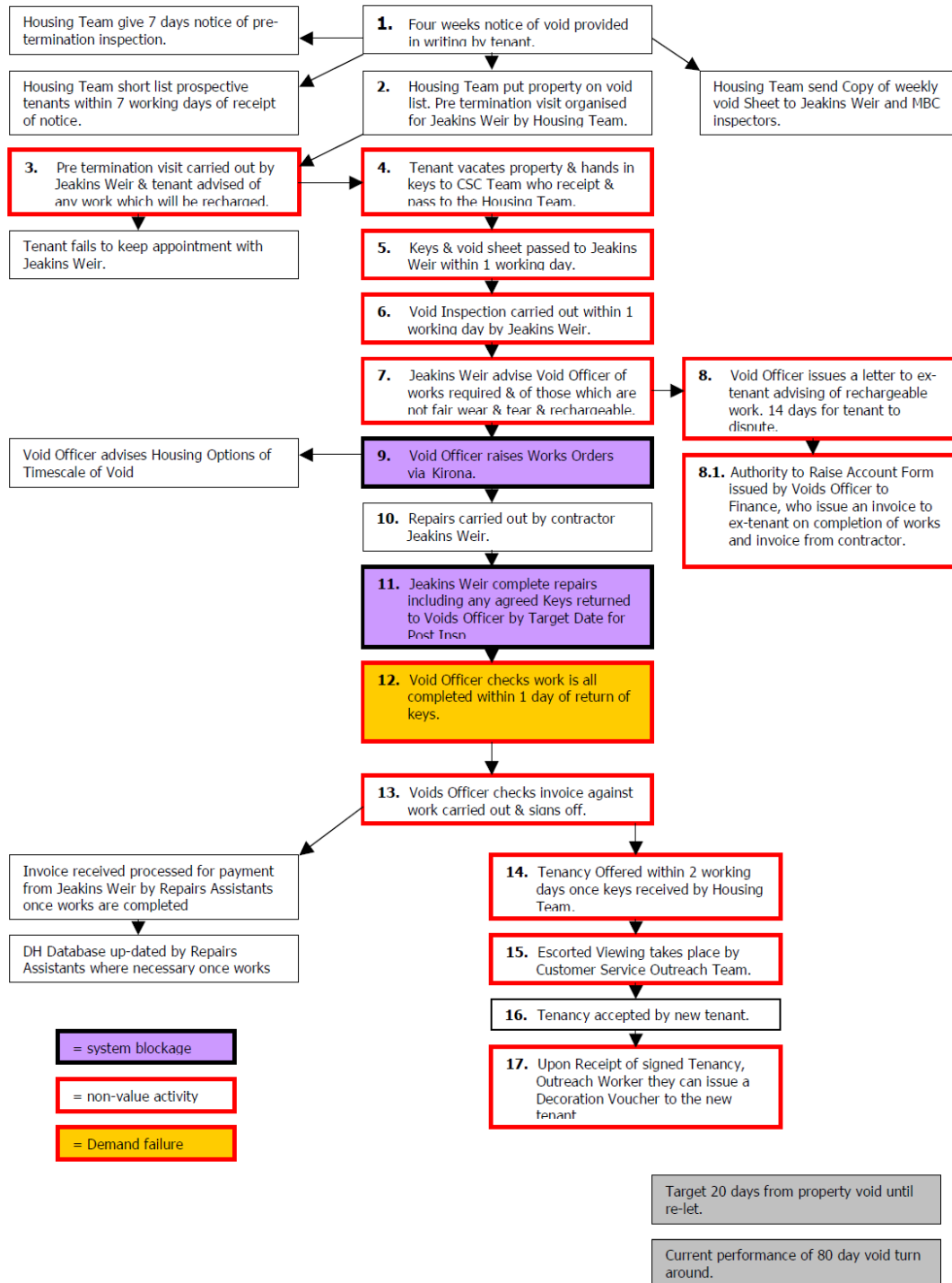
