



Havering
LONDON BOROUGH

Voids Overview

Update report on the progress of the Council's
management of void properties within its housing
stock





Voids are unoccupied properties, which often require repairs before being ready for let to new occupants.

Key objectives for the housing service are to make void properties available for letting as quickly as possible, minimising rent loss and maximising the housing available.

It is also to ensure that the homes we provide are clean, safe, secure and comply with the Council's ready to let standard.

The council manages approximately 9,250 homes including Private Sector Housing (PSH) of which approximately 757 became vacant last year.

On average, there are around 80 voids with the maintenance & lettings service at any one time. Last year we received 14.5 voids per week.

Background Information

Void Type for the 2024/25 Fiscal Period

Void Type	Number
General Needs	330
Sheltered	56
PSH Handbacks	73
PSH	78
Hostel	89
Buy Backs	82
Regen Properties	49
Total	757





The Key-to-Key Time

The Key-to-Key time is the days that are accumulated between the properties becoming vacant and subsequently re-let.

During this period where a property is void there is no rental income received or generated.

The Council currently categorises voids into three classifications of void works, these are:



V1 – Under £3500.00 in 11 Days



V2 – Over £3500.00 in 19 Days



V3 – Over £16,500.00 in 70 Days



360 Degree Property Viewing



vuabl.com/member-area/uploads/london-borough-of-havering/51-montgomery-cres/publish/index.html



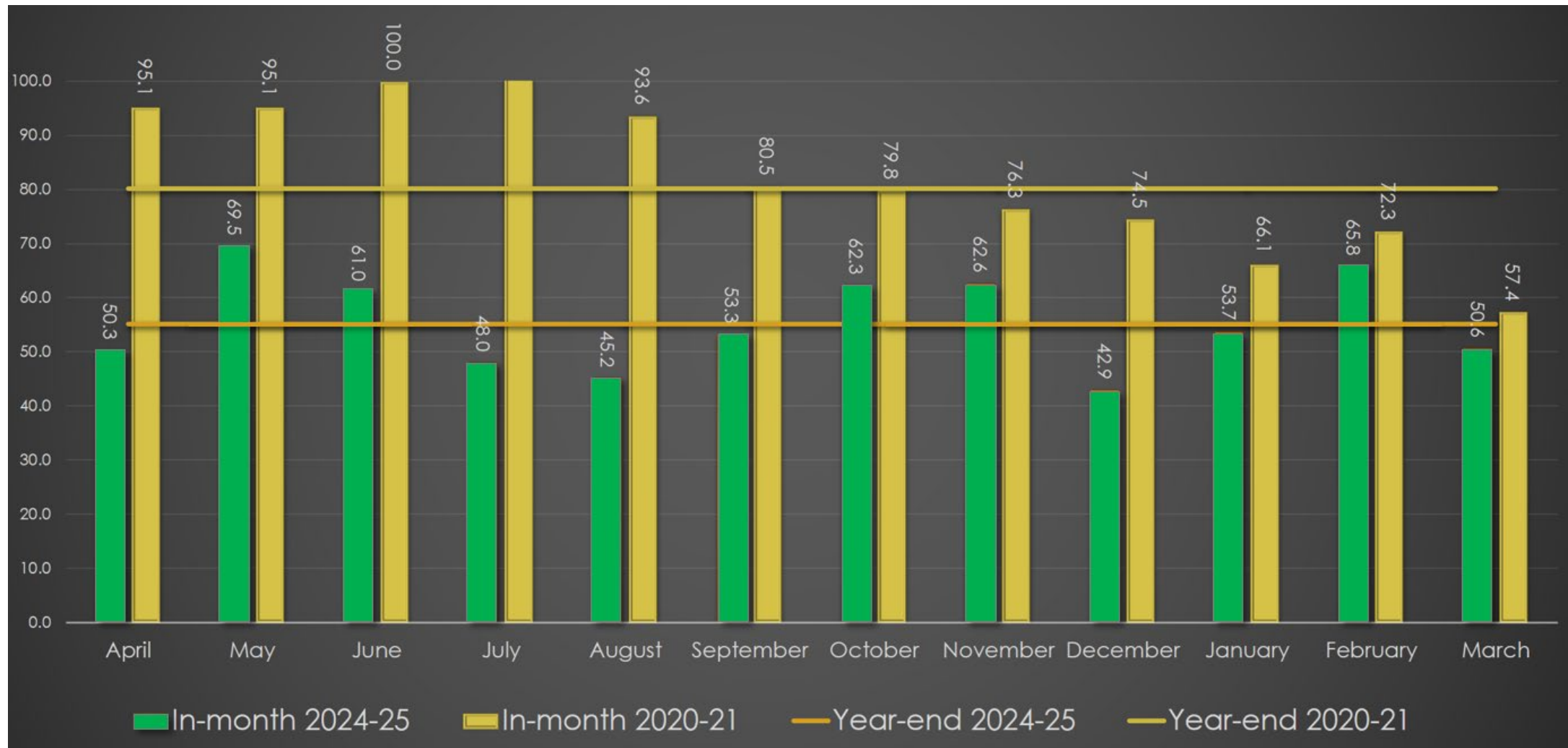
The Key-to-Key Time Performance Comparison

The key-to-key time performance comparison report has been compiled by our business Intelligence analyst team comparing our historic performance records from 2020-2021 against our current 2024-2025 performance data.

