



Void Management Policy

Linthouse Housing Association	
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Section 1: Introduction

1.1 Void Management

1.1.1 Linthouse Housing Association is committed to ensuring the proper management of void properties and limiting void periods in order to maximise rental income, meet housing need, deliver a quality service, and achieve a high level of estate management.

1.1.2 Void properties can arise in various circumstances, such as formal termination of a tenancy, abandonment of a tenancy, transferral to another tenancy, eviction of a tenant, or a tenant's death. In the event a property becomes void, the Association will seek to ensure that the property is let to the right applicant as soon as possible, through close cross-team working between the Asset Management Team and Housing and Community Empowerment Team, including regular review meetings to monitor the void process.

1.1.3 The aim of the Void Management Policy is to set out our approach for managing void properties, whilst ensuring that the Association continues to provide an excellent customer focused service that:

- Complies with all relevant regulatory and legislative requirements, and;
- Balances the necessity to minimise rent loss whilst letting void properties to the right applicant in accordance with our Allocations Policy to ensure best use of the property

1.1.4 **Note:** In this Policy, Linthouse Housing Association is referred to as “we”, “us” or “our”.

1.2 Scope

1.2.1 This Policy applies to all rented properties owned and managed by the Association.

1.2.2 Void Management is a cross-team function for both Asset Management, in terms of carrying out any necessary void repair works, and for the Housing and Community Empowerment Team in terms of reletting void properties.

1.3 Equality and Diversity

- 1.3.1 Equality and diversity reflect the core values of Linthouse Housing Association and we strive to ensure that they are embedded throughout all of our services, policies and decision making. We are committed to promoting an inclusive and diverse culture that treats every individual with dignity, respect and fairness. We will actively challenge discrimination and empower people to succeed.
- 1.3.2 If you require further information, please refer to our Equality and Diversity Policy.

1.4 Our Mission

- 1.4.1 The Void Management Policy forms part of our mission to:
“deliver high quality and cost-effective housing services designed to meet the needs of existing and future customers. To work in partnership with others to create thriving communities that people want to live and work in”.

1.5 Our Vision and Values

- 1.5.1 Our vision is the creation and sustainment of lasting, unique, vibrant homes in stable, popular and ambitious urban communities. Our vision is underpinned by four core values which we apply to all areas of our business. These are to be:
- i. Customer Driven
 - ii. Honest
 - iii. Accountable
 - iv. Transparent

1.6 Our Organisational Culture

- 1.6.1 Our **C.H.A.T** values, as outlined, form the foundation of our **Listen, Hear, Act (L.H.A)** customer excellence and organisational culture programme. All staff receive training at induction on customer service standards and the organisational culture we promote. This includes reference to our Equality and Diversity Policy and a requirement to treat colleagues, tenants, contractors, service users and any other stakeholders with dignity and respect.
- 1.6.2 The organisational culture we promote is based on finding solutions to suit customer needs, regardless of individual differences.

1. **Listen** – We are committed to listening to those we do business with, be that our customers, staff, stakeholders, regulators or funders, to ensure that our response are reflective of what people are saying to us.
2. **Hear** – Once we listen and understand the need/demand/offer that is presented, we will ensure that we fully understand what is being said.
3. **Act** – Whilst we will think about what we do, we want to be known for acting swiftly to deliver solutions and for always keeping our promises.

1.6.3 Our Customer Service Standards aim is to ensure all of our service users receive an excellent standard of service. The Standards help define what our customers can expect when contacting or engaging with the staff in our office. It is available on our website, direct from the office, or in other formats as required.

1.7 Definition of Void Properties

1.7.1 LHA identifies that there are different ways in which a property can be rendered void, and defines them as follows:

- **Abandonment** – Where the Association has issued a legal notice to a tenant who has vacated the property without providing notice.
- **Death of Tenant** – Where the Association is notified of the death of a tenant and there is no successor to the tenancy.
- **Decants** – Where a tenant has to be moved, typically temporarily, for the purposes of refurbishment and the property becoming uninhabitable.
- **Eviction** – Where the Association completes a court action to evict a tenant and repossesses the property.
- **Formal Termination** – Where the tenant provides written, outlining their intention to leave the property and terminate the tenancy.
- **New Build Voids** – Where a new property is handed over to the Association as complete and currently untenanted.
- **Transfers** – Where the tenant is required to be re-housed by the Association to another property managed by LHA.

