

VOID MANAGEMENT POLICY

Cabinet Member: Cllr Ray Stanley

Responsible Officer: Head of Housing and Property

Reason for Report: To advise members of the Void Management Policy.

RECOMMENDATION(S): That the Cabinet recommends to Council the adoption of the Void Management Policy

Relationship to Corporate Plan: The Void Management Policy will be key to maintaining the councils stock within the parameters of the Decent Homes Standard.

Financial Implications: The financial implications will be contained within the Housing Revenue Account. It is important to prioritise financial management of the HRA to ensure the all available funds are used to the best effect.

Legal Implications: It will be necessary to ensure that the Void Management Policy addresses all the legal obligations the Council has as a Landlord for the housing estate.

Risk Assessment: The management of 3075 homes for some of our most vulnerable tenants contains many risks. These risks are managed at a service level through various risk assessment.

1.0 Introduction

- 1.1 In 2014/15 works were carried out to 187 void properties, 68 of these were classified as major voids due to the extent of work involved before they could be re-let.
- 1.2 The average time to re-let a standard void in 2014/15 was 18 days against a target of 17 days, and the average void time for major voids in the same period was 50 days against a target of 45 days
- 1.3 A total of £483,490 has been spent bringing major voids up to an acceptable standard in 2014/15, an average of £7,110 per property.
- 1.4 A proportion of the total monies spent on void works each year are recharged to the vacating tenant, this is normally as a result of vandalism, abuse of the property, or failing to leave the property in a clean empty condition.
- 1.5 In order to reduce rent loss it is essential that we have a Void Management policy that covers all aspects of ending tenancies, carrying out works, through to re-letting.

1.6 One of the key factors in reducing void times and subsequent rent loss is the condition that the properties are returned to the Council in.

2.0 **Tenant Consultation**

2.1 The Housing 'Tenants Together' group have been consulted on this policy and their comments taken into consideration.

2.2 Attached is a copy of the Tenants Together Voids Service Review, summarising the work of the Voids Scrutiny Working Group. They have proposed the following changes to the way in which we currently manage our void stock.

2.2.1 The provision of a 'Decoration Pack' to new tenants of general needs stock to allow them to decorate upon moving in, should be stopped.

2.2.2 The provision of a 'Decoration Reward Grant' to new tenants of general needs stock that have decorated their homes within 6 months of moving in, should be stopped

2.2.3 The provision of a 'Clean and Clear Reward' to the vacating tenants that have left the property clean and clear of rubbish, should be stopped.

3.0 **Proposals**

3.1 The proposals from the service review have been considered by staff involved in the management of voids.

3.1.1 It was felt that item 2.2.1 could have a detrimental effect on both the letting process and the internal structure of the dwelling, taking this into consideration the 'Decoration Pack' should be retained. However it is recognised that savings need to be made and as such a new 'Decoration Pack' has been drawn up.

3.1.2 Nether the Decoration Reward Grant nor the Clean and Clear Reward add value to the void process and therefore these items have been removed from this revised Voids Policy.

4.0 **Implementation of the Void Management Policy**

4.1 Other than the Tenants Together recommendations this policy formalises the process already used to ensure that our void properties are let as soon as possible and to a reasonable standard.

4.2 There are no additional resource implications as a direct result of this policy.

5.0 **Financial Context**

- 5.1 Maintaining the Councils housing stock, including void properties, is the largest ongoing element of the Councils capital programme.
- 5.2 Within the annual budget there are sufficient monies to fund the current level of voids received each year.
- 5.3 It is envisaged that these changes to the way in which we currently work could save the Housing Revenue Account approximately £62,260 over the next 4 years.
- 5.3.1 There were 79 paint packs issued between 1st September 2014 and the 31st August 2015. Total cost £10,660. By introducing the new 'Decoration Pack' it is envisaged this cost could be reduced by 25%

Decoration Pack	Existing Cost	Proposed Cost	Envisaged Saving	Reduction
1 Bedroom Property	£117.50	£90.72	£26.78	23%
2 Bedroom Property	£132.50	£90.72	£41.78	32%
3 Bedroom Property	£142.50	£111.02	£31.48	22%
4 Bedroom Property	£152.50	£111.02	£41.48	23%

The costs above are per property

- 5.3.2 There were 12 decoration reward grants paid between 1st April 2015 and the 31st August 2015 (5 months). Total cost £1,275
- 5.3.3 There were 41 clean and clear payments made between the 1st April 2015 and the 31 August 2015 (5 months). Total cost £4,100

