

Case Study

Central Bedfordshire Council



Void Clearance and Refurbishment Contract

Central Bedfordshire Council (CBC) owns approximately 5,200 properties across their housing stock and in 2011 FSG were awarded with a 7 year contract as their main Void Contractor.

A 'void' is a vacant property and the FSG team work closely with CBC to quickly clear and refurbish around 8 of these per week ready for new tenants to move in. Depending on the works required the timescale of each void can range from 5 to 10 working days.

Void works are carried out both internally and externally and can range from minor repairs to full refurbishments. CBC requests have included kitchen and bathroom refurbishments, central heating system upgrades, disabled adaptations, electrical rewires, structural repairs and alterations.

FSG fully understand the re-let standards set by CBC and have implemented a robust management process to ensure that all void works are completed with zero defects and recalls against the KPIs set.

Once a property becomes vacant the Contract Manager and Supervisor will attend to carry out all necessary surveys, take photographs and log the works required onto a dedicated system. All information relating to the property can be viewed in real time by both FSG and CBC.

Creating Social Value

FSG works closely with CBC to maximise the positive impact of the contract on economic, social and environmental well-being of the local area in line with the Social Value Act 2012

90% of FSG's operatives working on the contract live in the local area and we have supported 3 carpentry apprentices with developing their skills and qualifications leading to permanent employment.

On completion of each void, FSG provides a goodie bag to each of the new tenants which contains a few essentials to welcome them into their new home.

We're keen to assist CBC and their tenants in any way we can and have previously donated our operatives time as well as materials towards community-based projects. We have previously helped tenants that want to downsize, but cannot afford their additional costs, with moving their belongings and gas appliance connections.

