



Gardeen Housing Association Ltd
Building a Better Future

GARDEEN HOUSING ASSOCIATION

VOID MANAGEMENT POLICY

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1 INTRODUCTION

Gardeen Housing Association recognises the need to ensure that the rental loss incurred by the Association, and the lost opportunity to provide accommodation for a household in housing need, through void properties, should be kept at a minimum.

In recognition of this, the Association is committed to ensuring that all vacant properties are re-let as quickly as possible in accordance with this policy.

2 DEFINITION

Although there is no one agreed definition of what constitutes a void property the following definition is in common use:

“a void property is a dwelling which is on the rent account, but for which there is no current tenancy”.

It is important to realise that not all void properties will be available for letting.

Typical reasons are that the property may be:

- Undergoing repairs (minor or major).
- abandoned and awaiting legal repossession.
- awaiting re-development or other major work.
- held for use as a decant.

In order to provide appropriate monitoring it is important that effective categorisation of voids takes place.

The most likely reasons that an Association property will be void are:

- awaiting re-development or other major work.
- held for use as a decant.
- new build property handed over with no new tenant yet identified (will be dealt with via allocations policy).
- tenancy termination and property undergoing repairs.
- abandoned property.
- tenant dies.

While these different types of termination may involve slightly different processes of void management, most of the elements and stages will be similar. The following section details these.

3 STAGES

In the process of passing a property from one tenant to another there are several stages that need to be accomplished.

- Tenancy termination notice
- Pre-termination visit & property inspection
- Tenant required works & repairs
- Termination inspection & vacation of property
- Association required repairs and terminating tenant rechargeable repairs
- Accompanied viewings
- Allocation & occupancy

3.1 Tenancy Termination

This is most usually the result of notice being given by the tenant, but can also be the result of death, abscondences or eviction.

Assuming notice has been given, this time will be used to:

- inspect the property due to be vacant.
- advise outgoing tenant of procedures at tenancy end (rent payments, services, keys etc.)
- encourage (and for certain items, require) the outgoing tenant to leave the property in a reasonable condition (removing their possessions, cleaning up, decoration).
- obtain feedback from the outgoing tenant about reasons for leaving through the Termination of Tenancy Satisfaction Survey (necessary for effective monitoring and future void management).
- begin the process of finding a new tenant.

Termination Notice:

Tenants are required to give the Association 28 days' notice of terminating their tenancy. The Association will require this notice to be in writing and signed by the tenant (and joint tenant where there is one). As soon as a tenant advises the Association of their wish to terminate their tenancy an End of Tenancy Form will be issued to the tenant (s). If the tenant phones to advise of termination notice, staff will complete the termination form(s) and issue to tenant(s) for signing.

Upon receipt of notice of tenancy termination, the tenant will be advised of a pre termination visit & property inspection. The date and time of the intended visit should be confirmed to the tenant in writing advising that the whole house should be available for inspection.

For most effective use of the time staff should use the notice period to:

- assess the property condition at pre-termination inspection.
- agree with the tenant work to be done and repairs made to end the tenancy satisfactorily, allowing the tenant the opportunity to have the work completed to a professional standard before the end of tenancy.
- interview new applicants, or arrange a transfer of tenancy.
- attempt to arrange with the outgoing tenant viewing arrangements for possible incoming tenant/s.
- arrange repairs or improvement works for the date of termination, both those that are the responsibility of the tenant and those which the Association will carry out.
- Arrange for an Energy Performance Survey to be carried out and an Energy Performance Certificate (EPC) produced for the new tenant.
- ensure the property is wind and watertight and fit for human habitation.
- organise gas and electricity tests, asbestos management or refurbishment survey and external door lock changes for the day the existing tenant departs and before incoming tenant.
- advise Housing Benefit/Universal Credit of expected termination date if applicable.

3.2 Selection of New Tenant

As soon as notice is received of a tenancy termination, the selection work for a new tenant should begin immediately. Prints should be run of all housing register categories suitable for the vacancy, i.e. active housing register, active transfer register, any ongoing section 5 referrals, and any appropriate nomination cases from other partner agencies.

Selection of any new tenant will be as per the Allocation Policy and procedures.

Up to date tenancy references should be sought for the applications to be considered. This should be carried out within **5 working days of the notice of termination.**

Home visits to check potential new tenants details should be carried out within **10 working days of the notice of termination.**

3.3 Pre Termination Visit & Property Inspection

The advantages of conducting a pre-termination inspection are obvious. It can also allow the Association to check whether the tenant is willing to allow prospective tenants to view the property prior to their departure, and enable arrangements to be made which can considerably reduce the void re-letting periods.