Contact for more Information: Mark Baglow, Building Services Manager. Tel 01884 233011 or Nick Sanderson, Head of Housing and Property. Tel 01884 234960

Circulation of the Report: Management Team, Councillor Ray Stanley, Cabinet Member for Housing

Mid Devon District Council

Building Services

Void Management Policy – DRAFT

November 2015 v1.0

Contents Page

• Policy Statement	6
• Ending Tenancies	6
• Vacating Tenants	8
• Pre-Void Inspection	9
• Void Inspection	9
• Repairs to Void Properties	9
• Standard of Repair for Empty Properties	10
• Internal Decoration	11
• Building Sustainable Neighbourhoods	11
• Diversity Issues	12
• Monitoring and Customer involvement	12

Appendices

• Our Standard of Repair for Empty Properties	Appendix A
• Decoration Pack	Appendix B

Policy Statement

This policy is to ensure that Mid Devon District Council (MDDC) has effective procedures in place to manage its empty stock quickly and efficiently.

As the Housing Revenue Account (HRA) is funded from the income generated by the rental of its stock, the Void Management Policy focuses on the requirement to reduce the length of time a property is empty.

The policy will ensure a forward looking and strategic approach to void management that will help to:

- Minimise rent loss through reducing the length of the void period and repair costs
- Set out MDDC's Housing Service Standard of Repair for Empty Properties ensuring that all staff, contractors and tenants are aware of exactly what condition the council expects of its empty properties
- Set in place systems for monitoring the standards of void properties and customer satisfaction with their new home

The policy, together with MDDC's Housing Service Tenancy Management and Repair policies will guide staff in ensuring that tenants are aware of their repair responsibilities and end of tenancy obligations.

It should be used in conjunction with the most recent housing needs survey and the allocations policy, to ensure that the stock is well used in a way that meets local demand in a fair and equitable way.

This policy will be reviewed on a bi-annual basis to ensure that its contents reflect current legislation and the latest examples of best practice in the field.

Ending tenancies

All tenants are required to give four weeks written notice terminating their tenancy which is effective from the Monday after the termination notice is received.

Tenancies always finish on a Sunday and keys must be returned to Mid Devon District Council by the time stated in the tenancy agreement.

Failure to return the keys by the time stated in the tenancy agreement will incur a charge as stated in the tenancy agreement. Where the keys are not returned at all, the cost of changing locks will be recharged to the outgoing tenant.

As part of the end of tenancy process the tenant will allow MDDC to carry out a pre-void inspection if requested.

The Council actively encourages tenants to leave the property and external areas in a clean and tidy condition as laid out in the tenancy agreement. When a valid notice of termination is received, all outgoing tenants will be reminded of their rights and responsibilities in relation to ending the tenancy. The Council will then arrange inspection of the property before the tenant moves out. This will enable the Housing Service to:-

- Agree any improvements which are eligible for compensation
- Identify any rechargeable repairs
- Identify and notify maintenance contractors of expected volumes of work to assist with forecasting and capacity planning
- Identify any factors which will be considered as part of offering the property for re-let, such as special adaptations

The outgoing tenant will be responsible for the full costs for clearing out the property and any other rechargeable repairs identified.

Any rechargeable repairs will be identified where possible during the pre-void inspection and the tenant made aware of their responsibilities regarding these. The outgoing tenant will be asked to sign the list of rechargeable repairs and this will be used as a checklist to ensure that their responsibilities have been met. The Council reserve the right to recharge the outgoing tenant for any rechargeable works that occurred after or that were not visible during, the pre-void inspection.

The tenant will also be informed by their Neighbourhood team about the status of their rent account and any sub accounts and required to make payments to clear any outstanding debt before the end of the tenancy. If the tenant is in arrears but is unable to clear them in full before the end of the tenancy, they will be required to make an affordable payment agreement to clear the debt. Failure to do so will mean that the tenant will be pursued for any monies owing through the courts. The outgoing tenant will be required to provide a forwarding address, as specified in their tenancy agreement.

Where it is suspected a property is abandoned the statutory procedures will be followed as detailed in our tenancy management procedures.

On becoming available for letting, the property will be offered to a potential new tenant with minimal delay in accordance with policies relating to the Devon Home Choice scheme and our own allocations policies.

