

Case study

Improving Voids Management

HouseMark consultancy solutions

We know that our data can unlock answers and insights about what is driving your costs and performance across your business. And often reveals priority services that could be improved. Supporting you to take action from insight, our consultancy solutions arm provides the perfect next step to accelerate change and deliver your corporate ambitions to build an even better business.

Customer brief

From data analysis and trend comparison, our customer identified that their void and repairs costs were higher than average. Reviewing overall void performance at the highest level, they also recognised that their void turnaround times weren't meeting their own ambitions.

Our customer recognised the need for an independent review to help them identify ways in which they could improve their void service. They also wanted to reduce the amount of money spent on void properties, as well as across their day-to-day maintenance regime.

A clear drive to use evidence in decision-making, the role of data analysis was important. In this case, the customer wanted to use deeper-dive data analysis to understand what is driving their costs. We know not all customers have this type of data available, so we can work without it - or we can help you first build a framework for capturing it.

In this brief, it was important that we also delivered solutions that could be easily implemented to address their current performance and bring their results back on track. This is why as part of our approach included the redesign of the process.

Our approach

Data analysis - how are they doing now?

Analysis of performance and cost data allowed us to better understand the relationship between voids, routine maintenance and reactive repair spend.

Void path review - 'as is' workshops

We held workshops with key colleagues, establishing the 'as is' position, and identifying inefficiencies and failures in the process that affect voids management performance. We used this information and learning to inform the design of a new process map.

Associated activity review

From the briefing meeting, we knew that there were associated activities (such as stock data collection and surveying) that feed into, or from the voids process. We looked at these associated activities to see whether the hand-offs between teams, or 'phasing' was causing any additional complications or issues.

Voids process redesign and recommendations

Using analysis, contextual information from the sector (that helps us see potential performance gains) and the workflow / process mapping, we were able to identify the gaps and redesign a new process as part of our recommendations.

Outcomes

The recommendations report was accepted and we were asked to support in the creation of an improvement and action plan. Following implementation of all of our recommendations, the outcomes were:

- Six months after the review, void turnaround times had improved with a 15% reduction in turnaround for a minor void and a 25% reduction for major voids .
- Turnaround times for a property are improved with more efficient processes in place - delivering increased rental income; reducing financial wastage incurred from repeat visits and high levels of snagging.

About HouseMark

HouseMark is the leading data-driven solutions provider for the social housing sector.

Through our consultancy solutions arm, we help you accelerate change. Providing insights, inspiration, and solutions to drive and deliver performance improvements across your organisation.

Combining unrivalled levels of performance data, excellent and experienced specialists and our knowledge of current and emerging policy, we are uniquely placed to support you in your next improvement programme.

Service reviews are a natural next step to improving your performance. We have an experienced team working across:

- ASB management
- Repairs and assets
- Customer contact and complaints handling
- Estate services