



# Void Management Policy

V.1 April 2026

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## Related Documents

- Fyne Homes Corporate Plan
- Scottish Secure Tenancy Agreement
- Complaints Policy
- Equality & Diversity Policy
- Health & Safety Policy
- Electrical & Safety Testing Policy
- Gas Safety & Carbon Monoxide Policy
- Repairs and Maintenance Policy
- Compensation for Improvements Policy
- Asset Management Strategy
- Water Systems Management Policy
- Rechargeable Repairs Policy

- Management of Asbestos Policy
- Aids & Adaptation Policy
- HOME Argyll Allocations Policy
- Mutual Exchange Policy
- Tenant Participation Strategy
- Abandonment Policy

## **Translation Statement**

If you have any difficulties reading this information or need further help understanding our processes, please contact us. We can make this document available in a variety of formats. All you need to do is let us know what you need, and we will try to assist.

## **Compliance**

This policy has been drafted to ensure that it complies with current legislation and industry good practice.

## **Equality & Diversity**

Fyne Homes is committed to providing services which embrace diversity, and which promote equality of opportunity. As an employer we are also committed to equality and diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our Values, are embedded in our day-to-day working practices.

## **Openness & Confidentiality**

Fyne Homes believes that its members, tenants and other interested parties should have access to information on how it conducts itself. This means that unless information requested is considered commercially sensitive or personally confidential it will be made available on request.

## **General Data Protection Regulations**

Fyne Homes recognises that the General Data Protection Regulations are an important piece of legislation to protect the rights of individuals in respect to any personal information that we may keep about them, whether on computer or in manual systems. We will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statements

## 1. Introduction

1.1. The Void Management Policy sets out the approach that Fyne Homes will follow to ensure that empty properties (voids) are returned to use efficiently, safely, and to our Minimum Letting Standard.

1.2. Fyne Homes defines a void property as "*property owned or managed by Fyne Homes that is unoccupied and not generating rental income*".

## 2. Aim

2.1. The overall aim of this policy is to ensure that our empty properties are managed efficiently, and to a high standard in order that we provide quality housing, reduce the time properties remain unoccupied and support positive outcomes for our tenants and our communities.

2.2. By adopting a consistent, customer-focused, and value-for-money approach, the policy supports sustainable neighbourhoods, improves organisational performance, and ensures that homes are relet in accordance with regulatory requirements and best practice.

2.3. To achieve this, we aim to:

- **Provide outgoing tenants with information on their responsibilities** – before the tenancy end date, helping to minimise repair costs and reduce the need for rechargeable repairs.
- **Minimise the time properties remain empty** – Keep void periods to a minimum, ensuring properties are brought back into use quickly and rent loss is minimised.
- **Provide new tenants with a safe, clean and good quality home** – Ensure all void properties meet our Minimum Letting Standard and comply with all relevant safety, regulatory and quality requirements.
- **Effective use of our assets** – Maintain and improve the condition of our housing stock by undertaking appropriate repairs, compliance checks, and planned investment when possible, during the void period.
- **Deliver Value for money** – Manage voids in a cost effective manner, ensuring expenditure is appropriate and transparent and aligned with asset management needs.
- **Support Stable and sustainable communities** – Reduce the negative impact of empty properties, support neighbourhood sustainability, and help maintain safe, thriving communities.
- **Enhance customer experience and tenancy sustainment** – Provide new tenants with a good quality home and provide clear information and advice to support successful long term tenancies.
- **Promote partnership working and efficient processes** – Ensure effective coordination between Housing Services, Technical Services and Contractors to streamline workflows and improve performance.
- **Maintain compliance with legislation and regulatory standards** – Meet all legal obligations and requirements of the Scottish Housing Regulator.
- **Monitor performance and drive continuous improvement** – Collate and review key performance data on void turnaround, costs, quality and customer feedback to inform improvements in service delivery.