Otherwise, the purpose of the inspection is to ascertain the general condition of the property, advise the tenant what is required to end the tenancy satisfactorily and remind them of their rights and responsibilities at the end of their tenancy.

At pre-termination inspection the staff member should:

- Complete an end of tenancy inspection using the inspection form and checklist;

This visit should advise the outgoing tenant(s) of procedures at tenancy end, including:

- Advise tenant(s) of rent and rechargeable payments due to be made;
- Request that tenant ensures that there is gas and electricity credits at the time of termination for safety check work. Alternatively, payment cards could be obtained from tenant(s);
- Remind tenant of the need to advise external agencies of their tenancy termination, e.g. power suppliers, Council Tax, DWP etc.
- Remind tenants of their responsibility to leave the property in a reasonable condition (removing their possessions, cleaning up, and decoration), specifically highlight that the tenant will be recharged if any clearance or cleaning work is required to make the property re-lettable.
- Advise the tenant that if the RSL is obliged to carry out reinstating or repair work they will be recharged the cost of the work. If the tenant feels unable to do such reinstating work, an agreement may be made for the RSL to make the property good and recharge the tenant (with payment due in advance of the termination date and with the first payment to be made before any work is commenced by the RSL. Where there is a credit on the rent account, which cannot be used up during the notice period, it is advisable to return it to the ex-tenant only after the void inspection has been done and no rechargeable work identified.
- Discuss arrangements for access to carry out repairs work with the tenant. Carrying out repairs prior to tenants vacating properties is cost effective and reduces void periods.
- Confirm with tenants any rights to compensation for improvements they have carried out (as per The Secure Tenants (Compensation for Improvements) Regulations 2002 and the Housing Scotland Act 2001);
- Obtain feedback through the Termination of Tenancy Satisfaction Survey from the outgoing tenant about reasons for leaving, necessary for effective monitoring and future void management.
- Confirm with outgoing tenant as to whether or not it would be acceptable with them to carry out accompanied viewings with potential new tenants prior to them vacating their home;
- All keys must be handed into the Association by 12 noon of the terminating day. If keys are not handed in by this time another days rent will be added, and the same applies until the keys are finally handed in.

Pre termination property inspections should be carried out within **5 working days of notice of termination**. This will allow early identification of remedial work required by the outgoing tenant and afford them sufficient time to attend to such matters.

The findings of the pre termination property inspection will be recorded on a tenancy terminating property inspection sheet at the time of the visit and be signed by both the visiting officer and the tenant(s), or their representative.

A copy of the signed tenancy terminating property inspection sheet, with a covering letter outlining work required, and confirming arrangements for final end of tenancy inspection and return of keys, will be issued to the terminating tenant as a record of

what has been found and/or agreed. **To be issued within 3 working days of inspection.**

All viewings should be conducted in line with the Association's Health & Safety checklist for property viewings/inspections (Appendix 1).

3.4 Tenant Required Works & Repairs

The tenant(s) will be advised at the pre termination property inspection of the repairs that they are required to carry out to the property before they leave. The details of this will be confirmed in writing as detailed above.

If the tenant is unable to carry out the required works themselves they can request that the Association carry out the work as a rechargeable repair. Such rechargeable repair work will be charged for in advance.

3.5 Viewings & Provisional Allocation

After termination details have been confirmed with the outgoing tenant a provisional offer of rehousing should be made to the appropriate housing register applicant as per the Allocation policy.

If the existing tenant has agreed and staff deem it appropriate, an accompanied viewing should be carried out while the existing tenant is still resident.

If the applicant advises they wish to accept the offer and all matters are in order, including an up to date application form being signed by the incoming tenant(s) a final offer of let should be issued confirming allocation details.

If the applicant refuses the offer, selection of another potential tenant should commence as per section 3.2.

All viewings should be conducted in line with the Association's Health & Safety checklist for property viewings/inspections (Appendix 1).

3.6 Pre Organised Standard Re-let Repair Work

Following the pre termination inspection and confirmation of termination date, the standard re-let repair work can be pre organised for the afternoon of the day that the keys are to be returned to the Association (or the following working day if this is not possible). Such work includes:

- Lock change to any external doors;
- Door and window ironmongery and safety catch check;
- Gas re-let safety check;
- Electrical re-let safety check (including check of smoke and heat alarms);
- EPC (if new certificate required). The instruction for the EPC can be given prior to this as the survey work should ideally be undertaken whilst the existing tenant is still resident in order that the certificate can be produced and given to the potential new tenant at tenancy offer stage;
- Asbestos management or refurbishment survey (if new survey required).

