



BUILDING AND HOUSING SEMINAR 2025

TRANSFORMING OUR VOIDS “A JOURNEY OF PERFORMANCE IMPROVEMENT”



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Areas we will cover...



- ❖ Overview of the Moray Council current voids process and performance
- ❖ Challenges we face managing the void process
- ❖ Key improvement measures implemented 'Everyday Counts'
- ❖ Celebrating success / learning from failure.
- ❖ Sustaining our long-term performance
- ❖ Further areas identified for continuous improvement.



Voids Performance Overview

- ❖ Total Housing Stock - 6,380
- ❖ No. of voids 2024/25 - 406 (6.59%) (7.20% aver*)
- ❖ Percentage of rent due lost through properties being empty during the last year - £64k , 0.74% (1.79% aver*.)
- ❖ Ave length of time to re-let properties in 2024/25
 - 35.16 Days (72.56 days aver*.)
- ❖ Annual Void Spend - £2,080k
- ❖ Average Cost per void - £5.12K
- ❖ Average Labour Hours per Void - 96.50 Hours

*average all LAs



Traffic light reporting...



Monitoring Report 2024-25

20/02/2025

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual		
2. HOUSING QUALITY AND MAINTENANCE																					
AVERAGE TIME TO COMPLETE RESPONSE REPAIRS																					
ARC 8/2.7 Cttee	AVERAGE TIME TO COMPLETE REPAIRS	Avg. time to complete emergency repairs	22/23	2.7	2.6	2.2	2.5	2.2	2.2	2.0	2.3	2.3	2.3	2.4	2.4	2.5	2.4	2.3	2.4	2.4	
		No. of emergency repairs completed	23/24	2.1	2.1	1.9	2.0	2.0	2.1	2.5	2.4	2.1	2.5	2.3	2.2	2.4	2.3	2.3	2.3	2.3	2.2
		Avg. hours to complete	Current	562	440	346	1393	409	381	386	1231	582	567	687	1924	715					
ARC 9/2.8 Cttee	AVERAGE TIME TO COMPLETE REPAIRS	Avg. time to complete non-emergency repairs (excludes voids)	22/23	6.1	6.5	5.7	6.1	5.8	5.6	6.2	5.8	5.4	6.3	4.8	5.4	5.7	5.8	5.0	5.3	5.3	5.7
		No. of non-emergency repairs	23/24	4.6	4.9	4.3	4.5	4.5	5.5	6.1	5.6	4.3	5.0	4.6	4.7	4.4	5.2	5.3	5.3	5.0	4.8
		Avg. working days to complete	Current	618	578	628	1911	605	611	563	1876	700	643	592	2041	758					
		Avg. days to complete:	Urgent				0.7					1.1			1.0						
		Priority				2.7					2.9			3.2							
Ordinary				8.1					8.0			7.8									
ARC 11/2.13a Cttee	No. of times did not meet statutory duty to complete a gas safety check	Current	0	0	0	0	0	1	0	1	0	0	0	0	0						
4. ACCESS TO HOUSING AND SUPPORT																					
	No. of homeless applications registered	21/22	47	26	45	118	36	47	31	114	42	50	46	138	57	42	43	142	512		
		22/23	43	59	45	147	38	62	46	146	51	58	22	131	50	44	42	136	562		
		23/24	33	56	56	145	44	49	60	153	41	42	31	114	64	56	49	172	584		
		Current	47	49	48	147	57	46	45	149	26	32	29	98	57						
5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES																					
ARREARS																					
ARC 26/5.2 Cttee	Rent collected as % of total rent due	21/22	96.6%	102.1%	87.5%	98.0%	91.1%	98.5%	89.6%	95.8%	82.1%	105.3%	104.2%	95.2%	102.7%	86.9%	91.0%	101.8%	99.6%		
		22/23	96.4%	100.2%	84.9%	96.4%	99.9%	98.1%	81.5%	95.2%	108.1%	96.9%	110.4%	104.2%	109.3%	87.8%	95.7%	102.2%	98.6%		
		23/24	96.3%	100.6%	80.8%	96.9%	115.7%	82.3%	80.9%	101.8%	106.1%	91.9%	104.8%	104.1%	99.6%	82.5%	90.7%	101.7%	99.8%		
