



PLACES OVERVIEW AND SCRUTINY SUB COMMITTEE

10 March 2026

Subject Heading:

Voids Overview

ELT Lead:

Neil Stubbings
Strategic Director of Place

Report Author and contact details:

Ian Saxby
Assistant Director of
Housing Property & Assets
ian.saxby@havering.gov.uk

Policy context:

This report provides an overview of the voids process, answers a number of members' questions and provides details of current and historical performance.

SUMMARY

This report provides the Places Overview and Scrutiny Sub Committee with benchmarking analysis of our voids, lettings and allocations performance in comparison with sector peers assessing each team's operational effectiveness that influences the overall Key to Key performance.

The report provides insight into the total number of voids processed, the categorisation and trends on individual service performance.

The Chair and the Vice Chair of the Places Overview and Scrutiny Sub-Committee have asked for an update on Voids Performance. They have also asked for the report to include in the context of the above, the current compliance with Awaabs Law.

Details of our current void's performance are included within this report.

In addition to this, the Chair and the Vice Chair of the Places Overview and Scrutiny Sub-Committee have asked a number of questions in relation to voids, which have been responded to in **Appendix A** of this report.

It should be noted that this report is for information only. No decision is required.

RECOMMENDATIONS

That the Places Overview and Scrutiny Committee:

1. Note the report

REPORT DETAIL

1. Purpose of the Report

- 1.1 This report provides Cabinet with benchmarking analysis of our voids, lettings and allocations performance in comparison with sector peers assessing each team's operational effectiveness that influences the overall Key-to-Key performance.
- 1.2 The report provides insight into the total number of voids processed the categorisation and trends on individual service performance.
- 1.3 This report provides information to the Places OSSC in relation to the Council's voids process and performance.

2. Overview

- 2.1 A total of 620 properties and 354 garages have been processed during the current 2025/26 financial year as voids as of February 2026.

Void categories are defined as:

- V1 – Minor Works: 11 days – under £3.5k.
- V2 – Major Works: 19 days – £3.5k–£16.5k.
- V3 – Long-Term Voids: 70 days – over £16.5k.

All garages are raised as voids but not recorded within performance analysis of V1, V2 or V3.

3. General Needs & TMO Voids

- 3.1 A total of 229 General Needs & TMO voids have been completed as of February 2026.

3.2 Void Categories

Category	Number of Properties
V1 – Minor Works	34
V2 – Major Works	157
V3 – Long-Term Voids	38

3.3 Average Void repair and key to key times (General needs & TMO's)

Month	V1	V2	V3	Key to Key
April	12.25	13.57	-	47.41
May	10.20	16.33	-	42.18
June	12.67	22.28	32.80	48.03
July	10.50	20.88	45.80	46.21
August	9.60	20.40	45.80	51.96
September	12.00	35.83	56.38	58.56
October	26.00	28.11	71.00	66.03
November	18.00	29.38	35.67	62.43
December	12.00	29.64	46.71	60.32
January	11.00	26.21	67.50	64.11
YTD	12.14	24.77	49.75	53.85

3.4 Trends

3.5 69% of voids fall within the categorisation of V2, 157 out of 229 raised.

3.6 The narrow gap of roughly 4 days between completing works and final letting illustrated in the 49.75 average works days and the 53.85 keys-to-keys time demonstrates the effective partnership between service areas voids, rehousing and allocations.

3.7 The reshaped rehousing team is consistently performing at a high level. Scheduling viewings and sign-up with minimal administrative delay co-ordinating completed works and verifying offers and sign-ups effectively.

4. Sheltered Voids

4.1 A total of 46 Sheltered voids have been completed year to date.

4.2 All Sheltered voids are classified as **V2**, as full redecoration is required due to the needs of senior residents. The associated costs are incorporated within the basket rate under the terms of the voids contract.