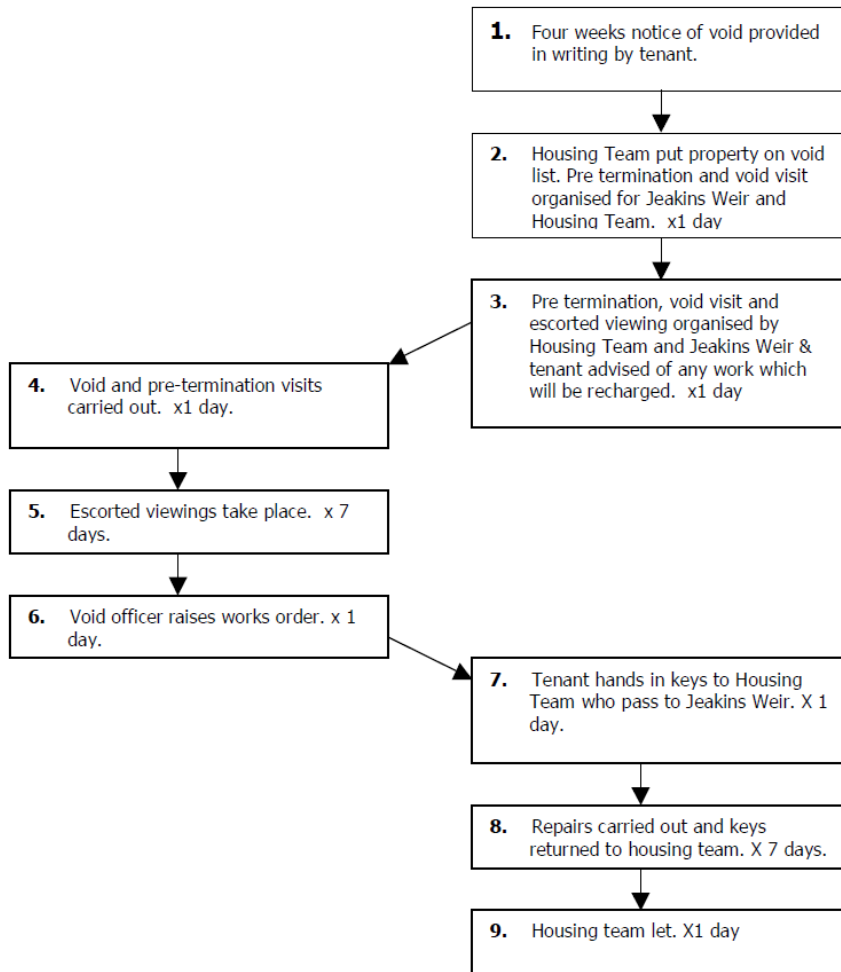


