

Void Management Policy

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| Responsible Officer | Executive Director of Customer Services |
| This policy is applicable to | Karbon Group |
| Approved by | KMT |
| Date approved | 28 th August 2025 |
| Frequency of review | Every 5 years |
| Date of next review | August 2030 |
| Implementation date | 1 st September 2025 |
| Key related documents (policy, procedure, customer literature) | Customer Service Standards Allocations and Lettings Policy Tenancy Agreements Void lettable standard Difficult to let policy |
| Sources of best practice or guidance used in developing this policy | Neighbourhood Standard |

| Version control | | | |
|--------------------------|---------|------------------------|---------------------------|
| Version number | 3 | Author of Policy | Kelly Taylor – AD Housing |
| Equality Impact Analysis | Initial | Equality Analysis Date | complete |
| Privacy Impact Analysis | Initial | Privacy Analysis Date | complete |

| Document change history | | |
|--------------------------------|-----------|-------------------|
| Version | Date | Changed sections |
| 2 | July 2022 | 3.8 & 3.9 |
| 3 | Aug 2025 | 2.1 and section 3 |

| Consultation | |
|--------------------------------------------|--------------------------------------|
| Consultation Group (if applicable) | Date of Consultation (if applicable) |
| Staff | August 2025 |
| Union(s) | Not applicable. |
| Customers | KRC September 2025 |
| Human Resources / Organisation Development | Not applicable. |
| Health and Safety Working Group | Not applicable. |
| Other stakeholder (please state) | Not applicable. |

Policy statement

Karbon Group recognises that managing empty properties effectively is key to developing sustainable communities, sustaining tenancies and reducing a loss of rental income to the association.

This policy applies to all properties owned or managed by Karbon Group.

This policy complies with the Regulator of Social Housing Standard which states that: *Registered providers must consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.*

Risk policy is designed to control

This policy is designed to control a number of reputational and financial risks considered to be minor.

Key performance measures

Average cost of void works per property.
Void inspection average working days.
Void works average days – Standard.
Void works average days – Major
Average relet days
Void rent loss

Definitions

A void is a property that is not currently occupied for which there is a current rent account and where no current tenancy exists, thereby incurring rent and service charge losses

Abbreviations

Not applicable.

1.0 Purpose of policy

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

2.0 Objectives

2.1 Karbon Group 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.
- Minimising the amount of rental income lost and costs incurred.
- Letting properties in a clean and safe condition that meets our lettable standard.
- Meeting customers needs and maximising customer satisfaction.
- Ensuring we make the best use of our stock and we meet our investment requirements in line with our asset management strategy.
- 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.
- Meeting our statutory, regulatory and compliance requirements.

3.0 Policy detail

3.1 Karbon's Void Management 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.

3.2 This policy and associated lettable standard will ensure that all Karbon properties are offered to a high and consistent standard both internally and externally to all customers. This may vary depending on the tenure of the property.

3.3 Void management involves three key areas of work:

- Ending tenancies
- Completion of work to the home and achieving our lettable standard
- Letting and occupation

Ending Tenancies

3.4 Karbon 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.

3.5 All tenants are required to give written notice to vacate their property and the notice period required will be detailed in the tenancy agreement. Karbon may however, in certain exceptional circumstances, accept a shorter notice period of that detailed in the tenancy agreement.

3.6 We will ensure tenants understand their responsibilities relating to the condition of their home and will be informed of this in writing during the termination period and/or when we conduct a pre-termination inspection.

3.7 When keys are not returned at the end of the notice period then the rent will continue to be charged until the keys are returned.

- 3.8 Where keys are not returned the cost of changing locks will be recharged to the outgoing tenant.
- 3.9 In order to minimise void times and rent loss, internal transfers will normally only be permitted when there are no rent arrears and a satisfactory property inspection has taken place.

Completion of work to the home and achieving our lettable standard

- 3.10 Karbon aims to create high quality, sustainable tenancies and achieve a high level of customer satisfaction.
- 3.11 Our homes will always be let in line with our lettable standard.
- 3.12 We aim to complete work to void properties in the following timescales:

Routine void – 8 days
Major void – 32.5 days

Details of what determines a void is routine or major can be found in Appendix 1.