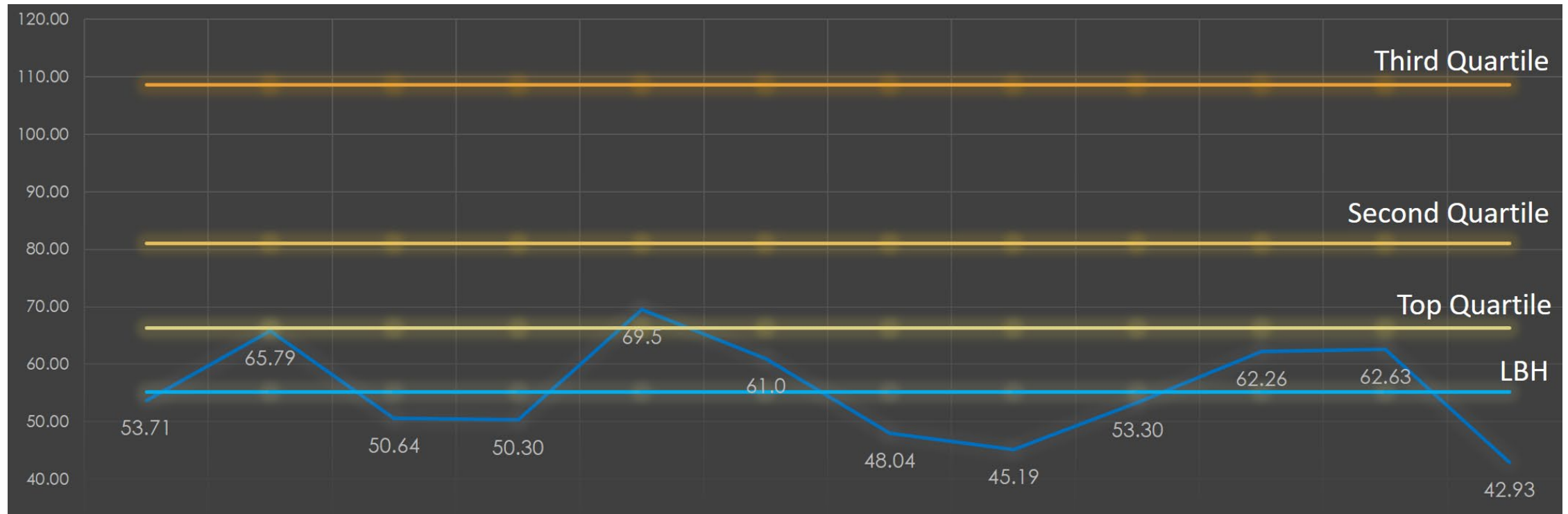
The performance chart demonstrates the significant improvements made within the service area.

The benchmarking data used is based on 2023-24 HouseMark Annual benchmarking for the same indicator measures (keys to keys) the average end-to-end time for our London council peer group.

