

GOOD PRACTICE IN LOCAL GOVERNMENT



NOAC CCMA GOOD PRACTISE IN LOCAL GOVERNMENT



Housing Reletting System

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“Over the past two years Monaghan County Council has reduced average re-let time from 19.5 weeks to 8.03 weeks”.



Business Process Improvement

Pre Town Council Abolition

- 5 Housing Authorities
- Inconsistent use of iHouse System
- Over-reliance on excel
- Information Silos
- Lack of standardisation e.g. nature of repair works carried out
- Paper Files in multiple locations and different filing systems used

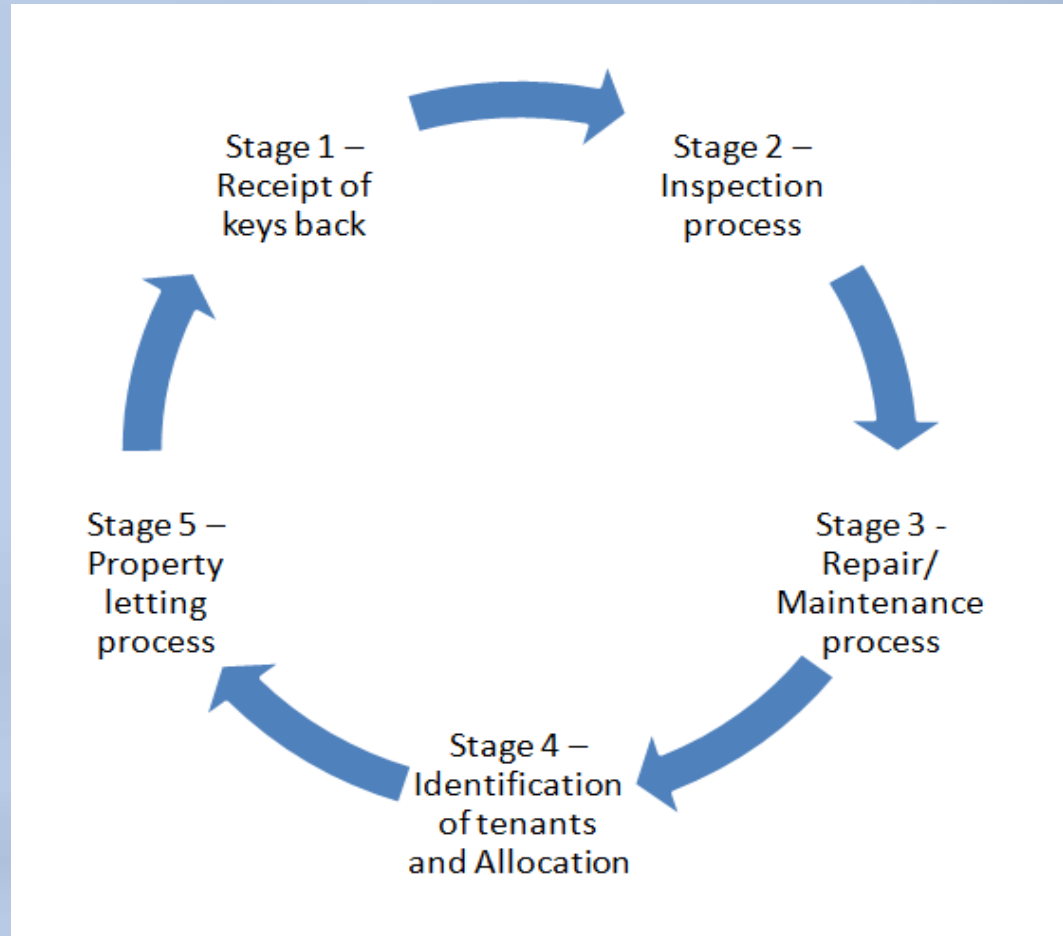
Post Town Council Abolition

- Single Housing Authority
- Centralised Housing Function
- Standardised Processes
- Increased use of iHouse and eliminated use of excel sheets
- Introduced Paperless Housing Department

