Appendix 2 - Summary of recommendations and Rosebery's service improvement plan following the Virtual Scrutiny Panel (VSP) investigation of processes used for Vacant Property Management – May 2021

VSP Recommendation	Rosebery's Response to recommendation	Timeframe for delivery and progress	Lead officer (s)
1. Building Safety Bill			
Rosebery reviews and updates its Policies and Procedures in response to the Building Safety Bill currently in Parliament and the Social Housing White Paper published in November 2020	Rosebery accepts this recommendation and will take account of these factors when reviewing the following policies scheduled to be completed during 2021: Allocations Policy – reviewed June 21, approved July 21. Taken account of but no capacity for fundamental change. Void Management Policy - reviewed Oct 21, approved Nov 21. Recharge Policy – reviewed Oct 21, approved Nov 21 Fire Safety – reviewed Oct 21, approved Nov 21 Resident Health and Safety – reviewed June 21, approved July 21	**September 2021**	**Director of Development and New Business /Head of Housing and Customer Experience**
2. Letting Standards			
In reviewing the Vacant Property Management Policy and Procedure arising, regard be had to consistently achieving the *Lettable Standard*	Rosebery accepts this recommendation, recognising that customer feedback is important to achieving consistency and understanding where adjustments to process may be required to support consistency. Rosebery will respond by revisiting its current lettable standard, creating different ones for	**September 2021**	**Director of Development and New Business/ Project surveyor**

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	different tenure types where this is applicable. Lettable standards revised with individual ones created for GN/HfOP/TA. Customers will also be invited to: • participate in this review with the formation of a Focus Group looking at this subject No Focus Group created. Focus been on other service areas. • provide feedback on all relets No feedback sought		
3. In-House Void Team vs use of contractors			
The flexible use of in-house and contractor resources for Void Property works being continued, but kept under review to ensure its continued effectiveness	Rosebery accepts this recommendation and will continue to ensure cost effectiveness through monitoring of monthly budgets/spend and turnaround times. With the introduction of customer feedback, this will also be used as a tool for ensuring effectiveness. Wider distribution now for monthly reporting on voids. Challenges since SIP approved due to reduced capacity of contractor resource. Current monthly reporting will begin to capture all these elements and will be included in the 'performance dashboards' scheduled for	**October 2021**	**Director of Development and New Business/ Project surveyor**

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VSP Recommendation	Rosebery's Response to recommendation	Timeframe for delivery and progress	Lead officer (s)
	implementation in Autumn 2021		
4. Action Plans – Guildford and Crawley Borough Councils			
Action Plans be agreed with Guildford and Crawley Borough Councils regarding notice periods required for Voids and the use of property as temporary accommodation by the latter Council.	Rosebery accepts this recommendation, recognising that the performance of Crawley Borough Council impacts on our performance and ability to deliver efficient services. The agreement currently held with Crawley Borough Council will be redrafted for approval by both parties enabling expectations to be given greater clarity and monitoring/challenge against these to improve. Agreement is in progress but question being raised about passing to legal services because of likely disagreement on content between parties. Quarterly meetings will continue to be held with both Guildford and Crawley Borough Councils where issues of concern will be raised by the HoHCE. Ongoing	**September 2021** **Ongoing**	**Head of Housing and Customer Experience**

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