Vacating Tenants

The vacating tenants are required to fulfil the following conditions when they wish to end their tenancy:

General Conditions:

- Provide a minimum of four weeks' notice of intention to move out
- Allow staff access to pre-inspect the property following an appointment

- Allow staff to show prospective tenants to view the property before it becomes void
- Have a clear rent account
- Return all the keys to the property as stated in the tenancy agreement
- Have all utility meters read before moving out. If key meters are fitted, leave the keys in the meters with no debts
- Provide a forwarding address
- Allow access to carryout minor repairs before you vacate the property

Cleaning and Clearing:

- Make sure that the garden is tidy and free of rubbish
- Remove all furniture, belongings and any rubbish from the property - including the loft, the garden, and sheds
- Leave the property in a clean condition – windows, floors, cupboards, worktops and all sanitary ware

Decorations / Fixtures and fittings:

- Make sure the property is in good decorative order
- Repair any damage caused by moving fittings and fixtures
- Repair everything that has been damaged
- Agree with staff and clearly mark any items they wish to leave behind for the next incoming tenant
- Overpaint any bold and bright wall or ceiling colours with an obliterating emulsion

Pre-Void Inspection

Any adaptations to the property, such as a flush-floor shower, wheelchair height kitchen cupboards and handrails etc. will be noted at this time. This information will be shared with both the Housing Options team and the Adaptations Officer, so that they are able to offer the property to an appropriate prospective tenant.

The outgoing tenant should put any queries regarding rechargeable repairs raised at the time of the pre-void inspection to the Building Services Manager via the complaints procedure.

Void Inspection

As soon as the property becomes void it will be re-inspected to confirm if the former tenant has:-

- Complied with all their end of tenancy obligations

It will also enable the inspecting officer to identify any repairs that may have been missed or hidden by furniture etc during the pre-void inspection that need to be recharged.

Repairs to Void Properties

The Council aims to identify and complete all necessary repairs to enable a property to be re-let as soon as possible.

All works undertaken in the property will be completed to the Void Standard (Appendix A), which has been agreed with our tenants, and to the Decent Homes Standard as laid out by the Government.

All properties will be issued with electrical and gas safety certificates in compliance with legal requirements.

To speed re-let times, repairs will be classified into two categories:-

1. Essential repairs that must be completed while the property is empty (including safety checks)
2. Non-essential or minor repairs that could be completed once the new tenant has moved into the property or prior to the outgoing tenant moving out. Any further damage to the property would be recharged back to the outgoing tenant.

The Council will ensure that properties are checked against the planned works programme to make the most cost effective use of resources. If a property falls into a geographical area where planned maintenance work is being undertaken, the property will be moved to the top of the planned maintenance list for these works to be completed as soon as possible.

Major repairs and any necessary Health and Safety works that would cause a high level of disruption to tenants or put their safety at risk, such as the removal of asbestos, and any damp or rot treatments will be completed prior to the start of the new tenancy.

Every attempt will be made to complete all repairs prior to the new tenant taking up their tenancy; however, in some circumstances minor, non-essential repairs will be undertaken once the tenancy has commenced. These repairs and the timescales for their completion will be agreed with the new tenant. In all cases, these will be charged to the voids budget.

All void properties must have had a gas and electrical check and have the necessary certificates in place before they can be deemed as ready to let. Copies of these are given to the new tenant as part of the sign up process.

Internal Decoration

The Council do not decorate general needs properties.

Where the vacating tenant has left the property with bold or hard to cover colours consideration will be given to the need to apply an obliterating emulsion prior to re-letting.

The Council will provide a 'Paint Pack' (Appendix B) to the new tenant in order to help them start to decorate their new home.

The Council will undertake internal decoration if required to our sheltered housing stock before being let.

Building Sustainable Neighbourhoods

All prospective tenants are provided with information about the property attributes, and local neighbourhood facilities prior to viewing.

When a prospective tenant has indicated their acceptance of a vacant property, the tenancy will commence as soon as possible after all essential repairs are completed. All tenancies start on a Monday.

All new tenants are given opportunity to feed back their satisfaction with the void management process and standard of the property when let. New tenants will be visited within the first 6 weeks of their tenancy commencing. In summary the purpose of this visit will be:-

- To welcome the tenant and give an opportunity for them to ask any questions, raise any concerns, follow up on any outstanding issues etc;
- To establish if they need any extra help setting up their home and Identify any support needs the tenant may have;
- To offer any advice about benefit that the tenant may be entitled to;
- To discuss rent payment options or delays with outstanding Housing Benefit payments
- To reinforce the terms of the tenancy agreement and the tenants' rights and responsibilities.

