RSP Voids and Lettings Action Plan

Allocations

Recommendation	Action	Status
Evaluate whether the percentage of lettings retained by IVH could be increased whilst still delivering against social purpose to house those most in need.	If viable, increase the percentage held by IVH (reducing the amount allocated by Choice Based Lettings) to give IVH further control in the maintenance and creation of sustainable communities.	Complete
Evaluate the criteria for management moves and internal transfers.	Consider if serious ASB/Hate crime can be added to the criteria along with domestic abuse, overcrowding, under occupancy, known issues with the property (non-customer fault) and medical needs.	Complete
Check Allocations policy for clarity around how the 80/20 % split works.	Amend the policy wording around how homes are let to people who are homeless. Ensure the policy is clear and easy to understand and how the different percentages work according to local authority and whether someone is homeless.	Complete
Utilise Local Lettings Policies to help balance the needs of new customers with existing residents.	Introduce 10 LLPs to new neighbourhoods and buildings in the first year of the communities strategy and ongoing as part of the communities strategy. Continue to introduce LLPs (target of 10 per year) for year 2 and 3 of communities strategy.	Complete and ongoing

Lettings

Recommendation	Action	Status

Enhance options for how customers can view to-let homes.	Explore how the Giraffe 360 licence could be used/enhanced to introduce virtual video viewings of homes to allow customers to see homes earlier without delaying the voids process.	Closed due to low number of homes refused.
Improve the description of 'accessible ready' homes.	Explain that 'accessible ready' homes are not fully adapted to individual need but can be more easily adapted following an assessment.	Complete
Work to increase the number of new customer satisfaction surveys being completed.	Introduce another satisfaction survey 6 months after moving in to capture feedback once new customers are more settled; have a wider impression of their new home and community; and are able to reflect more on the process.	Complete
Enhance the customer welcome pack with further personalised information.	Add heating instructions and information about Energy Angels (including explanation about energy arrears) to Welcome Pack Promote the online version of the pack which allows for it to be viewed in accessible formats. Ensure accuracy of photography – for example, homes are not let with appliances such as cookers.	Complete
Enhance Home User Guides with further information to improve customers' understanding of technology used in the property.	Provide further clarity about how much electricity solar panels can expect to provide and how much money this can save customers. Ensure there are no inconsistencies in specification outlined. Include or add sign-posting to videos, graphics, guides and FAQs to help with features that may not	Complete

	be familiar to customers - for example Air Source Heat Pumps and mechanical ventilation. Share this information with colleagues so they can sign-post to new resources.	

Voids

Recommendation	Action	Status
Review decorating voucher amount.	Assess if £50 per room is still the correct amount given increased costs in recent years.	Complete
Approach decorating on a case-by-case basis.	Consider that painting and decorating back to neutral tones can be important when a previous customer was a smoker.	Complete
Ensure redundant fixtures and fittings are removed during voids process.	As part of the works, remove switches, levers, hooks, vents etc that are no longer in use.	Complete
Have a framework of suppliers for fire doors	Have alternative suppliers available due to the known delays in manufacturing and supply.	Complete
Ensure colleagues take tenancy action in a timely manner where property condition concerns are raised during tenancy reviews.	Review tenancy enforcement processes to ensure property condition cases are logged and targets created within 5 days and then audited by the Neighbourhood Manager monthly to ensure progress is made against actions and appropriate support is in place.	Complete
Improve the information provided to new customers about their home in advance.	Provide floor plans and measurements in advance of moving in so customers can gauge what belongings they can fit inside.	Complete. The technology we had explored to use for this is too time consuming given the number of voids we deal with. We are exploring other options. Room measurements are taken at pre-inspection and are available for customers if wanted.

Exchanges, transfers and rightsizing

Recommendation	Action	Status
Continue to promote House Exchange	Host 4 House Exchange roadshows and promote with customers. Feature House Exchange and mutual exchange in April rent statement, with accompanying social media campaign. Explore whether any other providers of a similar service offer any further benefits and could be signed up to once current contract with House Exchange ends.	Delayed due to House Exchange ceasing trading. Home Swapper is now on board as a replacement and communications have been issued to customers.
Consider the use of incentives to support Rightsizing offer.	Conduct a financial impact assessment for rightsizing incentives to help customers into homes which better match their needs.	Complete – incentives are not possible at this time, but promotion of other benefits of right-sizing is ongoing.
Improve communications about the mutual exchange process.	Work with Customer Communications Group to review the information given to customers about the mutual exchange process, in particular the rights and responsibilities of each tenant.	Complete.

	Address any gaps in content or format to help aid understanding and awareness.	