

VOID PROPERTY MANAGEMENT POLICY

JUNE 2023



LANARKSHIRE
HOUSING ASSOCIATION LTD



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VOID PROPERTY MANAGEMENT POLICY

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

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1.0 INTRODUCTION

- 1.1 Voids are properties that are currently empty because a tenancy has ended, and a new tenancy has not yet started. Voids can arise for a variety of reasons. This can be through formal termination of a tenancy, by transferring to another Association property, through abandonment, eviction, or the tenant's death.
- 1.2 Because rent is not due on a void property, it represents a loss to the Association (void rent loss). LHA therefore seeks to keep this loss to a minimum whilst ensuring the property is repaired to a high standard and is let to the right applicant as quickly as possible.

2.0 PURPOSE

- 2.1 The purpose of this policy is to set out our approach when dealing with void properties to ensure that LHA provides an efficient and customer focussed service which:
 - complies with regulatory and legislative requirements
 - ensures value for money in repairing void properties and achieving our relet standard
 - ensures the best use of the Association stock by balancing the need to minimise rent loss with letting empty properties to the right applicant in line with our Allocations Policy
 - maximises customer satisfaction in relation to the standard of their new home by delivering a consistent quality of accommodation
 - ensures wider investment needs (including energy efficiency standards) are considered in addition to the repairs required to meet the lettable standard

3.0 POLICY OBJECTIVES

- 3.1 This policy contributes to the delivery of the following LHA Corporate Objectives: -
 - **Objective 1** – To meet or exceed the requirements of the Scottish Social Housing Charter (the Charter) and deliver fair, accessible, and responsive customer services
 - **Objective 2** – To ensure all our homes meet or exceed the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH1)
 - **Objective 3** – To improve our consultation opportunities to tenants on key measures to regularly maintain and improve the standard and quality of their home

- **Objective 4** – To improve the energy efficiency of our business operations and reduce associated carbon emissions

3.2 In order to contribute to these wider Corporate Objectives, the specific objectives of this policy are: -

- Minimise void rent loss and relet time
- Deliver a high standard of accommodation whilst ensuring void repair costs are closely managed
- Involve tenants and other customers in setting standards in void management (including in determining the lettable standard)
- Ensure adequate monitoring and reporting arrangements are in place to give Committee assurance of effective void management
- Ensure that tenants are aware of their end of tenancy obligations This will contribute to the reduction of former tenancy arrears and ensure properties are returned in an acceptable condition to reduce void repair costs and associated rechargeable repairs
- Ensure appropriate supports are put in place to assist new tenants, where necessary, to promote tenancy sustainment
- Contribute to high quality estate management

4.0 LEGISLATION AND REGULATION

4.1 This policy complies with the relevant standards of the Scottish Social Housing Charter (SSHC) as introduced by the Scottish Government in April 2012. Specifically, that “*Social Landlords manage their business so that:-*

- *tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides”* **Standard 2 (Communication)**
- *tenants and other customers are offered a range of opportunities that make it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with”* **Standard 3 (Participation)**
- *tenants’ homes, as a minimum, when they are allocated; are always clean, tidy and in a good state of repair; meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard”* **Standard 4 (Quality of Housing)**

- *tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”* **Standard 11 (Tenancy Sustainment)**
- *tenants, owners, and other customers receive services that provide continually improving value for the rent and other charges they pay”* **Standard 13 (Value for Money)**

4.2 In addition to the above, the applicable legislation that this policy complies with includes, but is not limited to: -

- Health and Safety at Work Act 1974 (and all subsequent amendments and regulations created by virtue of the Act)
- Gas Safety (Installation and Use) Regulations 1998
- Housing (Scotland) Act 2001
- Energy Performance and Buildings (Scotland) Regulations 2008
- Equality Act 2010
- Housing (Scotland) Act 2014
- General Data Protection Regulations (GDPR)

