

## **EastendHomes**

### **VOID POLICY**

#### **1. STATEMENT OF INTENT**

1.1 To meet housing needs and maximise rental income EeH prioritise turning round empty properties by repairing and letting them in accordance with the Lettings policy as quickly as possible.

1.2 EastendHomes will:-

- Maximise rental income for all properties
- Ensure that all properties made available for letting meet a minimum standard and comply with legal health and safety requirements
- Minimise the length of time a property is empty, taking into account the circumstances of the tenant who has been offered the property.
- Apply principles of value for money in the management of empty properties
- Ensure that either tenants remove any unauthorised alterations and make good any damage, and repair any damage to the property not caused by fair wear and tear; or EastendHomes will carry out the necessary work and recover the cost from the outgoing tenant where possible
- Consider options for short term use of decanted properties
- Ensure that any new build or acquired property is tenanted with minimal delay

#### **2 DETAIL**

2.1 All EastendHomes properties will be inspected before, or on, becoming vacant and EastendHomes will consider the use of incentives to promote efficient void management.

2.2 All necessary gas and electrical safety certificates and a valid EPC will be obtained in compliance with legal requirements before any empty property is made available to let.

2.3 Where essential works are necessary before a property can be re-let works orders will be raised and completed in a satisfactory and timely manner.

2.4 Where appropriate and reasonable, minor repairs will be undertaken after the property has been re-let. In these circumstances, all such minor repairs will be discussed with the ingoing tenant and completed within 28 calendar days of the start of the tenancy.

- 2.5 EastendHomes will carry out multiple viewings where appropriate and will consider the use of incentives to encourage the outgoing tenant to host viewings.
- 2.6 EastendHomes will co-operate with relevant organisations to provide an adaptation service that meets incoming tenants needs. All adaptations necessary before occupation and recommended by an OT professional will be completed before occupation by the tenant.

### **Decorations**

- 2.6 Ingoing tenants to empty properties found to be in a poor decorative standard will receive a decorations voucher to assist with the cost of decorating.
- 2.7 Details of the decorations allowance payable are provided in the EastendHomes Decorations Allowances Policy.
- 2.8 Decorations to void properties will only be carried out by EastendHomes in exceptional circumstances such as incoming elderly or disabled tenants.

### **Rechargeable Repairs**

- 2.9 EastendHomes aims to inspect all properties prior to tenancies ending. Where repairs are identified that are not caused by fair wear and tear the outgoing tenant will be advised that the work should be carried out by them before they vacate the property.
- 2.10 If the outgoing tenant fails to carry out the identified work EastendHomes will seek to recover the cost of carrying out the work from them.
- 2.11 Outgoing tenants may be expected to remove any non-standard equipment from their properties before they leave. If such equipment is not removed, EastendHomes may remove it and recharge the outgoing tenant for the cost of the removal and any associated work.
- 2.12 Where EastendHomes have not been able to gain access to inspect prior to an outgoing tenant vacating, EastendHomes will assess any applicable recharge on inspection and pursue debt recovery action as appropriate.

### **Security**

- 2.13 EastendHomes will change locks to all void properties that are to be re-let and take other appropriate security measures to prevent trespass.
- 2.14 EastendHomes will take appropriate security measures to safeguard any property that becomes empty in blocks due for demolition or major

works including bricking up of entrances and disconnection of all services.

Related Policies:

Lettings Policy  
Gas Safety Policy  
Repair and Maintenance Policy  
Electrical Testing Policy  
Asbestos Policy  
Aids and Adaptations Policy  
Decorations Allowances