

## Service Excellence Plan

### Void Management

#### 1. Performance Management and Continuous Improvement

**Objective: Achieve top 25% performance compared with similar organisations.**

Target	Task	Who	By when	Milestones	Impact and cost assessment
27 Day Average Void Turnaround	Produce quarterly performance indicators for AHB and Service Delivery Sub Committee.	CS	April 0/9	PI data supplied quarterly to AHB / Service Delivery Sub Committee.	M/M
	Enforce 28 day notice period for outgoing tenants moving to private accommodation.	CS	Ongoing	New tenancy termination process agreed with Tenancy Services Manager November 07	H/L
	Recruit voids administrator for R+V team	GD	April 0/9	Job description devised in February 09	M/M
	Procure additional sub contracted teams refurbishing 1 beds for market rent	GD/RP	April 0/9		H/M
	Recruit operatives to undertake void security works	GD/RP	March 09	MDI screens refurbished February 09.	M/M
Review transfer conditions with Housing Resource Center	GD/CS	March 09	Meeting planned for 9 <sup>th</sup> March.	M/L M/M	

Target	Task	Who	By when	Milestones	Impact and cost assessment
	Aquaserve R+V software introduced to manage team finance and stock records	RP	March 09	Aquaserve introduced Sep 08 for all new voids.	H/L
	Advertise all appropriate properties in Locata before existing tenants leave property	CS	Ongoing		H/L

## 2. Access, Customer Care and user Focus

Target	Task	Who	By when	Milestones	Impact and cost assessment
90% Customer Satisfaction with Standard of Void Property	Survey new tenants at Tenancy Sign Up	CS	Jan 0/9		M/M
	Produce new tenants guide on DVD	CS / TC	May 09	. Agreement to produce DVD jointly with K+C December 0/8 Procurement of company to produce DVD Agree Content of DVD and plan production	H/L
	Undertake Decent Homes Works in voids for any properties that refused works during Decent Homes Programme	MC	Ongoing	Ongoing	H/H
	R+V Team rectify any minor defect in void works within 24 hrs	MC	Ongoing	Ongoing	H/L



Target	Task	Who	By when	Milestones	Impact and cost assessment
Stage 1 Complaints answered in timescale and no escalation to stage 2	Stage 1 complaints are answered to a high standard.	CS	Ongoing	On going training to be provided to ensure staff aware of standard expected..	M/L

### 3 Diversity

Target	Task	Who	By when	Milestones	Impact and cost assessment
100% of literature and correspondence has clear guidance on availability in community languages and alternative formats..	Ensure that all literature has clear guidance on availability in community languages and alternative formats	CS	May 09	Tenant Incentive Literature Produced by March 0/8 Ensure Pre Tenant Guide available in different languages. DVD to contain options for different languages.	M/M
Web Page is user friendly and information and literature is available in community languages and	Benchmark with other ALMO's and Local Authorities to determine best practice.	GD /CS	ongoing	Work with Communications Team to review all key void related publications to ensure translations are available online by April 0/8	M/M



Target	Task	Who	By when	Milestones	Impact and cost assessment
Reduction of expenditure on voids	Undertake planned percentage of checks on level of work specified by R+V team.	GD/JF	Apr0/9	Senior Surveyor in repairs to audit specifications prepared by R+V team.	M/L
	Review effectiveness of tenant Incentive Scheme on Voids ( see above)	CS	May0/9	Review processes of inspecting properties before outgoing tenants leave. Prepare new publicity material advertising Tenants Incentive Scheme.	M/L L/L

### 5. Resident Involvement

Target	Task	Who	By when	Milestones	Impact and cost assessment
Residents are involved in production of new tenants dvd.	Tenant Association representatives take part in designing and filming of new tenant DVD.	CS /TC	May 09	. Agreement to produce DVD jointly with K+C December 0/8	M/M
				Procurement of company to produce DVD Agree Content of DVD and plan production	

<b>Target</b>	<b>Task</b>	<b>Who</b>	<b>By when</b>	<b>Milestones</b>	<b>Impact and cost assessment</b>



Key for personnel

Abbreviation (initials)	Post Holder (name or title)