The sign up process and settling in visit has a significant impact on the sustainability of tenancies. The Council will ensure a range of supportive procedures and services are in place to ensure effective delivery.

Diversity Issues

The Council is committed to providing a fair and equitable service to its tenants and leaseholders. Through the management of our empty properties the council aims to treat all customers fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.

Monitoring and Customer Involvement

Satisfaction with the Service provided will be monitored through “settling in” visits and repairs satisfaction forms. Feedback received from these surveys will be used to inform amendments to the policy and thus improve the Service provided.

Appendix A

Our Standard of Repair for Empty Properties

We aim to provide a high quality repairs service to all our tenants and we rely on your comments and suggestions to help us improve.

We want our new tenants to move into properties that are safe and secure, clean and in good condition.

All our empty properties will meet our statutory and contractual obligations and the government's Decent Homes Standard.

Generally:

Our properties will have:

- Clean, hygienic facilities for preparing food
- Sanitary ware that is clean, functioning and hygienic
- An efficient heating system that is safe and easy to use
- Good thermal insulation
- Modern UPVC double glazed windows
- A mains-powered smoke alarm
- A mains-powered carbon monoxide alarm (if property has gas or solid fuel heating)

Decoration:

You are responsible for all internal decorations.

Safety:

When you sign your tenancy agreement you will receive the following documents relating to your new home:

- Electrical test certificate
- Gas appliance safety certificate (if the property has a gas supply)
- Solid fuel appliance safety certificate (if fitted)

Gardens:

- If the property has a garden, all debris will be removed and grass will be 'rough cut'
- Fencing (if provided) will mark the boundaries of the property

Doors:

- External doors to the property will be secure with at least 2 sets of keys
- Security chains will be fitted to the front and rear doors

- All doors in the property will open and close easily

Internal Woodwork:

- All internal woodwork will be free from serious damage or decay
- All new woodwork will be primed ready for painting

Windows and Glazing:

- Windows that are designed to open and close will do so
- All glazing will be intact

Floors and Stairs:

- All solid floors and floor tiling will be free of cracks or other faults that may cause injury
- All floorboards will be sound and secured. (We cannot guarantee that floorboards will not have some slight movement or creaking)
- All parts of staircases will be secure and free from defects

Kitchen:

- If there is space in the kitchen, we will provide water and waste connections so that you can plumb in a washing machine. We will also provide a convenient power point below the worktop
- All kitchen units will be clean and in good condition
- Worktops will be clean and hygienic
- The kitchen sink top will be clean and in good condition
- All kitchens will have an electric cooker connection point (If the property has a gas supply, the kitchen may have a gas cooker connection as well)

Bathroom and Toilet:

- The property will have a clean, functioning bath (or shower) and a wash hand basin
- Each toilet in the property will flush properly and have a new seat fitted

Mains Service:

- The property will have an electricity supply that has been tested prior to letting and is safe
- If the property has a gas supply, all fitted appliances will have been tested for safety prior to letting

- The property will have a water stopcock that is easy to operate and in working order (we will tell you where it is when you sign your tenancy agreement)

Heating and Hot Water:

The property will have space and water heating that is safe and ready to use. We will give you a manual on how to use the heating system when you sign your tenancy agreement.

- All gas appliances (where fitted) will be safe and serviced within the last 12 months
- Any solid fuel appliances (where fitted) will be safe and serviced in the last 12 months
- All electric storage heaters (where fitted) will be tested and be safe

Energy Efficiency:

- All light fittings will have low energy light bulbs fitted
- Loft spaces will be insulated to current standards

Cleaning:

- The property will be clean and any rubbish and unwanted items left by the previous tenant will be removed
- If the property has a working chimney, it will be swept

External Condition:

- One and two storey properties will have the rainwater gutters cleared of any debris
- Chimneys, external brickwork, pointing, rendering and cladding will be checked for defects that could result in water penetration
- Front and rear paths will be safe without trip hazards
- Entrance gates and front fencing (where provided) will be sound and secure

Quality Control:

If the property that you have been offered does not meet this Standard please let us know as soon as possible.