5.0 EQUALITIES AND DIVERSITY

- 5.1 LHA is committed to providing fair and equal treatment to all our current and prospective customers. An Equalities Impact Assessment has been undertaken alongside the development of this policy and is attached as Appendix 2 to this report.
- 5.2 The assessment deemed that there are no negative impacts of this policy on any protected groups as outlined in the Equality Act 2010.
- 5.3 As with all Association policies and practices, we ensure these adhere to Outcome 1 of the Scottish Social Housing Charter (Equalities).
- 5.4 If required, we are happy to make this policy, and any associated documents, available in alternative formats to assist customers with particular needs e.g., large print, braille, audio etc.
- 5.5 In addition, and supporting our equality commitment, we have adopted the ‘Happy to Translate’ service, which bridges communication gaps for service users who struggle to communicate in English.

6.0 TENANCY SUSTAINMENT

- 6.1 LHA will always seek to support our tenants in sustaining their tenancies wherever possible. Where Housing Services staff become aware of a tenancy at risk of failing e.g., tenants in rent arrears, vulnerable tenants or those experiencing anti-social behaviour, they will look to engage with the tenant to offer assistance where possible.
- 6.2 For tenants experiencing financial difficulties (including rent arrears) a referral to the Advice for Tenants and Residents (AFTAR) service will be offered. The AFTAR service is a partnership delivered by Citizen's Advice Scotland (CAS) and assists tenants with holistic advice services – including benefits advice/income maximisation and debt reprovisioning.
- 6.3 LHA have a Supporting and Sustaining Tenancies Policy and we will utilise this to avoid unnecessary voids through the provision of financial inclusion advice, effective housing management, arranging adaptations or through signposting to other agencies where their support could prevent the tenancy from failing.

7.0 VOID MANAGEMENT PROCESS

There are a number of key stages in the void management process. These do not necessarily follow the order below as this will depend on the way in which the tenancy ends – and there is some overlap in each stage.

1. Termination of Tenancy
2. Pre-termination Inspection (where applicable)
3. Void Repairs
4. Selection and Allocation

A key driver of success in this process is effective communication between the outgoing tenant and Association staff and also between LHA's Housing and Property Services teams.

7.1 Termination of Tenancy

LHA tenancies are Scottish Secure Tenancy Agreements (SST) or occasionally Short Scottish Secure Tenancy Agreements (SSST) and these agreements outline how the agreement can be brought to an end.

- **Formal Termination**

The outgoing tenant is required to provide the Association with 28 days written notice of their intention to terminate their tenancy. Their liability for rent continues until the end of this period (or longer if the keys are not returned by the end of the notice period).

Housing Services staff will contact the outgoing tenant to advise them about the process for terminating the tenancy, including any rent due until the date of termination and to ensure we have a forwarding address for any follow-up.

Property Services staff will be made aware of the termination in order that a pre-termination inspection can be arranged. (See below)

- **Internal Transfer**

Where an LHA tenant is offered another LHA tenancy, they are not required to submit the standard 28 day written notice. They will, however, be liable for rent and responsible for the tenancy until the keys are returned.

LHA encourages internal transfers for our tenants to ensure the best use of our stock and to meet the changing needs of our tenants where their circumstances have changed.

To demonstrate this support, a quota of lets to transferring LHA tenants is set each year.

- **Abandonment**

Where it is suspected that a property has been abandoned, statutory procedures will be followed, compliant with the Housing (Scotland) Act 2001. Housing Services staff will conduct reasonable enquiries to establish the whereabouts of the tenant(s) and confirm that:

1. The property is unoccupied; and
2. The tenant(s) no longer intend to occupy it as their only or principal home.
3. Enquiries may include contact with known relatives, neighbours and contact with other agencies e.g., Police Scotland, Social Work or others

Once enquiries have concluded, and in line with section 17 of the 2001 Act, the property will be recovered.

If furnishings or other belongings are left in the property, an inventory will be recorded, and an assessment carried out of the value of the items versus the cost of storage. Depending upon the outcome of this assessment, the items will be disposed of or stored for a maximum period of six months.