		Current	98.1%	79.0%	103.0%	97.5%	111.2%	76.7%	101.9%	102.1%	86.0%	84.6%	128.1%	97.8%	74.4%						
ARC 27/5.3 Cttee	Gross rent arrears (current and former) as % of rent due (excluding voids)	21/22	3.5%	3.6%	3.8%	3.8%	3.6%	3.8%	4.1%	4.1%	4.8%	4.7%	4.4%	4.4%	4.4%	4.5%	4.2%	4.2%	4.2%	3.8%	
		22/23	4.6%	4.3%	4.7%	4.7%	4.3%	4.7%	5.5%	5.5%	5.1%	5.0%	5.2%	5.2%	5.3%	5.5%	5.1%	5.1%	4.5%		
		23/24	4.9%	5.1%	5.8%	5.8%	4.9%	5.2%	6.0%	5.7%	5.0%	5.8%	5.2%	5.1%	5.1%	5.3%	4.7%	4.7%	4.7%		
		Current	3.9%	4.2%	4.4%	4.4%	3.9%	4.2%	4.3%	4.3%	4.5%	5.1%	3.9%	3.9%	4.1%						
ARC 18/5.4 Cttee SOLACE	VOIDS	% rent lost due to voids	21/22	1.45%	0.96%	1.00%	1.12%	0.98%	1.39%	1.55%	1.34%	1.30%	1.17%	1.34%	1.25%	1.47%	1.16%	1.20%	1.30%	1.25%	
		22/23	1.3%	1.5%	1.4%	1.3%	1.3%	1.2%	1.3%	1.2%	1.1%	-0.1%	0.6%	0.6%	0.9%	0.0%	0.8%	0.8%	1.0%		
		23/24	0.9%	1.0%	1.0%	0.9%	1.0%	0.5%	0.3%	0.8%	0.8%	0.6%	0.6%	0.6%	0.8%	0.8%	0.8%	0.8%	0.8%	0.7%	
		Current	1.06%	0.76%	1.28%	1.04%	0.83%	0.56%	0.63%	0.67%	0.57%	0.50%	0.94%	0.65%	0.82%						
ARC 30/5.6 Cttee	Overall avg time to re-let (calendar days) EXCLUDES NEW LETS	21/22				62					61				65				59	62	
		22/23				58					57				55				52	56	
		23/24				52					47				41				40	35	
		Current				127					97				78				25		
	No. voids ending	21/22	31	47	36	35	41	30	26	39	36	33	31	48	36	42					
	Avg. calendar days	21/22	31	34	41	35	33	33	39	36	33	33	31	48	36	42					
	Cumulative avg re-let time	21/22	31	33	35	35	35	35	35	35	35	34	36	36	36	36					

Challenges managing Voids

- Work content Issues
 - Asbestos
 - Utility issues (meter debt/replacement)
 - Condition of properties
- Resource Issues
 - Availability of local labour
 - Effective supervision/management
- Collaborative working
 - Lack of ownership of void management process
 - Silo working
 - Lack of accountability for poor performance
- Finance and regulation
 - Budgetary pressures
 - Regulatory pressures (ESSH/SHQS)

Key improvement measures – “Everyday Counts”

- Work content Issues
 - Asbestos strategy/process
 - Void care agreement - British Gas
 - Pre inspections

- Resource Issues
 - Dedicated 'in house' voids team
 - Dedicated supervision/management

- Collaborative working
 - Senior Responsible Officer (Building Services Manger)
 - Voids Improvement Working Group
 - Improved performance monitoring /sharing/working relationships

- Finance and regulation
 - Removal of SOR rates and cost + recharging
 - All voids brought up to EPC Band 'C' or better
 - Accurately record void exemptions



Celebrating Success

- ❖ Average relet times currently **36 days (to 31 January 2025)**
- ❖ This is similar than the **35 days** in 2023/24, and a significant reduction from **52 days** in 2022/23 and **62 days** in 2021/22
- ❖ Void rent loss currently **0.88%** , very similar to the last 2 years.
- ❖ This is due to predominately reduced repair timescales that currently equate to an average of **30 days** per void.
- ❖ Void exclusions are currently **13 days** on average, due to predominately increased work to achieve EESSH.



