

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name: Voids Policy

This policy was created to:

Help The Honeycomb Group manage empty homes quickly and fairly. When a home becomes empty, we want to get it ready and re-let it as soon as possible to help meet housing needs.

What this policy covers

This policy explains:

- What happens when a home becomes empty
- How we inspect, repair, and prepare homes
- How we choose new tenants
- Our approach to repairs, safety checks, and cleanliness
- What happens if belongings are left behind
- How we keep costs low and homes in good condition

Our goals

- Get homes ready to re-let quickly
- Reduce the time homes are empty and losing rent
- Make sure homes are safe, clean, and meet our standards
- Keep customers satisfied
- Follow laws and housing rules
- Offer good value for money
- Make the best use of our homes

Key terms

- **Void:** A home that is empty and not yet re-let
- **Lettable Standard:** The condition a home must meet before it's rented
- **Lean / Standard / Major:** Levels of work needed on a void property (small, medium, or large jobs)

- **Recharge:** Costs charged to tenants if they damage a property or leave it in poor condition

Our approach

Before a Tenant Leaves:

- We visit the home to check its condition
- We explain what needs fixing and what might be charged back

After the Tenant Leaves:

- We inspect the property and plan repairs
- We clean and secure the property
- We check gas, electricity, and health & safety

Letting the Home Again:

- We find a new tenant quickly
- We let them view the property
- We finish repairs and sign the new tenancy

For Long-Term or Damaged Homes:

- We may carry out major repairs or consider selling the property if it's not cost-effective to fix

Legal compliance

We follow housing laws and safety regulations, including:

- Social Housing Regulation Act 2023
- Health and Safety at Work Act 1974
- Building Safety Act 2023
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection laws (UK GDPR, DPA 2018)
- Construction, fire safety, and landlord-tenant laws

Performance monitoring

We track how well we're doing by:

- Measuring how quickly we turn around empty homes
- Checking tenant satisfaction
- Comparing our performance with other housing providers
- Reporting results to our Board, the council, and customers

Data protection

We protect personal information in line with data protection laws. Only necessary staff will have access to tenant information, and we store it safely and securely.

Date of Policy: January 2025