Normal void management processes will then follow

- **Eviction**

Where we have completed court action and successfully sought a repossession order to evict a tenant, we will utilise the services of a sheriff's officer to lawfully recover the property. The tenancy will end on the date the property is recovered and normal void processes will begin.

- **Death of Tenant**

Where we are notified of the death of the tenant and there is no successor, the tenancy legally ends with the death of the tenant. We will work sensitively with the family, next of kin or representative acting on behalf of the deceased. Housing staff will deal with these situations sensitively when discussing the termination process

- **Mutual Exchange**

Where a mutual exchange application is received, an inspection of the property will be undertaken to identify any aspect of the property that does not meet the void standard (see Appendix 1). Where repairs or replacements of items are identified as the tenant's responsibility, this work will require to be completed by the current tenant.

LHA maintains a Mutual Exchange List and it is available for view in our office on request.

7.2 **Pre-Termination Inspection**

A pre-termination inspection will be completed by the Property Services Team, where possible, following receipt of the termination of tenancy. The main purpose of the inspection is to:

- assess any properly authorised alterations to the property to ascertain if these are to an acceptable standard and if, when timeously applied for, they qualify for compensation for improvement
- identify any rechargeable repairs and provide the outgoing tenant with the opportunity to rectify any damage to the property before leaving

- identify and agree any removal of carpets/floor coverings and any other items in the property. Discretion will be used by LHA staff where these are in good condition and would be of benefit to the new tenant. In these cases, they may be left by mutual agreement.
- identify any adaptation or special feature of the property to assist in the allocation process
- agree the general condition that the property should be left in at termination of tenancy
- update the Housing Services Team on the condition of the property to allow allocation of the property in accordance with LHA's Allocation's Policy.

7.3 Void Repairs

Once the keys are returned from the outgoing tenant, a Void Inspection will be carried out by our Property Services Team.

An assessment will be carried out against the Lettable standard (Appendix 1) and any repairs required to bring the property in line with this standard will be instructed to our contractors with a target date agreed. This target date will be notified to the Housing Services Team to allow all allocation enquiries to be completed and viewings to be arranged to minimise any void days following completion of void works.

The cost of any repairs noted to be the responsibility of the outgoing tenant or because of tenant damage, will be recharged to them. Our Housing Services Team will recover these charges in line with our debt recovery processes.

Meter readings will be taken by Property Services staff and, where compatible with the service, British Gas Void Care should be notified and provided with the readings to allow for the account to be updated (and any debt to be cleared from meters ready for the new tenant).

The Property Services Team will determine whether a post-inspection of the property is required and once satisfied that all works are completed, Housing Services staff should be notified to allow a viewing to be arranged.

Keys, certificates, meter readings etc. should be made available for issue to the new tenant at the sign up.

7.4 Selection and Allocation

The selection process will, in most cases, begin at the point of termination to assist in minimising any relet time/rent loss after void repairs are completed.

The majority of LHA stock is in North Lanarkshire, and we are part of a Common Housing Register (CHR) with North Lanarkshire Council and other local landlords.

LHA allocate our properties in line with our Allocations Policy and procedures and reference should be made to our Allocations Policy for further detail on how our Housing Services Team match our properties to suitable applicants.

Upon completion of void repairs, Housing Services staff will carry out an accompanied viewing of the property with the prospective tenant.

When the property is accepted, a sign-up will be arranged, and a date of entry agreed with the new tenant.

Any immediate feedback from the tenant in relation to the standard of the property will be addressed if appropriate (e.g., any agreed minor follow-up works or decoration packs).

This will be followed up by a Settling-In Visit within 6 weeks of the date of entry at which the tenant's satisfaction with the standard of the property will be measured again.

8.0 PERFORMANCE MANAGEMENT

8.1 Each stage of the void management process is monitored and reported upon by the Housing Services and Property Services teams. High level KPI performance, aligned to the Annual Return on the Charter (ARC), are reported to the Management Committee through our Corporate Benchmarking. Benchmarked indicators include:

- average relet time
- void rent loss
- % refusals
- % new tenancies sustained for >1 year

8.2 Further detailed monitoring and analysis is carried out and reported to the Housing Services Sub-Committee (HSSC). This allows for closer scrutiny and effective responsiveness to areas where performance is not meeting expectations.

