albyn Housing Society

building homes...supporting communities

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





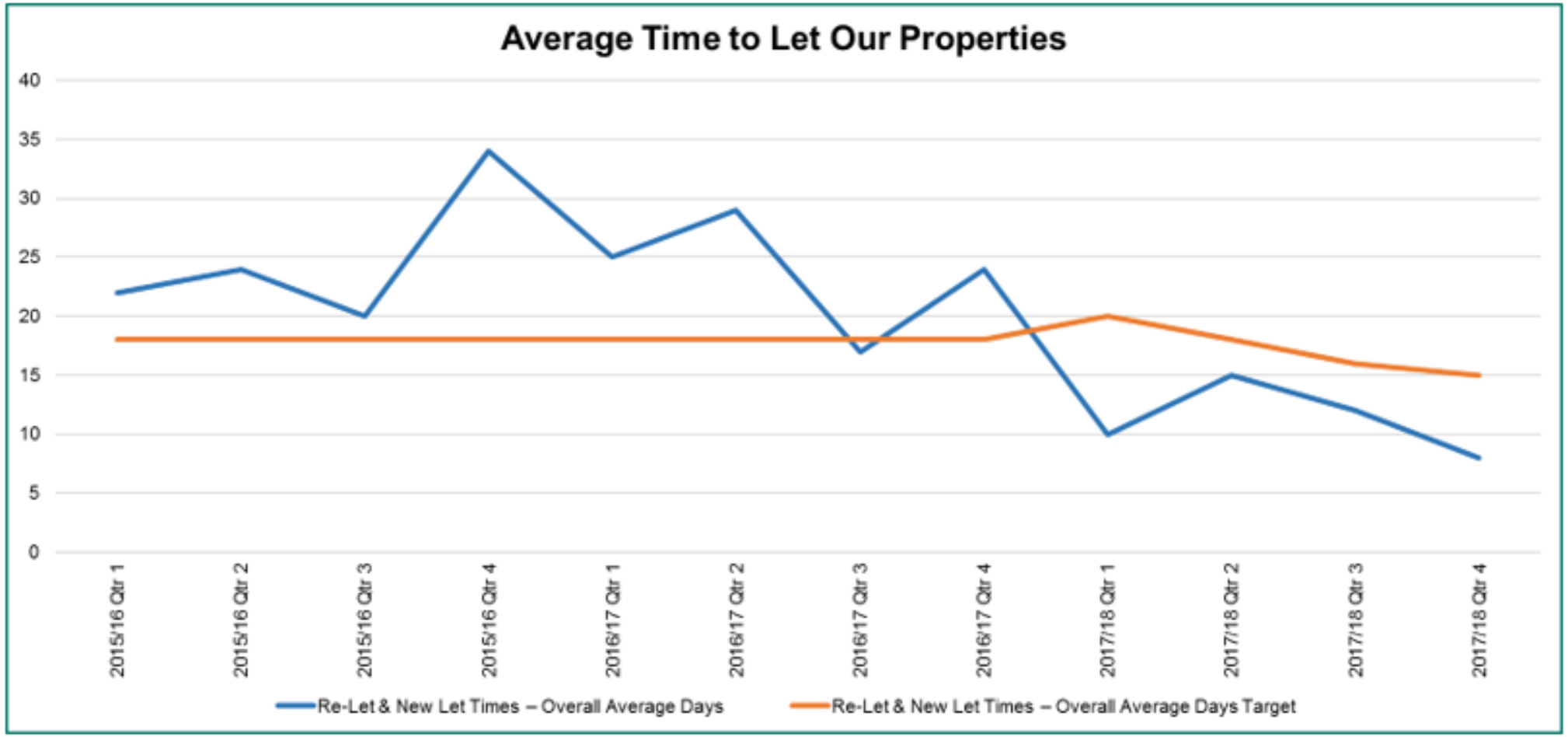
Why Change Was Needed

- 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



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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

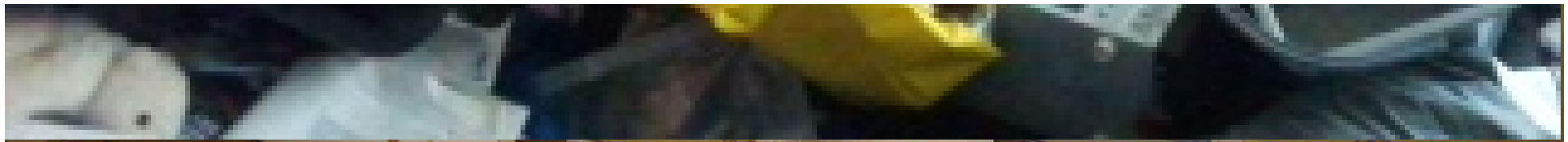


Dear name

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 retu
- Property condition
- Resistant
- Poor Wai



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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 ?

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