



Zero Day Voids

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What's On in This Session

- Introductions, House Keeping, Questions
- Who are Albyn Housing Society Ltd?
- Project History
- What is Zero Day Voids?
- Stats / Outcomes
- How we achieved
- Questions



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Who are Albyn Housing Society Ltd?

- Small / medium sized Registered Social Landlord
- Large geographical area
- 2 offices – 8 patches in each office
- Officer and Assistant in each patch
- Working generically on all aspects
- Local Contractors
- Highland Housing Register



Why Change Was Needed



- Re-let Target 18 days
- Performing poorly
- Actual re-let 23.5 days
- Void loss £75K
- Large investment from external funder
- Initiative led from the bottom up

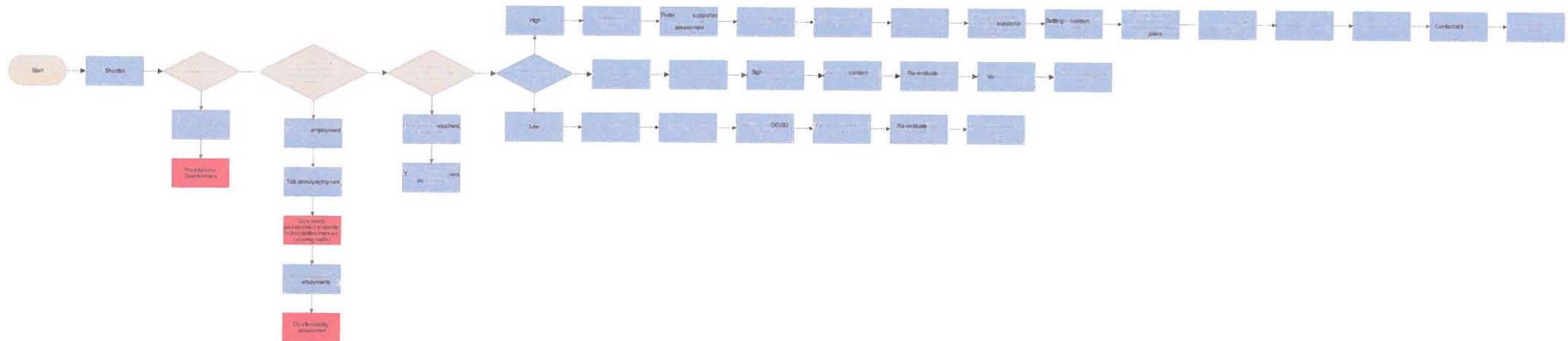


What a Difference A Day Makes



How we did it

- Process mapping



Back to basics

- Essential steps & requirements
 - Electric / gas checks
 - Pre inspection
 - Post inspection
 - Essential repairs
 - Clean
 - Allocations process
 - Interviews
 - Offer and acceptance
 - When & where these steps can be done in the process

Concurrent Processes

Allocation

- Notice Received
- Load onto HHR
- Candidate selection
- Offer property
- Arrange sign up for day after keys returned

Void

- Notice Received
- Arrange pre-inspection
- Diary post-inspection for day keys returned
- Carry out pre-inspection
- Book cleaners, and essential checks for day keys returned



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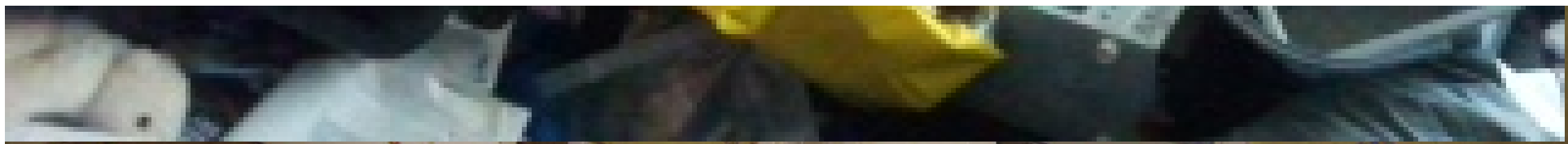
Dear name

End of Tenancy
address

I refer to your telephone call regarding ending your tenancy. I can confirm that your tenancy with the Society will finish 28 days from when we receive written notice and providing that keys are handed in on or before this date.

I have enclosed a Termination of Tenancy form and a Council Tax Notification form, which you need to complete and return in the envelope provided.

When you move out, you have the opportunity to receive £150 in a reward from Albyn, providing you meet certain conditions (*any debts you owe to the Society will be deducted from the reward*). More information about the "Tidy Tenancy" scheme and all the conditions which must be met are included in the attached leaflet, however the main ones are listed below:



Barriers

- Keys returned
- Property condition
- Resistant
- Poor Wai

What reward

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What do I

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Reflections – Key Points

Zero day voids – concept

Buy in from early adopters

Map out

Concurrent processes

Remove the barriers

Early allocation

Book essential contractors, and inspections

Apply the notice period

Key safes

Remember not every void will be a zero day



Questions ?