

## Customer Inspection and Improvement Panel

### Action plan for recommendations arising from inspection of Voids service

#### Key improvement actions

	Milestones	Completion Date	Cost /efficiencies	LO	Outcomes	EDH response at feedback session
1	Amend VMS survey form to state 'How do you rate cleanliness (not decorating)'.	Already complete				
2	Place a note on Durham Key Options site and on CBL bidding application form to remind tenants to 'do their homework' about the area they bid for.	April 2013				From April it was proposed that a '3 refusals' penalty will be introduced. The changes will be announced on the website and individually to all applicants. This should deter applicants from making indiscriminate bids in the knowledge that they will now be penalised.
3	Consider installing dummy alarms and key safe on the inside of the house which Morrison could fit.	Oct 2012				Agreed to look into this. However, the cost may outweigh the benefits.
4	Make tenants aware of what changes they can/cannot make to the property.	March 2013				Tenants are made aware as part of the sign up process. An article to be included in Insight to address this.

5	Increase inspection of category G & H void properties to a minimum of 25 %. Note 100% is desirable.	Oct 2013				
6	The core group should continue to monitor the decent homes partners target of 30 days and ensure this is being met.	Dec 2012				
7	To ensure clear information in reporting target times, consider using calendar days in line with other targets such as complaints.	Considered, but not included as a recommendation.				EDH's contract with its partners is in working days. The amount of calendar days required to complete the job varies depending on where the day falls within the week. For example a G void being sent to Morrison on a Monday would have a response date of 3 calendar days whereas one being sent on a Thursday or Friday would have a response of 5 calendar days which would create confusion and admin problems. Measuring targets in working days shouldn't affect tenants as they are told a date rather than how many days.
8	If Decent Homes work is scheduled, check if tenant wants Decent Homes to be completed before they move in or afterwards. Investigate further if tenant does not want Decent Homes carried out at their property due to ill health or infirmity.	Considered, but not included as a recommendation.				Full Decent Homes work requires a lot to be done to the property including rewiring and renewing heating systems. Properties are not advertised until they are almost complete.  Only properties requiring significant work get full decent homes improvements carried out. Therefore there is not the option of moving in and have the work done around them. It is better for the ingoing tenant not to go through the major upheaval of having the Decent Homes works

						<p>done at a later date. It also prevents tenants from “opting out” of the scheme which creates both financial and logistical issues.</p> <p>Where possible we will always complete decent homes improvements before tenants move in.</p>
9	Build into the inspection process that inspectors check under loft insulation when checking for asbestos.	Considered, but not included as a recommendation.				EDH hires a specialised company to carry out asbestos checks. It is not part of the inspector’s role.
10	Ensure arrangements are in place so that Durham County Council does not leave rubbish outside a void property.	Considered, but not included as a recommendation.				This was witnessed as part of the job shadowing. However, it appears to have been a one off incident.