Section 2: The Legal Framework

2.1 Relevant Legislation, Standards and Practice

2.1.1 LHA manages its voids in line with the following legislation, standards and practice:

- Scottish Secure Tenancy
- The Housing (Scotland) Act 2010, 2014
- Data Protection Act 2018
- The Equality Act 2010
- Gas Safety (Installation and Use) Regulations 1998
- The Control of Asbestos Regulations 2012
- Building Standards (Scotland) Regulations 2013
- The Health and Safety at Work Act 1974 and all subsequent amendments and regulations created by virtue of the Act
- The current edition of the IEE wiring regulations
- All current and relevant British Standards and approved codes of practice
- Construction Design and Management Regulations 2015
- The Energy Performance of Buildings (Scotland) Regulations 2008

2.1.2 The Void Management Policy also complies with the guidelines set by the Scottish Government in the Scottish Social Housing Charter (SSHC). With regards to the management of voids, the Charter states that every social landlord must manage their business so that:

'tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter and when they are allocated, are always clean, tidy and in a good state of repair' (**SSHC**

Outcome 4: Quality of Housing)

and

'social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay' (**SSHC Outcome 13: Quality of Housing).**

Section 3: Aim, Objectives and Implementation

This section outlines our overarching objectives and how we will implement these.

3.1 Aim and Objectives

3.1.1 Our primary aim is to ensure the proper management of void properties to minimise void periods, minimise the level of void rental loss and assist in meeting housing need as quickly as possible. In order to achieve this aim, we have the following objectives:

- To ensure that LHA makes the most effective use of its housing stock, and to let the properties to the best matched applicants;
- To ensure that tenant and staff responsibilities in relation to void management are clearly defined;
- To ensure that staff effectively communicate to tenants/prospective tenants the basis for our decisions in the management of vacant properties;
- To ensure that vacant properties are relet as quickly and appropriately as possible;
- To ensure that properties are brought up to a consistent/acceptable standard when let; and
- To ensure that staff are supported and well trained to deliver a high standard of service which meets tenants' needs.

3.2 Implementation

3.2.1 Implementation Responsibility

Day-to-day responsibility regarding the operations and monitoring of the Policy lies with the appropriate managers and heads of department in the Asset Management and the Housing and Community Empowerment teams.

This policy is supported by a Void Property Management Procedure, which includes processes for the effective management, monitoring, repair and re-let of properties. A copy of the Minimum Letting Standard is included with this policy at appendix 1 for information.

The Association will ensure that all staff receive appropriate training and support to meet the requirements of this policy and related procedures. All relevant employees have a responsibility to ensure that the Policy is applied as instructed.

3.2.2 Tenancy Sustainment

It is important that the Association exercises mindfulness in relation to households that are more likely to abandon their property, such as those facing rent arrears or legal action, first time tenants, and vulnerable tenants. In order to minimise voids, we will offer financial advice and any other support necessary to tenants who are at risk of abandoning their property.

The Association will also seek to identify abandoned properties as quickly as possible in different ways, such as visiting tenants who have failed to respond to contact from the Association, following up reports of tenants who have moved out, and through regular estate inspections.

The minimisation of unnecessary voids will be supported through effective housing management, the installation of adaptations to cater for tenants particular needs, and support via financial inclusion advice provided by our in-house welfare rights service or any other support service as deemed appropriate.

3.2.3 Transfers

Transfers to another property of LHA will only be permitted when a satisfactory property inspection of the current property has been conducted before a tenancy offer is made to minimise void times and rent loss. However, transfers are to be encouraged where this ensures that the properties allocated meet the tenants needs, and therefore minimise unmet housing needs throughout LHA's stock.

3.2.4 Repairs and Improvements

We recognise that the main reason in delay for the re-let of void properties is generally connected to carrying out repairs and improvements. Wherever possible, repairs and improvements will be carried out after the new tenant has

moved into the property. Targets will be set for statutory checks/EPC and for repair work, and these will be monitored closely by the appropriate managers.

Adaptations that are deemed essential, in order to render the property habitable for a new tenant, will be conducted prior to the property being re-let. Where the cost of potentially adapting a property is high, in terms of both alterations and subsequent void loss, the Association will carry out an assessment and determine other options potentially available to the applicant, before finalising a decision on whether to complete the work.