Overview

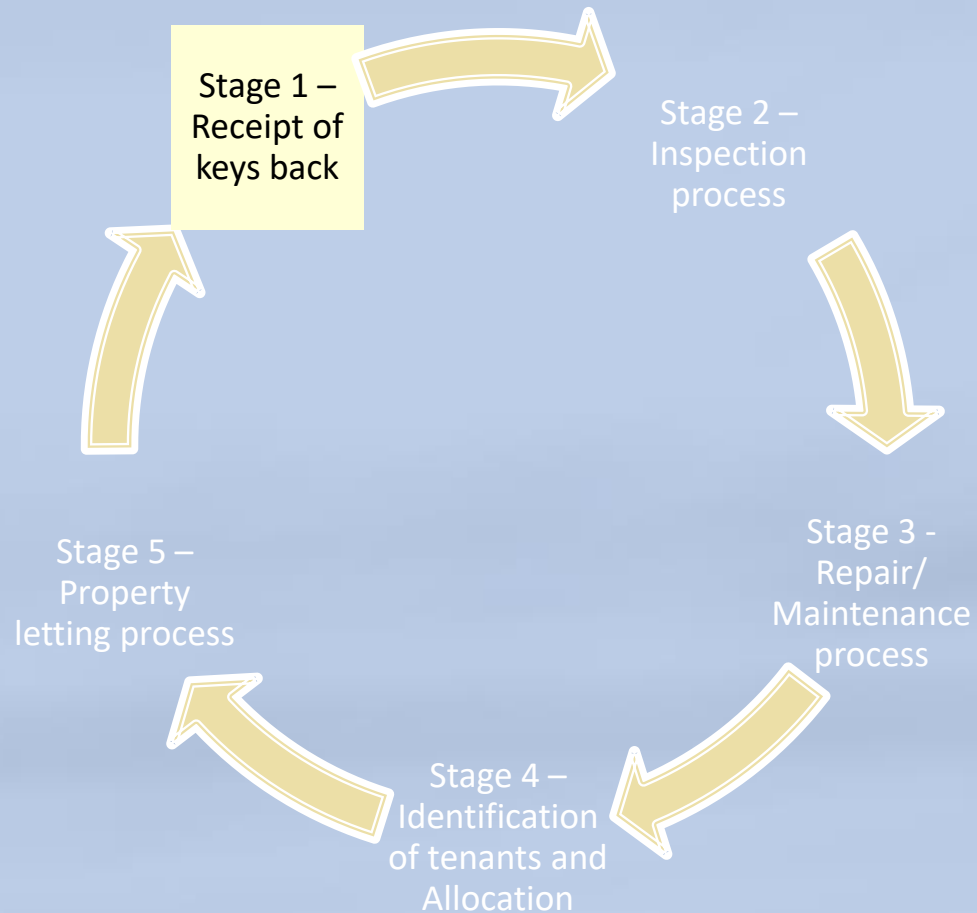
- In 2014 the average re-letting time for Monaghan County Council was 19.45 weeks with an average spend of €2,912.05.
- Compare this to 2016 the average re-letting time was reduced to 8.03 weeks with an average spend of €11,664.39.