4.3 Average Void repair and key to key times (Sheltered)

Month	V1	V2	V3	Key to Key
April	-	6.00	-	37.50
May	6.00	12.00	-	45.00
June	-	10.33	-	42.00
July	6.00	11.33	-	58.80
August	10.75	20.00	-	26.67
September	12.00	13.00	-	50.00
October	-	18.80	-	86.67
November	-	12.80	-	35.00
December	-	14.80	-	89.67
January	-	11.50	-	45.00
YTD	9.57	13.83	-	52.19

4.4 Trends

- 4.5 The year-to-date void works performance figures of 13.83 days demonstrates strong performance for a service where every property requires full decoration.
- 4.6 There is a gap of roughly 38 days between repair completion and final letting, the lettings are not completed by the rehousing team but by the sheltered scheme managers. The delays highlight a gap between verification viewings and sign-ups and the need for better coordination.
- 4.7 Sheltered properties can also be harder to let impacting on the overall key-to-key time

5. Hostel Voids

5.1 A total of 115 Hostel voids have been completed as of February 2026.

5.2 Void Categories

Category	Number of Properties
V1 – Minor Works	99
V2 – Major Works	16
V3 – Long-Term Voids	0

5.3 Average Void repair and key to key times (Hostels)

Month	V1	V2	V3	Key to Key
April	10.13	16.00	-	27.25
May	11.44	-	-	33.20
June	10.92	18.00	-	24.67
July	9.77	16.33	-	29.54
August	9.60	40.00	-	38.71
September	9.60	-	-	37.08
October	10.00	26.00	-	26.33
November	9.00	36.00	-	26.00
December	10.33	15.00	-	58.00
January	8.78	18.00	-	29.09
YTD	10.06	20.92	-	32.79

5.4 Trends

5.5 A high proportion (86%) of hostel voids fall within the V1 category, indicating minor works are typically required. These units are predominantly bedsits or single rooms.

5.6 Hostel voids are not included within the void basket rate as the values in works are lower. Works to Hostels are undertaken using agreed tendered schedule of rates codes by the area voids surveyor.

5.7 Independent living properties now used as Hostel accommodation affect K.P.I times due to compliance processes required – Gas/Electrical safety checks.

6. Buyback Properties

6.1 A total of 95 Buyback voids have been completed as of February 2026.

6.2 Void Categories

Category	Number of Properties
V1 – Minor Works	0
V2 – Major Works	43
V3 – Long-Term Voids	52

6.3 Intended Use Breakdown

Funding / Use Category	Number	Rent Level
Chaps Funded – Social Housing	79	Social rent
LAHF2 Funded – Social Housing	7	Affordable rent
Refugee Use	2	Affordable rent
TMO Use	4	Social rent
Tagen Use	3	Affordable rent

6.4 Average Void repair and key to key times (Buy Backs)

Month	V1	V2	V3	Key to Key
April	-	10.00	-	
May	-	19.25	21.00	
June	-	27.67	47.33	
July	-	23.80	40.80	
August	-	33.25	68.67	
September	-	-	58.50	
October	-	24.00	56.25	
November	-	28.00	46.10	
December	-	19.40	35.00	
January	-	-	45.60	
YTD	-	23.79	49.05	

6.5 Trends

6.6 Over half of buybacks (55%) fall within V3, indicating extensive works and long turnaround timelines. Properties bought on the open market generally require more extensive work to comply with all housing regulation and legislation in terms of Havering’s lettable standard.

7. Tagen Voids

7.1 A total of 51 Tagen voids have been completed as of February 2026.

7.2 Void Categories

Category	Number of Properties
V1 – Minor Works	0
V2 – Major Works	51
V3 – Long-Term Voids	0

7.4 Average Void repair and key to key times (Tagen)

Month	V1	V2	V3	Key to Key
April	-	8.50	-	30.50
May	-	18.50	-	56.00
June	5.00	22.00	-	33.00
July	7.00	31.00	67.00	34.00
August	-	13.75	-	54.75
September	6.00	14.50	-	66.00
October	-	17.50	-	20.00
November	-	22.75	-	36.00
December	-	29.00	-	48.17
January	8.00	-	132.00	151.00
YTD	6.67	18.47	99.50	48.83

