

**HOUSING - VOIDS BENCHMARKING QUESTIONNAIRE**

**Dwelling Stock position at 1 April 2001**

Traditional houses and bungalows	Pre 1945					
	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1-2 Bedrooms	121		48	504	92	0
3+ Bedrooms	345		202	2033	630	0
<b>Non Traditional House and Bungalows</b>	23		0	201		0
<b>Flats and Maisonettes</b>						
Low Rise	15		11	212	21	20
Medium Rise	7		3	0	6	103
High Rise	0		0	0		0
<b>TOTAL DWELLINGS</b>	511	2425	264	2950	749	123

Traditional houses and bungalows	1945-1964					
	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1-2 Bedrooms	484		293	270	535	0
3+ Bedrooms	615		138	1836	1117	0
<b>Non Traditional House and Bungalows</b>	54		180	290		0
<b>Flats and Maisonettes</b>						
Low Rise	80		131	1289	330	0
Medium Rise	40		90	129	107	0
High Rise	0		0	0		0
<b>TOTAL DWELLINGS</b>	1273		832	3814	2089	0

Traditional houses and bungalows	1965-1974					
	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1-2 Bedrooms	458		474	0	623	0
3+ Bedrooms	517		109	74	272	0
<b>Non Traditional House and Bungalows</b>	146		0	0		0
<b>Flats and Maisonettes</b>						
Low Rise	231		46	86	477	0
Medium Rise	59		191	686	253	0
High Rise	0		39	69		0
<b>TOTAL DWELLINGS</b>	1411		859	915	1625	0

Traditional houses and bungalows	Post 1974					
	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1-2 Bedrooms	327		444	173	334	0
3+ Bedrooms	167		272	301	142	68
<b>Non Traditional House and Bungalows</b>	0		0	0		0
<b>Flats and Maisonettes</b>						
Low Rise	237		87	158	184	0
Medium Rise	55		176	757	81	6
High Rise	0		0	0	84	0
<b>TOTAL DWELLINGS</b>	786		979	1389	825	74

All ages						
Traditional houses and bungalows	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1-2 Bedrooms	1390		1259	947	1584	280
3+ Bedrooms	1644		721	4244	2161	68
<b>Non Traditional House and Bungalows</b>	223		180	491		0
<b>Flats and Maisonettes</b>						
Low Rise	563		275	1745	1012	330
Medium Rise	161		460	1572	447	50
High Rise	0		39	69	84	0
<b>TOTAL DWELLINGS</b>	3981		2394	9068	5288	728

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Total difficult to let dwellings</b>	187	0	1	187	8	0

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Average number of voids pa.</b>	300	200	260	581	409	150

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Number of vacant dwellings @ 1/4/01</b>	29	15	20	51	147	9

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Number of vacant dwellings over 6 months</b>	4	100	1	2	91	75

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Number of hours per week in dealing with voids</b>	79 hrs	42 hrs	42.14		150	32
<b>What percentage of those hours is spent in dealing with:</b>						
1. Dealing with tenancy termination		1 hr	10		5	4
2. Void inspections pre/post		31 hrs	48		25	12
3. Void control/management		4 hrs	5		50	12
4. The offer process		6 hrs	37		20	4
<b>What is the FTE for voids management</b>	2-2	37 hrs	1.1		3	Housing Officer
<b>Average cost of 1 FTE</b>	25,400		35,865		£25k	15,000
<b>Average cost per void</b>	£186.26	200	£126.29		£176	150

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Average relet time (days) BVPI68</b>	21 days	26 days	30 days	25.8 days	35	17 days
<b>What is the average number of offers required to relet a property</b>	1.5		0.1	1.7	Not known	2
<b>What is the average number of days a void is under general repair</b>	2.5		14.21	12 days	10-15	5
<b>What is the average time taken from when a void is inspected to a order being placed with a contractor</b>	2 days	24 hrs	1 day	3 days	2-3	2
<b>What is the average cost of work to a void property</b>	£500		Mostly covered by lump sum contract	£1,895	£1022	700
<b>What is the average decoration allowance on a void property</b>	£175	£180	£200	£120	£150	100

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>What period of notice is required from tenants wishing to terminate in accordance with their conditions of tenancy?</b>	4 weeks	4 weeks	1 month	4 weeks	One month	1 month
<b>Do you accept lesser notice than this Condition?</b>	Yes	Yes - special circumstances	Yes	Rarely	Yes	Yes
<b>In what circumstances do you accept lesser notice eg. Transfer/Death</b>	Transfer Death	Death, Transfer, Special circumstances	Transfers and in situations where the Tenant dies	In exceptional circumstances only. Prefer to write off FTA.	In the case of death or a nomination to a Housing Assoc.	Transfer, Mutual Exchange, Death