MBC Void Value Flow

Student ID Number 0861204



MBC Potential Void Flow



MBC Void Process Swim Lane Lead Times

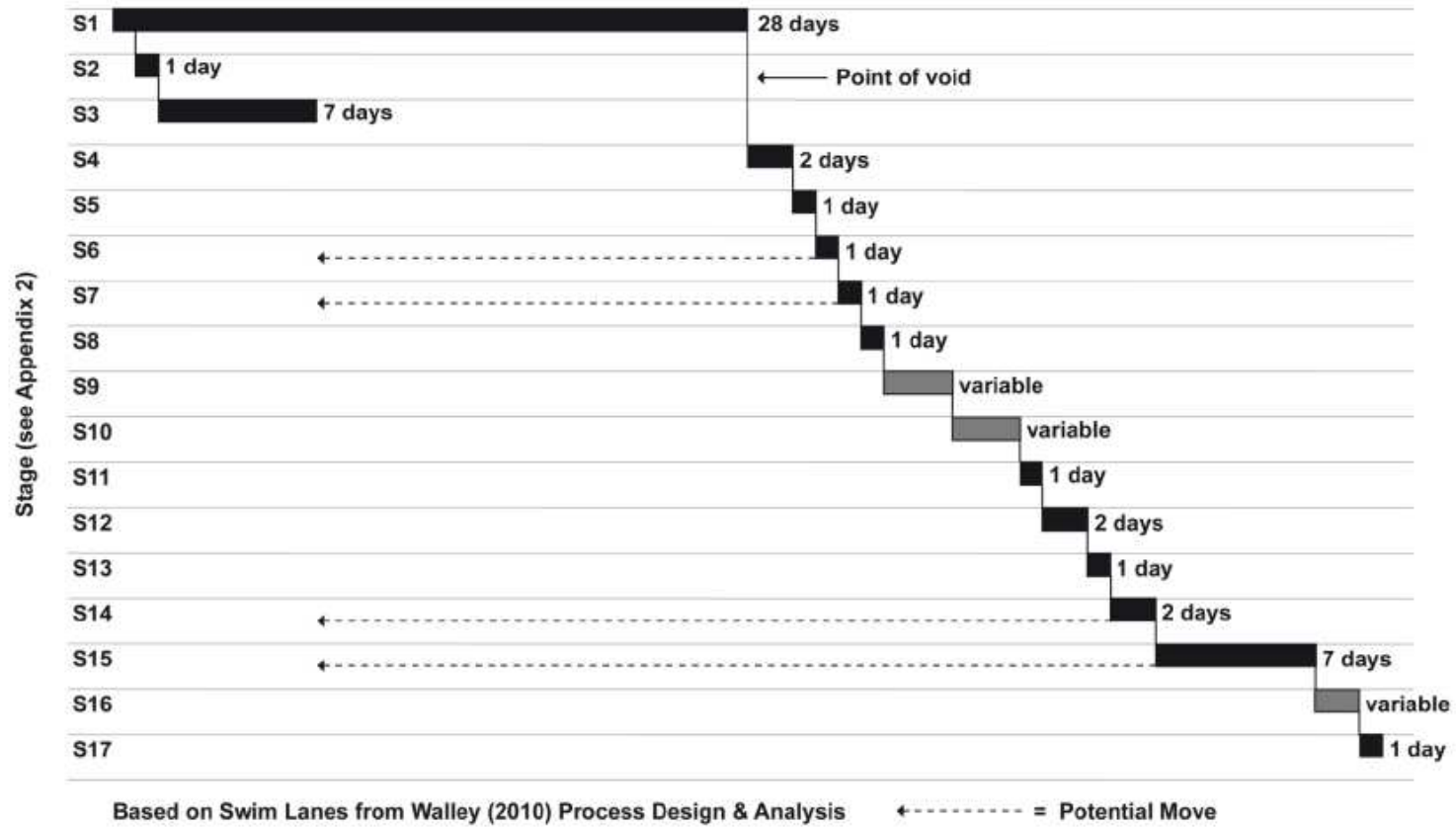


Figure 1

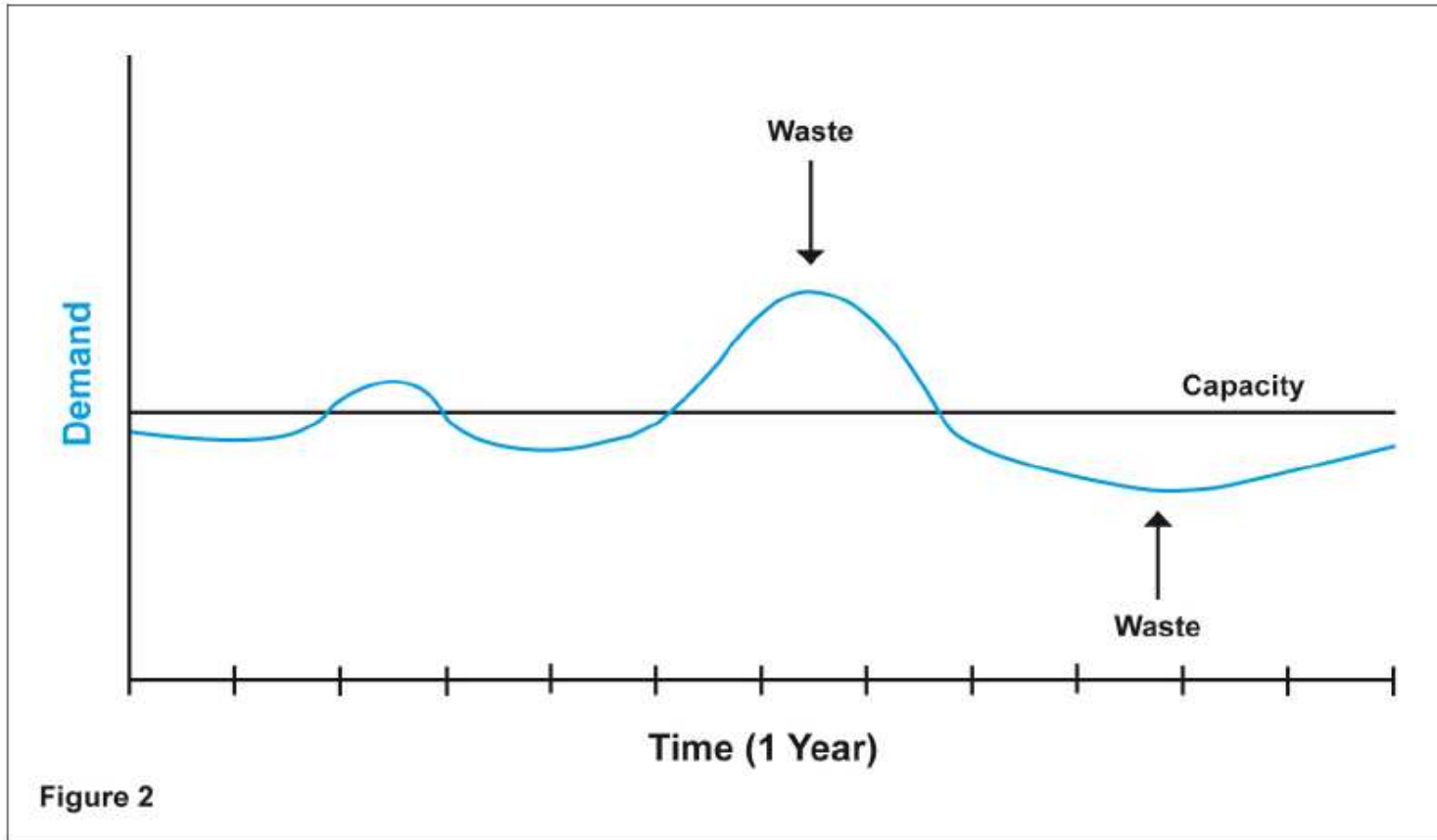


Figure 2

Voids Lean Process – Voids Project

Introduction

An Officer Project team has been established to investigate the current voids process that Melton Borough Council undertakes, looking at inefficiencies and to recommend ways in which the whole process can be structured in a more effective way that ensures we maximise income and improve the experience for our tenants.

The team has now established the costs of the backlog of voids and a programme in place to clear the backlog before Christmas. The one note of caution is that the budgets available can only sustain on average 4 voids per week once this is completed until the end of the year. If the void levels continue as in the past the current budgets cannot sustain this.

Lean Process

The lean project team will follow the methodology below that explains what will happen at each stage of the process;

September/October – Produce scoping document and determine current work flow processes.

October – Identify stakeholders and arrange scoping meeting with Elected Members, recent allocated tenants and TFEC representatives.

November – Hold stakeholder meetings to look at outside issues and influences to input into areas to be investigated.

Officer group to look at all issues and draft a new work process and recommend changes as necessary (This may include rolls of officers).

December – Final draft to be submitted to be submitted to Management Team for approval.

January – Report on recommendations to be submitted to C&SA for approval.

The process will look into all barriers, duplications, quick wins and how working in a new way can reduce the bureaucracy involved in the current process. Additionally we will want to implement a process that reduces void times and increases revenue.

Key Areas

The group have to date identified the following areas that cause blockages that need to be investigated;

- Duplication of processes by staff
- Communication with tenants and external interests including TFEC and Elected Members
- Loss of rent due to backlogs
- Forward lettings
- Tenant abandonments
- Condition of properties when tenants leave
- Understanding of tenant refusals
- Delays from Ready to Let to Viewings
- Gas/Electric check Issues
- Contractor delays
- Ensuring all costs are identified at earliest stage

These are a number of the key headlines identified so far and areas that are already being looked into in order for us to gain a greater understanding of the issues.