3.7 Termination Inspection & Vacation of Property

At the agreed date and time of termination, Association staff should meet the terminating tenant at the property and carry out a final joint inspection and obtain the keys and gas or electric cards from the outgoing tenant (where agreed).

Such an inspection:

- will enable the Association to ensure the property has been left in a satisfactory condition prior to the tenants' departure.
- enables the tenant/s and Association inspecting staff member to sign a declaration at the end of the inspection as to the condition of the property, and agree rechargeable work to be carried out.
- provides the opportunity for the outgoing tenant and staff member to take the same end of tenancy meter readings.
- ensures the outgoing tenant is protected where they have left the property in good condition but damage occurs during the void period or when the new tenant is moving in.

All viewings should be conducted in line with the Association's Health & Safety checklist for property viewings/inspections (Appendix 1).

This finding of the termination inspection should be confirmed in writing to the terminating tenant, with a copy of the completed termination inspection sheet, at their forwarding address within **5 working days of the termination visit**.

3.8 Relet Repairs

The repairs required to bring the property to a lettable standard can be handled in a number of ways depending on the circumstances:

- undertaking all repairs before re-letting.
- non-essential repairs carried out after new tenant has moved in.
- providing redecoration allowances, rent free period in exchange for decoration being done by incoming tenant – only in circumstances where the decoration is very poor and is causing problems for re-letting the property. Decoration allowances form part of the Maintenance Policy and shall be reviewed periodically. Current allowances are as follows:

• Living room	£85
• Separate Dining Room	£55
• Kitchen	£65
• Bathroom	£55
• Additional WC	£25
• Hall	£85
• Staircase	£65
• Combined Stair/Hall	£125
• Bedroom	£75

All essential repairs as detailed at section 3.6 must be carried out before the new tenant is given the keys to the property.

3.9 Post Tenancy End Viewings

Where pre tenancy end viewings have not been successful for potential new applicants, viewings should be organised to take place immediately after vacation by the outgoing tenant. All viewings should be accompanied with the potential tenant meeting the viewing member of staff at the Association's offices at an agreed time (this will allow other members of staff to identify who the potential new tenant is).

All viewings should be conducted in line with the Association's Health & Safety checklist for property viewings/inspections (Appendix 1).

3.10 Allocation & Occupancy

After a new tenant has accepted offer of the property they should complete their tenancy signing and all appropriate paperwork. Only after all essential repair work is complete and the new tenant has signed all due paper work and accepted responsibility for the property should they then be given the keys for the property and allowed to commence occupation.

If a new tenant is given the keys for the property before the date of their actual tenancy start, they must sign a property responsibility form declaring that they accept full responsibility for the property.

4 TERMINATION WITHOUT NOTICE

Obviously termination without notice will present a different scenario for the Association's void policy. The three main terminations situations without an agreed notice period will be those involving:

- Keys for the property returned without 4 weeks' notice;
- the death of the tenant;
- tenancy termination due to repossession action.

4.1 Keys Returned Without 4 Weeks' Notice

4.1.1 Keys Returned By Tenant

If a tenant returns their keys for their home prior to the required 4 weeks' notice, an agreement will be made that the keys will be accepted and the property re-let as soon as possible to save the outgoing tenant money. The agreement will, however, clarify that the outgoing tenant is responsible for the rental of the property until it is either re-let or the 4 weeks' notice period from return of the keys expires, whichever is sooner.

When the keys are returned the tenant will be asked to complete a tenancy termination notice and staff will attempt to arrange a joint visit to inspect the property with the terminating tenant.

Where the tenancy affected by the termination is a joint tenancy, the Association will need to make contact with the joint tenant to confirm that they also wish to end their interest in the tenancy. The terminating tenant should also be asked to have the other tenant contact the RSL to advise as to his/hers intentions as to the tenancy. Such contact will need to be made prior to ending the tenancy and taking any action to enter the house. In such circumstances, if contact with the joint tenant proves difficult to obtain, then the Association will immediately commence abandonment procedures against the joint tenant.

4.1.2 Keys Returned By Someone Other Than the Tenant

If the keys of a property, without the required 4 weeks' notice, are returned to the Association by anyone other than the tenant the Association will accept the keys and immediately try to make contact with the tenant.

