



The Voids Toolkit

Richard Walker

About me



- 20+ years practitioner experience
- ALMOs, Housing Associations & Local Authorities
- Senior executive roles
- Non-exec Director
- Associate
- Freelance consultant
- Callidus Management Consulting



Richard Walker, Callidus



What is the Voids Toolkit?



Developed through.....

- Internal / External Audit
- Audit Commission
- Best Practice
- Practitioner Experience
- Systems / Lean Thinking

Covers.....

- Step by step analysis
- Co-dependencies
- Bottlenecks
- Waste & lost opportunities
- Performance framework
- Culture
- Assurance & risk
- Impact / implementation matrix
- Scenario modelling

Common issues



- Separate / disjointed processes
- Silo working “housing vs repairs”
- Key management
- Performance culture – internal & external
- Process adherence – or lack of assurance
- Doing too much / too little
- “We know what tenants want....”

End to end review



- All aspects of the process
- Direct & indirect influence
- Processes
- Workshops
- Interviews
- Site visits
- Reality checks
- Observation
- Customers
- Staff
- Stakeholders
- Deep dive

Stock condition



- Stock information
- Asset strategy
- Opposing forces
- Modernisation



Tenancy Management



- Customer insight
- Proactive
- Hotspot strategy



Pre Termination



- Utilisation
- Efficiency
- Process alignment



Void Repairs

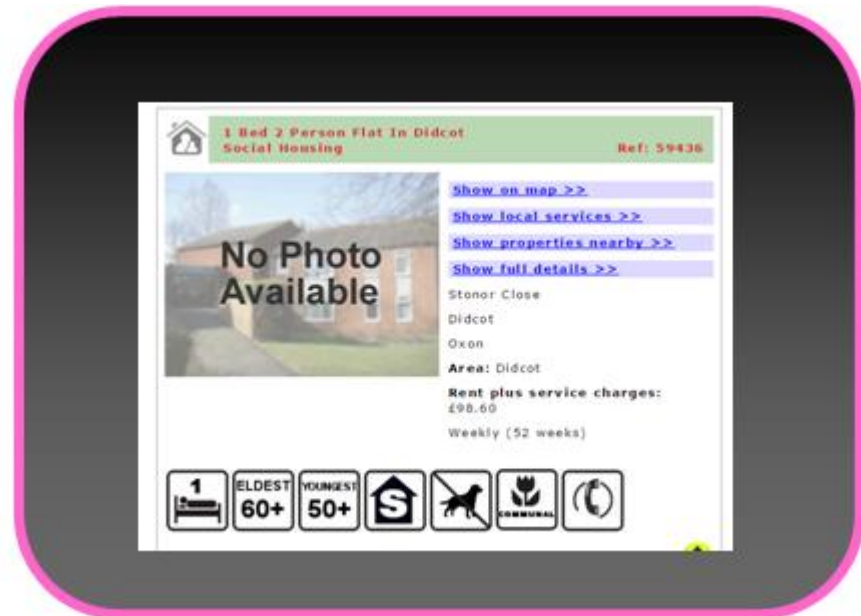


- Contractor or In house
- Lead times
- Categorisation & costs
- Performance management
- Safety
- Cleaning
- Snagging
- Trend analysis
- Blockages

Letting



- Choice based lettings
- Nominations
- Register
- Demand analysis
- Refusals
- Adverts
- Local Lettings Policies
- Sign up



