

	Title	ALC 09 Voids and Relet Policy		
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1. Purpose and scope

1.1 The purpose of this policy is to ensure an effective 'turn around' of empty properties for the benefit of all customers. A void is created through the current customer moving out whether by giving notice, death or NCHA tenancy management. The process starts as soon as any intention of ending the tenancy or licence is given and ends when a void property is relet or sold.

2. Responsibilities and risk

2.1 The following responsibilities apply to Void and Relets management:

- To maintain high quality housing stock to meet the needs and demands of the Group's existing and future customers
- To contribute to neighbourhood regeneration
- To relet properties in the shortest possible time whilst subject to the need to create sustainable tenancies
- To listen and act upon feedback from customers
- To measure efficiency and value for money through a combination of benchmarking and KPI monitoring
- To achieve the best use of NCHA's housing stock by reference to the Asset Management strategy and use of the Reinvestment Appraisal Model
- To achieve the group void target both in relet days and void rental loss.

2.2 The following risks apply to Void and Relets management:

- Failure to meet agreed service standards, Legal and Regulatory requirements
- Failure to meet financial targets as set out in the Executive Team key performance indicators
- Impact of hard to let properties, due to property type and location, or property adaptations that have been installed but to which we cannot match an applicant
- Properties returned to NCHA in poor condition which add to the time and costs of returning to a Lettable standard
- Impact of managing listed buildings that we cannot sell

3. Policy details and guidance

3.1 NCHA is committed to ensuring that our properties are ready for relet in the shortest possible time in accordance with the Asset Management and Maintenance Policy, agreed Lettable Standard, Maintenance Service Standards, Allocations Service Standard, and contractual requirements for Care and Support properties. High levels of voids and long term voids can result in reduced rental income limiting NCHA's ability to meet repair and service obligations and in the longer term affecting NCHA's financial viability.

3.2 Re-letting empty properties is a core function for NCHA and involves the interaction of a range of housing management and maintenance functions. This requires effective communication and co-ordination between the housing management and maintenance functions. This policy and relevant procedures provide the framework for the management and monitoring of void properties.

3.3 NCHA works across 28 Local Authority areas for general needs properties and more across the East Midlands for our other tenures and the management of voids must take account of the geographical distances involved to provide a consistent service across the area of operation. Likewise the Service Level Agreements and commissioned service contracts with the Local

Authorities must be maintained for the partnership between NCHA and the Local Authority to continue to provide homes for applicants in need of **all types of** housing.

4. Supporting documentation and key legislation

4.1 Forms

N/A

4.2 Guidance

NCHA Corporate Plan

Tenancy **and licence** agreements

[The Housing Health and Safety Rating System](#) (HHSRS)

Relet procedures

4.3 Legislation

[Housing Act 2004](#)

4.4. Related policies

Asset Management and Maintenance Policy

Allocations Policy

[Property Services Service Standard](#)

[Allocations Service Standard](#)

NCHA Lettable Standard

Vacation Standard

5. Monitoring and reporting

5.1 The Management of the Allocation and void repair processes is described in the Relet procedures.

Responsibility for the management of void properties rests with the **Your Home** Team and Relets team within Property Services. The process relies on good communication and joint objectives **and** is monitored at operational and strategic levels to ensure the procedures are working. This ensures that real time issues can be addressed and procedures **are amended and implemented** as necessary.

5.2 The Relet Operational group meet weekly to monitor all voids and to deal with all operational

issues relating to relets. The group consist of **Your Home Manager, DMS Operational Manager, Relet Team Leaders, Services Team Leader** and Relet Works Planners. Each current and forthcoming void is discussed and issues around allocation and void works are recorded. Tenant feedback and improvements to process are discussed with a view to continual improvement.

5.3 Underlying trends in voids become apparent when reviewed closely and can be referred to other

areas of operation within NCHA for discussion. Issues which cannot be resolved and need accelerating will be taken to the **Strategic Property Meeting** or to those senior managers who attend the meeting if issues cannot wait.

5.4 The **Strategic Property Meeting** is attended by the **Head of Property Services, Heads of Homes and**

Wellbeing, Head of Technical Services, Head of Maintenance Services, Head of Planned Services, Head of Communities, Head of Customer Contact, Head of Rents and Leaseholders, Development and New Business. The remit for the meeting is **to work together to ensure the strategic direction**

of Property Services and Homes and Wellbeing are aligned. The meeting receives escalated issues from the Relet Operational Group.

- 5.5 Spend of budget is reviewed **monthly by the DMS Operational Manager**. The budget position is **reviewed and considered at the Strategic Property Meeting**. Rent loss is monitored by the Head of Communities at a strategic level.
- 5.6 NCHA report void performance KPIs and targets from CORE and CAPITA. These figures are presented for consideration on a quarterly basis to the NCHA Board, at monthly Heads of Service meeting and the weekly Relet Operational Group meetings. Void performance is monitored to ensure processes are followed and targets met. This ensures that measures can be taken where there **are resource issues**.
- 5.7 Customer satisfaction is monitored at both operational and strategic level. This feedback is used to monitor and review satisfaction with **overall performance** and the **Lettable** Standard.
- 5.8 NCHA measure efficiency and value for money through a combination of benchmark clubs and KPI monitoring through Housemark.
- 6. Definitions**
N/A
- 7. Equality and diversity**
 - 7.1 This procedure has been written in line with NCHAs Equality, Diversity and Inclusion Policy and Equality Statement.
- 8. Appendices**
N/A
- 9. Policy Approval**
 - 9.1 This policy has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board or Customer Committee.