Voids Service Standards
About the Service
When a council home becomes empty, we will inspect it, carry out any necessary work required to prepare it for a new tenant. Our aim is to make sure homes are safe, meet our lettable standard and are ready for new tenants to move in as quickly as possible.
We are committed to:
getting homes ready to let within set target times
making sure homes are safe and meet our lettable standard before a new tenant moves in
To meet our commitments, we will:
inspect the home before or shortly after the tenancy ends within agreed timescales
identify and complete any repairs needed to bring the home up to our lettable standard
complete required safety and compliance checks before a property is let
monitor the progress of work and take action where delays occur
provide clear ownership by making sure each void has a named lead who manages the progress of works
hold a regular focused review of complex voids, properties over target and cases waiting on contractor action
use three clear pathways for voids: Standard, Capital and Strategic, based on condition, risk and work required.
provide accurate information about the property information for advertising and letting
make sure new tenants have the information they need when moving into their new home
We ask you to:
tell us as soon as possible if you intend to end your tenancy
allow access for an inspection to be completed before your tenancy ends
remove all of your belongings when leaving your home
leave your home and garden in original baseline condition
return all keys and fobs when your tenancy ends and let us know if you need support to do this
tell us about any repairs or safety concerns before you leave
treat staff, contractors and other service users with respect
tell us if you are unhappy with the service by making a complaint, or if you are happy with the service by making a compliment
To measure and improve our service we will
monitor the condition that properties are returned at end of tenancy and re-charge the outgoing tenant for clearance and/or damage for which they are responsible
monitor how long homes are empty and identify if and why delays are happening

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monitor the cost of preparing homes for re-let
review cases that exceed target times or require escalation so that barriers are removed and learning is captured
review the quality of work carried out to empty homes and make improvements where needed
review complaints, compliments, post-let issues and feedback to identify what needs to change
use performance information to improve the service we provide
review delays between voids, repairs, tenancy management and the lettings process to identify improvements

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