



CARE HOUSING ASSOCIATION

VOID MANAGEMENT POLICY

1. Purpose

Although Care Housing Association (Care) strives to offer sustainable homes for our tenants, there are inevitably occasions when tenancies come to an end earlier than we would hope. Although voids are often underwritten by partner agencies, it is Care's responsibility to inform and invoice the relevant partner. This income is crucial to ensure Care can continue to improve and offer value for money in the services it provides.

However, regardless of any financial impact to Care or our partners, the tenants and potential tenants are the priority in consideration of this policy. Care will ensure that no decision to award a tenancy is made for reasons other than the promotion of the tenant's interests, rights and choices.

In addition, as a responsible Registered Provider, we want to ensure void times are minimised and, where appropriate to do so voids are filled promptly. However, the needs of existing tenants are paramount and any impact on their tenancy and occupation of their homes are prioritised.

2. Policy Statement

The key aims of the policy are:

- To monitor and report on void performance
- To ensure effective communication with partner agencies to reduce void loss (e.g. local authorities and support providers)
- To ensure invoicing of voids is swift and efficient
- To minimise voids and work with partner agencies to find suitable tenants.
- To ensure that any allocation of voids takes fully into account the needs of existing tenants.

2.1 Monitoring

A report will be provided to the Board on a quarterly basis which outlines the number of voids across all of Care's stock, progress towards the re-letting of these voids, and any immediate financial impact this will have.

2.2 Communication

Communication with other agencies, tenants and their representatives is crucial. This includes, but is not limited to, support providers, statutory bodies and, where appropriate, tenant representatives.

As a minimum, partner agencies will be contacted on a monthly basis in those properties in which there are void units. This will ensure Care is fully prepared to carry out the necessary preparations for new tenants to ensure there are no unnecessary delays with the signing of tenancy agreements, the processing of housing benefit claims, and any necessary adaptations to the property.

2.3 Invoicing

Local authorities / partner agencies will be invoiced on a monthly basis for voids units, where agreements around the payment of voids are in place, and in line with the terms of these agreements.

NB – This policy is supplemented by the Tenancy Termination Policy and Procedure, and Tenancy Nomination Policy and Procedure.

3. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

4. Equality and Diversity

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

5. Commitment and Review

Care will formally review this policy every three years. Care will consult with residents if material changes to this policy are proposed.