



Reference: FOI-140

Request:

1. For each of the financial years 20/21, 21/22 and 22/23 (to date), what was the turnaround times for your VOID's?
2. For each of the financial years 20/21, 21/22 and 22/23 (to date), please confirm the number of VOIDS for each of the above periods
3. For each of the financial years, 20/21, 21/22 and 22/23 (to date), what was the average cost?
4. Please can you provide a structure of your current VOID Setup? This can be provided in the form of a process map.
5. Please provide a copy of your teams VOID organisational chart.

Please note, I would be grateful if you could provide annual breakdowns for the data requested preferably in an Excel spreadsheet.

Response:

1. 2020/2021 = averaged 21.35 calendar days
2021/2022 = averaged 15.84 calendar days
2022/2023 = averaged 15.83 calendar days (up until end of October 22)
2. 2020/2021 = 747 properties completed
2021/2022 = 784 properties completed
2022/2023 = 497 properties completed (up until end of October 22)
3. A request under the Freedom of Information Act 2000 entitles an applicant to recorded information only. Averages are not recorded by the Authority. Instead, please see below total spend on VOIDS per year:
2020/2021 - Total cost of voids = 2.227m
2021/2022 - Total cost of voids = 2.5m
2022/2023 - Total cost of voids = 1.482m (up until end of October 22)
4. Please see attached process map
5. The Authority does not hold a specific structure chart for this area, but the VOID team is made up of:
 - Director of Housing and Property Services
 - Head of Property Services
 - Service Delivery Manager Repairs and Maintenance
 - Service Manager (which covers VOIDS and other functions)

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- 6 x Team Leaders
- 2 x Admin Staff

(Trades, operatives, and subcontractors are not defined as "Void")

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