



Name of Policy	Void Property
Responsible Officer	Director
Date approved by Board	30th June 2026
Date of next Review	February 2029
Section	Asset Management

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1.0 Void Management

1.1 Policy Objectives

Kingsridge Cleddans Housing Association (KCHA) aims to re-let vacant properties as quickly as practicable and to minimise rent loss as a result of properties being empty (void losses), subject to the properties being of lettable standard.

Void management can be split into four distinct stages:

- Pre-termination arrangements
- End of tenancy
- Void repairs
- Selection and Allocation

Although these are separate stages of the process, they will usually operate concurrently. For example, lines for void repairs will be raised following the end of tenancy inspection and minor repairs may not be completed prior to allocation.

1.2 Pre-Termination Arrangements

The tenancy agreement requires 28 days' notice to be given, prior to a tenancy formally ending. Notice should be submitted in writing to the Association and to assist in the process standard termination of tenancy forms are available.

The following information must be provided:

- Date of tenancy termination
- Reasons for leaving (for KCHA records)
- Forwarding address

On receipt of the termination notice, confirmation of the end of tenancy date will be sent in the form of a letter or, where known, by email which will also make arrangements for a pre-termination inspection to be carried out. Advice to the outgoing tenant will also be given at this time with regard to the procedure for terminating the tenancy and the tenant's responsibility. This includes what to do about clearing the house and returning the keys.

Shorter periods of notice to that stipulated in the tenancy agreement are not accepted apart from in the following circumstances.

- The tenant has died.
- The tenant is moving into residential care, nursing care or hospital.
- The property is being re-let before the expiry of the termination notice period.

In the event of a tenant's death, the tenancy will end on the date of the tenant's death. Where there is no right to succession under the Housing (Scotland) Act 2001

as amended, family members/estate executors will be given up to 2 weeks after the funeral has taken place to clear the house and return the keys.

1.3 Pre-Termination Inspections

The purpose of the inspection is to assess:

- The likely level of repairs required.
- To identify any repairs that are the tenant's responsibility.

It also provides the opportunity for clarifying issues relating to the end of tenancy procedures.

Repairs will be identified by using our re-let standards as a guide.

1.4 End of Tenancy

In order to avoid delays in the void repair and re-letting process, the Association will ensure it obtains keys from the outgoing tenant on or before the date the tenancy is due to end.

Where the tenant plans to vacate the property on a weekend or public holiday arrangements will be made to have the keys returned on or before the end of tenancy date.

The Association has specific void rent loss targets and keys returned beyond the tenancies termination date will result in additional rent being charged.

1.5 Void Repairs

A void inspection will be carried out within 1 working day of the keys being handed in.

Void repairs will be assessed and recorded on a pro-forma. Repairs will be instructed by the Asset Management Officer who will pass keys to contractors. Contractors will be made aware of void timescales when job lines are issued.

1.6 Selection and Allocation

The Housing Manager will initiate lettings procedures as soon as notification of a termination of tenancy is received. This will involve identification of applicants to be offered the property in accordance with the Common Allocation Policy at the earliest opportunity.

Contact will be made with the applicant/ prospective tenant at an early stage to assess their interest. If they are interested in the property, a home visit will be made (where reasonably possible) to establish the validity of the application. If the applicant is suited to the property, we will look to carry out a viewing with the applicant. Where the departing tenant is happy to provide access, and it is suitable to do so, we may carry out a viewing prior to the termination date.

It is the policy of KCHA to accompany all applicants viewing properties. Applicants will be given up to 24 hours after viewing a property to decide whether to accept the offer. If refused or no response after 24 hours the next applicant on housing list will be selected.

Refusals and reasons for refusals if known will be recorded.

The applicant's signing of the tenancy agreement will be arranged as soon as the property has completed its void works and the new tenant visit will be carried out within 6 weeks of tenant moving in. The new tenant will be advised that they are liable for rent payment from the date of signing the Tenancy Agreement and therefore should make a concerted effort to move into and occupy the property as soon as possible thereafter.

1.7 Performance Monitoring

KCHA will monitor performance in relation to void management in respect of the following.

- Rent loss: restrict < 1%
- Number of terminations and reasons for them.
- Average length of time from end of previous tenancy to start of new tenancy:
- Number of offers and refusals per property.
- Reasons for refusals.
- Number of re-lets within target and number out with.

2.0

3.0 Equality & Diversity

As a service provider and employer, we recognise the requirements of the Equality Act 2010, oppose any form of discrimination, and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