The Association will try to contact the tenant(s) via any contact numbers/addresses they have previously supplied and endeavour to locate the outgoing tenant and get a termination notice signed, and advise them (in writing whenever possible), of their responsibility to clear the rent due for the full 28 days' notice period and any clearing or rechargeable repair costs.

In such circumstances, incase contact proves difficult, the Association will start abandonment procedures immediately as a safeguard to repossess the property through that route.

4.2 Death of a Tenant

Where a tenant dies leaving no successors, the Association needs to consider a number of sensitive issues, such as how long to allow relatives to clear the property and whether to charge to recover void losses for any of the period following the tenant's death.

Tenancy End Date

When we receive notification of the death of a tenant, where no person qualifies to succeed the tenancy, a period of up to **three weeks** (without charge) should be allowed for the house to be cleared. If there is no qualifying person, the tenancy will officially end upon the death of the tenant. The Association's Senior Housing Officer has the discretion to extend the period allowed to clear the house by a maximum of two further weeks, depending upon the individual circumstances. Any period greater than this will only be allowed where the previous tenant's estate confirm in writing that they will cover rent loss.

Terminating the Tenancy/Succession to Tenancy

In the event of the death of a tenant when there is no qualified person to succeed the tenancy, the tenancy is terminated.

If there is a qualified person, new tenancy arrangements should be made passing the existing tenancy to a qualified person, recording that a succession has taken place.

Persons claiming the right to succeed a tenancy should inform the Association within 28 days of the tenant's death.

Succession to a tenancy may only occur twice. A tenancy that has passed twice will be terminated on the death of the second succeeding tenant.

Non-Qualifying Applicants to Succession

Persons who fail to provide adequate proof of residency to succeed the tenancy within 28 days of notification of succession claim will be informed that they have no legal entitlement to the tenancy and failure to vacate the property and remove their belongings will result in summary court action being taken to recover the property and reclaim loss of rental income.

Repair Work

In order to be sensitive to the relatives of the deceased tenant, no re-let repair work will be carried out until after the property has been cleared and keys have been returned for the property.

4.2.1 Death of a Tenant with no surviving family or next of kin

Entering the Premises

If the Association receives information that the tenant has died with no next of kin and intestate, and there is no access to keys to the property, the locks to the premises should be changed, with 2 members of staff present. The key should then be kept securely at the office until matters are resolved.

Searching the Premises

The property must be searched to:

- Locate a Will or evidence that such a document may exist elsewhere.
- Locate any evidence of the existence of living relatives or close friends.
- Make a full inventory of furniture and personal effects.
- Collect together all personal papers, especially bank or building society books, savings books, premium bonds etc.
- Collect any items that may be of value e.g. jewellery and money.

Local authorities have a legal obligation to organise and pay for the funeral of a person who has no next-of-kin. In order to establish that there is no-one else to take on the responsibility they may be willing to undertake the initial search of the premises. The council should be contacted as soon as the situation is known to see whether they will do this. After the council officer has done the search, 2 members of staff should make an inventory.

Property

If there is no next of kin the estate vests in the Crown. An inventory should be made and sent to the Queen's and Lords Treasurer's Remembrancer along with a ULTIMUS HAERES form. The QLTR will then give advice as to what is to be done with belongings. The address is:

The Queen's and Lords Treasurer's Remembrancer Office
Scottish Government Building
1B-Bridge
Victoria Quay
Edinburgh
EH6 6QQ

Dealing with Cash

If there is a small amount of cash (less than £50) it should be kept securely in the office safe, pending a decision as to what should be done with it.

If the amount exceeds £50, the Queen's and Lords Treasurer's Remembrancer should be approached. If there are any rechargeable repairs or rent arrears QLTR will be advised that the RSL is retaining the money in its bank account pending repayment of any amounts due. If no amounts are due to the RSL then QLTR will probably advise that a separate bank account be set up, or that the amounts be paid into any accounts of the deceased tenant.

Any items removed should be noted and receipted by two members of staff.

Removal of Furniture

A full inventory of furniture and personal effects should be recorded by two members of staff. These items should not be removed until authorised by the Queen's and Lords Treasurer's Remembrancer.

After disposal of all belongings any necessary repairs will be carried out within the next week. During this time prospective tenants will view the property.