### 3. Links to vision and strategic priorities

3.1. This policy aims to fulfil the needs of our Strategic Priorities, in particular:

- Ensuring value for money
- Meeting the needs and aspirations of our customers
- Meeting Housing Needs
- Investing in our properties
- Minimise void properties
- Ensuring Regulatory compliance

### 4. Legal Framework

4.1. This policy acts in accordance with:

- Housing (Scotland) Act 1987 1988, 2001, 2010, 2014
- Scottish Social Housing Charter
- Energy Performance of Buildings (Scotland) Regulations 2008
- The Gas Safety (Installations and Use) Regulations 1994
- Construction, Design and Management (CDM) Regulations 1994
- Data Protection Act 2018 and the UK General Data Protection Regulation
- Scottish Housing Quality Standard (SHQS)
- Energy Efficiency Standard for Social Housing (EESH)
- Control of Asbestos Regulations 2012

### 5. Key Principles – Void Management Policy

#### 5.1. Void Management Process

- Key Stages in the void management process include:
  - Inspections
  - End of tenancy
  - Void repairs
  - Financial matters
  - Allocations
  - Hard to let properties
  - New Build and Acquisitions

#### 5.2. Inspections

- Fyne Homes procedures include the following inspections:
  - A **pre-termination inspection** is carried out in the presence of the outgoing tenant wherever possible, to ensure they are fully aware of their responsibilities prior to leaving.
  - An **end of tenancy inspection** is undertaken once the property has been vacated to identify works required for the property to meet the minimum letting standard.
  - A **post inspection** is carried out after all void works have been completed and before the new tenant moves in.

### 5.3. End of Tenancy

- There are different ways a property can become void, as follows:
  - **Termination of Tenancy by the tenant** – Where a tenant gives formal notice to end their tenancy.
  - **Transfers** – where a tenant moves to another property owned by Fyne Homes or another HOME Argyll partner.
  - **New Build Voids and Property Acquisitions** – where a new build, or an acquired property is handed over to Fyne Homes as complete and is untenanted.
  - **Abandonment** – Where we issue a statutory notice to a tenant who has vacated the property without notice and the property is repossessed.
  - **Death of Tenant** – where a tenant passes away and no one is legally entitled to succeed to the tenancy.
  - **Decants** – where a tenant is moved out temporarily for major repairs or safety reasons.
  - **Eviction / Repossession** – The tenancy is ended through court action due to a breach of tenancy conditions.

### 5.4. Void Repairs

- Fyne Homes has a **Minimum Letting Standard** (See Appendix 1) which must be met in all properties before they are relet to a new tenant. This standard outlines the essential condition and safety requirements that every void property must achieve. On occasions minor works will be carried out after the new tenant has moved in.
- **Safety Standards** –All void properties containing gas appliances will undergo a full gas safety check before a new tenant moves in. In addition, every void property will have a valid Electrical Safety Certificate and Energy Performance Certificate.

### 5.5. Financial Matters

- **Rechargeable Repairs** – Outgoing tenants will be provided with details of all repairs and remedial works that they are required to complete before their tenancy ends. If these works are not carried out, they will be issued with an invoice for the cost of completing the outstanding work. Any additional repairs identified when the keys are returned, as well as the removal of any household items left behind, will also be recharged to the outgoing tenant.
- **Compensation for improvements** – we recognise that some outgoing tenants may have the right to receive compensation for certain improvement works which have been carried out during their tenancy. This is detailed in our Compensation for Improvements Policy.
- **Death of tenant** – When a tenancy ends due to the death of a tenant, and there is no one eligible to succeed to the tenancy, the next of kin will be given up to 14 days to clear the property. No charges will be applied during this period. If the clearance takes longer than 14 days, a charge will be due, equivalent to the daily rent and any applicable service charges until the keys are returned to us.
- **Repairs** – Fyne Homes will work with approved contractors to ensure

value for money and high-quality repairs to void properties. This will be achieved through regular contract reviews, post-inspection of completed works, and ongoing monitoring of tenant satisfaction with their home once they move in.

