Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Management Committee
PREPARED BY:	Mark Smith (Director of Asset Management)
SUBJECT:	VOID MANAGEMENT POLICY
DATE OF MEETING:	14 OCTOBER 2025
APPROVED BY:	Paul Martin (CEO)

VOID MANAGEMENT POLICY

MS/OCT 2025/REF: P55

VOID MANAGEMENT POLICY

CONTENTS

1. MHA's Strategic Objectives
2. MHA's Values
3. Regulatory & Legislative Compliance
4. Policy Introduction
5. Void Management Policy
6. compliance with the Scottish Social Housing Charter
7. Responsibilities for Void Management
8. Monitoring, Reporting and Review
9. Equality & Human Rights
10. Data Collection
11. Monitoring & Review of Strategy

Appendix 1. MHA lettable standard
Appendix 2. Void Procedure

1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Annual Return Charter has 8 separate indicators relevant to void turn around times and therefore this policy is important to comply with regulatory targets. MHA adheres to all relevant legal employment requirements associated with this policy.

4. POLICY INTRODUCTION

The guiding principle of effective Void Property Management (vacant or soon to be vacated properties) is that they should be re-let at a minimum cost to MHA, consistent with being in a satisfactory re-let standard for an incoming tenant. The Milnbank Lettable Standard has been developed for this purpose and is included within Appendix 1.

5. PRINCIPLES OF THE VOID MANAGEMENT POLICY

This guiding principle is achieved by the following:

- Ensuring that the outgoing tenant carries out their responsibilities in relation to the property being clean/clear and all remedial works, for which they are responsible, completed to the Association's satisfaction; or failing this, that they are recharged for the cost of any necessary works. This will be picked up at the Pre-Termination

visit which will be a joint inspection with the Housing and Maintenance Officer. Pre-Termination visits will be carried out in all instances with the exception of Abandonments and Evictions.

- Suspending a transfer application or deferring an offer of a transfer until a tenant carries out necessary remedial works or has paid for those works to be carried out on their behalf by MHA.

- Ensuring that MHA's Void Management Procedures are implemented timeously in order to minimise the period for which the property is vacant. The Association aims to complete the repairs and allocate the property within a total of 20 working days, excluding technical voids (where major works are required such as Re-wires, structural repairs etc).

- Ensuring that external contractors' performance in relation to void turnaround and quality of workmanship, meets the targets and standards set within our contractual arrangements. Properties will have an Internal Scottish Housing Quality Standard (SHQS) Survey carried out and will meet the SHQS prior to let, any SHQS exemptions or abeyances will be recorded. The MHA Lettable Standard goes above the requirements of the SHQS in some instances.

Separate and detailed Void Procedures are also appended to this Policy (Appendix 2).

6. COMPLIANCE WITH THE SCOTTISH SOCIAL HOUSING CHARTER

In reviewing this Policy, the Association recognises the need to work towards achieving the relevant Indicators as set out in the Scottish Social Housing Charter and in particular:

- Indicator 6 – Percentage of Stock meeting the Scottish Housing Quality Standard (SHQS) (Newly allocated properties must meet the SHQS as a minimum, with any exemptions and abeyances recorded).

- Indicator 7 – Percentage of tenants satisfied with the standard of their home when moving in.

- Indicator 14 – Percentage of tenancy offers refused during the year.

- Indicator 17 – Percentage of lettable houses that became vacant in the last year.

- Indicator 18– Percentage of rent due lost through properties being empty during the year.

- Indicator 30 – Average length of time taken to re-let properties in the last year.

- Indicator C2 – The number of lets during the reporting year by source of let.

- Indicator C3 – Number of lets during the reporting year split between 'general needs' and 'supported housing'

7. RESPONSIBILITIES FOR VOID MANAGEMENT

The Maintenance Team and Housing Services are jointly responsible for the overall effective management of void properties. The role of each section and the input required from them is detailed in the Void Procedures.

8. MONITORING, REPORTING AND REVIEW

In the pre-termination stage, Housing Services will be responsible for co-ordinating action and ensuring that properties are vacated and keys handed in on time, along with gas/electric cards or keys.

Once keys are received, voids will be inspected, by Maintenance and Housing if applicable, with all works recorded on the Homemaster Void Package (including timescales for completion) and monitored by the Maintenance Team during the period of the works being carried out; and by Housing Services once works are completed.

