Void Management Policy

Document Owner	Operations Director
Prepared by	Head of Property & Building Safety Policy Officer
Approved by	Customer Services Committee
Approved date	July 2026
Date of next review	July 2029
Monitoring, Auditing and Reporting	1. Weekly operational void performance monitoring 2. Monthly KPI reporting to Leadership Team 3. Quarterly performance reporting to Customer Services Committee 4. KPI reporting to Board 5. Periodic internal audit

Hexagon

1. Scope and Aims

1.1. Hexagon Housing Association (Hexagon) understand that every empty home represents someone waiting for housing. We are committed to preparing homes quickly, safely and to a good standard so they can be re-let without unnecessary delay.

1.2. A void property is a home that has become unoccupied following the end of a tenancy and is available to be prepared for re-letting. New build first lets are managed under separate development procedures.

1.3. This policy focuses on the management of the void. For lettings, see our Lettings and Allocations Policy.

1.4. Hexagon aims to:

1.4.1. Minimise void turnaround times;

1.4.2. Minimise rent and service charge loss;

1.4.3. Provide safe, clean and lettable homes;

1.4.4. Meet Lettable Standard and Decent Homes requirements;

1.4.5. Support positive resident experience and satisfaction;

1.4.6. Align with our Asset Management Strategy;

1.4.7. Meet our statutory, regulatory and compliance obligations.

1.5. In this policy, 'Hexagon', 'we' and 'us' includes authorised contractors acting on Hexagon's behalf.

2. Policy Principles

2.1. Hexagon will manage voids in line with the following principles:

2.1.1. Safety First: No property will be let where it is unsafe, non-compliant or presents an unacceptable risk.

2.1.2. Speed with Quality: We will minimise re-let times without compromising safety, quality, compliance or customer experience.

2.1.3. Value for Money: We will take proportionate decisions balancing cost, demand, asset life and long-term value.

2.1.4. Fairness and Accessibility: We will make reasonable adjustments and support applicants with additional needs.

2.1.5. Evidence-led Performance Management: We will monitor causes of delay, costs, quality, demand and contractor performance.

3. Responsibilities

3.1. The Board retains overall responsibility for ensuring Hexagon has effective arrangements for asset utilisation, compliance, risk management and performance monitoring in relation to void homes.

3.2. The Customer Services Committee provides oversight and assurance on void performance, customer outcomes, re-let standards and trends requiring strategic attention, escalating material concerns to Board where appropriate.

3.3. The Leadership Team monitors organisational performance, resources, risks and cross-departmental delivery relating to void management, and directs corrective action where required.

3.4. The Operations Director is the policy owner and is accountable for ensuring effective implementation of this policy, adequate resourcing, performance improvement and appropriate reporting.

3.5. The Head of Property & Building Safety is responsible for operational delivery of void works, statutory compliance controls, contractor management, quality assurance and achievement of agreed performance targets.

3.6. Relevant surveyors are responsible for day-to-day management of inspections, works ordering, case progression, lettings coordination, record keeping and escalation of delays or risks.

3.7. Contractors are responsible for delivering works in accordance with contractual obligations, specifications, health and safety requirements, quality standards and agreed timescales.

3.8. Internal Audit may provide independent assurance on the effectiveness of controls, governance and performance management arrangements.

4. Equality and Diversity

4.1. Hexagon will have due regard to the Equality Act 2010 and will make reasonable adjustments where required.

4.2. Hexagon recognises that applicants and incoming residents have differing needs. We will ensure that general minor works are incorporated into void works

where reasonably practicable to improve accessibility. This may include redecoration to ensure visually contrasting finishes between floors, walls, door openings and ironmongery.

4.3. Where existing adaptations or specialist equipment are present, these will be retained where suitable for the incoming resident or otherwise managed in line with the Adaptations Policy.

5. Void Management Process

5.1. Where notice is received in advance, Hexagon will seek to inspect the property before the end of the tenancy to plan works and reduce void time.

5.2. This is to allow us to plan and organise any necessary repair works to minimise the length of time the property remains empty. Where lawful, practical and agreed, preparatory works may commence during the notice period.

5.3. Hexagon will inspect the property promptly after it becomes void, normally within two working days subject to access and operational priorities.

5.4. Required works will be issued promptly with clear specifications, target dates, and accountability.

5.5. Wherever possible, lettings and allocations will progress while works are underway.

5.6. All completed voids will be quality checked through post-inspection prior to letting.

5.7. Residents can raise concerns about the condition of a newly let home through Hexagon's repairs service. We will respond in line with our Repair Priority Policy.

6. Lettable Standard

6.1. All void properties must meet Hexagon's Lettable Standard in force at the time of letting, together with all applicable statutory safety and compliance requirements, before tenancy sign-up.

