


<p>Void Management Policy</p> <p>Approved by: Executive Board</p> <p>Date of approval: 12th March 2018</p> <p>Review date: 12th March 2021</p> <p>Version: 3</p>	
---	--

1. Statement of Intent

- 1.1 We are committed to ensuring that fast, efficient and effective processes are in place to let empty properties in order that the rental income is maximised and that we provide good quality homes for our customers.
- 1.2 All properties will be let in a safe, secure, clean and sound condition and all services will be in working order. All properties will meet the minimum re-let standard.

2. This policy applies to...

- 2.1 This Policy sets out Radian's approach to the management of void properties. This process begins when we first know that a property is going to be empty and therefore will not generate any income.

3. Policy

- 3.1 Our residents are informed within their tenancy terms and conditions, the tenants handbook, Radian website and other information leaflets on what action they need to take to end their tenancy.
- 3.2 Tenants must give 4 week's notice in writing to end their tenancy, this should be done using an "Ending your Tenancy" form which is available on line or from Radian Direct. In circumstances where the tenancy needs to end as a result of the death or incapacity (mental or physical) of the tenant, notice may be served by the tenant's executor, a public trustee of the deceased, a personal representative or an appointee with the tenant's power of attorney, in these circumstances we will accept less than 4 week's notice.
- 3.3 Tenants who are transferring to another Registered Provider via a housing register may in some cases be required to give 2 weeks notice, in agreement with the local authority where they live.
- 3.4 Radian has a staged process for dealing with empty properties to ensure that the necessary works required to meet the minimum re-let standard are completed. This is set out in the related voids procedure.
- 3.5 Radian will, where possible, carry out an inspection with the outgoing tenant in-situ. The purpose of this visit is to make the tenant aware of the vacation standard that they should meet, identify any works that they will be recharged for and identify if the property is likely to be a major void.

- 3.6 Once the property has become empty and the keys are returned, a further inspection will be carried out to identify any further works required to meet our re-let standard.
- 3.7 We will, where possible, carry out accompanied viewings with the prospective tenant at the earliest possible stage of the void process to establish if the property will be accepted. The incoming tenant will receive a copy of the re-let standard and related certificates at sign up.
- 3.8 Once all the works are completed, we will arrange for the sign-up and the tenancy start date as soon as possible.
- 3.9 All incoming tenants will be asked to complete a satisfaction survey with regard to the re-let standard and the service they have received.
- 3.10 We will inform the incoming tenant of any repairs that will be carried out post-occupation.
- 3.11 We will inform the outgoing tenant of any repairs that will be recharged to them and charges will be made in accordance with our Rechargeable Works Procedure.
- 3.12 The monitoring of void management will be reported in the Group's Key Performance Indicators

4. Legal & Regulatory Framework

- Housing Act 1985
- Housing Act 1988
- Housing Act 2006
- HCA Regulatory Framework

5. Related Policies

- Allocations and Lettings
- Income Management
- Planned Maintenance
- Rent Setting
- Service Charge Setting
- Responsive Repairs

6. Related Procedures

This policy does not detail the practical advice and assistance that should be provided, nor the actions to be taken by staff, when dealing with the issues of equality and diversity. Any such advice, action and assistance will be covered in specific procedure documents which should be used in conjunction with this Policy.

- Void Management Procedure
- Allocations
- Income Management
- Planned Maintenance
- Rent Setting
- Service Charge Setting

- Responsive Repairs
- Rechargeable Works