3.2.5 Tenant Responsibilities

Tenants are required to meet their obligations as outlined in their tenancy agreements with the Association. In this regard, and for the purposes of void management, tenants must meet their obligation to provide 28 days' notice and to leave the property in an acceptable condition that meets the Re-Let Standard as far as practically possible, with the exception of fair wear and tear. Where a tenant fails to comply, the Association will recharge the tenant for any necessary repairs.

3.2.6 Re-Let Standard

The Association will aim to ensure that all vacant properties are brought up to the Re-Let Standard for the purposes of effective void management. Whilst internal decoration is typically the responsibility of the tenant, where the internal condition of a void property would adversely affect the time taken to re-let, the Association will consider carrying out the work themselves or providing the incoming tenant with a decoration allowance.

3.2.7 Inspections

Inspections are of vital importance to effective housing management. In allowing the Association to assess the condition of the property, the tenant can also be advised of their responsibilities. Where properties are in reasonable condition as a result of ongoing inspections, this will enable the offer process to begin and for prospective tenants to view the properties. New tenants can therefore take up occupancy of their new home shortly after the previous outgoing tenant has vacated the property/repair works completed.

Section 4: Performance Monitoring and Complaints

4.1 Performance Monitoring

Operation of the Void Management Policy will be reported to the Management Committee on a quarterly basis on the following performance monitoring indicators:

- Average re-let times for all voids including breakdown into general needs and supported housing.
- Details of all long-term voids including “difficult to let” properties or voids with no applicants for re-housing
- Actual numbers of voids (terminated and re-let).
- Vacancies as a % of total stock.
- Cumulative rent loss through voids (£ and as a % of annual rent)
- Actions taken to reduce voids in difficult to let properties
- Offer refusal rates and the reasons for refusal

This will be provided in addition to comparability with annual KPI targets and our peer group RSLs performance.

4.2 General Complaint Handling Procedure

Our complaint handling procedure was established by the Scottish Public Services Ombudsman (SPSO).

In accordance with housing law, we provide our tenants with thorough information pertaining to our complaint handling process. Moreover, we also advise all service users on their right to complain.

A complaint is defined as:

“An expression of dissatisfaction by one or more members of the public about the housing association’s action or lack of action, or about the standard of service provided by or on behalf of the housing association”.

Our complaints handling process includes explicit reference to customer complaints relating to equalities issues, including those that relate to the allocation of our properties. In addition, we have a regulatory requirement to provide information to the Scottish Housing Regulator on the number of customer complaints we receive that relate to equalities issues in the Annual Return on the Charter.

Section 5: Review of the Void Management Policy

This policy will be reviewed every 3 years to ensure that the appropriate amendments are made. All staff and relevant third parties will be informed. Continuously subjecting our Policy to review will ensure that its effectiveness is maintained, and that feedback can be acted upon in a reasonable time frame.

Appendix 1: Minimum Letting Standard

LHA MINIMUM LETTING STANDARD

Lighthouse Housing Association will ensure that all properties for re-letting have been subject to standard checks for cleanliness and condition, for the integrity of all services including gas, electricity and water supply and for the proper operation of appliances for the use of water and heating

All repairs detailed within the letting standard will be completed as a minimum before tenants move into their new home, unless we previously agree with a prospective tenant to complete specific repairs upon allocation.

The following repairs are to be completed prior to re-let:

- All items essential to ensure the property is habitable in terms of health, safety and security including standard gas and electrical safety checks.
- Repairs considered impractical to undertake in an occupied property e.g., major re-plastering, timber treatment and electrical re-wiring.
- Removal and replacement, where necessary of substandard tenant alterations which are considered dangerous.

This standard complies with the Social Housing Charter Outcome Housing quality and maintenance.

INTERNAL WORKS

1. Cleanliness

- 1.1 All Lighthouse properties should be thoroughly cleaned upon completion of all repair and refurbishment works.
- 1.2 All surfaces will be disinfected with particular attention given to the kitchen and bathroom areas.
- 1.3 Baths, basins, and toilets will be cleaned with water running freely.
- 1.4 All woodwork will be washed down.
- 1.5 All windows will be cleaned, and floors swept and mopped.

2. Services

- 2.1 All electrical and gas services to a property will be checked for faults and general integrity.

- 2.2 All taps, wastes and overflows will be clean, be securely fixed, and be free from blockages and in full working order. Suitable plumbing water feed will be provided for the ability to install a washing machine.
- 2.3 All gas appliances will be tested and all properties with gas must have a Gas Safety Certificate (CP12) issued.

