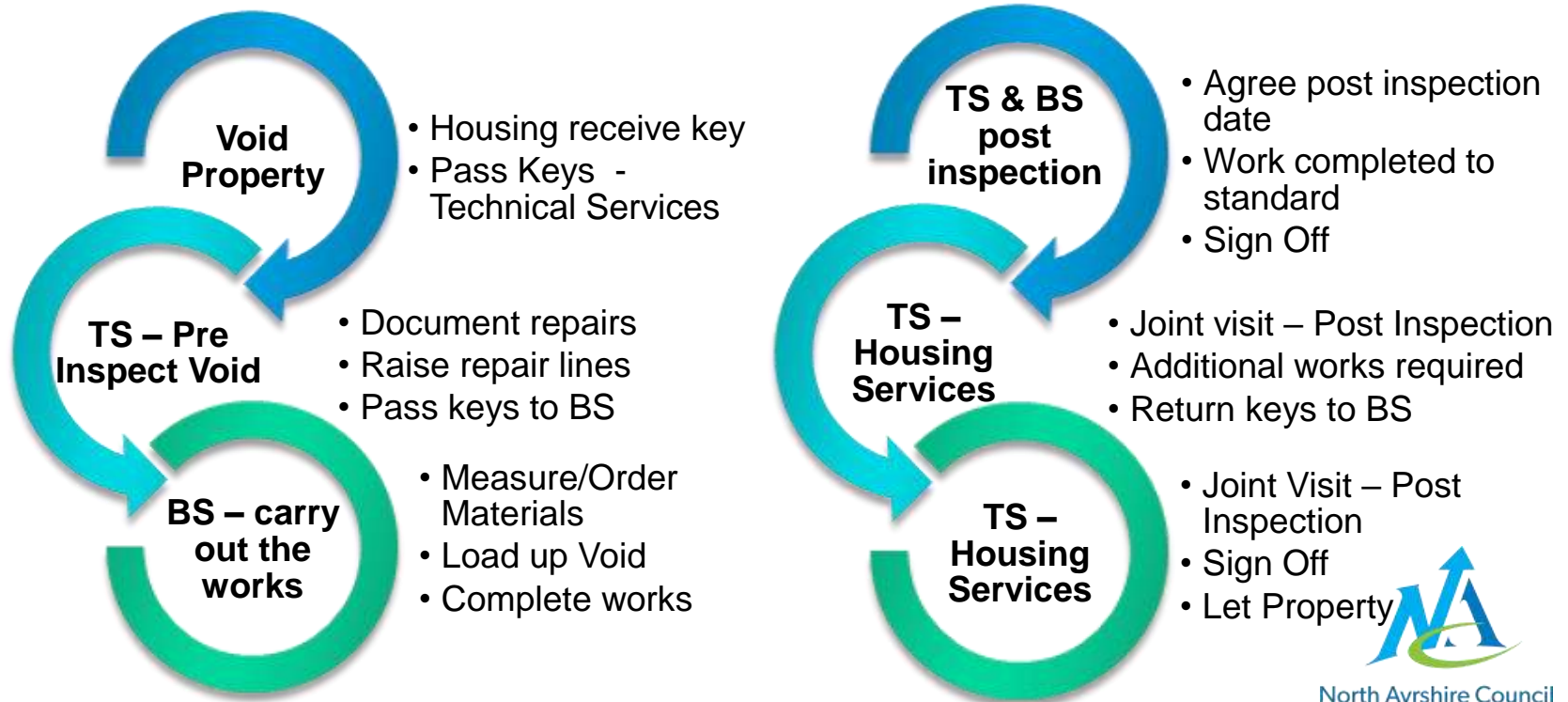
- In 2001/02 North Ayrshire Council recognised that void management performance was very poor and improvement was necessary.

Performance 2001/02 :-

- void rent loss 2.1% of gross rent debit.
- 82.2% of all void properties were let in over 4 weeks.
- average of 66 days to let a property



Old Process – Average 66 Days



Developing the Process (2)

- small working group of officers formed and a consultant appointed
- mapping of existing process
- visited and talked to best performing authorities
- partner services of Housing, Technical and Building Services involved in consultation process - agree new process and targets



Developing the Process (3)

- Building and Housing Services agreed the new process in June 2002
- This began in July 2002 when two areas were used to pilot the new process
- Report to Property Services Committee in November 2002 and approval given for the new work methods to be introduced
- Phased introduction across all areas.



How does the process work?

Consistency across North Ayrshire Void Manual

- streamline everything - cost not top priority
- staff take “ownership” of whole process
- prioritise by demand for property
- minimum letting standard



How does the process work?