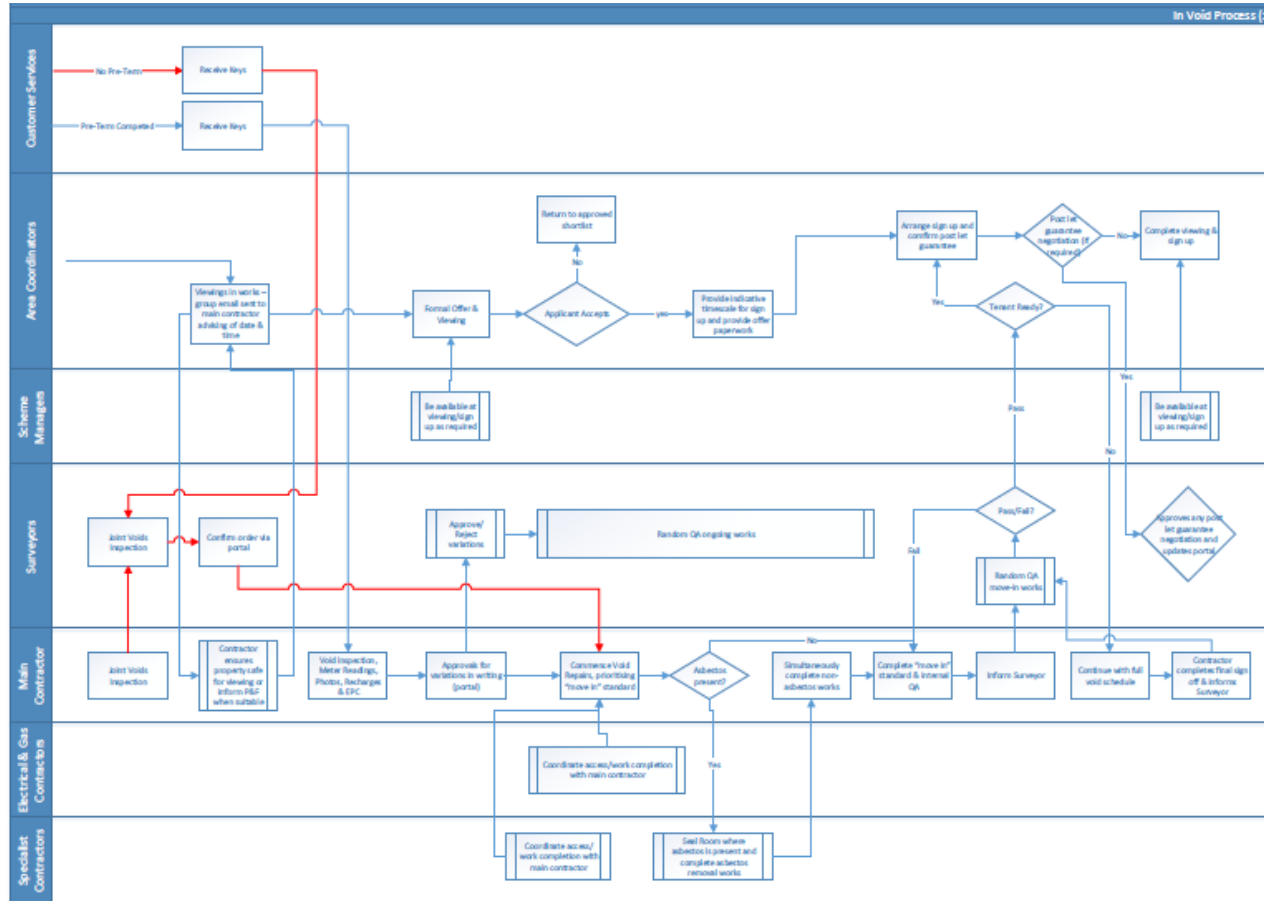
Post Letting



- Customer satisfaction
- Sustainability
- Communications



Processes & Systems



Impact / Implementation Matrix



Callidus
Management
Consulting

Time	Complexity	Impact	Rationale	Priority
Quick	Low	High	Could improve performance by 9 days	● 1000
Medium	Low	High	Would currently reduce tunround by 4 days	● 500
Quick	Low	High	This simple report can have multi purposes, eg providing the contractor with projected workflow. Essentially it will enhance the performance management framework	● 1000
Quick	Low	High	The spreadsheet is a powerful tool which is under utilised, some relatively quick fixes will provide good assurance of process compliance, or quickly indicate where the problems are	● 1000
			Delivering this recommendation	

Outcomes



- Tailored to meet requirements
- Bespoke consultancy – menu of options
- Evidence based
- Detailed report
- Impact / Implementation matrix
- Processes (detailed or high level)
- Follow up workshops
- Delivery support

Testimonials



The Consultant Hub x Edit Profile | LinkedIn x

www.linkedin.com/in/rwalker10?trk=nav_responsive_tab_profile

Agencies Organisations Callidus Journals Estate Agents OneDrive Calendar IH


in Search for people, jobs, companies, and more...

Recommendations

Ask to be recommended Manage

Independent Consultant & Managing Director

Callidus Management Consulting Ltd



Maureen Adams
Director of Customer Services and Operations - Soha Housing

“ I would recommend Richard as a consultant who can provide technical and strategic expertise whilst understanding the business need for intervention rather than business interruption. He undertook a rigorous external assessment of our voids process in real depth, and was well received by stakeholders and staff alike. The final report was polished and gave us the advantage we were looking for. I wouldn't hesitate to recommend him. less ”

November 29, 2015, Maureen was Richard's client

Verified by

Richard has carried out a number of service reviews for our organisation. The reviews supported staff to think about the outcomes we wish to achieve and how best we can achieve them. His analytical support to evidence the strengths and development areas within our services has been very valuable.

Claire Warren
Chief Executive



Callidus
Management
Consulting

Any Questions?



Email: richard@callidus-mc.co.uk

Tel: 078 333 62 663

www.callidus-mc.co.uk