

VOID MANAGEMENT POLICY

Version Number: 3

Approval Date: November 2025

Approved by: CEO

Next Review Date: September 2028

Responsible Officer: CEO

1. Introduction

- 1.1 HYELM is committed to providing high quality accommodation for young professionals in London. This policy sets out how void apartments will be managed to minimise rent loss, ensure properties are safe and ready to let, and provide a positive experience for incoming residents.
- 1.2 Effective void management ensures that apartments are let quickly, safely, and in accordance with all relevant legislative and regulatory standards, while balancing the need for quality, value for money, and sustainability.

2. Purpose and Scope

- 2.1 This policy applies to all void properties managed by HYELM.
- 2.2 It covers the process from tenancy termination to re-let, including end of tenancy inspections, void repairs and compliance checks.
- 2.3 The policy should be read alongside:
 - Lettings Policy
 - Maintenance Policy
 - Complaints Policy
 - Data Protection Policy
 - Health and Safety Policy

3. Definitions

- 3.1 *Void*: An apartment that is unoccupied between tenancies.
- 3.2 *Void categories*:
 - **Standard voids** – minimal works required; short turnaround.
 - **Major voids** – significant works, adaptations, or compliance works required; longer turnaround.
- 3.3 *Lettable Standard*: The agreed minimum condition in which all HYELM apartments will be re-let.

4. Principles

- 4.1 HYELM will minimise void periods while ensuring all apartments are safe, secure, and compliant.
- 4.2 The safety and wellbeing of incoming residents is the highest priority.
- 4.3 HYELM will balance efficiency of turnaround with making the right match for each tenancy.

5. Ending Tenancy and Key Handover

- 5.1 Tenants ending their tenancy will receive a departure letter, containing written guidance outlining expectations for apartment condition, amount owed, and return of keys.
- 5.2 HYELM will request to inspect the apartment and potentially hold viewings.
- 5.2 HYELM will carry out an inspection wherever possible, to assess condition, take photographic evidence where necessary, check the apartment against the inventory and provide notice of any potential charges.
- 5.3 All keys, fobs must be returned on the day the resident leaves.

6. Void Management Process

- 6.1 Upon termination, the apartment will be inspected to determine the category of void (standard or major).
- 6.2 Repairs and works will be instructed immediately, using approved contractors.

7. HYELM Lettable Standard

- 7.1 All HYELM apartments will be let in a condition that is:
 - Clean, safe, and secure.
 - Structurally sound and weather-tight.
 - Free from hazards under the Housing Health and Safety Rating System (HHSRS).
 - Equipped with working smoke and carbon monoxide alarms.
 - Supported by valid compliance certificates (gas, electrical, EPC).
- 7.2 Decoration, flooring, and fixtures will be to a reasonable standard, but may not be new.
- 7.3 A clear Void Checklist will be used for every apartment. (See Appendix A)

9. Chargeable Repairs

- 9.1 Residents will be charged for damage or neglect to walls or fittings and fixtures beyond fair wear and tear.
- 9.2 Costs will be calculated based on contractor invoices or agreed standard costs.
- 9.3 Residents will be advised of charges in writing, with the right to dispute via the Complaints Policy.

10. Performance and Monitoring

- 10.1 HYELM will monitor and report on:
 - Average re-let time (standard and major voids)
 - Rent loss due to voids
 - First-time compliance pass rate
- 10.3 Results will be reported quarterly to the Board and shared with residents in summary form.

11. Appeals and Complaints

- 11.1 Residents may challenge charging decisions or lettable standards through HYELM's Complaints Policy.
- 11.2 HYELM will ensure all complaints are handled fairly, transparently, and in line with regulatory requirements.

12. Review

- 12.1 This policy will be reviewed every three years, or sooner if required by changes in legislation, regulation, or organisational needs.

13.0 Appendices

- Appendix A: Voids Checklist
- Appendix B: Departure Letter

Version Control Table

Status (draft/ approved)	Version #	Date	Amendments
Approved	3	Nov 2025	Inclusion of monitoring Review of Voids checklist and Departure Letter

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