VoidCare



- ❖ VoidCare is a free, managed service from British Gas that has helped housing providers for over 20 years managing their energy needs during the vacant period when a tenant moves out and before a new tenant moves in.
- ❖ They do this by assigning an experienced VoidCare team to look after your specific needs and ensuring a stress-free switch for your tenants.
- ✓
- ❖ They currently help more than 250 housing associations, landlords, estate agents and local authorities manage a void housing stock portfolio of over two million properties throughout the UK.
- ❖ Clients have access to their online portal for easy access and visibility of their unoccupied properties

How Void Care has helped Moray Council



- ❖ Reduced our overall void relet time
- ❖ Reduced our admin costs through their experienced account management team
- ❖ Manage our bills through tailored billing solutions
- ❖ All engineer visits are from British Gas engineers and not third parties.
- ❖ Options available for smart meter installs to all properties

We have benefitted from:

- Less abortive time in utility supplier call queues
- Don't have to process letters and bills from multiple suppliers
- Less abortive waiting time for engineer visits
- Meter debt cleared - less pursuit from debt collection agencies



£62.57

Average saving per void on meter debts and final bills.
Through standing charge write off and consumption credits applied.



£89.37

Average saving per void on metering work i.e. meter exchanges, faults, installs, isolator switches.

Metering

Metering Jobs (exchanged, faults & installs) – **69 to date**

Saving : **£6,112.45**

Meter Re-Sets and Write offs

Re-set codes provided: **85**

Debt written off pay as you go meters: **£2,200.98**

Credit Applied: **£576.55**

Billing meter final debt write off(standing charges): **£12,884.16**

Saving; - **£21,774.14**

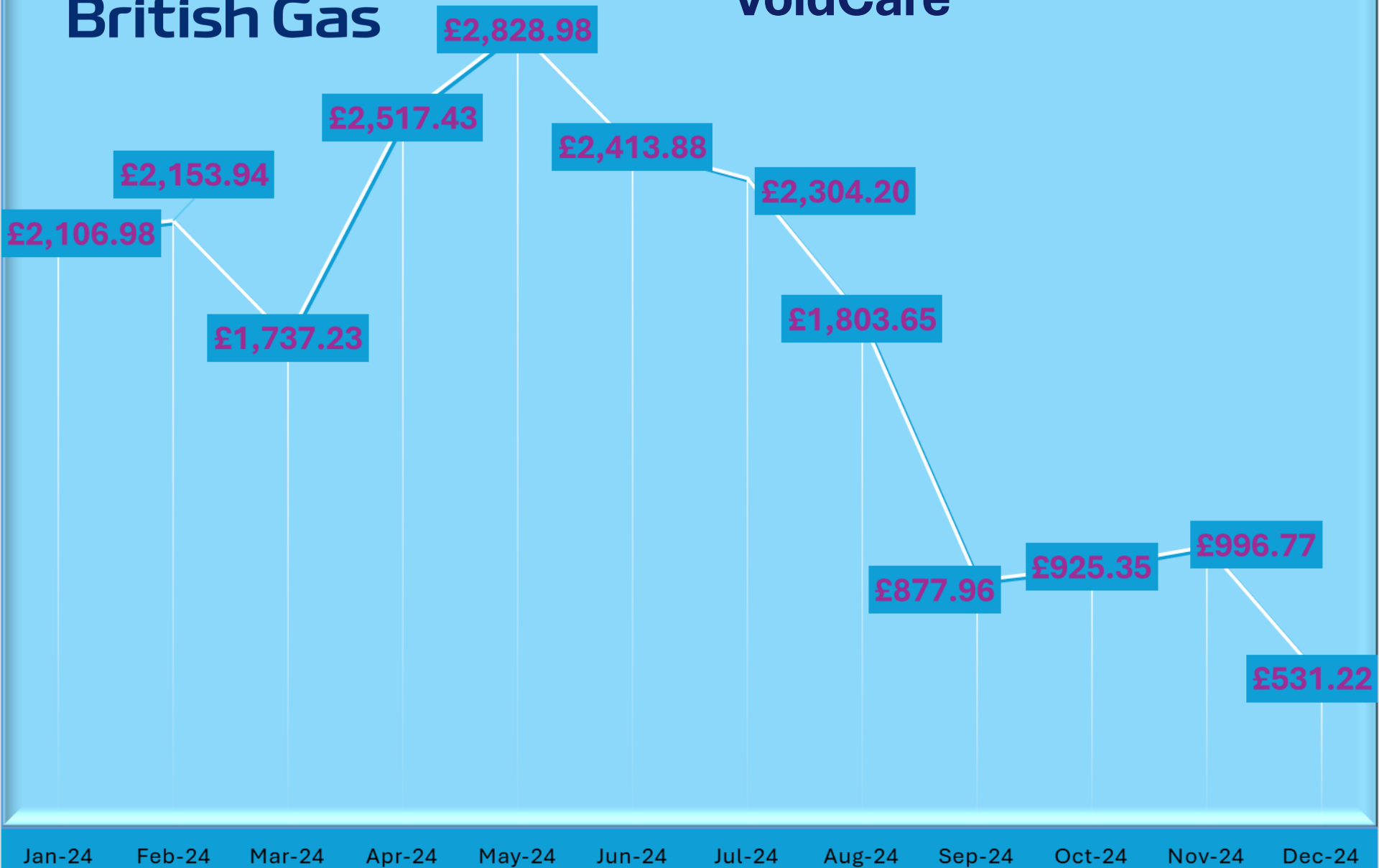
Overall Cost Savings

