



Void property management with Livin

Contract synopsis

Mears has delivered void property services in partnership with Livin for over a decade, to housing stock of circa 8,500 properties across County Durham. The longstanding relationship reflects of the excellence in service delivery, low complaints and effective budget control Mears has consistently delivered. Working collectively, a review was carried out in 2016 to look at ways to improve the voids process and decrease turnaround times.

What did we do?

To manage the property portfolio effectively and drive efficiencies, four new classifications of voids were created - quick, minor, major and major improvement void (MIV). Each of these categories include a set list of works which need to be carried out by the voids teams in a property. Due to the nature of voids, this allows easy management of the letting process for Livin, as they will know the timescales associated with each of these categories.

Also, to minimise the potential of any delays and limit the impact of increased lead times of materials, which have been seen recently due to Covid-19, the team worked closely with local supply chain partners.

What were the outcomes?

In 2019 Mears successfully turned 1000 void properties to the lettable standard and variable profit compliance rose from 94% to 95% against a 90% target.

The amount of work required to bring these properties up to standard has increased over recent years, and the amount of quick turn around voids has dramatically decreased. To counteract this and to ensure the lowest turnaround times for Livin, Mears employed an extra voids team and engaged with local sub-contractors to carry out certain works.

The team's high levels of organisation, planning and operational skills ensure delivery of the voids works within expected timescales and budget. Data quality has remained at the 100% target to assist in the success of monitoring and communication.

Tenant satisfaction has been consistently high throughout the contract, the survey is carried out by Livin once the tenant had moved into the property. On average over the full contract tenant satisfaction rates have been over 97.5% impacting targets to continuously improve.



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