4.2.2 Re-letting Timescale

The property will be intended to be let within **15 working days** of notification of the date of the tenant's death (two weeks for the family to clear the property and 1 week for re-let works). This target will be reviewed where the case requires the involvement of the Queen's and Lords Treasurer's Remembrancer, as the timescales involved in such cases are outwith the control of the Association.

4.3 Vacancies due to Re-possession Action

As most successful repossession actions end the tenancy against the tenant's wishes it is unlikely that the tenant will allow access either for repair work or for viewing.

In such cases the Association will follow the procedure below:

- Inspection of property is carried out on date of re-possession, as decided by court / abandonment procedure.
- Repair work instructed for same working day or following working day depending on time of re-possession. (It may well be that a great deal of work is required if tenancy terminated against tenant's wishes).
- If property is in a reasonable condition, viewing will take place while repair work being carried out; if not, viewing will be commenced upon completion of repair work.
- Property to be let with a target timescale of **3 working days** from re-possession date.

4.4 Vacancies Due to Abandonment

Where the Association suspects that a property has been abandoned, we will follow our abandonment procedure as detailed in Appendix 7. This will attempt to ensure that we meet our legal obligations in respect of abandoned properties, whilst trying to minimise the length of time that a property remains unoccupied.

5 FRAMEWORK FOR PROCESSING VOID PROPERTIES

As stated above, the key activities in managing voids are:

- Tenancy termination notice
- Pre termination visit and property inspection
- Identification and completion of any work to the property
- Identification of a new tenant
- Letting and occupation

These activities, when run in parallel, can minimise the void period effectively.

It is important to have timescales in which these activities are to be carried out to ensure all work is complete timeously and the process can be effectively monitored and appraised.

The more stages that can be gone through with tenants in situ the quicker the re-let period can be. Stages that can be gone through with tenants in situ are:

Terminating tenant:

- Inspection
- Instruction of repair work
- View with possible new tenant

New tenant:

- Non-essential repairs
- Decoration/allowance

5.1 TIMESCALES

It has to be recognised that timescales will vary dependent upon the nature of the vacancy, i.e., whether or not it is with or without a period of notice. The general timescales to which the Association aims to re-let are reviewed each year in our target setting exercise.

5.2 Termination With Required One Months' Notice

From the date of termination the Association has a target of having the property let within **5 working days**.

Staff will attempt to ensure that 10 working days is the maximum re-letting period although externalities, explained in section 6.0, may prevent this from always being achievable.

5.3 Termination Resulting From Death of Tenant

From the date of the death of the tenant the Association will endeavour to ensure that the property is let within **15 working days**.

It is understood that the re-letting period for such vacancies may be longer for reasons as detailed previously. That is, no next of kin and case referred to Queen's and Lords Treasurer's Remembrancer.

5.4 Termination Due to Legal Action – Repossession / Abandonment

From the date of termination (i.e. the date from which the tenant is no longer legally entitled to reside in the property) the Association will endeavour to ensure that the property is let within **5 working days**. It is anticipated that the re-letting period for such vacancies may be longer for reasons as detailed above.

Appendix 6 gives a summary flowchart of the stages of dealing with standard void properties and the timescales involved.

6 EXTERNALITIES

There are a number of outside factors that can have an effect on the length of time that a property lies void. Difficulties that can arise in relation to voids are:

- high turnover
- difficult to let areas
- difficult to let properties

These problems may result from:

- lack of demand/need (for area, property type, property size, property condition)
- lengthy repair periods (if contractors having to order goods etc.)
- vandalism

Should the Association believe that these difficulties are a cause for concern in void management, the matter will be brought to the attention of Committee and a strategy will be adopted to address these issues.

7 SECURITY & SAFETY TO PROPERTY AND SURROUNDINGS

Winter Voids

It is important to ensure that winter voids are properly managed in order to prevent frost and/or flood damage, which could considerably add to the re-letting period.

The need to take action to protect void properties in the winter varies enormously between property types, ages and different locations. At the void inspection the decision should be made as whether to:

- employ specific frost precaution measures;
- monitor the weather over the winter/void period and review the required action as a result;
- decide that the property will not require frost precautions to be taken due to its location or type.

Frost and/or flood precautions include:

- conducting regular inspections;
- draining down of any water supply pipes and water heating systems;
- keeping on timed low level heating a couple of times a day, or on permanently during really cold spells;
- putting anti-freeze in WC pan to prevent cracking of the toilet base.