- pre-termination inspection
- pre-allocations
- accompanied viewing
- allow tenancy start date at any time in the rental fortnight
- regular monitoring and tight performance targets
- monthly performance reporting (of BS by HS)



Void Paths

- Route A - aim is no rent loss
- Route B - rent loss set within set targets

Lettability Codes

- D - desirable property
- L - lettable property
- U - undesirable



Void Categories

Route A – Aim is for no Rent Loss	Desirable (DA)	Lettable (LA)
No. of working days for BS to complete work	3	6
Overall Rent Loss in Calendar Days	0	0

Route B – Aim is to minimise Rent Loss	Desirable (DB)	Lettable (LB)	Undesirable (UB)
No. of working days for BS to complete work	3	6	20
Overall Rent Loss in Calendar Days	7	10	30



Housing Services – Performance

Void Rent Loss (% of gross rent debit)

2012/13

2010/11

2005/06

2001/02

0.32%

0.32%

0.6%

2.1%



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Housing Services - Performance

	2012/13	2010/11	2005/6	2001/02
< 2 weeks	68.8%	74.6%	66%	4.9%
2 – 4 weeks	23.3%	17.3%	24%	13%
> 4 weeks	7.9%	8.1%	10%	82.1%
Av. days to re-let	14	13	15	66



Housing Services 2015/16 Performance

- 62.2% voids allocated in < 2 weeks
- 27.0% voids allocated between 2-4 weeks
- 10.8 % voids allocated in >4weeks
- Average days to let - 16 days
- Void rent loss - 0.33%



Building Services Role

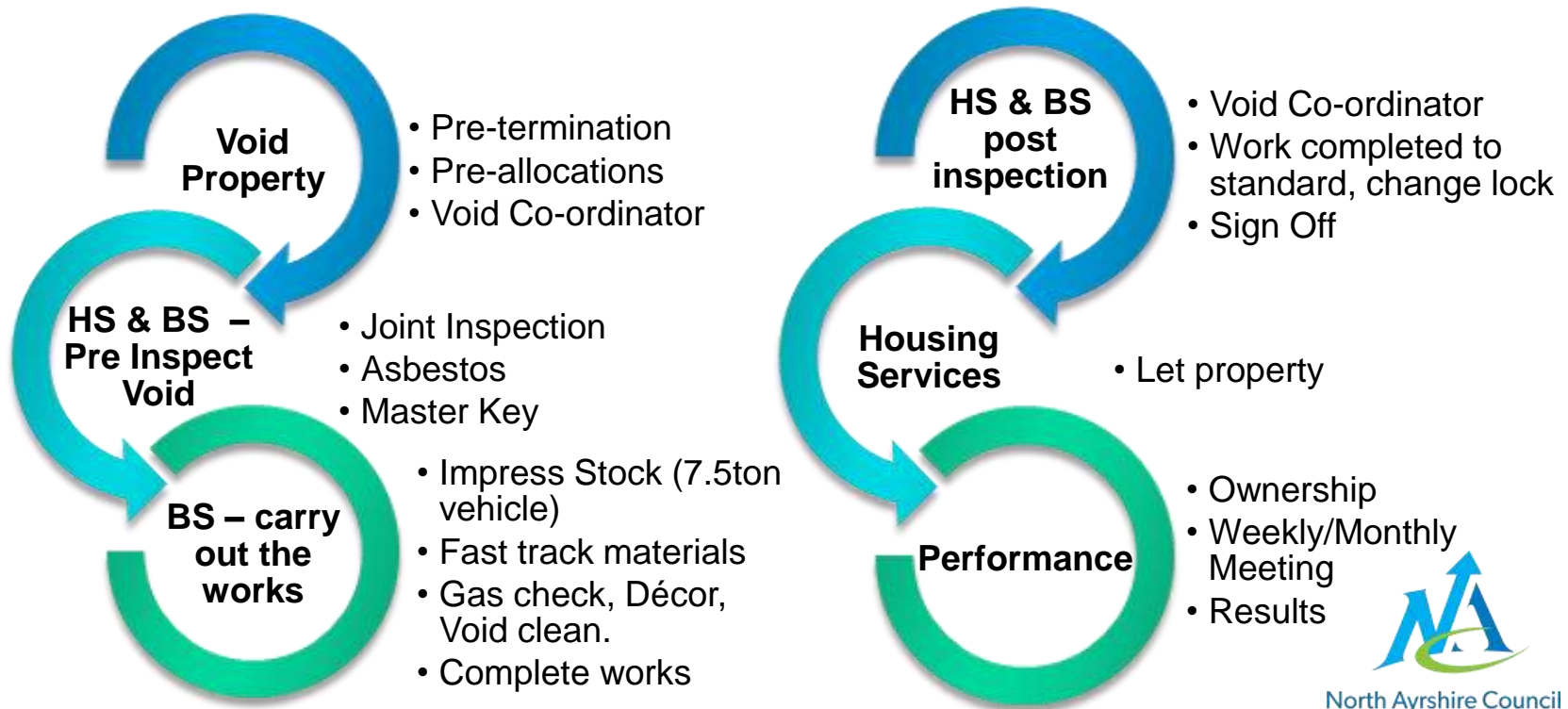
KEY ASPECTS

- Joint Inspection – BS Supervisor/Housing Officer
- Void Co-ordinator Role
- Materials
- 3 Supervisors looking after a Geographical Area each
- Ownership
- Weekly Team Meeting
- Performance



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New Process – Average 16 Days



Building Services Performance

FINANCIAL YEAR	2003/2004	2005/2006	2008/2009	2012/2013	2015/2016
No of Voids	1390	1086	1039	1128	793
No of Failures	10	38	12	27	38
% PERFORMANCE	99.3%	96.5%	98.8%	97.6%	95.2%





Building Services Recent Challenges

- Changes to the SOR codes
- Asbestos
- Capital Works

Next Steps

- Introduction of Project Planner



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Thank You

Questions ?



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