

Remaining recommendations still to be implemented, from Tenant Scrutiny Report- Voids and Allocations Process January 2024.

<b>Remaining recommendations still to be implemented from Tenant Scrutiny Report. See whole report for reasons behind the recs. Numbers below relate to the rec no's in the report.</b>	<b>Actions need to complete recommendation</b>	<b>Staff member(s) responsible</b>	<b>Target date</b>
2. Provide, test and implement the reporting element of the new workflow process, to ensure accurate monitoring of voids and allocations and do away with spreadsheets.	IT have been asked to do this. Is in hand.	Sara C	August 24
4. Consider removing "Choice Based Lettings" and replacing with a faster, more accurate, but fair way of re-allocating homes.	The Allocations policy is being reviewed. Replacement of CBL with direct lettings system is being recommended as part of the review. Several other recommendations made by scrutiny team (see below) will be easier to achieve once direct lettings system in place	Katie Dawkins	December 24
<b>6.1 Moving out inspections</b> Consider doing an early moving out inspection for any tenant who has been identified by the Neighbourhood Housing team as "likely to move out soon".	6.1a Natalie Weller to give lists of tenants on the transfer list to property services.  6.1b Property services to commence early moving out inspections for tenants on the list, taking on board recommendations shown below: 6.5, 7 and 10.	Natalie Weller  Jess Kelsey	Completed  Immediate
<b>6.3 Moving out inspections</b> Consider splitting roles so that the	To implement the recommendation.	Jess Kelsey	Immediate



	<p>At moving out inspection- if the surveyor sees that serious deliberate damage has been caused, or un-permitted works have been carried out (if these are dangerous or affect number of bedrooms), or there are unacceptable accumulations of rubbish, they should notify the tenant that they must put these right <b>before</b> they will be offered a transfer. To put these details in writing and to advise that the tenant should notify us once works completed.</p> <p>Surveyor to notify NHT that the tenant is to be suspended from transfer list until works carried out.</p> <p>Once tenant notifies that works completed. Surveyor to re-visit and if ok notify NHT to put tenant back on transfer list with their original priority. <b>NB this will only work if early moving out inspections implemented.</b></p> <p>7.b To add wording to new allocations policy, along lines of this:</p> <p>“When a tenant seeks a transfer and joins the housing register they will receive a moving out inspection from a surveyor. During that visit they may be advised that they need to complete certain works to their home. The works required must specifically relate to a breach of tenancy, such as deliberate damage to their home, unpermitted alterations, accumulations of rubbish. The works required and why they are in breach of their tenancy agreement must be clearly explained to the tenant. We may decide to suspend the tenant from the housing register until works are completed. If</p>	<p>Katie Dawkins to liase with Liz M and add wording to policy</p>	
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	<p>they are suspended from the register, once works are completed, they can rejoin the register retaining their original date position. If they are not suspended from the register but do not complete the necessary works before moving, we will re-charge them to carry out the works.”</p> <p>7c. Will add to process/workflow once policy/relevant documentation approved.</p>	Sarah Cosham	
<p>8. Further Investigate working with a charity that will remove any items that are left in voids properties, for re-use. The charity to store the items and provide to other incoming tenants in need, as and when necessary.</p>	<p>8. This is in the process of being set up- waiting on insurance/risk assessment info from charity.</p>	Jaime Wainwright Jones	
<p>10. Any non-standard fixtures (eg kitchens) that are in good condition, should be offered to the incoming tenant to be maintained by them and only replaced as part of the normal cycle of major improvements.</p>	<p>10a. If direct lettings introduced, and early moving out inspections introduced there will be more time to offer incoming tenants any non-standard fixtures, in good condition (eg kitchens).</p> <p>Procedure implemented for surveyor to notify the NHT that good quality non-standard fixture to be offered to prospective tenant. (this may already be in place via gifting?)</p> <p>If accepted by tenant. Details may need to be added to a future replacement programme, eg if non-standard kitchen</p>	Jess Kelsey/Liz Martin	TBC- subject to new allocations policy/direct lettings - by Dec 24