- 3.13 To minimise the void period wherever possible and appropriate we will carry out repairs and improvements while the property is still occupied by the outgoing tenant or after the new tenant has moved in.
- 3.14 The tenant must leave the home in an acceptable condition which as far as possible meets our lettable standard except for fair wear and tear. Where this is not the case we will recharge the outgoing tenant for:
- repairs that are due to tenant damage or neglect
 - changing locks or replacing keys if not returned
 - garden clearance
 - removal of rubbish, furniture and/or personal belongings left in the property

Further details can be found in our Rechargeable Repairs Policy.

- 3.15 In circumstances where the decorative condition of a void property is considered by Karbon to be poor, a decoration pack will be offered to the incoming tenant. The pack offered will reflect the extent of the decoration required and the property size to bring the property to a lettable standard throughout. Where decoration is particularly bad, Karbon may also arrange for rooms to be decorated during the void period in order to encourage acceptance of properties identified as difficult to let.
- 3.16 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.

- 3.17 Where an empty property requires an options appraisal, this will be progressed by the Asset Management team and will be completed within 10 working days of receiving the referral.

Letting and Occupation

- 3.18 In line with our Allocations and Lettings Policy we will contact successful applicants as soon as practicable.
- 3.19 After a provisional 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 will be provided with information about the property. Applicants will be given a maximum of 2 working days to decide whether they want to accept the property.
- 3.20 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 and all tenancy checks are completed and are satisfactory. Tenancies can start on any day of the week. Rent is payable from the day the tenancy commences.
- 3.21 The sign-up process and the post letting visit have a significant impact on the sustainability of tenancies. Karbon 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.
- 3.22 A representative sample of new tenants are asked to provide feedback regarding their satisfaction with the void management process and standard of their new home.

New Build Homes

- 3.23 Colleagues will ensure effective liaison in relation to the handover of new build homes with the aim of achieving occupancy as soon as practically possible and in line with the timescales detailed above and in our Allocations and Lettings Policy.
- 3.24 For supported and specialist accommodation, and large general needs schemes, we may have a phased approach to handover and the addition of rent charges.

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with Our Customers in Vulnerable Circumstances Policy. Everyone matters. 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 customers what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then customer vulnerabilities will be considered as part of the decision-making process.
- 4.2 We will support people with vulnerabilities to deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory

requirements as a social landlord. Details are provided in the appropriate areas in this policy. All our customer policies are available on the website.

5.0 Monitoring and Review

- 5.1 The policy will be reviewed every three years. The review will be brought forward if there are significant changes to best practice or regulatory or legislative requirements.

6.0 Equality and Diversity

- 6.1 This policy is applied in line with Karbon's Equality and Diversity Policy and the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At Karbon we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 6.2 However, we like to go even further. Beyond these protected characteristics we also take into consideration additional factors such as socio-economic status and language barriers which may also play a part. Our vision is for everyone to be treated fairly, have equality of opportunities, freedom, respect and access to our services.
- 6.3 To help us achieve this, we will work to improve accessibility for all, offering reasonable adjustments, adaptations and discussing ways that we can work to remove any barriers. A reasonable adjustment involves making a change to the way that we usually do things.
- 6.4 All of our customer policies and key information are made available on the Karbon Homes website. Reasonable adjustments that can help for example to make our information and services more accessible are sign language and language interpreters. We will work to improve accessibility for everybody that we deal with offering reasonable adjustments, adaptations and discussing ways that we can work to remove barriers that you may experience. A reasonable adjustment involves making a change to the way that we usually do things.
- 6.5 We work together to look at options and agree what adjustments would be reasonable in your individual circumstances. If you would like to find out more please get in touch with the team.

7.0 Data Protection and Privacy

- 7.1 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 the Karbon Homes Group which, along with its associated procedures, must be followed throughout the operation of this policy.

