

**Midlands Housing Conference
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Improving The Void Process

**Paul Clifford
Maintenance Director**

**Fay Shanahan
Regional Housing Manager**

Presentation Overview

- **Who Are We?**
- **Baseline Position**
- **QuIP Methodology**
- **Outcomes**
- **Potential Efficiencies**

Orbit Heart of England

Who Are We?

- **1966 Orbit Housing Association**
- **1996 Stratford District Council LSVT to South Warwickshire Housing Association**
- **2008 Orbit HA SWAHA and Heart of England Housing & Care Merged**
- **C16,000 Units**
- **1200 Voids Per Annum**
- **North Midlands – Burton Coventry Rugby Hinckley Northampton**
- **South Midlands – Stratford Warwick Leamington Cotswolds**
- **Development Pipeline 850 Homes over 3 Years**
- **In-House Maintenance Team – Property Matters**

Baseline Position

- No Consistent Process
- No Void Standard
- Performance - Burton 16.9 Days v Northampton 29 Days
- Average 26 Days
- Cost – North Midlands £4386 v South Midlands £1813
- Average £2500
- Housing View “You Don’t Do Enough” v Maintenance View “You Spend to Much”
- Customer Satisfaction 79.3%

QuIP Methodology

- **Commit to CI.**
- **Use the People Involved in the Process(es)**
- **DMAIC Approach -
Define Measure Analyse Improve
Control**
- **Dedicated Project Sponsor &
Manager**
- **Supported by Investors in
Excellence**

QuIP Methodology (2)

- **Focus on Process**
- **Pre-Termination**
- **Maintenance**
- **Collaborative Working**
- **Pre-Allocation**

Outcomes

- **Neighbourhood Based Approach to Service Delivery**
- **A New Costed Void Standard**
- **End Pre-Termination Visits**
- **End Pre-Allocation Visits**
- **Quality Assurance Documents**
- **Empty Property Repairs Manual**
- **Dulux Decorator Centre Voucher Scheme**
- **PECT Energy Services**
- **Mobile Working Solution**
- **Robust Void Recharge Process**
- **Maintenance Operations Restructure**

Potential Efficiencies

- **Void Repair Costs c£240k**
- **Decoration Vouchers c£13k**
- **Void Loss c£80k**
- **Rechargeable Repairs £35k**
- **Housing Administrative Costs c£13k**
- **Maintenance Administrative Costs c£150k**
- **Maintenance Operations Restructure c£280k**
- **TOTAL £811K savings**