



Empty Homes



A Quick Turnaround

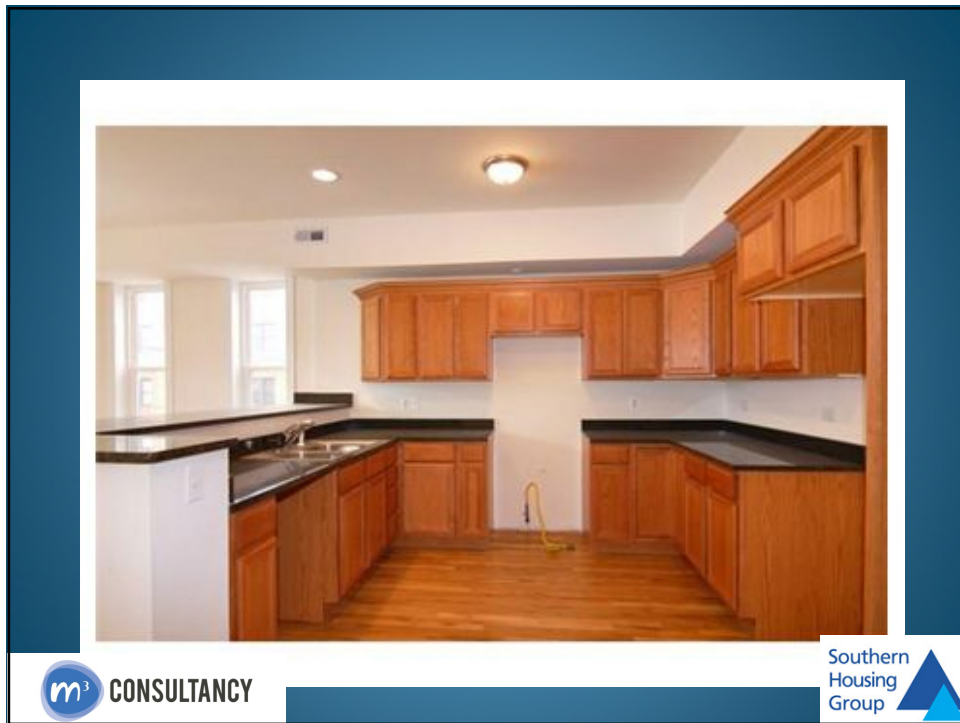
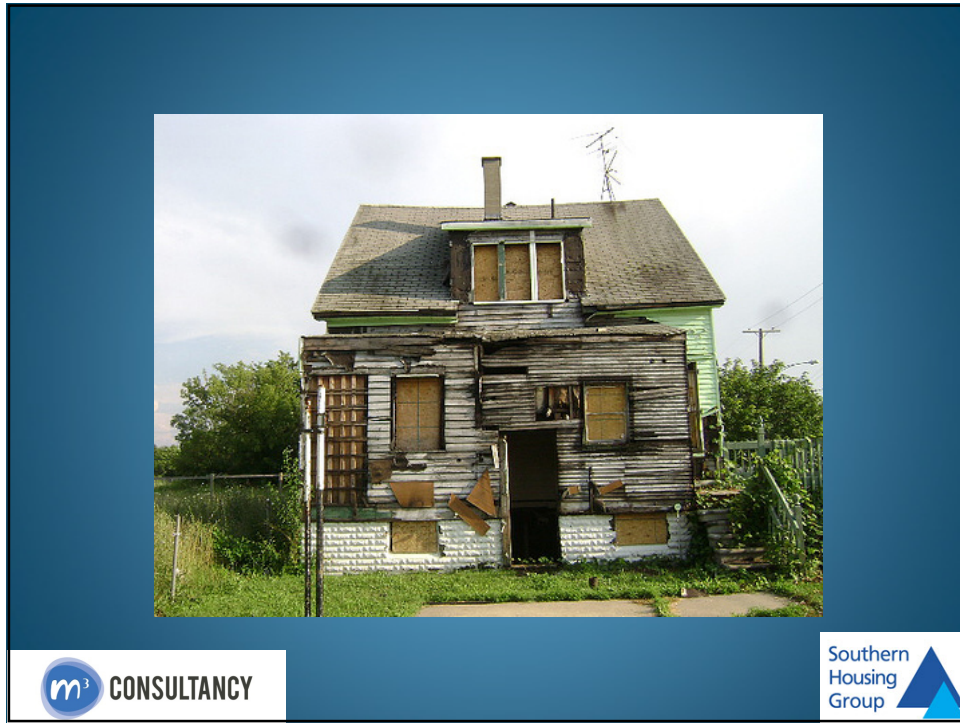
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What are we Going to Talk About?

- Background
- Issues
- What we did?
- Did it make a Difference?
- Continuous Improvement?
- Questions?





Background

- The Isle of Wight Region – SHG
- Who does what?
- Turnaround times.
- What was going wrong?
- What was going right?
- CSI!



Issues

- Large company – merging subsidiaries.
- Regional approach lead from the centre.
- Confusion.
- Who's in charge.
- What does it matter?
- What about residents?



What did we do?

- Surveyed Residents.
- Got tenants involved.
- Agreed who was responsible.
- Weekly meetings.
- Quick decisions.
- Clear objectives.
- Monitor.



What did we do?

- Team Work.
- Priority setting.
- Make decisions because they are right.
- Disseminate information.
- Look to the long term.

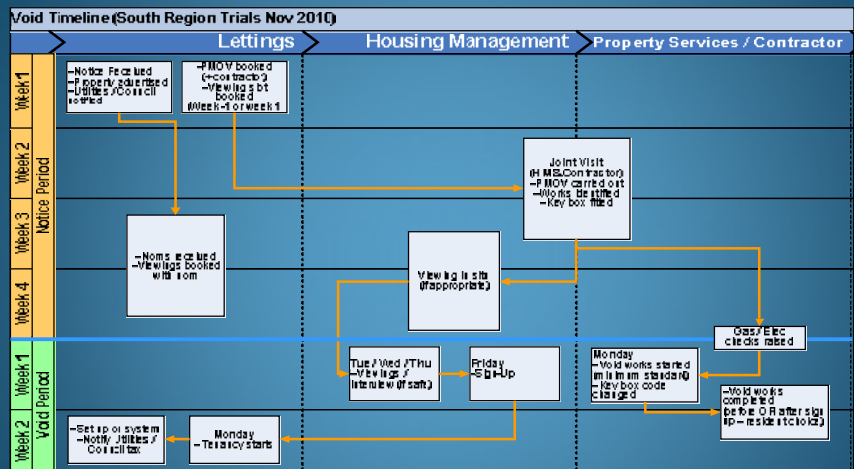


What did we do?

- Contractors.
- Work with them.
- Get them in early.
- Communicate.
- Agree advantages and benefits.
- Tight management.



Void Timeline



Did it make a Difference?

- 42 days turnaround to 5!
- Average is around 7 days.
- Better PR.
- Residents happier.
- Staff clear.
- Better customer service.
- Contractor happier.



How much do we save each year?



Savings

- £64,000 – IOW
- £500,000 across the group.
- Contractor “donation?”



Win, Win?



Continuous Improvement?

- Residents, Void inspections , Void standard.
- Keep performance.
- Good for all involved, IOW reputation.
- Weekly meetings now used for other issues.
- Beacon of excellence.



Questions?

