



Void Management Policy

Issued by Housing & Community Safety

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Void Management Policy Quality Record

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Contents	Page
1. Policy Statement	4
2. Purpose	4
3. Scope	4
4. Responsibility	4
5. Operational Principles	5
6. Pre-Vacation Inspections	5
7. Equalities	5
8. Related Documents	6
9. Review date	6

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1. Policy statement

- 1.1 Effective void management is a foundation of good housing management and not only ensures that the Council maximises its income but also ensures that the most effective use is made of the housing stock in order to meet housing need. Turning around empty properties and repairing and letting them within agreed performance targets is crucial to our performance as a housing provider.

2. Purpose

- 2.1 The purpose of this policy is to:
- ensure that Nuneaton and Bedworth Council Housing teams provide good management of void properties, in order to maximise rental income and to provide a quality service which meets housing need.
 - ensure that properties allocated by the Council meet acceptable standards
 - maximise rental income by minimising the amount of time properties are empty
 - ensure the effective and efficient management of properties
 - enable the effective monitoring of void management
 - ensure that the Council makes best use of housing stock to meet housing need.
 - minimise the time taken to relet properties once they become vacant.

3. Scope

- 3.1 This policy covers void management activity. Void management is a term used to define how Nuneaton and Bedworth Borough Council deal with vacant properties.
- 3.2 A 'void' is a property that does not have a current tenancy. The void period is the time between the date of termination of the previous tenancy and start date of the new tenancy.
- 3.3 Void management activity covers a number of related tasks, such as:
- Tenancy termination
 - Inspections
 - Identifying rechargeable works
 - Ordering the necessary void works
 - Allocation of property, including viewing and sign up's
 - Creating new tenancies

4. Responsibility

- 4.1 The Responsive Repairs Manager retains the overall responsibility for the implementation of this Policy
- 4.2 The Assistant Director – Social Housing & Community Safety, Responsive Repairs Manager, Capital Investment Service Manager, Landlord Services Manager & Voids and Planned Team Leader are all responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.

5. Operational principles

- 5.1 The key principle is to ensure that the Void Management Policy is incorporated into the day to day delivery of the service.
- A period of four weeks' Notice of Termination is required under the Tenancy Agreement.
 - Where access is available the pre vacation inspection and where practicable, any minor repairs will be carried out within the period of Notice of Termination.
 - Any void works will normally be completed as early as possible after receipt of the keys.
 - All potential vacancies will be advertised at the earliest opportunity during the notice period to minimise the void period.
 - Outgoing tenants will be recharged for repairs which have become necessary through wilful damage or neglect.

6. Pre-vacation Inspections

- 6.1 A pre-vacation inspection will be carried out before the tenancy terminates. The tenant or the tenants representatives will be asked to attend the inspection. The main purpose of this inspection is to:
- Identify any rechargeable repairs
 - Identify any aspects of disrepair and establish those which are the responsibility of the Council or the tenant.
 - Agree what effects (such as carpets) are to remain in the property and to advise that the property should be cleared of all other personal possessions. Any items left will be disposed of and recharged to the outgoing tenant.
 - Check that any alterations completed by the outgoing tenant are of satisfactory standard and to identify qualifying improvements for compensation
 - Identify any adaptations or special feature to assist with the allocation process.
 - Assess any redecoration allowance for the future tenant

7. Equalities

- 7.1 Nuneaton & Bedworth Borough Council is committed to achieving equality of opportunity for all and is wholly opposed to all forms of discrimination. It is our policy to treat everyone fairly, regardless of age, disability, race, national origin, ethnicity or nationality, religion or belief, gender, gender reassignment status, marital or civil partnership status, pregnancy or maternity and sexual identity.

8. Related Documents

- Tenancy Agreement
- Rechargeable Repairs Policy
- Lettable Standards Policy
- Repairs Policy
- Mutual Exchange Procedure
- Allocations Policy

9. Review date

- 9.1 Every three years or on the introduction of new legislation, regulation or good practice guidance.