OVERALL RE-LETTING PROCESS OF DWELLING BY MONAGHAN COUNTY COUNCIL



RECEIPT OF KEY BACK

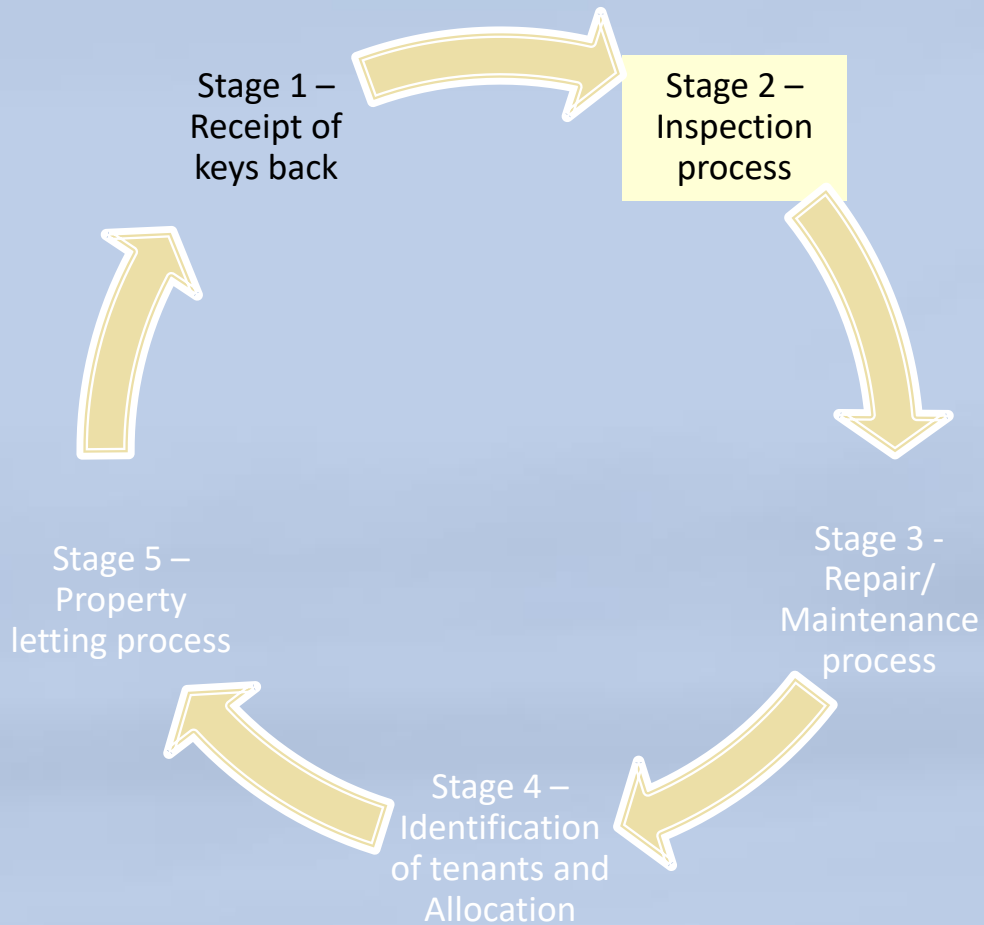
Stage 1



- Tenant notifies Local Authority that they intend to vacate the property – 4 week notice included in Tenancy Agreement.
- Pre-exit interview is carried out with tenant – interviewer outlines the responsibility of the tenant in respect of repairs required; also allows the authority to determine whether there are major works required to the property and whether tender process may be required.
- Tenant required to sign termination notice in the office and hand over the property keys. This date is thereafter entered on i- house housing system.
- Recent initiative has been to increase the deposit amounts required to be paid by tenants from €50/100 max to €500 dependent on house size. The aim is to encourage houses to be returned back to local authority in reasonable condition.

