



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.	In progress
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.	In progress
Check policy for clarity around how the 80/20 % split works.	Ensure the policy is clear and easy to understand.	Complete
Utilise Local Lettings Policies to help balance the needs of new customers with existing residents.	Introduce LLPs in more neighbourhoods and buildings through consultation with customers and local authorities.	In progress

Lettings

Recommendation	Action	Status
Enhance options for how customers can view to-let homes.	Consider introducing virtual video viewings of homes to allow customers to see homes earlier without delaying the voids process.	In progress

Maintain and ensure the discretion to extend the 24-hour decision deadline is used.	Ensure Neighbourhood Officers are aware they have discretion to increase the time allowed for customer to decide on a new home. Where the 24-hour window is used – in order to house customers in need efficiently – ensure the language and tone doesn't pressurise customers into a decision.	In progress
Improve the description of 'accessible ready' homes.	Ensure any such homes include a full explanation of how 'accessible ready' homes work to help manage customer expectations.	In progress
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.	In progress
Provide Tenancy/Occupancy Reference Number to customer at earliest opportunity.	Ideally provide this through the customer portal when the account is created during the lettings process and again on the customer welcome pack they receive at sign-up.	In progress
Enhance the customer welcome pack with further personalised information.	Consider if any other property specific information can be included – for example, heating instructions. Also add in how to check on utility arrears. 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.	In progress
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. Include information about whether it is possible to switch energy providers. Ensure there are no inconsistencies in specification.	In progress

	Include or add sign-posting to videos, graphics, guides and FAQs to help with features that may not be familiar to customers for example Air Source Heat Pumps and mechanical ventilation. Consider if whoever carries out the new home visit can carry out demos of the equipment to help aid understanding.	
Involve disabled customers or people with lived experience of mobility issues in development plans.	Ensure their feedback is considered in designs and layouts of new homes at the earliest opportunity.	In progress.
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.	In progress
Continue to lobby for increasing funding and support to help customers sustain their tenancies.	Join regional and national campaigns highlighting the value of social housing and tenancy support to help attract increased funding and investment.	In progress

Voids

Recommendation	Action	Status
Review decorating voucher amount.	Assess if £50 per room is still the correct amount given increased costs in recent years.	In progress
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.	In progress
Standardise the void spend throughout the year.	As far as possible, the time of year that a void becomes available should not impact the amount of work that is done to it.	In progress
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.	In progress
Have a framework of suppliers for fire doors	Have alternative suppliers available due to the known delays in manufacturing and supply.	In progress
Ensure colleagues take tenancy action in a timely manner where property condition concerns are raised during tenancy reviews.	Where issues have been experienced previously, carry out more regular checks and offer support. Use the 'every contact counts' approach to check on property condition during other meetings/visits, e.g. annual gas servicing.	In progress

Exchanges, transfers and rightsizing

Recommendation	Action	Status
Continue to promote House Exchange	Continue communications campaigns about House Exchange and mutual exchange ensuring reach is broadened beyond digital channels; organise further events to promote the offer to customers and explain how it works; explore whether any other providers of a similar service offer any further benefits.	In progress
Consider the use of incentives to support Rightsizing offer.	Explore if and how incentives could be used to help customers into homes which better match their needs including cash incentives; new build homes and help with moving costs. Ensure any approach is sensitively made and does not lead to customer feeling put under any pressure; consider use of case studies/meetings to help raise awareness of the difference that rightsizing can make to individual people and families.	In progress
Improve communications about the mutual exchange process.	Evaluate the information given to customers about the mutual exchange process, in particular the rights and responsibilities of each tenant. Address any gaps in content or format to help aid understanding and awareness.	In progress