3. Condition of Appliances

- 3.1 All appliances such as central heating systems, showers and electric heaters should be tested as necessary and/or checked for general condition to ensure they are safe for use. Any inspection made should include an assessment of whether the appliance/installation complies with current statutory regulations.
- 3.2 If an outgoing tenant has installed a fixed appliance without a certificate, a Technical Services Officer will decide whether the appliance should be removed or retained and serviced.

4. Security

- 4.1 The types and extent of security fittings installed are, to some degree dependant on the position and location of a property. This decision will be made by the Technical Services Officer.
- 4.2 There will be a complete replacement lock change to all main external doors, where the property has both front and rear both sets of locks will be changed.
- 4.3 There will be two keys provided for each external door at a property.
- 4.4 Where there is a common entrance front and/or rear, two keys will be provided for each from stock keys or by getting new keys cut. If a tenant requires additional keys, they will supply their own additional copies as required.
- 4.5 Door entry systems – front door entry and secure rear access doors to all communal entrance areas will be serviced and operational.
- 4.6 Common stairwells, lifts, common areas, laundry, and drying areas refuse chutes and bin stores, where provided, must be in good and safe order.
- 4.7 Adequate lighting in common internal and external areas within the curtilage of the house (at entrance and every landing and passageway).

5. Windows

- 5.1 All broken and cracked panes of glass will be replaced.
- 5.2 All glazing at low level or in doors will be installed with laminated glass or replaced with timber panels.
- 5.3 Where the window frames require repair the level of repair to be undertaken will be assessed by the Asset Team.

6. Electrical Installations

- 6.1 All sockets and light fittings will be securely fixed and in good condition.
- 6.2 All extraction units will be fully tested and operational.

7. Internal Doors

- 7.1 All internal doors will be free from holes and in full working order.
- 7.2 Doors will have a mortice lock with handles fitted that are fully operational and fit comfortably into the door recess.
- 7.3 Bathroom doors will be fitted with a privacy lock.
- 7.4 Any new internal doors that have been fitted will leave adequate space for carpets and laminates.
- 7.5 Any new internal doors that have been fitted will be supplied with a base coat.

8. Architraves and Skirting

- 8.1 All architraves and skirting boards will be securely fixed to the wall and free from loose nails and screws.
- 8.2 Any bare, untreated timber will be supplied with a base coat.

9. Plastering

- 9.1 All plasterworks will be repaired to walls that have defects above hairline cracks, or where plaster work is not keyed to the brickwork. Hairline cracks are considered acceptable and can be repaired with decoration.

10. Floor coverings

- 10.1 Where carpets, laminates and floor coverings are left in the property it will be at the discretion of the Technical Services Officer as to whether these should be removed.

Consideration should be given to the in-coming tenants request to keep existing floor coverings to help with the new tenancy start-up. Any floor coverings in reasonable condition which may help a new tenancy start-up will be required to be signed and accepted in a mandate by the in-coming tenant stating that they take full responsibility for the floor coverings as if it was their own and had installed themselves. Should they no longer wish to retain the floor covering after agreeing to keep it, they are required to remove and dispose of it themselves.

- 10.2 Anti-slip floor coverings, where provided in amenity properties, should be in good condition. Missing or broken floorboards or tiles will be replaced to match existing fittings (where possible).

- 10.3 All floors should be even and free from trip hazards.

10.4 Airbricks to suspended ground floor voids should be checked to ensure adequate air circulation, and that they are not damaged in such a way as to permit access by vermin.

11. Redecoration

11.1 The acceptable standard for decoration is that walls and ceilings shall be in a fair state of repair. Minor indentations and hairline cracks will be considered an acceptable standard. All exposed surfaces to joinery and metal work shall be stained, varnished or base coat painted, free from damage and discolouration. Minor damage such as chipping may be repaired to make acceptable providing the remainder of the paintwork is in good order. Re-decoration will only be considered when the property is heavily damaged by smoke, water or excessive grime.

12. Kitchens

12.1 All kitchens (space permitting) will have sufficient units to meet as a minimum the SHQS.

12.2 In general, the enclosed storage contained within, or adjacent to, the kitchen will amount to at least 1m³. This includes kitchen units and walk-in storage cupboards.

12.3 All work surfaces will be securely fixed, be free from cracks and burns and be safe for the preparation of food. This may include the renewal of jointing and edging strips. Work surfaces will not be replaced for minor scratches and indentations.

