

Ref	Recommendation	Soha's response	Timescale	Responsible
VO1	Voids standard review to include tenants on the working party	Voids Review Group to meet on 18 September 07 to discuss. Voids standard to be formally implemented following full void process review.	Sept 07 Jan – June 08	Interim Maintenance Manager. Lee Hayward
VO2	A simplified minimum voids standard needs to be made available to the prospective tenants (in Plain English). This to be made available when first offered the property	In-house leaflet being prepared for tenants and being used as guidance for Technical Officers. Leaflet to be produced externally for tenants following a complete void review process taking place January to June 2008.	Dec. 07 July 08	Asst. Director of Customer Services
VO3	More efficient use of IBS system to enable staff in relevant departments to interrogate the stock condition survey	Agree, and in corporate improvement plan.	Start Jan 08, complete by June 08	Director of Finance & Resources
VO4	Serious consideration should be given to the widening of Soha's database to cover the condition of all its properties by a regular cycle of periodic inspections both internally and externally	The feasibility of doing regular tenancy audits is one of our "39 Steps" key improvement actions.	January 08 To September 08	Head of Housing
VO5	Consideration should be given to provide handheld computers for technical staff so surveys could be placed directly onto IBS.	Does this mean Stock Condition Surveys? Consider including in IT Strategy.	IT Strategy meeting scheduled for 24 Sept 07	Director of Finance and Resources
VO6	An average void cost is agreed with contractors.	This will be investigated as part of the major service review of voids as part of the corporate improvement plan.	Start Jan 08, complete by June 08	Asst. Director of Customer Services

Interim Maintenance Manager	Kevin Neville
Assistant Director of Customer Services	Lee Hayward
Head of Housing	Adrian Brunskill
Director of Finance and Resources	Paul Rennard