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	<p>being gifted needs to be considered for replacement after 30 years.</p> <p>10b. Will add to process/workflow once policy/relevant documentation approved.</p>	Sarah C	
<p><b>12.1 Void sign offs</b>          Before signing off a property to say works complete the voids inspector to complete a short checklist of essential items to include:</p> <ul style="list-style-type: none"> <li>• toilet flushing/water running</li> <li>• lights working,</li> <li>• cleaned to an acceptable standard</li> <li>• the key is in the key-safe.</li> <li>• garden is clear of rubbish- raise re-charges if necessary.</li> </ul>	<p>12.1 A checklist should already be in place for void sign offs. Check to see if the checklist includes the following items (as per the recommendation) and update if necessary:</p> <ul style="list-style-type: none"> <li>• toilet flushing/water running</li> <li>• lights working,</li> <li>• cleaned to an acceptable standard</li> <li>• the key is in the key-safe.</li> <li>• garden is clear of rubbish- raise re-charges if necessary</li> </ul> <p>Ensure surveyors/use the updated sign off list when signing off to say voids works complete.</p>	Jess Kelsey	Already in Place
<p><b>12.2 Void sign offs</b>          At sign off If there are any small outstanding repairs that still need doing, the surveyor to leave the incoming tenant a list of works still to be done and ensure they are reported.</p>	<p>12.2. Surveyor to leave a list of outstanding repairs, confirming he has reported them. List to be left alongside info about gas connections.</p>	Jess Kelsey	May 2024
<p>13. Consider some involvement of team leaders at key-to-key meetings, to enable information from</p>	<p>13. Team leaders are encouraged to feed their comments into the allocations process regarding prospective incoming tenants. Team leaders to be reminded to also seek</p>	Liz Martin	May 2024

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<p>caseworkers to feed into the allocations/nominations process.</p>	<p>caseworkers opinions and feed these into the key to key meetings. 13. Team leaders are encouraged to feed their comments into the allocations process regarding prospective incoming tenants Team leaders to be reminded to also seek caseworkers opinions and feed these into the key to key meetings..Update from Liz 3/4: This is current practice and performance on NH management of voids/ lettings discussed and monitored our monthly mgt team meetings.</p> <p>RT sent email to Liz on 3 April explaining that the action is to: re-communicate how the current practice works with front line staff, possibly at a team meeting or at one to ones (if not already done so). This is because during scrutiny interviews with some staff, their perception was different to the current practice.</p>		
<p>14. Consider giving a minimum of 10 days moving-in notice to transferring tenants. Apart from those moving out of temporary accommodation.</p>	<p>14. It is normal practice to allow 10 days for tenants to move into a new home, unless they are in TA and can move quickly. Ensure caseworkers know they are not under pressure to make someone move within 3 days. Update from Liz 3 April: This is current practice.</p> <p>RT sent email to Liz on 3 April explaining that the action is to: re-communicate how the current practice works with front line staff, possibly at a team meeting or at one to ones (if not already done so). This is because during scrutiny interviews with some staff, their perception was different to the current practice.</p>	<p>Liz Martin</p>	<p>May 2024</p>

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<p>16. Investigate how information provided to new tenants can be improved. Possibly at six weeks visits or via introductory videos available online. Provide more clarity on:</p> <ul style="list-style-type: none"> <li>• How to pay rent</li> <li>• How to pay utilities</li> <li>• How solar panels work</li> <li>• Accessing benefits</li> <li>• Help for vulnerable tenants- eg aids and adaptations</li> </ul>	<p>16. Tenant Handbook has already been revised to improve information to new tenants.</p> <p>Investigate producing introductory videos for new tenants on key issues mentioned in the recommendation and post onto website.</p>	<p>Liz Martin-  Customer Experience team</p>	<p>Completed  Sept 2025</p>
<p>17. Review the Top Ten re-chargeable items leaflet with all staff involved in the re-charging process, to reflect actual practise.</p>	<p>Review, revise and distribute the leaflet- doesn't need to be top ten- just reflect what surveyors will actually re-charge for.</p>	<p>Jess Kelsey  Liz Martin</p>	<p>May 2024</p>
<p>18. Train up super users for the new workflow system.</p>	<p>Train up super users on workflow system and make sure staff aware who to go to for help. Training delivered and drop-in sessions for support in place.</p>	<p>Sarah C</p>	<p>Complete</p>
<p>20. Accuity conduct surveys of tenants who have recently moved into a property (on behalf of Homes First). Implement a system to learn from comments made and agree any necessary changes to improve the service.</p>	<p>NH working with Customer Experience lead on best way to do this.</p>	<p>Liz Martin/Nikki Wickham</p>	<p>September 24</p>