INSPECTION PROCESS

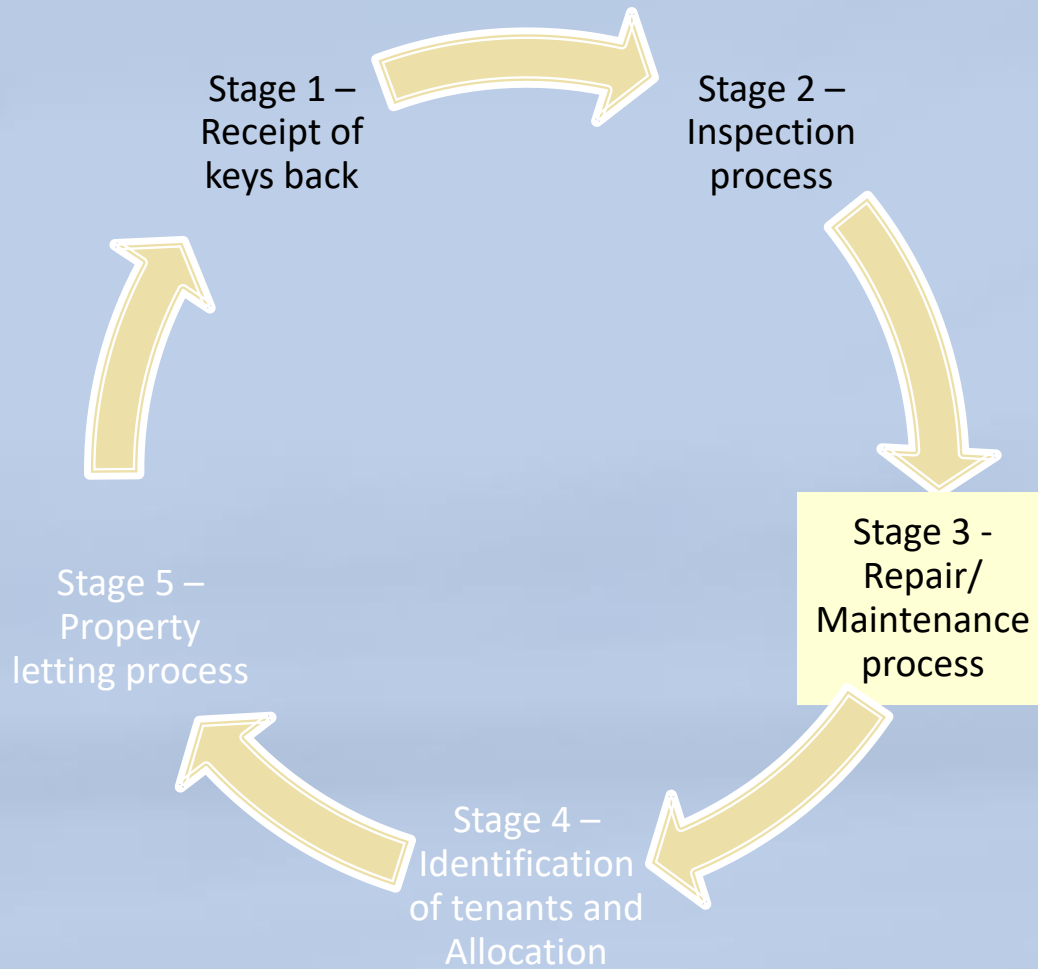
Stage 2



- Housing Section has administrative and technical staff members for each individual Municipal District Area. Upon receipt of the keys, the date of receipt is recorded and technical member is informed of vacancy arising and to arrange an inspection of the property
- The inspection is to determine a) whether the former tenants deposit is to be returned b) establish level and nature of repair/maintenance work to be carried out
- A photographic survey of the existing condition of the property is carried out and retained in Laserfiche
- Under the housing framework 3 contractors have been appointed, one contractor for each municipal district who are responsible for re-letting works. The appointed/selected contractor will carry out the initial inspection with the technical member of staff were the necessary works will be recorded and a timescale for the completion of works agreed.
- The Technical staff member will thereafter give the administrative staff an indicative time frame for the re-letting works.

