
Housing Directorate

Void Workshop for Members

August 2023



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Welcome and Introductions

- Craig Spence – Acting Director of Housing
- Julie Martin – Head of Technical Services
- Jodie Archer – Head of Housing Services
- Jim Tuck – Voids & Responsive Repairs Surveyor



What is a Void Property?

- A void property is when a property becomes vacant and no longer let to a tenant.
- **Minor Works**
 - Completed by our team in-house.
 - Day to day repairs including light fitting replacement, replacing broken door furniture, replacing internal doors, rehanging doors, minor electrical and plumbing activities, some decorations and matters of a similar small scale.
- **Major Works**
 - Completed by external contractors.
 - This includes replacement of elements of the property such as windows, kitchen and/ or bathroom, new doors and rewiring.



Void Policy

- Brief overview
- Key points:
 - Pre-Termination process
 - Tenant Responsibilities & Recharges
 - Improved relet standard
 - Enhanced tenant satisfaction and ownership
- Link to the Policy – [here](#) and printed copies are available.



Void Standard and Procedure

- Key points from the new standard:
 - ✓ Security – the team check and renew all locks.
 - ✓ Electrics – electrical inspection and certificates, ensuring working mains smoke and carbon monoxide detectors
 - ✓ Gas – gas safety check, provide safety certificate and carry out any necessary repairs.
 - ✓ Asbestos – Checks and removals where required
 - ✓ Smoke Alarms & Carbon Monoxide Detectors
 - ✓ DNO Electric Isolators
 - ✓ Plumbing – flush all systems and all items working or repaired
 - ✓ Heating – systems working properly and valid energy performance certificate.
 - ✓ Damp – inspections for damp and mould, treatment and works



Void Standard and Procedure

Continued

- ✓ Kitchens & bathrooms – ensure all facilities are working, with electric points in the kitchen and toilet seats replaced.
 - ✓ Roof & outside maintenance
 - ✓ Doors, windows & stairs – ensure all in good working order
 - ✓ Walls & Ceilings – plasterwork checked, wallpaper removed if damaged and repairs carried out
 - ✓ Floors – Non slip to Kitchen and Bathroom only
 - ✓ Decoration – Kitchen and Bathroom only, Decoration allowance
 - ✓ Aids & Adaptations – always checked
 - ✓ Garden – Tidy and make safe
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- Link – [here](#) and printed copies are available.



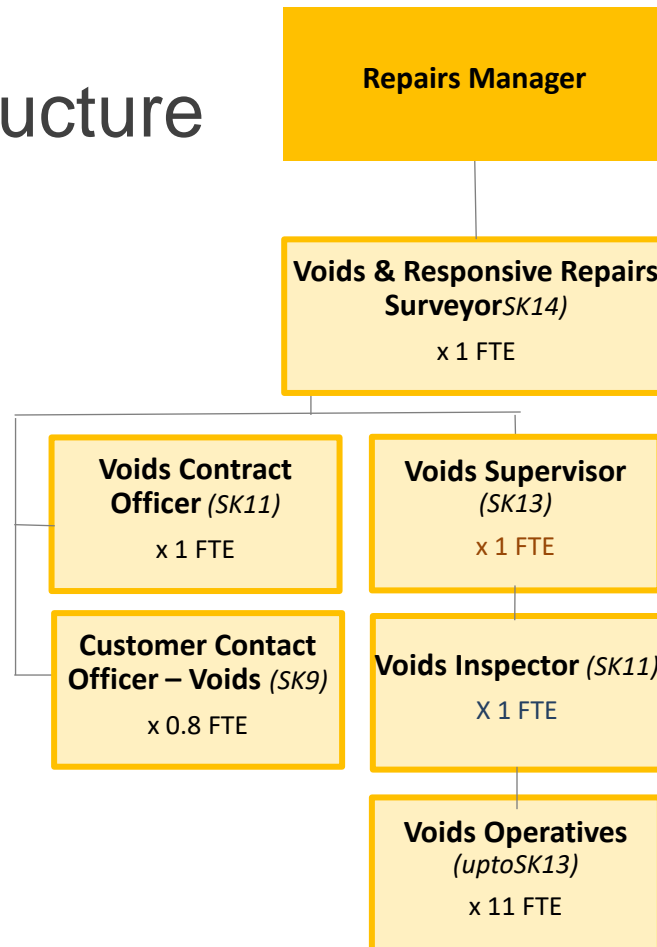
The Void Team and Phases of Work

- Void team structure
- Phases of work - internal workflow
- Examples of property when received and when returned
- Non-standard voids, DDA, Conversions, Structural, Decants



The Void Team and Phases of Work

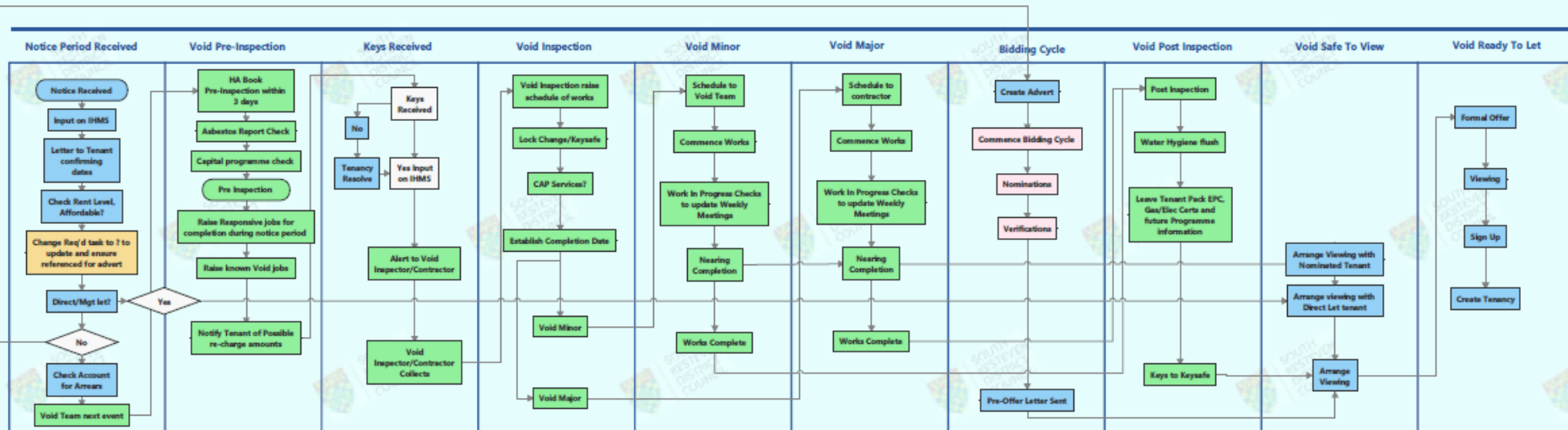
- Void team structure



The Void Team and Phases of Work

- Workflow

SKDC Void Workflow



The Void Team and Phases of Work

- Post check pictures



SKDC Performance Overview

- 22/23 dashboard
- Current dashboard
- Contractor pressure / mitigation
- Ambition



Question & Discussion Time