6.2. Before a property is let, Hexagon will ensure that the property meets the Lettable Standard, including requirements relating to cleanliness, clearance, security, functionality, presentation and repair of key components and fixtures. This includes, but is not limited to:

6.2.1. the property being clean, tidy and hygienic;
6.2.2. internal and external areas being cleared of belongings and rubbish;
6.2.3. doors and windows being safe, secure and in working order;

6.2.4. kitchens, bathrooms and sanitary facilities being functional and fit for use;
6.2.5. adequate heating, hot water and lighting being available;
6.2.6. no material disrepair affecting safe occupation; and
6.2.7. the overall condition being suitable for immediate occupation.

6.3. Before a property is let, Hexagon will ensure all relevant compliance requirements have been met, including where applicable:

6.3.1. valid gas safety certification;
6.3.2. satisfactory electrical safety certification and completion of urgent remedial works;
6.3.3. operational smoke, heat and carbon monoxide alarms as required;
6.3.4. asbestos risks appropriately managed;
6.3.5. fire safety requirements addressed;
6.3.6. an Energy Performance Certificate being available where required; and
6.3.7. any other statutory inspections, tests or certifications relevant to the property type.

7. Damp, Mould and Hazards

7.1. Before a property is let, Hexagon will take reasonable steps to ensure that:

7.1.1. there is no significant damp or mould hazard;
7.1.2. any known damp or mould causes have been investigated and appropriate remedial action taken;
7.1.3. there are no Category 1 hazards under the Housing Health and Safety Rating System (HHSRS).

8. Performance Monitoring and Assurance

8.1. Void property will be assigned a category and target re-let time based on property condition and required works.

8.2. Performance against target re-let times is monitored weekly and reported monthly to Leadership Team, quarterly to Customer Services Committee and periodically to the Board.

8.3. Hexagon will monitor:

8.3.1. average void days;
8.3.2. major void days separately;
8.3.3. cost per void;
8.3.4. customer satisfaction for new lets.

8.4. Targets will be reviewed annually.

9. Risk Management

9.1. Key risks include:

9.1.1. prolonged rent loss;
9.1.2. unsafe re-lets;
9.1.3. contractor underperformance;
9.1.4. compliance failure;
9.1.5. reputational damage;
9.1.6. low demand;
9.1.7. data quality failures.

9.2. Controls include 100% post-void inspections, certifications, contract performance management, monitoring and reporting, data governance framework, and audit assurance.

10. Quality Assurance

10.1. Hexagon is committed to the continual improvement of its void management service and will operate quality assurance arrangements aligned to the principles of ISO 9001.

10.2. We will maintain clear standards, defined responsibilities, documented controls and performance measures to ensure void properties are consistently prepared to the required standard.

10.3. Quality assurance activity will include post inspections, monitoring of contractor performance, analysis of defects, complaints and customer feedback, review of void turnaround times and costs, and periodic internal audit or management review.

10.4. Findings from monitoring and assurance activity will be used to identify root causes, implement corrective actions, share learning and drive continuous service improvement. Records of inspections, decisions and performance outcomes will be maintained to provide evidence of compliance and effective control.

10.5. Significant findings will be escalated through management reporting and, where appropriate, committee governance reporting.

11. Review

11.1. This policy will be reviewed at least every three years, or earlier where required due to legislative change, regulatory updates, audit findings, material service redesign, or performance concerns.

12. Legal and Regulatory Framework

12.1. This Policy supports compliance with relevant requirements including:

12.1.1. Regulator of Social Housing Consumer Standards
12.1.2. Landlord and Tenant Act 1985
12.1.3. Homes (Fitness for Human Habitation) Act 2018
12.1.4. Housing Act 2004
12.1.5. Equality Act 2010
12.1.6. Gas Safety (Installation and Use) Regulations 1998
12.1.7. Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended)
12.1.8. Control of Asbestos Regulations 2012
12.1.9. Regulatory Reform (Fire Safety) Order 2005
12.1.10. Fire Safety Act 2021
12.1.11. Building Safety Act 2022
12.1.12. Building Regulations 2010
12.1.13. Decent Homes Standard
12.1.14. Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 and related requirements commonly referred to as Awaab's Law.

13. Related Hexagon policies, strategies and procedures

13.1. Lettings and Allocations Policy
13.2. Lettable Standard
13.3. Repair Priority Policy
13.4. Rechargeable Repairs Policy
13.5. Damp and Mould Policy
13.6. Asset Management Strategy
13.7. Adaptations Policy
13.8. Complaints Policy
13.9. Equality, Diversity and Inclusion Policy

14. Version Control

Version	Date	Updates
V1	2026	First version since introducing version control. The previous version was approved in June 2020. Updates include reducing the operational and procedural elements and introducing clearer standards, responsibilities, and quality assurance.