**Do you undertake a pre-void inspection?**

Absolute Analysis % Respondents	
<b>Base</b>	6 100.0%
<b>Do you undertake a prevoid inspection?</b>	
<b>Yes</b>	5 83.3%
<b>No</b>	1 16.7%

**Do you carry out gas and electric service checks?**

Absolute Analysis % Respondents	
<b>Base</b>	6 100.0%
<b>Do you carry out gas and electric service ...</b>	
<b>Yes</b>	6 100.0%
<b>No</b>	- -

When are these undertaken:-

Absolute Analysis % Respondents	
Base	6 100.0%
When are these undertaken?	
Pre void	1 16.7%
Post Void	5 83.3%

Do you undertake a post void inspection before reletting

Absolute Analysis % Respondents	
Base	5 100.0%
Do you undertake a post void inspection be...	
Yes	3 60.0%
No	2 40.0%

Do you undertake repairs after tenancy?

Absolute Analysis % Respondents	
Base	6 100.0%
Do you undertake repairs after tenancy?	
Yes	5 83.3%
No	1 16.7%

Do you operate a single voids maintenance contract?

Absolute Analysis % Respondents	
Base	6 100.0%
Do you operate a single voids maintenance ...	
Yes	2 33.3%
No	4 66.7%

How many contractors are included within this contract?

Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
1					1 + he has some sub-contractors

**Do you adopt a lettable standard?**

<b>Absolute Analysis % Respondents</b>	
<b>Base</b>	<b>5 100.0%</b>
<b>Do you adopt a lettable standard?</b>	
<b>Yes</b>	4 80.0%
<b>No</b>	1 20.0%

**Do you redecorate any void property:**

<i>Babergh</i>	Poor condition, sheltered etc.
<i>St Edmundsbury</i>	No
<i>Forest Heath</i>	Sheltered vacancies and in some instances where the decorative standard is very poor.
<i>Ipswich Borough</i>	Yes - Generally bungalows and GF flats where new tenant is likely to be either elderly or disabled.
<i>Waveney</i>	No
<i>Orbit Housing</i>	Yes.

**Do you offer a redecoration allowance?**

<b>Absolute Analysis % Respondents</b>	
<b>Base</b>	<b>6 100.0%</b>
<b>Do you offer a redecoration allowance?</b>	
<b>Yes</b>	6 100.0%
<b>No</b>	- -

**When do you assess the amount of this allowance?**

<b>Absolute Analysis % Respondents</b>	
<b>Base</b>	<b>6 100.0%</b>
<b>When do you assess the amount of this allo...</b>	
<b>Pre Void</b>	2 33.3%
<b>Post Void</b>	5 83.3%

**Do you undertake accompanied viewings?**

Absolute Analysis % Respondents	
Base	6 100.0%
Do you undertake accompanied viewings?	
Yes	5 83.3%
No	1 16.7%

**Do you undertake a tenancy 'sign up':**

Absolute Analysis % Respondents	
Base	6 100.0%
Do you undertake a tenancy "sign up"?	
Yes	5 83.3%
No	1 16.7%

**Is this at the property/the office/other?**

Absolute Analysis % Respondents	
Base	5 100.0%
Is that at:-	
The property	1 20.0%
The Office	3 60.0%
Other	1 20.0%

**Do you undertake a tenancy follow up visit?**

Absolute Analysis % Respondents	
Base	6 100.0%
Do you undertake a tenancy follow-up visit?	
Yes	4 66.7%
No	1 16.7%
Occasionally	1 16.7%

**What other processes do you do in managing voids?**

*St Edmundsbury*

Tenants exit survey. Goody bag starter pack. New tenant survey to start 1.11.01

*Waveney*

We commission the gas system - the gas supply is capped and our gas contractor will need to access the property, carry out a safety check, and show the tenant how to use the gas system.

*Orbit Housing*

If tenant is in need of support, a Tenancy Support Worker is allocated.

	Babergh	St Eds	Forest Heath	Ipswich Borough	Waveney	Orbit Housing
<b>Average weekly cost of management per unit (£) BVPI65a</b>	£13		£9.45	£9.57	£9.36	
<b>Satisfaction of tenants with the overall service provided by their landlords (BVPI74)</b>	87%		72%	85%	88%	
<b>Satisfaction of tenants with opportunities for participation (BVPI75)</b>	52%		65%	64%	54%	