12.4 Any gas supply pipe to a cooker space will be 'capped off' by the contractor. It is the responsibility of the in-coming tenant to have their cooking appliances installed by a reputable and qualified contractor at their own expense.

12.5 Layout and design of the kitchen should be sufficient to prevent accidents and meet Scottish Housing Quality Standard. Specifically, there should be (1) a space between the cooker and the sink, and (2) a 600mm wide x 600mm deep worktop on at least one side of the cooker.

13. Bathrooms

13.1 All properties will have the following items as a minimum

- A bath that is enclosed with a bath panel, or a walk-in shower.
- Toilet and toilet seat
- Wash hand basin
- Plugs and chains.

13.2 All missing and defective wall tiles will be replaced to 3 tiles high, grouted and sealed. Where the layout of the bathroom has been changed, new splash backs will be installed to the bath and wash hand basin.

13.3 Where a shower is installed tiling or wet walled panelling should be full height adjacent to the shower, with a shower rail and curtain fitted.

14. Fire Protection

- 14.1 All LHA properties will comply with all current fire regulations.
- 14.2 Fire doors will be fitted where appropriate to comply with regulations and have automatic door closers installed ensuring the door closes mechanically.
- 14.3 All current LHA properties are fitted with hard wired/battery backup smoke alarms. These will be tested during the void inspection. In any properties with no visible alarm, as a minimum, one battery operated smoke alarm will be installed as a temporary measure until such times as a hard-wired alarm is installed.
- 14.4 All electrical circuits should be earthed in accordance with current requirements.
- 14.5 Existing hard-wired mains connected smoke alarms should be tested.
- 14.6 Where the property is linked to a fire detection system, for example sheltered schemes, the system will be tested by the service maintenance contractor.
- 14.7 Polystyrene ceiling tiles and coving will be removed as they are considered a fire risk and plaster repairs undertaken to make good where required.

15. Insulation/Energy Efficiency

- 15.1 All properties will have an applicable EPC visible within the property detailing the SAP rating.
- 15.2 All properties will have an efficient, well maintained and thoroughly tested gas central heating supply.
- 15.3 All radiators will have thermostatic control valves to ensure best efficiency overall.
- 15.4 All properties will have all windows and doors adjusted and checked to ensure they are operational, minimising draughts/heat loss throughout.
- 15.5 All internal roof spaces should be insulated with at least 100mm insulation. Tanks and pipes in roof spaces should be lagged. Insulation should not prevent ventilation of any roof space. Where insulation does not meet the required standard then the property will be placed on a list of programmed works and will be carried out within an agreed timescale dependant on need and existing programmes.

16. Free from damp and mould

- 16.1 Mechanical ventilation should be present in kitchens and bathrooms, if not where required/possible will be installed to tackle persistent problems of dampness, condensation, or mould growth, i.e., more than 5% surface area of kitchen or bathroom walls and ceilings affected.

- 16.2 All properties should be free from damp and mould. All sources of damp should be thoroughly investigated, and the appropriate remedial action taken prior to any new tenant moving in.
- 16.3 All decorations damaged because of treating damp and mould will be left in a condition suitable for the ingoing tenant to re-decorate.

17. Asbestos

- 17.1 When a void inspection is carried out the Technical Services Officer will carry out a visual inspection to identify if there have been any obvious installations of asbestos items by the previous tenants, e.g., artex. Should this be identified the technical Services Officer will comply with the Associations strategic management of asbestos within its Asbestos Management Policy.

EXTERNAL WORKS

External painter works and associated repairs to a property will usually be carried out as part of LHA's cyclical programme. The Asset Management Team will determine whether work identified can reasonably wait until the next cyclical contract or whether more urgent work is needed. The amount and nature of the work will be taken into consideration.

18. Roofs

- 18.1 All fascia's, bargeboards and soffits will be secure and free from significant rot or decay and be primed with a basecoat as a minimum.
- 18.2 The roof should be in good condition, structurally sound and watertight.
- 18.3 Flashings should be in good condition and correctly dressed.

19. Drains and Gutters.

- 19.1 All gutters and downpipes should be free from blockages, debris, and plant growth, have adequate fall settings and be free from leaks. Replacement guttering or downpipe will be UPVC plastic unless the Asset Team or the local planning department determines this would not be in keeping with the building/conservation areas.
- 19.2 Gully covers will be provided to all drain heads. Manhole covers will be in good condition and securely placed.