Overall performance on void turnaround will be monitored by the Housing Services Manager and reported to the Scottish Housing Regulator through the Annual Return on the Charter (ARC); and also to other agencies/groups for the purposes of performance benchmarking. Performance on void turnaround times and quality of works will be monitored by the Maintenance Co-ordinator.

Post Allocation Visits (PAV's) will also be carried out with the incoming tenant and the feedback closely monitored, to regularly evaluate tenant satisfaction with the MHA Lettable Standard.

The total rent loss due to the time taken to re-let properties once the works are completed, will be reported by the Housing Manager, on a regular basis, to each Services Committee.

The financial cost of bringing MHA properties up to the Lettable Standard will also be monitored closely. The costs will be reported to the Management Committee as part of annual budget reports..

9. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

10. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

11. POLICY MONITORING & REVIEW

The Void Management Policy will be reviewed by the Management committee on a 3-year basis or in line with EVH updates, and as otherwise deemed necessary.

MHA LETTABLE STANDARD APPENDIX 1

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MILNBANK HOUSING ASSOCIATION

Lettable Standard

MS/OCT 2025

MHA Lettable Standard

Milnbank Housing Association will carry out a full inspection of all void properties to assess the level of repair work required to bring each property up to a satisfactory standard for new tenants to move into. A pre-void inspection form will be completed by the Maintenance team with all additional works over and above the lettable standard noted and passed to the relevant contractor. These inspections will be uploaded to home master to record the repair information.

All void properties will require differing levels of work to meet the MHA Lettable Standard. The undernoted table provides information on the typical areas of work undertaken within a void property and the expected Lettable Standard.

Lettable Standard	Works
Locks	Locks changed and 2 new full sets of keys made available for the new tenant. This must include all common keys/fobs as well as veranda and cellar doors where applicable. Personalised name plates to be removed from front flat doors.
Floor Coverings	These will be removed unless they are deemed to be in a reasonable condition. The Association will not be responsible for maintaining any flooring coverings left at the request of the incoming tenant.
Electrics	A new Electrical Installation Condition Report (EICR) will be carried out and logged against the property.
Gas	A full Landlord Gas Safety Check will be carried out to void properties with a gas supply and a copy of the compliance certificate (CP12) issued to the new tenants. Gas cooker supply to be capped off.
Water Supply	Ensure a supply of hot and cold running water in the kitchen and bathroom(s).
Windows	Service all windows in the property ensuring all are in working order, leak free and are safe. All safety catches checked and in working order. Replace any damaged UPVC/timber trims as required Remove any internal/external defective mastic and replace as required making sure all internal windows are clean and tidy
Fire Safety	An interlinked LD2 Fire Safety System will be installed (if not already in place).
External / Flat Entrance Doors	All external / flat entrance doors will be serviced and in working order.

Minimum Standard	Works
Internal Doors	All internal pass doors and cupboard doors will be intact and operating correctly. The Kitchen door will be a fitted with a half hour fire door.
Walls/Ceilings	All visible broken or loose plasterwork will be repaired. Any materials that could potentially contain Asbestos will be sampled and, if positive, managed accordingly. Remove all screws, hooks and fill to suit.
Floorboards	All visible loose/missing flooring will be secured/replaced.
Skirtings and Facings	All broken and missing skirtings/facings will be repaired/replaced as required. Remove all cables and clips along skirtings.
Heating Systems	Heating systems will be in full working order.
Energy Efficiency	Properties will be brought up to the applicable EESSH standard, where possible and financial resources allow. EPC certificate will be left in the property for incoming tenants to view.
Kitchen Units	All kitchen units will be checked and serviced, with any significant defects repaired. Kitchens will be replaced if the kitchen is deemed not fit for purpose and cannot be repaired to meet the requirements of the SHQS.
Bathroom Sanitary Ware	All fitments will be free from chips and cracks (including the bath panel). Where there is a shower installed these will be in working order and have a shower rail / curtain and appropriate water seal around these areas. Any properties without a shower, MHA will install a mixer shower from existing bath taps. Shower head and hoses in poor condition will be replaced in every property as standard. Sanitary ware will be replaced if deemed not fit for purpose and cannot be repaired to meet the requirements of the SHQS.
Sinks and Wash Hand Basins	Sinks and wash hand basins will be securely fitted with taps in working order and plug and chains in place. All pipework boxed in as required.
Scottish Housing Quality Standard (SHQS)	Properties will meet all applicable elements of the SHQS, at letting stage, with any exceptions and exemptions recorded.
Ventilation	Remove all grilles and filters from ventilation systems and clear all debris from communal ducting.

