

Review of The Voids Process – Implementation of Recommendations

| Area of Impact | Recommendation | Reason for Recommendation | Timescale | Responsible Officer/Team | Progress | Status |
|-------------------|---|---|---|-----------------------------------|--|----------|
| Lettable Standard | <ul style="list-style-type: none"> Amend tenant specification <u>see appendix 5</u> | <p>The document was last update in 2018 and does not reflect current requirements of living standards i.e. – increasing the number of electrical sockets in the property.</p> <p>To also ensure that the document is easy to read and accessible for all tenants.</p> | November 2024 | Dragonfly Management Ltd. | New revised lettable standard effective from 01.11.24 | Complete |
| Void Costs | <ul style="list-style-type: none"> Investigate a programme for decorating through the Repairs Action Network Team. This could involve decorating vouchers. Enhance systems for tenants to be involved in the monitoring of the cleaning contract. | <p>The group were aware that there is currently no decorating allowance paid to tenants and feel that this would be a great benefit. The tenants however were told of a cleaning programme and would like to explore these standards further.</p> | <p>Scheme development during 2024-25</p> <p>Implement from April 2025 onwards</p> | RANT Dragonfly Management Ltd. | Decoration voucher scheme implemented from 01.04.25, range of products agreed with RANT. | Complete |

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| Void Timescales | <ul style="list-style-type: none"> That regular performance information on voids turnaround is presented to RANT. | The group are aware of staff shortages which has led to longer void times in some areas. The group would like to monitor this to ensure that targets set by the council are being maintained. | Quarterly report from | Dragonfly Management Ltd. | Monthly / Quarterly voids performance report to be shared. | Complete |
| New tenant information | <ul style="list-style-type: none"> Develop an information leaflet for new tenants which identifies what they should expect from their new home – easy read version of the lettable standard. Consider the use of pictures to show relevant standards. Ensure the leaflet is prepared in easy-to-read language with no jargon To update the current tenants void certificate | <p>This would help prospective tenants understand the standard of property to expect and include basic practical information about the property. The group are also keen to see pictures included but happy to discuss further.</p> <p>The current void certificate for new tenants is outdated and a more modern, up to date version would be more appropriate.</p> | Finalisation and launch during 2024-25 | Bolsover District Council | <p>Lettable standard leaflet “Welcome to your new Home” completed and in use since March 2025.</p> <p>Void certificate redesigned and in use.</p> | Complete |

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| Use of site visits as part of reviews | <ul style="list-style-type: none"> Where site visits are used as part of a Challenge and Change review, tenants request a revisit, where possible (or photos), as follow up to completion of works. | Tenants wish to ensure their views are being considered and that property standards are being met. | July 24 onwards | Tenant Engagement Officer Dragonfly Management Ltd. | Site visit to inspect completed voids arranged for 12.06.25 | Complete |
| Tenant Satisfaction | <ul style="list-style-type: none"> Review how tenant satisfaction information is gathered to ensure it accurately reflects tenant's views | Uncertain that tenants are satisfied with new property standards following the voids process. | April 2024 | Tenant Engagement Officer Dragonfly Management Ltd. Voids Process Co-ordinator | Satisfaction survey completed at 1 st New Tenant Visits from 01.04.24 Review of first years data in progress. | Complete |

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