20. Fences and boundaries

- 20.1 Fences and walls forming boundaries to a LHA property will be stable and in good condition. Where LHA is responsible for a boundary, remedial works may be raised to rectify or replace any damaged part to match existing.

21. Communal areas

- 21.1 All fences will be free standing, intact and gates securely closed.
- 21.2 All communal glass will be free from breakage, if they are to be regularly cleaned then the tenant will be informed upon sign up.
- 21.3 All entrance doors shall work automatically and close securely.
- 21.4 The door entry system to the communal door will be free from faults and fully operational.
- 21.5 Lights should be in full working order and be pre-set at timed intervals set by the contractor.
- 21.6 Fascia, porches, and external paintwork will be included in our cyclical painting programme.
- 21.7 All signage on the exterior or interior communal area will be free from damage or graffiti.
- 21.8 The bin area will have no rubbish in it except that which is contained within bins.
- 21.9 Fire escapes will be always kept clear from obstruction.

SHQS WORKS

The following items require to be checked to ascertain compliance with the Scottish Housing Quality Standard. An element is deemed to fail if 20% of it or more requires replacement.

22. The Tolerable Standard

Property fails the SHQS if it fails to pass any **one** of the following requirements:

- Is structurally stable.
- Is substantially free from rising or penetrative damp.
- Has satisfactory provision for natural and artificial light, for ventilation and for heating.
- Has an adequate piped supply of wholesome water within the house.
- Has a sink provided with a satisfactory supply of both hot and cold water within the house?
- Has a WC available for the exclusive use of the occupants of the house suitably located within the house.
- Has a fixed bath/shower and a wash basin all with a satisfactory supply of hot and cold water suitable located within the house.

- Has an effective system for the drainage and disposal of foul and surface water?
- Has satisfactory facilities for the cooking of food within the house.
- Has satisfactory access to all external doors and outbuildings.

23. Primary Building Elements

Property fails the SHQS if any **one** of the following elements requires replacement of 20% or more:

- Wall structures
- Internal floor structures
- Foundations
- Roof structure

24. Secondary Building Elements

Property fails the SHQS if any **two** of the following elements requires replacement of 20% or more:

- Roof covering
- Chimney stacks
- Flashings
- Rainwater goods
- External wall finishes.
- Access decks/balustrades
- Common access stairs/landings, pathways within the curtilage of the dwelling
- Individual dwelling balconies/verandas
- Individual dwelling attached garages, internal stairs.
- Damp Proof Course
- Windows/ doors
- Common windows/roof lights
- Underground drainage

Appendix 2: Equalities Impact Statement

TITLE OF POLICY:	Void Management Policy
Strategic Outcome:	To minimise void rent loss whilst letting properties to the right applicant in accordance with our Allocations Policy, in order to ensure best use of the property
What is the purpose of the proposed Policy?	As above and to ensure the management of voids complies with all relevant regulatory and legislative requirements
Protected Characteristic Groups affected by the Policy	Impact is unlikely to be significant on any protected characteristic
Who is the target audience of this policy or who is intended to benefit from the proposed policy and how? (ie. employees, service users, management committee etc.)	It ensures consistency in processes and ensures improved performance and service delivery for tenants. It provides information and guidance on the processes and policies to be used with regard to void properties. It also provides a tool for joint working between the Housing and Community Empowerment Team and the Technical Services Team.
List any existing documents, evidence, research which have been used to inform the EqIA (this must include relevant data used in this assessment)	N/A this is a basic housing function.
Has any consultation involvement been undertaken with the Protected Characteristic Groups to inform this assessment? (please provide details of who and how consulted)	N/A this is a basic housing function.
What is the actual likely impact?	It is likely to have a positive impact on equalities by improving consistency across all areas of void management and delivers efficiencies to new or transferring tenants
How have you, or will you, put the Policy into practice, and who is or will be responsible for delivering it?	The policy and associated procedures will be put into practice primarily by the Head of Housing and Community Empowerment and the Technical Services Manager who will be responsible for delivery.
How does the Policy fit into our wider or related policy initiatives?	The policy fits in to our wider policy initiatives to improve and maintain the quality of our housing stock and

	improve levels of tenant satisfaction in the quality of the housing we provide.
Do you have a set budget for this work?	Void management costs are included in annual budgets approved by the Management Committee.