8. PSH Properties

8.1 A total of 58 PSH voids have been completed as of February 2026.

8.2 Void Categories

Category	Number of Properties
V1 – Minor Works	14
V2 – Major Works	44

8.3 Average Void repair and key to key times (Buy Backs)

Month	V1	V2	V3	Key to Key
April	9.67	13.00	-	46.17
May	-	22.40	-	36.42
June	11.00	21.60	-	31.20
July	-	21.50	-	53.60
August	7.00	27.00	-	45.56
September	10.00	21.00	-	46.80
October	12.00	12.00	-	91.00
November	-	38.40	-	48.86
December	7.00	38.50	-	35.25
January	8.00	16.00	50.50	100.75
YTD	9.60	24.10	50.50	48.31

9. Handback Properties with Voids Works

9.1 A total of 58 PSH voids have been completed as of February 2026.

9.2 Void Categories

Category	Number of Properties
V1 – Minor Works	18
V2 – Major Works	8

10. Total Summary Across All Property Types

Category	Total Properties
Total properties with void works received	620
Total garages with void works	352

11. Performance Management of voids works

11.1 On-going robust key performance indicator (KPI) monitoring of the voids workflow has resulted in the service consistently delivering strong top-quartile performance when benchmarked against London peers.

11.2 KPI performance is vigorously monitored weekly by the voids manager ensuring any delays are identified and resolved promptly, KPI performance is then subject to an additional layer of monthly scrutiny by the (place) strategic leadership team ensuring ongoing operational performance oversight.

12. Performance Management of Rehousing Team (Lettings).

12.1 On-going robust key performance indicator (KPI) monitoring for the rehousing team has been a key contributing factor in delivering the documented and on-going top quartile key-to-key performance.

12.2 The team performance is managed by the Re-Housing and Terminations Manager against a challenging KPI Target: 5 working days once works are completed and a usable offer is received.

12.3 The team are currently achieving an impressive 3.57 day average from April 2025- to date demonstrating consistent best in class delivery.

13. Awaabs Law

- 13.1 Awaab's Law intersects with "voids" primarily as a strategic window for landlords to ensure compliance before a new tenant moves in.
- 13.2 While the law's strict timeframes are triggered by reports from active tenancies, the void period is a critical opportunity for landlords to proactively identify and remove hazards such as damp and mould in line our current void policy.
- 13.3 All completed void works are fully compliant with Awaab's Law and meet the LBH lettable standard. Mechanical extractor fans have been tested to confirm full functionality, and new fans have been installed where required.
- 13.4 Performance data, supported by the accompanying operational narrative, provides a strong and reassuring picture of how effectively the service is responding to damp and mould cases in alignment with the requirements of Awaab's Law. This can be evidenced and demonstrated manually on a case-by-case basis.
- 13.5 Across both monthly and live work-in-progress datasets, the service consistently achieves high on-time completion rates, with multiple KPI categories performing at 96–99% compliance.
- 13.6 The introduction of specialist damp and mould repair codes, along with resident notification letters, represents a significant step forward in the service area. Work is ongoing to align the IT system with Awaab's Law definitions to enable system-generated reporting in accordance with Housemark reporting criteria.
- 13.7 None of our London peers have published performance data to date relating to Awaab's Law.
- 13.8 Below is our current performance data relating to Damp and Mould

Monthly KPI (completed January 2026)