- **Decoration** – Fyne Homes may offer decoration allowances to ingoing tenants where a property is considered to be in poor decorative order and does not meet our Minimum Letting Standard.

## 5.6. Allocations

- We will begin the allocation process as soon as we receive formal notification that a property is to become void. The selection of prospective tenants and the allocation of properties will be carried out strictly in line with the HOME Argyll Allocation Policy.

## 5.7. Hard to Let Properties

- Fyne Homes recognises that demand for its properties can be influenced by a wide range of factors, including changing personal aspirations, lifestyle shifts, affordability, neighbourhood reputation, and broader external influences such as welfare reform or demographic changes within local communities.
- **Definition of a Hard to Let property** – A hard to let property is one that displays one or more of the following characteristics:
  - A small or non-existent waiting list for the property
  - Tenancy offers on a property frequently refused for reasons other than personal reasons
  - Higher than normal rates of tenancy turnover for a property in an area.

A property is hard to let if it has had three or more refusals, or it is within an estate where there is a turnover of 20% or more in any year.

- **Initiatives to address hard to let** – Where a property or development has been designated as Hard to Let, a range of targeted initiatives may be implemented to improve its letting prospects. The underlying reasons for low demand, and the appropriate solutions, will vary depending on the specific circumstances of each property or area. Initiatives may include, but are not limited to, one or more of the following:
  - Advertising online via our website, social media and in the local press
  - Promotion through other organisations, such as Local Authority, Health service and partner organisations
  - Enhanced decoration
  - Offering white goods, carpets and/or some furnishings
  - Investigating possible upgrades to properties where appropriate
  - Environmental improvements
  - Rent free weeks
- **Hard-to-let properties that are not actively being re-let** – will be referred

to the Management Committee for a decision confirming that they are no longer required for long-term use. Where this is agreed, an appropriate disposal strategy, such as transfer, change of use, sale, demolition, or reconfiguration, will be implemented.

### **5.8. New Build & Acquisitions**

- **New Build** – All new build properties will be formally handed over to Fyne Homes only once they have met all relevant building control standards, our minimum letting standard, and all applicable safety requirements. Following handover, we will progress the letting process without delay to ensure the property is occupied at the earliest opportunity.”
- **Acquisitions** – For all acquired properties, we will ensure that the property is fully inspected and meets our minimum letting standard, as well as all applicable safety standards, prior to it being relet.

## **6. Managing and Reporting**

**6.1. Management of Void Properties:** The Housing Services Director has the responsibility for overseeing the implementation of the Void Management Policy. Housing Team Leaders are responsible for ensuring implementation of the key aspects of allocating void properties. The Technical Services Director is responsible for the implementation of the void repair elements of the Policy. Specific tasks within the void management process are delegated to appropriate staff.

**6.2. Reporting:** Fyne Homes will monitor performance on void management using both statutory and local performance indicators.

- **Statutory Performance Indicators – Scottish Social Housing Charter:**
  - Percentage of new tenancies sustained for more than one year, by source of let
  - Percentage of lettable houses that became vacant in the last year
  - Percentage of rent due lost through properties being empty during the last year
  - Average length of time taken to relet properties in the last year
  - Number of self-contained properties void at the year end, and of those, the number that have been void for more than 6 months
- **Local Performance Indicators:**
  - Percentage of turnover of stock
  - Average time taken to relet properties, broken down by area
  - Average time taken to relet properties due to void repairs
  - Average time taken to relet properties due to the offer process
  - Rent loss through void properties
  - Offer Refusals
  - Hard to let properties

**6.3. Targets:** Void performance will be monitored regularly and reported to the Management Committee on a regular basis. The Housing Services Director will review the targets annually, informed by performance data, and will present any proposed changes to the Management Committee for consideration and approval.