755 void properties (Stage 1's received), **saving £21,774.14** (including, isolator switches billing write-offs for standing charge etc and credits applied for any usage). Which equates to an average saving of **£28.83** per property

SAVINGS ACHIEVED PER MONTH



VoidCare





Learning from our failures...

We don't always get it right..... Key issues we still experience include;-

- ❖ Labour efficiencies (better joint working/coordination between trades).
Ability to deal with peaks.
- ❖ Smarten up process on potential 'long term voids' – still too many in a dark hole at design stage , some of which can add no value. (consider disposal?)
- ❖ Delivering a quality product with good customer feedback is essential - quality should always be the focus , rather than time and cost, which can become key drivers.
- ❖ Challenge performance returns before your ARC submission (ensure SHR guidance is followed and applied correctly).

Sustaining our Long-Term Performance

- ❖ We are on a journey, with an aim to reduce average relet times further. ‘Everyday Counts’ - 32-day target
- ❖ Making sure the changes implemented to date ‘stick’
- ❖ Do not take our eye off the ball. Keep closely scrutinising performance in all areas.
- ❖ Challenge poor performance and reward good performance.
- ❖ Involve ‘all teams’ and share success but learn from failures.. **and do not repeat them...**





Where can we improve further....

Work content Issues

- Improve our stock /reduce void workload
- Proactive management of tenancies (condition)
- Improve pre inspection/carry out pre void repairs

Resource Issues

- Continue to resource 'in house' and train and develop staff
- Develop tradesmen, supervisors (next Managers)

Collaborative working

- Dedicated (SRO) Voids
- Continue to work closely with all teams (allocations, asset, housing management, DLO)
- Ongoing scrutiny of performance and benchmark/learn from others

Finance and regulation

- Review void letting standard
- Carry out minimal work during void, consistency

BUILDING AND HOUSING SEMINAR 2025

And Finally.....