REPAIR / MAINTENANCE

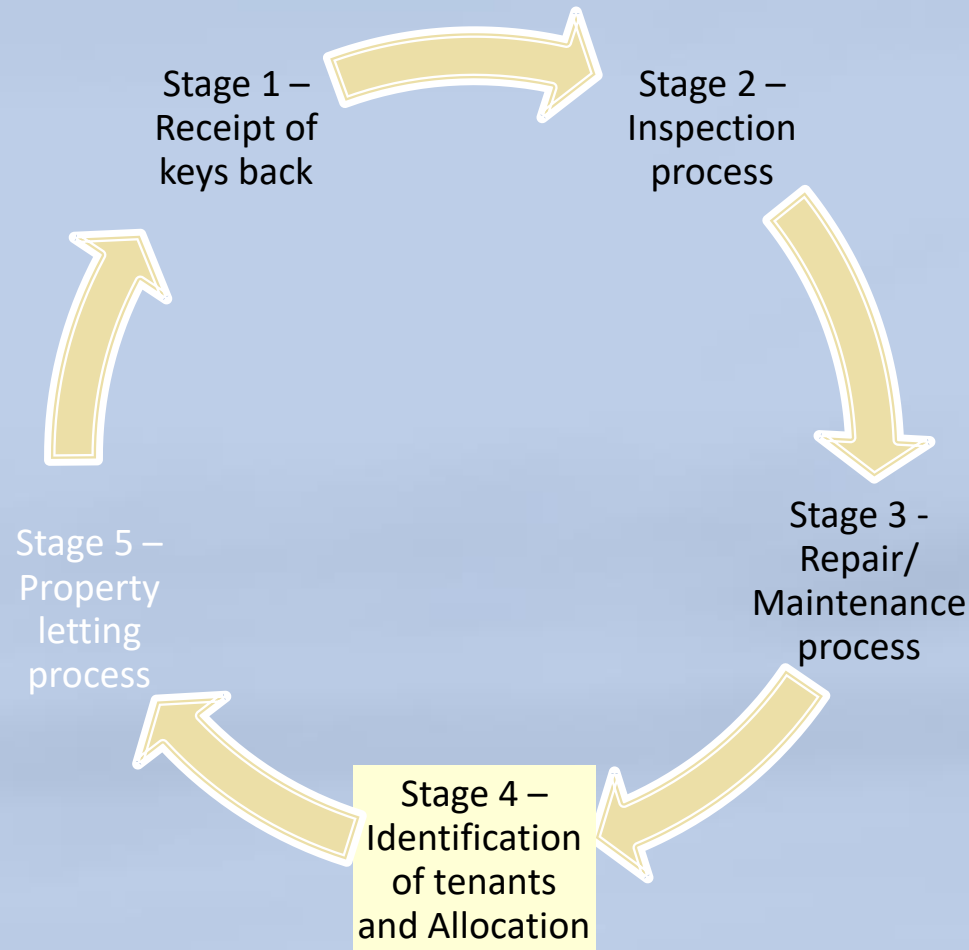
Stage 3



- The initial pricing document, invoice and correspondence is retained for record in laserfiche.
- The Technical staff member will thereafter give the administrative staff an indicative time frame for the re-letting works.
- Standard works involve the following:-
 - Re-paint house internal & external
 - Cleaning Works internal & external
 - Energy Upgrade works e.g. windows, doors, boiler, insulation
 - Electrical audit (ECTI report) and associated works
 - Bathroom & Kitchen works
 - New flooring works
 - External garden works

