

Doc Number: 3-28a	Lead: Director of Housing and Assets	Last Full Review: July 2026
Tick one of the below for review/changes made:		
Full review and changes made ☒ (add changes summary to table below)	Reviewer / Editor: Manager, Housing Services	
Full review, no changes made ☐	Changes Approved By: Director of Housing and Assets	
Changes made but no full review ☐ (add changes summary to table below)	Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No	

Voids Policy

Document Change Details

Date	Summary of Changes Made
October 2023	All policies and procedures revert to version 01, as approval process & version control moved to Sharepoint. Version number no longer shown on the document. New front sheet.
February 2024	Minor updates introducing reference to the Operational Performance Group.
May 2024	Reviewed and minor updates made in liaison with Property Services Manager and RO
July 2026	Responsibilities added. Policy separated and links updated.

1.0 Introduction

As a provider of Supported Housing, we have a duty to ensure our housing stock is managed effectively and that accommodation is made available to prospective tenants as quickly as possible.

To minimise rental income loss and maximise the availability of homes, the Housing Management (HM) and Property Services (PS) Teams must ensure void properties are returned to a lettable standard in a timely manner while achieving quality, safety and value for money.

We maintain clear void standards which provide guidance on the specification to which vacant properties must be brought before re-letting.

Void works are undertaken by an appointed contractor whose performance is monitored through a formal programme of monthly contract management meetings.

This Policy and this Policy and Procedure should be read in coordination with the [Housing Allocation Policy 3-07.docx](#)

2.0 Policy

We manage a number of distinct housing types:

- Registered Care
- Supported Living
- Supported Housing
- Independent Living Schemes

For self-contained units, our void standards set out the minimum specification for decoration, repairs and statutory compliance checks that must be completed and evidenced before a property can be re-let.

All properties must be let in accordance with the Decent Homes Standard and all applicable statutory health and safety requirements.

We aim to ensure that, upon re-let:

- the property has been cleared of all possessions and belongings left by the previous tenant
- walls and ceilings are clean, free from significant damage and presentable
- timberwork is clean and in good condition, washed down or redecorated where necessary
- sanitary ware is thoroughly cleaned and a new toilet seat fitted
- a new lock barrel is fitted to all entrance doors serving the individual unit
- all light fittings contain low energy functioning bulbs, where practicable
- all windows open, close and lock correctly
- kitchen units, cupboards and drawers are clean and in full working order
- any identified hazards or safety risks have been addressed and removed

Additionally, all properties must be fitted with adequate and clean carpets, curtains/blinds, and vinyl flooring.

Prior to a property being re-let, PS must ensure that the following certification and compliance documentation is available, where applicable:

- Gas Safety Certificate.
- Electrical Installation Condition Report (EICR).
- A valid Energy Performance Certificate (EPC) issued within the previous ten years; and
- Appropriate asbestos management information or survey documentation where required.

These void standards do not include any specific adaptations that may be required to meet the needs of an incoming tenant.

The Housing Management and PS Teams have joint responsibility for the management and turnaround of void properties. Allocation of supported housing units will normally be coordinated by the care or support service linked to the accommodation.

We monitor void performance data and can analyse performance against key stages of the void process to identify delays and areas for improvement.

The key stages are:

- Tort Notice – the period between the property becoming void and the void inspection where delays occur as a result of belongings being left within the property and the requirement to serve a tort notice.
- Minor or Major Works – the period between the issue of works orders and the completion of repairs and inspections. Works will be categorised according to the extent of repairs required to return the property to a lettable standard.
- Ready to Let – the period between the completion of void works and the commencement of a new tenancy.

Our target turnaround time for a standard void property is 10 working days (approximately 14 calendar days) from the date of handover to Property Services following the joint void inspection until the property is handed back to Housing Management as ready to let.

Where major works are required, the target turnaround period may be extended to 20 working days.

3.0 Responsibilities

Managers	Ensuring appropriate application of this policy within their own business area
Housing & Property Services Teams	Following the guidance set out in this policy

Related forms:

[Pre Void Inspection form .docx](#)

[VOID FORM \(2018\).doc](#)

Links to other policies and procedures:

[Property Safety Management Policy 3-02a.docx](#)
[Property Safety Management Procedure 3-02b.docx](#)
[Housing Allocation Policy 3-07.docx](#)