2024/25 HRA Key-to-Key Performance and Benchmarking Data



2023/24 HRA Key-to-Key Performance and Benchmarking Data

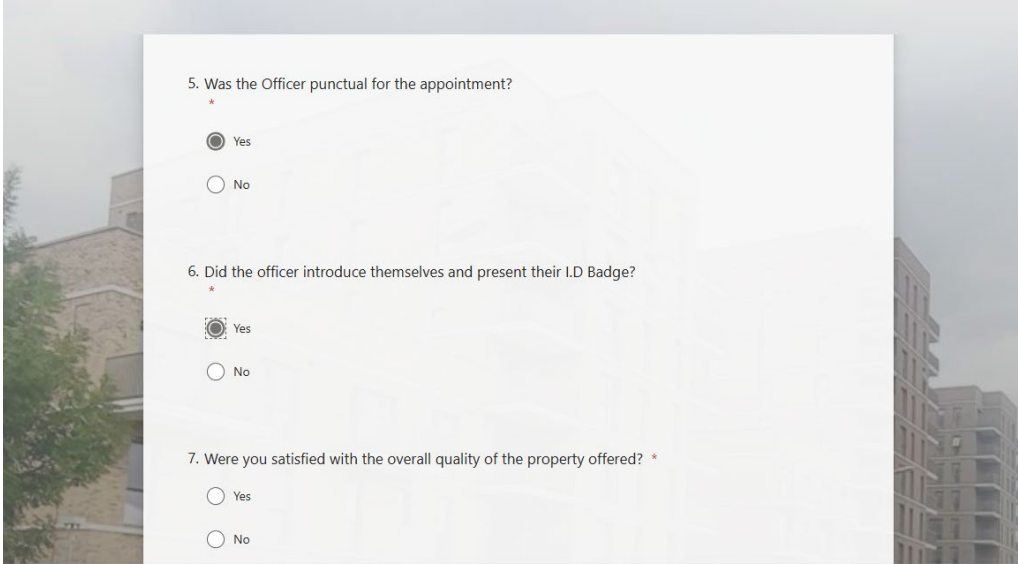


The above benchmarking data is based on 2023-24 HouseMark Annual benchmarking data (keys to keys) the average end-to-end time for our London Council peer group. We have used housemark benchmarking from 2023 to 2024 performances, because 2024-2025 has not yet been published.

Continuous Improvement

Our customer satisfaction data relating to void performance was poor. We have just launched customer satisfaction postcards that gathers resident's feedback in relation to the voids and lettings service.

The customer satisfaction post cards have QR codes on the back that links to a Microsoft form and provides new residents the opportunity to comment and leave valuable feedback on the condition of the property and quality of the service they have received



The screenshot shows a Microsoft Forms survey titled "Customer Satisfaction Survey". It contains three questions, each with "Yes" and "No" radio button options. The first question is "5. Was the Officer punctual for the appointment?" with "Yes" selected. The second question is "6. Did the officer introduce themselves and present their I.D Badge?" with "Yes" selected. The third question is "7. Were you satisfied with the overall quality of the property offered?" with "No" selected. The survey is overlaid on a background image of a brick building.

5. Was the Officer punctual for the appointment? *

☒ Yes

☐ No

6. Did the officer introduce themselves and present their I.D Badge? *

☒ Yes

☐ No

7. Were you satisfied with the overall quality of the property offered? *

☐ Yes

☐ No

[Viewing / Sign Up Appointment - Customer Satisfaction Survey](#)

Continuous Improvement



We will also be implementing a pre-exit process lead by the re-housing and terminations team.

When a tenant provides termination notice. The voids & lettings service should receive a notification which enables us to utilise the four weeks' notice period.

During this time, a pre exit survey will be undertaken identifying resident recharges thus reducing the costs of works and the amount of work required.

The introduction of the advance notice period will also allow for the pre-organisation and allocation of the correct resources.

Improving Performance

The historic void process was cumbersome with multiple tasks required prior to the raising of the main voids works order.

The time between notification and the raising of the primary void works order was between 5-10 working days.

The table highlights all keys elements of the initial former pre void process.

All of the tasks have now been streamlined into the main voids works order eliminating the pre void period of 5-10 days. The only void work order raised is the primary void basket rate and this is raised and processed on day one.

A defined void lettable standard and basket rate job has been implemented ensuring that all properties are available to our tenants at an acceptable standard; meeting the Council's legal obligations and the terms of the Tenancy Agreement.

The defined lettable standard ensures all Housing, Health & Safety Rating System (HHSRS) issues are addressed including Gas and Electrical requirements.

Action	Task Owner
Initial Lock Change	Breyers
Asbestos Survey and Report	Cube Environmental
Surveyor Inspection and Specification	Havering Council
Gas Cap	K&T Heating
Primary Void Works Order Raised and Issued	Havering Council

Year 2021/2022	Average Time
April	22.71
May	34.86
June	56.29
July	56.21
August	56.90
September	44.42
October	38.35
November	33.98
December	38.52
January	24.00
February	29.20
March	19.24
Grand Total	38.52

Year 2024/2025	Average of KPI Overall Time
April	33.25
May	43.72
June	26.64
July	24.61
August	31.03
September	22.69
October	29.04
November	17.30
December	14.65
January	17.59
February	9.89
March	11.22
Grand Total	22.45

Understanding Reporting

The methodology in appendix, was the reporting formula used for all reporting on void re-let times prior to March 2023.

Housemark annual benchmarking measures then changed to include keys-to-key times and it no longer reported on just the works KPI performance.

These tables are compiled using historic data to compare performance on a like for like basis, using the old methodology.

We have used housemark benchmarking from 2023 to 2024 performances, because 2024-2025 has not yet been published.

Voids Report Overview Summary

The London Borough of Havering's void performance when benchmarking against our London peers is not only top quartile performance, but also significantly outperforming top quartile performance.

Top quartile performance is considered 66.27 days with The London Borough of Havering's current void performance is achieving an impressive 55.13 days.

The benchmarking data used is based on 2023-24 HouseMark Annual benchmarking for the same indicator measures (keys to keys) the average end-to-end time London council peer group

The Keys to keys turnaround times' year-end 2024-25 returned a performance of 55.1 days against year-end 2020-21 80.2 days. The comparisons demonstrates the significant improvement in current Key-to-key performance of 25.1 days.

