



Void Management Policy

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1. Introduction

1.1 Statement of Objectives

The Void Management Policy aims to ensure that the Association allocates all our vacant (void) properties as quickly as practicable and to minimise rent loss because of properties being empty. Every property that we allocate should be let in accordance with our Housing Allocations Policies and should meet our [Minimum Void Standard](#)

Effective void management includes managing the outgoing tenant's notice period, ensuring that they make good any alterations any repairs are identified at the earliest stage of the notice period.

Our objectives include:

- being efficient and proactive in fulfilling our legal obligations as a landlord
- ensuring that outgoing tenants fulfil their legal obligations in relation to their tenancy agreement to minimise void repairs and associated costs
- minimising the length of time the property is void and, in turn, minimise void rental loss
- ensuring that staff are appropriately trained so that they have the appropriate skills to deal with issues that arise; and
- monitoring and reviewing void management issues and intervening as appropriate

1.2 Compliance with Regulatory Standards

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified several key indicators relevant to void management by which it will measure landlord performance, including the following:

- Quality of housing - tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH). The Association will meet these targets, where technically possible, when they are allocated. We will ensure the properties are always clean, tidy and in a good state of repair.
- Value for money - tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

1.3 Expected Outcomes

Key outcomes of operating an effective Void Management Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS and ESSH
- delivering value for money through minimising void loss and maximising the utility of our properties

1.4 Informing Customers

We will promote this policy through our website for both our customers and applicants. We are able to provide applicants with copies of this policy and any other associated documents on request, including in other formats and languages.

1.5 Corporate Fit

1.5.1 Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Housing (Scotland) Act 1987, 2001, 2010 and 2014; and
- The Scottish Social Housing Charter.

Our tenancy agreement underpins the roles and responsibilities of both landlord and tenant when a property is to be vacated (e.g., giving notice, leaving the house in reasonable condition, etc.). It is a condition of the Scottish Secure and Short Scottish Secure Tenancy Agreements used by the Association that all properties should be wind and watertight, safe and secure, which also applies to void properties.

Our Void Management Policy is consistent with our:

- Corporate Strategy.
- Business Plan.
- All other internal policies.

1.5.2 Equalities

At Clyde Valley we value people and their diversity and strive to be inclusive. We respect others, regardless of personal differences and we listen to people to understand their needs and tailor our service accordingly. We will strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equality, Diversity and Inclusion Strategy and Policy.

1.5.3 Confidentiality

CVHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Law and in line with CVHA's Openness and Confidentiality Statement.

1.5.4 Business Plan and risk management

Our Business Plan reflects that void management is a key landlord responsibility. We seek to mitigate against business risk through managing our void management service in an efficient, effective, and economic manner.

1.5.5 The Board

The Customer Services Director has responsibility for overseeing the implementation of the Void Management Policy. The Customer Services Manager is responsible for key aspects of allocating void tenancies and the Repairs and Maintenance Manager is responsible for key aspects of repairing void properties.

Specific tasks within the void management process are delegated to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for void management functions within our Financial Regulations and Standing Orders and Delegated Authority Policy.

In order to monitor the effectiveness of this policy, Key Performance Indicators (see [Appendix 1](#)) will be used to measure void management outcomes and several associated outcomes. We will routinely review and analyse the outcomes and make recommendations where changes are required.

Board will receive performance information relevant to this policy area in line with their stated requirements.

2. Key Principles - Void Management Policy

2.1. Void management process

2.1.1. Although there are distinct stages in the process, they will usually operate concurrently to expedite void turnaround and minimise void rent loss. A number of staff and contractors are involved in the void management process - the processes that we adopt are set out in our Void Management Procedures.

2.1.2. Key stages in the void management process include:

- pre-termination arrangements.
- end of tenancy.
- void repairs; and
- selection and allocation.

2.2. Pre termination arrangements

2.2.1. Tenants are generally required to give us 28 days' notice that they are intending to end their tenancy. Our void management process commences as soon as we get notice of a vacant property and receive a written tenancy termination. At that point we will arrange to carry out a pre-termination inspection of the property.

2.2.2. Our pre-termination inspection allows us to inspect the condition of the property as well as provide advice to the outgoing tenant. This will include confirming when keys are to be handed in, requirements in relation to house clearance, arrangements for meter readings, identification of any outstanding rent, rechargeable repairs, etc. We expect outgoing tenants to leave their property cleared, cleaned and in good condition and also to provide us with a forwarding address so that we can follow up any queries.

2.2.3. There will be circumstances where we do not receive notice and where it is not possible to carry out a pre-termination visit, such as where the tenant has died, where a property has been abandoned by the former tenant or where the former tenant has been evicted. In these cases, our aim will be to have keys returned or have locks changed as quickly as practically possible so that they property can be relet without undue delay.

2.3. End of tenancy

2.3.1. Once a tenancy has been ended, we will:

- update our tenancy and property records.
- arrange for the void property to be inspected and necessary repairs instructed.
- identify and pursue any former tenant arrears, rechargeable repairs, etc.; and
- allocate the property.

2.4. Void repairs

2.4.1. We inspect all of our empty properties to assess their condition, suitability for reletting and instruct any essential repairs.

2.4.2. All of our properties require to be wind and watertight, safe and secure, as well as meet the Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing (ESSH) where appropriate - this also applies to void properties.

2.4.3. Our Minimum Lettable Standard sets out the type of repair work that will be carried out for a property to be ready for let and our Customer Allowances Policy provides information on the level of decoration allowances, etc.

2.4.4. Planned programme renewals will generally be carried out when a property is occupied to coincide with the approved investment timetable in accordance with the Association's Asset Management Strategy. However, in certain circumstances it may be preferable to carry out planned programme renewals when a property is void - there is discretion to do so where this has been agreed between the Repairs and Maintenance Manager and Asset Manager.

2.5. Selection and allocation

2.5.1. We will commence the allocation process as soon as we have formal notification of a void property. The selection of potential tenants and allocation of properties will be carried out strictly in accordance with our Allocation Policy.

2.5.2. Where possible we will pre-allocate void properties. A viewing and sign-up appointment will be arranged as soon the property is ready to be relet, and applicants will be advised that if they sign for the property at viewing their tenancy will start from that date.

2.5.3. Where an offer of tenancy is accepted, a tenancy agreement will be signed. As well as the date of entry, this includes details of tenant and landlord responsibilities. We will provide tenancy advice for new tenants and seek to answer queries at the point of tenancy sign up. Every new tenant will be provided with a Tenants Handbook and a settling in visit will be carried out with 6 weeks of the tenancy start date.

Clyde Valley Housing Association

Void Management Policy- Key Performance Indicators

Key Performance Indicators
Percentage of allocations to statutory homeless households
Average time taken to relet properties
Percentage of tenancy offers refused
Percentage of rent loss through properties being empty
Percentage of lettable homes that become vacant

Policy Change History

Version No:	Substantive Change	Author of Change	Approval	Date	Website
1.0	New front cover & policy change history applied	Anne Cavinue		30/05/23	Y
2.0	Updates to content and formatting. No substantive changes on policy position	Caroline Hotchkiss		15/08/24	Y
2.1	Legislative and/or administrative changes	Caroline Hotchkiss	Board	26/08/24	Y