

CHANGING LIVES

HOMES

VOID MANAGEMENT POLICY

Policy Summary

Policy Aim: To outline Changing Lives Homes' approach to managing empty properties effectively is key to developing sustainable communities, sustaining tenancies and reducing a loss of rental income to the association.

Statutory Compliance: To take action to effectively manage our empty properties to be able to meet the crucial housing need and maximise the use and occupation of Changing Lives Homes.

Review and Monitor Requests: This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.

Document Name: Void Management Policy

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Approval Standard Required: SLT

Date of Approval: July 2025

Next Revision Date: July 2028 (Every 3 years)

The digital version of this document is the most recent version. The printed version of this document is uncontrolled, and should not be used unless it has been formally issued and provided with a document reference number.

This standard applies to all the work undertaken by Changing Lives Homes and its subsidiaries, and in all locations that the charity operates. This standard is accompanied by specific guidance for colleagues. Therefore, the information within this standard is primarily intended for use by managers and supervisors.

Revision	Date	Record of Changes	Approved by
1.0	24/02/2025	Initial Creation	SLT

Changing Lives Homes is committed to:

- Providing a high quality, efficient and cost effective void management service.
- Letting all its properties as quickly as possible and ensuring the smooth and timely transition from one tenancy to the next.
- Adopting a prudent, planned approach to re-letting empty properties which will ensure there is sustainability in provision, management and maintenance of housing stock.
- Ensuring that outgoing tenants are communicated with effectively to make sure they understand their responsibilities prior to terminating a tenancy and with the incoming tenant to keep them informed throughout the void management process.
- Working in partnership with tenants and applicants to agree and publish any changes to the lettable standard.
- Ensuring this policy is implemented in line with Changing Lives Homes Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations, ensuring this policy and associated documents are available in different languages and alternative formats such as large print, audio type etc.

Purpose

The effective management of empty properties is crucial in meeting housing need and maximising the use and occupation of Changing Lives homes, whilst ensuring that the surrounding communities retain their sustainability. This policy explains how Changing Lives Homes will deal with properties that have been vacated by the previous tenant in order to ensure that the vacant property is brought up to Changing Lives Homes agreed standard of repair before the new tenant moves in.

Policy Detail

This policy covers all properties owned or managed by Changing Lives Homes.

Changing Lives Homes Void Policy aims to ensure that empty properties are re-let promptly in order to meet demand and benefit new customers whilst also ensuring that both void rent loss and turnaround times are minimised.

This policy and associated lettable standard will ensure that all Changing Lives Homes properties are offered to a high and consistent standard both internally and externally to all tenants.

Ending Tenancies

Changing Lives Homes will work closely with tenants ensuring that all possible support is provided to enable the tenancy to be sustained and reduce unnecessary terminations wherever possible.

All tenants are required to give written notice to vacate their property. Tenancies end on a Sunday for general needs tenants. The standard notice period is four weeks. Changing Lives Homes may however, in certain exceptional circumstance, initiate a shorter notice period if there are insurmountable issues with the tenant.

Lettable Standard

Changing Lives Homes aims to create high quality, sustainable tenancies and achieve a high level of tenant satisfaction.

The need to take action to protect void properties in the winter varies between property types. At the void inspection, decisions will be made as to whether the property will require frost precautions to be taken. Frost precautions include draining down of water supply pipes and water filled heating systems and conducting regular inspections.

Creating New Tenancies

We will contact successful applicants as soon as possible. Applicants will be asked to provide further information before a formal offer is made and will be given a reasonable amount of time to return this information before we move onto the next person.

After an offer is made the prospective tenant will be invited to attend a viewing of the property as soon as practicable. At the viewing stage, all prospective tenants are provided with information about the property. Applicants will be given a reasonable amount of time to decide whether they want to accept the property, this will be agreed at the time of the viewing.

When a prospective tenant has indicated their acceptance of a vacant property, the tenancy will commence as soon as possible after all essential repairs are completed. Tenancies start on a Monday. Rent is payable from the day the tenancy commences.

The sign up process and the post letting visit have a significant impact on the sustainability of tenancies. Changing Lives Homes has a number of supporting procedures in place to ensure each new tenant is provided with all the assistance they require in order to sustain that tenancy.

We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services. We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with our tenants what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then any specific requirements the tenant highlights will be considered as part of the decision-making process.

Data Protection and Privacy

We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for Changing Lives Homes which, along with its associated procedures, must be followed throughout the operation of this policy.



Changing Lives Homes (operating name of TCUK Homes Limited) is a company limited by guarantee registered in England and Wales with company number 08385555 and a wholly owned subsidiary of The Cyrenians Ltd. It is a non-exempt charity registered with number 1197888 and registered with the Regulator of Social Housing as a provider of social housing with registration number 4756. Registered Offices: H26 The Avenues, Eleventh Avenue North, Team Valley, Gateshead NE11 0NJ.