IDENTIFICATION OF TENANTS & ALLOCATIONS

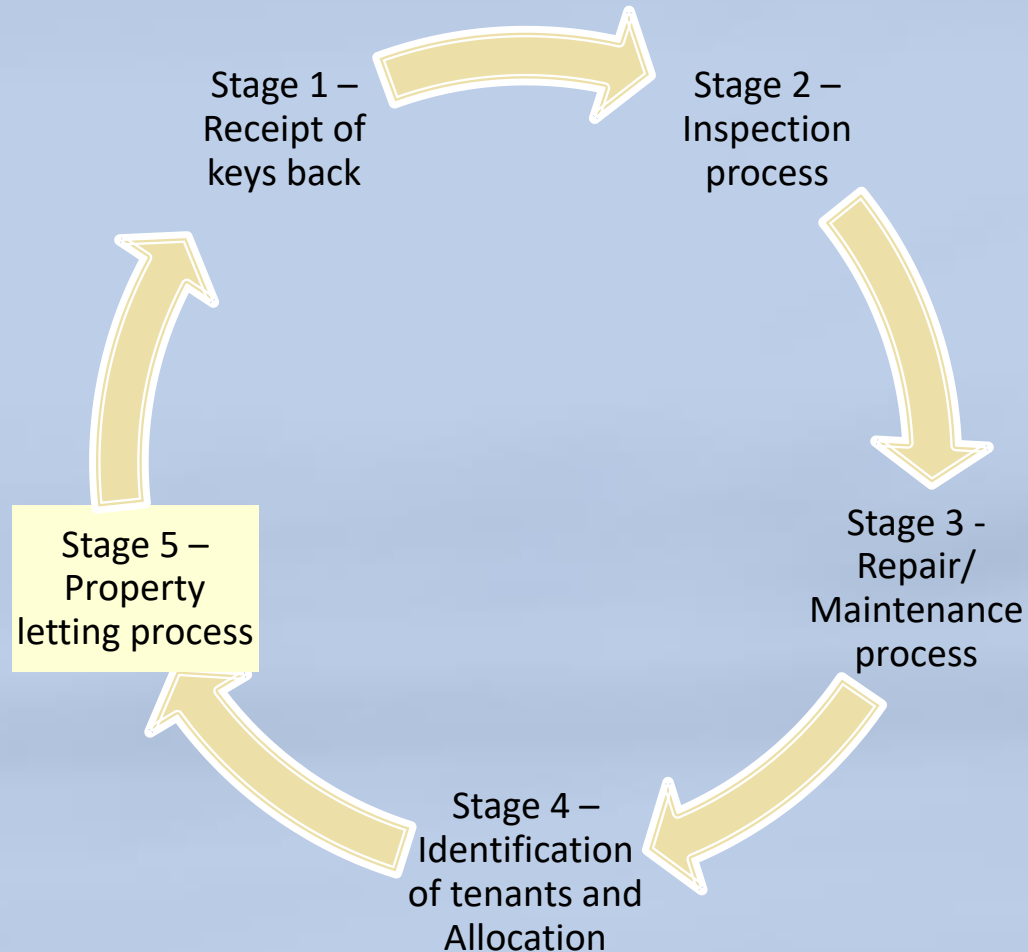
Stage 4



- Upon receipt of the general timescale of completion of work – (Stage 2) a review of the appropriate tenants for the dwellings are identified and agreed.
- Details of the applicants where unclear/out of date are requested; up to date income details are requested; garda reports are requested (Stage 2).
- Through receiving this information early in the process allows for these matters to be addressed and reduces timescale in relation to formal allocation
- Formal allocation made upon receiving confirmation of likely completion date (Stage 2). Offer issued at that time with 1 week acceptance/refusal period.

PROPERTY LETTING

Stage 5



- Upon completion of the works by contractor an inspection/sign off and recording by technical staff member will be carried out.
- Photographic record made of dwelling and meter reading made and an e mail will be forwarded to the administrative staff indicating dwelling is ready for occupation
- Tenant is invited in for pre tenancy meeting where the terms of the tenancy outlined and deposit paid.

Waiting List Efficiencies



- Online access to up-to-date Applicant correspondence
- Efficient electronic filing
- Real-time search and retrieval
- System Integration (i-House & Laserfiche ECM)
- Effective use of staff resources

Minimise time taken to process offer and acceptance



Reduce time to re-let

Response Maintenance

- Central Repair Line
- Efficient Access to Arrears Status
- Electronic Repair Assignment and Completion Process
- Electronic SSWP
- Property Repair History
- Performance Indicators



Efficient & Effective Response
Maintenance Process



Improved Condition of
Stock

Planned Maintenance



- Mobile Inspections
- Automated Update of Infrastructure Database
- Online Reporting
- Efficient planning and procurement
- Property Inspection History

Efficient & Effective Planned Maintenance Process



Improved Condition of Stock