

Voids Club

Thursday 2 September 2021

Online

Programme

09:30 Arrival / online access

09:40 Welcome and opening comments
Richard Walker, Club Manager

09:45 **Digitising the Lettings and Voids Process**
Believe were identified as one of the top digital housing providers by Housing Digital earlier this year. Central to this was their enhanced focus on digital operations, which proved “essential” in ensuring they could provide services through the pandemic. In our opening session Joanne and Tony will share details of how Believe digitised their lettings and void repair process.

Joanne Rouse, Lettings Manager and Tony Irving, Core Systems Team Lead, Believe Housing

10:15 **Using Voids to reduce the cost of temporary accommodation**
In this presentation Cath will share details of how Nottingham City Homes have utilised Voids to positively reduce the cost of temporary bed and breakfast accommodation across Nottingham, discussing their approach and the variety of solutions they use to help reduce their Bed and Breakfast bill. The session will include;

- Context of homelessness in Nottingham
- The use of NCH stock, including prioritisation of works and property types
- Temporary accommodation usage and role of the Voids team
- Private sector leasing
- Partnership working
- Housing First Initiative
- Outcomes and future demand

Cath Stocks, Head of Housing Options, Nottingham City Homes

10:45 Comfort break

11:00 **Best practice group discussions session – breakout rooms**
An opportunity to discuss your club member experiences and share best practice:

- What challenges have you experienced with cross departmental working for re-letting empty properties? Can you share any successes in overcoming these challenges?

- What engagement strategies have you used to improve team collaboration and cross departmental working?

Includes feedback from breakout groups

12:00

Citizen's Fresh Start Standard

Citizen have introduced the "Fresh Start Standard" for some of their hardest to let properties. In our final session Clare and Matthew will tell us all about the Standard and the impact it has had on their services.

Clare Garner, Head of Allocations and Lettings and Matthew Lloyd, Head of Voids, Citizen

12:30

Wrap up and closing comments

Richard Walker, Club Manager