Should the property require full decoration then Housing Officer will offer decoration vouchers at their discretion.

Upon completion of all repairs and maintenance works the void flat will be cleaned. The undernoted table provided the cleaning standard expected.

- All skirting boards to be washed down and cleaned
- Doors and frames to be washed down and cleaned
- Walls washed down where applicable
- Window frames and sills to be washed down and cleaned
- Plug/light sockets and light fittings/switches to be washed & cleaned
- Radiators washed down and cleaned
- Cob webs removed
- Air vents/extractor fans to have filters removed and cleaned
- All floors to be swept and mopped
- All tiling surfaces/wet wall to be to be washed down
- All kitchen worktops to be cleaned.
- All kitchen units inside & out to be cleaned
- Kitchen sink & taps to be cleaned
- All sanitary units to be cleaned down (i.e., bath, sink, shower, toilet, taps).
- Window glass to be cleaned inside.

All staff who are involved in the Void Management process will receive a copy of this Lettable Standard, and will sign a mandate confirming they are in agreement. See Appendix 3.

VOID PROCEDURE APPENDIX 2

TERMINATION RECEIVED IN OFFICE	ACTIONED BY
Letter to be sent to outgoing tenant/transfer to confirm date keys due and final rent charge up to this date.	Housing Services
Termination notice to be scanned and attached to occupancy history	Housing Services
Homemaster software updated with new terminations received.	Housing Services Maintenance Team
Housing to arrange a Pre Termination inspection from Maintenance team to view the property and assess void works required.	Housing Services / Maintenance Team
If access is granted by the tenant during notice period, Maintenance Team will inspect the property and record any re-charge items and/or potential items to mandate to incoming tenant (e.g. carpets etc.) and email to Housing Services.	Maintenance Team

ONE WEEK PRIOR TO KEYS BEING DUE	ACTIONED BY
Contact outgoing tenant to remind them of date that keys are due, and to leave gas/electric cards for us.	Housing Services

KEYS FOR VOID RECEIVED	ACTIONED BY
Keys to be handed into Head Office on or before the agreed termination date.	Housing Services
Ensure all items removed, including floor coverings, unless agreed by HSO/AO, as per the Pre-Termination Visit.	Housing Services
Ensure Gas/electricity keys/cards have been handed over with house keys or left in meters.	Housing Services
An e-mail will be autogenerated from Homemaster once Housing close the tenants account. Maintenace Team will then collect keys/action keys for the property.	Housing Services / Maintenace Team

VOID INSPECTION AND WORKS	ACTIONED BY
If access was not granted by the tenant at termination stage, the Maintenance Team will inspect the property and record any re-charge items and/or potential items to mandate to incoming tenant (e.g. carpets etc.) and email to Housing Services.	Maintenance Team
Works will be carried out to the MHA Lettable Standard. All works required will be recorded in the Homemaster void package for all staff to view.	Maintenance Team
Post inspection to be carried out by the Maintenance Team to determine if all works completed to satisfactory standard and that house meets MHA Lettable Standard. Keys will then be returned to Housing.	Housing Services/ Maintenance Team
Inspection with HSO and prospective tenant to take place, upon completion of works.	Housing Services

SIGNING UP NEW TENANT	ACTIONED BY
Tenants are signed up on same day or next day upon void completion	Housing Services
If pre-selected applicant rejects offer new selection to be made ASAP	Housing Services
Keys to be issued at point of sign up	Housing Services
PAV to be completed within 14 working days of tenancy move-in date.	External Party

LETTABLE STANDARD MANDATE APPENDIX 3

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I _____, can confirm that I have received and read the MHA Lettable Standard for void property works. I can also confirm that I am aware of what is required for working in each void property before it can be re-let to a new tenant.

Print Name: _____

Signature: _____

Date: _____