Appendix B

Decoration Pack

Paint Pack - 1 & 2 Bedroom Properties

Paint Pack - 3 & 4 Bedroom Properties

Colour	Type	Qty	Unit
Brilliant White	Vinyl Matt	1	5 ltr
Magnolia	Vinyl Matt	3	5 ltr
White	Gloss	1	2.5 ltr
White	Undercoat	1	2.5 lt
Brush Cleaner	-	1	1 ltr
Brush	25mm	1	item
Brush	50mm	1	item
Brush	75mm	1	item
Roller + Tray	Plastic	2	item
Sandpaper	Sheets	1	Pack 5
Filler	Pack	1	Pack
Dust sheet	4m x 3m	1	item
Filling knife	50mm	1	item

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Brilliant White	Vinyl Matt	2	5 ltr
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White	Undercoat	1	2.5 lt
Brush Cleaner	-	1	1 ltr
Brush	25mm	1	item
Brush	50mm	1	item
Brush	75mm	1	item
Roller + Tray	Plastic	2	item
Sandpaper	Sheets	1	Pack 5
Filler	Pack	1	Pack
Dust sheet	4m x 3m	1	item
Filling knife	50mm	1	item

Tenants Together Voids Service Review

A Briefing Paper Summarising the Work of the Voids Scrutiny Working Group

1.0 Introduction

- 1.1 The Regulatory Framework clearly states that tenants should have opportunities to shape service delivery and to hold Councillors to account. To achieve this, stock holding local authorities are expected to engage meaningfully with their tenants and to offer them opportunities to mould the tailoring of services to shape local priorities. In particular, the Council, as a landlord, is expected to give tenants an opportunity to scrutinise performance, identify areas for improvement and influence future delivery.

2.0 Reason for the review

- 2.1 The Voids Service was selected for scrutiny review by Tenants Together as we are striving to improve performance in this area. Whilst performance is improving, it is still under performing against our annual target. It is important that properties are re-let on a timely basis to maximise income for the Housing Service. Failure to address this issue will have an impact on the Housing Revenue account (HRA).

3.0 Who we are

- 3.1 We are a group of tenants, called Tenants Together, who are working closely with the Mid Devon District Council's Housing Services.
- 3.2 We take in depth look at various services provided by the Housing Service in the running of its homes and services.
- 3.3 We investigate our chosen topics and report recommendations to the Decent & Affordable Homes Policy and Development Group (D&AH PDG).
- 3.4 The Tenants Together members agreed to undertake a service review on voids and set up a Scrutiny Working Group. The members involved in undertaking this service review were:
 - Patricia Cowie
 - Trudy Saunders

4.0 The scope of the review

- 4.1 The report details the findings of the Voids Service Review Working Group. The subject was chosen by the Tenants Together in partnership with the landlord.
- 4.2 This is a tenant-led project with the aim of reviewing the current performance and quality of the voids process and making recommendations for improvements.
- 4.3 The Voids Service Review Working Group produced an Action Plan set out in Appendix A.
- 4.4 The Voids Service Review Group has assessed data and information provided including:
 - Reviewing our policies, procedures and literature relating to our voids
 - Interviewing Mark Baglow, Patrick Hyde, Michael Parker, Sian Sandy, Tanya Webber and the DLO's Voids Team
 - Comparing our procedure with other landlords and visited North Devon Homes and East Devon District Council to investigate how they undertake their voids process
 - Viewing a void property
 - Accompanying a Tenant Inspector for Voids on a void inspection
 - Speaking with tenants who had recently taken a tenancy with us