Security Measures

In some areas it is important to recognise the need to secure the property to prevent vandalism, squatting or other problems. The need for security for a property can vary enormously between property types and location. The need to secure the property has to be weighed against the impression this can give to potential tenants. As such, the type and level of security will be determined on a case by case basis. Ground floor properties will always be more vulnerable and it is essential to take appropriate action to make the property look occupied and have adequate security.

This may be done by:

- leaving up previous tenant's blinds, curtains etc.
- fitting net curtains or similar to windows.
- installing some lamps with light timing fittings.

- changing the locks – this must be carried out in all circumstances.
- installing boarding or caging and/or steel doors.
- fitting burglar alarms.
- arranging night security for new or refurbished schemes.

Neighbouring tenants' and residents' assistance in 'keeping an eye' on void properties should also be encouraged wherever possible and appropriate.

8 LIAISON WITH EXTERNAL AGENCIES

The Association recognises the need to keep external agencies advised of changes of tenancy in order to minimise any problems for former tenants, for void work and for future tenants.

- Service Suppliers

When carrying out a pre termination visit it is essential to determine the type and location of the properties gas and electric meters taking details of the meter reference number and to obtain from the terminating tenant details of whom the gas and electric suppliers are.

If the property contains power card meters it is essential to contact the supplier immediately after the pre termination visit to arrange for the meter to be reset on the day of termination with sufficient credit given for re-let work. Some suppliers will arrange this, although others will not until actual termination.

Contacts: Scottish Power Contact 0845 2700 700
 Customer.Services@scottishpower.com

 Scottish Gas Multi Tenancy Team 0800 980 4302

 Multitenancy@britishgas.co.uk

 If the supplier is neither of the above, or we have no details,
 contact Meter Point Access Survey Systems (MPASS) who will
 be able to advise on who current supplier is
 MPASS Contact 0330 1010300 (Choose Option 4)

(Please note that the above contact Scottish Gas numbers are landlord contact numbers and should not be given out to tenants)

- Council Tax

Glasgow City Council Tax Section requires to be advised of all tenancy changes in order to allow them to invoice the correct residents and to allow the Association to claim void exemption where applicable.

When there is a tenancy change the Glasgow City Council Tax notification form must be completed and emailed as follows: HBen.Central@glasgow.gov.uk

Copy - SDM computer File

- Housing Benefit

Where there is a change of tenancy, where the terminating tenant was in receipt of Housing Benefit, Glasgow City Council housing benefit services require to be advised of the change.

Housing Benefit services should be advised using the housing benefit tenancy change details form or HB Change of Circumstances form (Appendix 10). This form should be emailed to Housing Benefit services within 7 days of tenancy termination. If there is no new tenant identified at this stage the form should be sent anyway and another form should be completed and issued when a new tenant is confirmed.

- Universal Credit/Department for Work and Pensions

Where there is a change of tenancy, where the terminating tenant was in receipt of UC/DWP payments, Glasgow City Council benefit services require to be advised of the change.

Original- HBen.Central@glasgow.gov.uk

Copy - SDM computer File

9 MONITORING

Voids monitoring is undertaken for four purposes:

- To provide day to day control over the voids function and individual void properties.
- To monitor the Association's overall performance in relation to voids over a period of time.
- To provide good quality information about the Association's voids performance against its stated objectives to inform service review.
- To allow benchmarking against other landlord organisations to improve performance.

Quarterly reports will be made to the Association's Management Committee detailing the following:

- Number of voids received and completed.
- Void property details, i.e. location, size, type, void loss, length of time void
- Nature of tenancy termination including reason for termination
- Void turnaround times
- rent loss (£ and as a % of annual rent due)
- Offer refusal rate and reasons for refusal
- Cumulative void loss
- Vacancies as a % of the total stock

- Cost of works
- Benchmarking information i.e. comparisons against other RSLs, where available

10 TENANT INVOLVEMENT

In reviewing services, feedback will be sought from tenants, and used to improve service delivery.

This will be done in a number of ways:

- Completing the Termination of Tenancy Satisfaction Survey with terminating tenants to find out their reasons for terminating etc.
- Completing the New Tenant Satisfaction Survey to obtain feedback on new tenants' satisfaction with the house at the start of their tenancy.
- Monitoring comments and complaints from tenants and using this to improve service delivery.
- Encouraging tenants to be involved in policy reviews through consultation posters and leaflets and publishing these on the Association's website and social media. Copies of all policies to be reviewed will be sent to those who have expressed an interest and requested to be placed on the Association's Consultation Register.
- Advising tenants of performance through newsletters.