

1. Purpose and Scope

- 1.1 This policy sets out Papworth Trusts' (PT) approach to void management and covers all property owned or managed by the Trust.
- 1.2 PT recognise that it is in the best interest of all concerned to re-let properties in a timely and appropriate way.
- 1.3 PT recognise that the property needs to be in a lettable standard in order to:
 - o Reduce vacant time
 - o Reduce number of offers made
 - o Reduce potential vandalism
 - o Reduce rent loss
- 1.4 This policy should be read in conjunction with the Tenant Handbook, Rechargeable Repairs Policy and Lettable Standard.

2. Outgoing tenants

- 2.1 Tenants have the responsibility to keep the property in a good state of repair and to expediently report any repairs to the Landlord that are the Landlords responsibility.
- 2.2 Tenants are required to keep the property in good decorative order and to return the property as per:
 - o What is agreed at the pre-void meeting with their Housing officer for domestic sites
 - o As per tenancy/handbook/policy for domestic sites
 - o As per lease/licence for commercial sites
- 2.3 Tenants are to be mindful that any alterations they have installed may need to be put back to the original dependent on what the permission granted stated.
- 2.4 Tenants are to be mindful that the garden should be left in an appropriate state as agreed with the Housing Officer – this will include any trees/bushes/hedges planted by the tenant.
- 2.5 Domestic tenants should refer to the Rechargeable Repairs Policy.

3. Inspections and timescales

- 3.1 As soon as PT receive a notice to quit, the Housing Officer (domestic), Facilities Operations Supervisor (commercial), will visit site and make an initial assessment of requirements. This would include any rechargeable works both to the home and garden including any out buildings or ponds.
- 3.2 When PT does not receive notice due to a death or eviction an inspection will take place as soon as practicable by the Maintenance Supervisor (or Asset Surveyor) Housing or the Facilities Operations Supervisor (commercial).
- 3.3 Once the site is vacant the Maintenance Supervisor (or Asset Surveyor) Housing or the Facilities Operations Supervisor (commercial) will inspect the site and prepare a void works list based on the void procedure and void forms.
- 3.4 Works required to bring the property up to the Lettable Standard inclusive of letting the site will be completed within a maximum:
 - o Domestic– 20 days
 - o Domestic supported – 30 days
 - o Commercial – 30 days
- 3.5 If any planned/capital works are due to the site this will be done during the void period wherever practicable.
- 3.6 Complex voids may require additional time.
- 3.7 Sites which are consideration for disposal will be referred to the Property Committee for evaluation prior to any works being commissioned.

4. Lettable standard

- 4.1 PT Lettable Standard is available on the website or from your Housing Officer and outlines the standard by which domestic properties are let.

5. Tenant feedback

- 5.1 Following a viewing if any minor items are identified and agreed these may be completed once the new tenant has moved in. This includes gardening works that may be identified.
- 5.2 New tenants will be asked to complete a questionnaire providing feedback on their letting experience.

6. Acts, Events or Occurrences beyond organizational control

- 6.1 Circumstances may arise where there are Acts, Events or Occurrences beyond the control of Papworth Trust. Examples of this include civil unrest, war, pandemics, natural disasters etc. In these situations guidance will be sought from the directing body at that time e.g. local authorities, central government, military. Papworth Trust will adhere to any changes that are administered which may lead to short, medium or longer term changes to this policy and timescales.

In these circumstances we will communicate changes by our website.

7. Document control

Owner	Senior Business Manager – Property
Approver(s)	Business Manager - Housing
Consulted	Tenant Scrutiny Panel
Date	June 2022
Next Review date	June 2025

8. Version tracker

Version number	Date	Approver	Comments/Reason for issue
2.0	17.6.19	Head of Property	Revised policy
3.0	13.3.20	Head of Property	Revised policy
4.0	16.5.2022	Business Manager - Housing	Policy reviewed, slight tweaks to S1.4, addition of S6

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