

SCRUTINY OF RE-LET STANDARD

Feedback to the Customer Review Panel on their recommendations

28 February 2017 (prior to commencement of Board Meeting)

1. Background

- 1.1 The Customer Review Panel carried out a scrutiny exercise in relation to our re-let standard and reported their findings to the Board meeting held on 29 November 2016. The Board agreed to consider the recommendations made by the Panel and to provide feedback to the Panel at the February 2017 Board meeting.
- 1.2 The Board considered the nine recommendations made by the Panel and further information provided on each recommendation by officers at the Board meeting held on 31 January 2017.

2. Panel recommendations to be progressed

The Board, at their meeting on 31 January 2017, agreed to pursue the following recommendations:

- 2.1 To employ a painter on a six month contract and evaluate the impact of this appointment at an approximate cost of £21,800
- 2.2 To employ a cleaner to undertake a sparkle clean of void properties as and when required at an approximate cost of £6,654.
- 2.3 To allocate £20,000 as part of the planned maintenance programme for 2017/18 to carry out works to walls, paths and steps in the gardens of void properties as and when required.
- 2.4 To give staff discretion to authorise more extensive painting/decoration works on void properties as and when required. It is difficult to gauge the likely financial impact of this measure but our expenditure on these works to void properties will be monitored on a monthly basis. To provide a budgeted figure the following assumptions have been made – 4 void properties a month require additional decoration works at an average cost of £378 per property which results in an annual estimated cost of £18,144.
- 2.5 To explore options to secure funding to allow us to offer decorating classes to our tenants.

- 2.6 To use our Voids Team to, within reason, clean common areas adjacent to void properties and to ensure that void properties are in a clean condition when improvement works are carried out. There are no additional financial implications from this.

3. Potential Risks

- 3.1 There could be a risk we commit additional expenditure to improve the decorative standard of void properties but they still prove difficult to let.

4. The Future

- 4.1 The cost of implementing the agreed recommendation will be £46,598 (£26,598 additional budget required for 2017/18), however this would increase if the post of the painter is made permanent.
- 4.2 The recommendations agreed will be actioned with effect from April 2017 and it is proposed to provide an update report to the Board in August 2017 giving details of the impact of implementing these recommendations. This will also provide an opportunity to review the post of decorator and decide whether or not it should be made permanent or extended for a further period of time.