## 7. Reviewing Process

7.1. This policy will be reviewed in line with the respective current Fyne Homes' policies, and/or where a change in legislation arises.

7.2. If there is a procedural delay in the policy revision then the relative legislation in force at the time will prevail.

<b>Version number</b>	<b>Revision Date</b>	<b>Part of doc revised</b>	<b>Reason for revision</b>	<b>Approved by</b>

## Appendix 1

**FYNE HOMES LTD  
MINIMUM LETTING STANDARD  
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MINIMUM LETTABLE STANDARD**

1. Works	2. Minimum Standard
General Cleanliness	Technical Services will liaise with Housing Services regarding clearing of furniture, carpets & belongings/ household items from the previous tenant. Floors will be swept out. Woodwork, kitchen and bathroom surfaces, including sanitary ware, will be washed down. Attics, basements and out buildings will be emptied.
Garden Areas	Garden areas attached to the property will be cleared of rubbish and grass given a one off cut, if required
Electrics	All electrics will be checked and a copy of certificate of inspection retained on file. Alterations to the electrical system, which has clearly been undertaken by the tenant will be removed unless compliance certificate covers them.
Gas	All properties with gas supply/appliances will have a full gas safety check and cooker supply (where applicable) capped. Copy of certificate will be given to ingoing tenant. Original will be retained on file.
Gas/Electric Cooking	Where the previous tenant has left a gas or electric cooker, this will be removed as we are unable to certify their safety
Smoke/ Carbon Monoxide Alarm/s	The smoke alarms and carbon monoxide alarms will be tested as part of the electrical safety check. Copy of user instructions to be given to the ingoing tenant.
Water Supply	Where there is no new tenant identified for a property at completion of maintenance works stopcocks will be shut off and water supply drained down. Where new tenant has been identified, stopcock will be shut off. For long term vacant properties, and properties vacant during winter months, a separate process will be followed.
Windows	All windows will be fully operational and checked for safety. Window keys will be issued to tenants where fitted locks are installed.
Entrance Doors	Minimum security locks on all doors. Checks will be undertaken for security and drafts/water ingress. Front entrance doors will have letterbox and back flap.
Internal Pass Doors	All pass doors will be intact and operating properly. Bathroom doors will have locking device. All doors will be fitted as per building regulations.
Floors	All loose and missing floorboards will be re-secured/replaced. Floor surface will be even to allow carpets to be laid.
Skirtings & Facings	Missing or badly damaged skirtings/facings will be replaced. If repairable, they will be re-secured and filled where necessary
Bedroom Cupboards	Will all have level shelf and clothes rail below, space

	permitting
Hall Cupboard	Hall cupboards will have one shelf, space permitting
Kitchen Units	All kitchen units will be thoroughly checked and hinges replaced/adjusted where necessary. Damaged drawers and doors will be repaired/replaced, where necessary. Damaged worktops as a result of burning/water ingress will be replaced where appropriate. If we are unable to match the damaged section, all worktops will be replaced.
Medical Adaptations	All medical adaptations will be inspected to ensure that they are fully operational and meet the needs of the incoming tenant where possible.
Bathroom Suite	Bathroom suite will be checked for chips/cracks and repaired or renewed as appropriate. Where replacement of a part of the suite is required the available colour match will be investigated. If colour match is not available a 3 piece white bathroom suite will be installed.
Shower Unit	Instantaneous electric showers shall be included in the electrical check. Any instantaneous shower not fitted by the Association that does not visually appear in good condition shall be removed and capped. Tiles not fixed/sealed properly will be replaced
Decoration	- Existing decoration, including wallpaper or painted finishes will be of a reasonable standard or walls and finishes will be of a condition where the ingoing tenant can carry out their own decoration. In exceptional circumstances where the decoration is deemed to be below an acceptable standard, the award of decoration vouchers may be offered.