

## VOID PROPERTY MANAGEMENT POLICY



### **MONITORING INFORMATION:**

<b>POLICY/PROCEDURE/STRATEGY:</b>	<b>VOID PROPERTY MANAGEMENT POLICY</b>
<b>DATE APPROVED:</b>	<b>JULY 2022</b>
<b>EXPIRY DATE:</b>	<b>JULY 2025</b>
<b>OWNER:</b>	<b>HEAD OF ASSET INVESTMENT</b>
<b>APPROVAL ROUTE:</b>	<b>EXECUTIVE MANAGEMENT TEAM</b>

## Void Property Management Policy

### Introduction:

Teign Housing will manage the process of repairing and re-letting empty properties to the Void Re-let Standard to maximise the availability of its stock and rental income. We undertake to provide a home which is safe, secure, clean, and ready to move into. We aim to do this in a timely and cost-effective manner.

### Policy:

- To ensure that all customers are allocated a property that meets the Void Re-let Standard.
- Publicise the Void Re-let Standard to new or transferring tenants.
- To maximise the occupancy of its properties through effective and efficient lettings, and void repairs.
- To minimise void days and rent loss on empty properties.
- To achieve Value for Money through efficiencies to reduce the cost of void repairs.
- To engage and consult with our customers so that they have the opportunity to contribute to and influence the future direction of the service.
- To undertake options appraisals on properties that are hard to let, suffering from damp, mould and condensation, structural defects, or when inspections reveal that the cost of making the property fit may not make good business sense.
- To ensure that prospective tenants have either virtual or accompanied viewings before signing the tenancy.
- All properties will have an up to date asbestos survey, electrical periodic inspection, gas safety check and energy performance certificate. A copy of these will be given to the incoming tenant.
- We will inspect all properties during the notice period to ensure that outgoing tenants understand the conditions of their tenancy in order to keep repair costs to a minimum.
- We will reiterate the Tenancy obligations and notify the tenants of potential recharges that they are liable to pay if they leave a property in an unsafe or poor condition.
- We will ensure that empty properties are secured properly to prevent squatting or breaking and entering.

- We will provide support to eligible tenants with floor coverings and white goods, and this will be directed towards tenants who may be on low incomes, vulnerable, older or have no support from families.
- We will ensure that all staff members involved in the void process are fully trained and have a good understanding of this policy and the void management procedures.

#### **Performance Standards:**

- KPI targets and performance standards will be agreed and set by staff, tenant, and contractor representatives.
- Targets will be set for average re-let times and void loss to ensure timely and appropriate works.
- Properties will be assessed for the presence of damp, mould and condensation and remedial measures to alleviate these issues will be included as part of void works prior to re-letting.
- Targets will be set for customer satisfaction with the standard of home at time of letting and the lettings process.
- Our progress against all targets will be monitored and reported on a monthly basis and we will promote continuous improvement of the service.
- The following policies are associated: Lettings, Compensation for Tenants Improvements, Repairs and Maintenance, Rechargeable Repairs and Disabled Adaptations.
- The Void Review Group will regularly monitor performance standards, quality of work and consider measures and actions for continuous improvement and achieving value for money.
- The Damp, Mould and Condensation Group will monitor activities to manage and alleviate damp mould and condensation in our properties and monitor progress with the action plan.
- As a minimum requirement review will take place at intervals no more than three years.