5.0 Overview of Scrutiny Findings and Recommendations

The Scrutiny Working Group's Findings	The Scrutiny Working Group's Recommendations
1.1 17 day target – already a tight turnaround this includes a possible wait of 7 days for asbestos check and a gas check.	<p>Leave target as it is.</p> <p>Management response: The Cabinet Member wishes to reserve the right to reduce the target in the future, if necessary</p>
1.2 Properties not visited sometimes for several years. The risk of tenants feeling they can adapt properties as they wish.	<p>Tenancy home checks key to stopping this. Employ someone just for this role, saving money on voids. Recruit more Tenant Reps for all areas who could help.</p> <p>Management response: It is unlikely that one person would have the capacity to visit every single property. It is agreed that Tenancy Home Checks are important</p>
1.3 Paint Packs – cost £58.50 + £52.00 per decoration essentials + paint £10.50 £5.25. This is not having a positive impact on condition of voids returned. Many tenants not having the appropriate skills required to paint to government standard.	<p>Stop this system. Employ apprentices to paint all properties that require it.</p> <p>Management response: The Decent & Affordable Homes PDG (PDG) will be asked to make a decision on this as part of the discussion relating to the new policy on void management. Managers feel that paint packs can offer value for money because it is cheaper than paying someone to paint the property. Apprentices still need supervision and training and there is an issue about whether or not it would be appropriate to employ apprentices to do this type of work. Paint packs can also be useful if there is a hard to let property.</p>
1.4 Clean & Clear Reward £100 per property. Nothing to suggest this has a positive outcome of void properties returned. This requirement is also part of the Tenancy Agreement.	<p>Stop this system or reinforce inspection process. If a property has obtained a clean & clear reward it shouldn't need a paint pack etc.</p> <p>Management response: The PDG will be asked to discuss this.</p>
1.5 Decoration Grant (internal) – given to tenants after they have painted £75 – 1 bed, £100 – 2 bed, £150 – 3 bed.	<p>Scrap this system. Tenants are currently being given money to decorate their properties and this is already a requirement in their tenancy agreement.</p> <p>Management response: The PDG will be asked to discuss this.</p>
<p>1.6 Voids Managements Policy out of date. We took a thorough look at this policy and matched it against interviews of staff for best practice.</p> <p>Areas highlighted:</p> <p>A further £20 will be offered if.....</p> <p>Additional works to hard to let properties.</p>	<p>Update as per recommendations below.</p> <p>This doesn't happen (MB).</p> <p>This doesn't happen.</p> <p>Management response: A new policy has been drafted and this is to be presented to the PDG.</p>

<p>1.7 Voids Policy - A mains powered Carbon Monoxide alarm</p> <p>Decorating.</p> <p>Heating & Hot Water.</p>	<p>This should read 'or battery'.</p> <p>Update this if systems are scrapped.</p> <p>The property will have space and water heating that is safe and ready to use. This does not make sense.</p> <p>Management response: A new policy has been drafted and this is to be presented to the PDG</p>
<p>1.8 Our Standard of Repair for Empty Properties leaflet.</p> <p>Standard was developed with the help of Council tenants on the Repairs & Maintenance focus group. This is now out of date.</p> <p>Your comments.</p> <p>Whole leaflet out of date.</p> <p>Ensure tenants know legalities around tenancy.</p>	<p>Out of date – update as below. Make more user friendly.</p> <p>Review the standard.</p> <p>Not user friendly or very informative.</p> <p>Update as necessary.</p> <p>Decent Home standard.</p> <p>Management response: Agreed. The leaflet needs updating.</p>
<p>1.9 Where are materials sourced from? Are we getting best value?</p>	<p>Look into this further to get a better deal. Possibly join the Devon Wide consortium like East Devon District Council are part of.</p> <p>Management response: we take great care to achieve good value for money in relation to procurement and negotiate directly with manufacturers, in many cases. Therefore, it is felt that there is little to be gained by joining a procurement club. The Cabinet Member has suggested procurement as a topic for a future service review.</p>
<p>1.10 When a prospective tenant applies on Devon Home Choice to live in Mid Devon the property is given to them subject to references being satisfactory. If a prospective tenant is privately renting - they would have to give at least four weeks notice - this can mean that they are paying on two properties.</p>	<p>When a person applies to become a Mid Devon tenant references should be taken immediately. This will also help to eliminate tenancy fraud.</p> <p>Management response: The Council receives approximately 20 requests for rehousing each week. We need to limit the work associated with registering these cases. All cases in Band B are visited and their circumstances verified. Furthermore, there are approximately 700 cases in Band D most of whom are unlikely to be rehoused. We need to focus on those who are rehoused.</p>
<p>1.11 Tenancies can be ended online with other housing providers – after keys have been returned.</p>	<p>Now that we have a new system can this be done in Mid Devon.</p> <p>Management response: the Council insist on notice of 4 weeks, in all cases. We can look at</p>

	whether or not this is feasible but there may be issues in terms of legality and also compatibility on our system.
1.12 New tenant questionnaire – not user friendly. Doesn't ask key questions.	Please refer to NDH questionnaire – Appendix C. Offer the forms in other formats Management response: the questionnaire needs updating and we will review it, with reference to the NDH document, as an example of good practice.

2 Conclusion

The TT Members involved in this review would like to thank the housing staff and tenants who gave their time to assist them in this review.

Contact for more information:
Leader)

Sandra Hunt (Community Support and Initiatives Team

Telephone: 01884 234278

Email: shunt@middevon.gov.uk