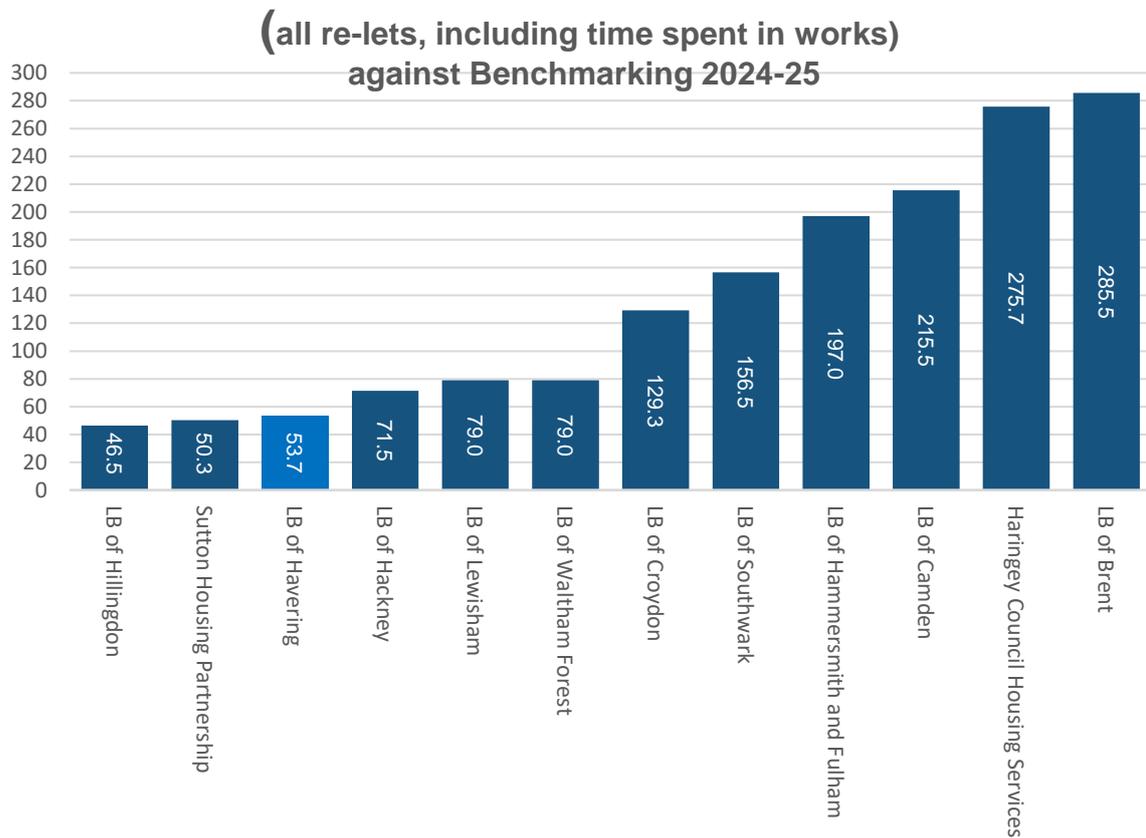
Type	Late	On Time	Total	% Compliant
10 days	2	155	157	99%
120 Calendar days	5	127	132	96%
60 Working Days	1	12	13	92%
Grand Total	8	294	302	97%

Cumulative KPI (October 2025 to January 2026)

Type	Late	On Time	Total	% Compliant
10 days	6	448	454	99%
120 Calendar days	8	267	275	97%
60 Working Days	4	29	33	88%
Grand Total	18	744	762	98%

14. Conclusion

- 14.1 The London Borough of Havering's void performance when benchmarking against our London peers in 2024/2025 fiscal period was not only top quartile performance, but also significantly outperforming top quartile performance.
- 14.2 The Graph below showing HRA re-lets cumulative data from April 2025 to January 26, against 2024-25 Housemark performance data. (2025-2026 not yet available).
- 14.3 Benchmarking indicates that Havering has both the processes and structure in place to sustain top quartile performance into 2025/26, subject to forthcoming data.
- 14.4 This outlines a continued and sustained performance level from the service which is striving for continuous improvement.



BACKGROUND PAPERS

None

IMPLICATIONS AND RISKS

Financial implications and risks: None for this report.

Legal implications and risks: None for this report.

Human Resources implications and risks: None for this report.

Equalities implications and risks: None for this report.

APPENDICIES

Appendix A - Chair and the Vice Chair Questions and Answers.