These indicators include, but are not limited to: -

- void inspection and repair timescales
- void spend vs. budget (inclusive of recharges)
- average void repair costs

- termination reasons
 - new tenant satisfaction with the condition of their home on moving in
- 8.3 In addition to the above, LHA also benchmark our performance against other similar landlords to ensure we continue to perform well against our peers and learn from best practice.
- 8.4 Our performance in the management of void properties will be reported through our Annual Return on the Charter (ARC) with results published in our Annual Report.
- 8.5 We will also share this information with tenants at our Tenant Focus Group and in our newsletter.

9.0 TENANT PARTICIPATION AND FEEDBACK

- 9.1 LHA value the input of tenants into the delivery of services that affect them. We have an independent Tenant Scrutiny Group who carried out a review of LHA's approach to void management. This included visits to empty properties and conversations with staff and tenants as well as a desktop review of our policies and procedures. The group produced a report with recommendations which were considered in the development of this policy.
- 9.2 Our Housing Services Team also carry out a Settling-In visit within 4-6 weeks of a new tenant moving in. We use that opportunity to gather tenant views on their satisfaction with the standard of their new home when they moved in. Any feedback from these surveys is used to ensure that we continue to deliver excellent services to new tenants.
- 9.3 We will promote our Void Property Management Policy through a variety of means – our website, newsletter and our Tenant Handbook.
- 9.4 Where we plan to make significant changes to the policy, we will consult with our tenants.

10.0 LETTABLE STANDARD

- 10.1 In accordance with legislation and good practice, we have established a minimum lettable standard. This standard is detailed in Appendix 1 of this policy. A summary of this information is provided in a leaflet on Void Property Standards and issued to all new tenants.
- 10.2 All void properties will have a valid Electrical Safety Certificate which will be retained in the house file. It will also have a valid Energy Performance Certificate (EPC) with copies issued to the incoming tenant. Similarly, where a property has gas, it will be subject to a gas safety check prior to the new tenant moving in with a copy of the certificate being issued.

10.3 We will endeavour to complete all void repairs prior to the property being let. However, on occasion, where a repair is of a minor nature and with the agreement of the new tenant, these may be completed after the date of entry.

10.4 Decoration Pack/Allowance

In line with the majority of RSL's, LHA do not generally carry out decoration within void properties. This is, in part due to the significant cost of decoration but mainly due to the subjective nature of decoration which is a matter of individual taste. Decoration in void properties is therefore normally the responsibility of the new tenant.

The Property Services Team will carry out an assessment of the decorative order of a property at the void inspection. If it is felt necessary, and to assist the incoming tenant, a decoration pack or allowance will be offered by the Property Services Team.

There will be occasions where the decoration is in such poor condition that some decoration will be instructed at the discretion of the Property Services Team.

Further information on decoration is included in the Lettable Standard. (**Appendix 1**).

11.0 RISK

11.1 LHA takes a proactive approach to the management of risks – at both a strategic and operational level. The key risks that this policy seeks to mitigate are: -

- inconsistent application of the lettable standard resulting in increased costs to the Association, increased rent loss and increased relet times
- decrease in tenant satisfaction with the condition of their new home
- failure to make best use of Association stock
- lack of clarity of tenant responsibilities when terminating their tenancy, resulting in increased void costs, rechargeable repairs, and longer relet times
- reduction in tenancy sustainment

12.0 COMPLAINTS

12.1 LHA values complaints and we endeavour to use the learning from complaints to help us improve our services.

12.2 Any complaint arising from our implementation of this policy, will be addressed through our complaints handling process.

A copy of our Complaints Policy is available on our website: www.lanarkshireha.com.

13.0 REVIEW

13.1 LHA undertakes to review this policy regularly, at least every three years, with regards to:

- Applicable legislation, rules, regulations, and guidance
- Changes in the organisation
- Continued best practice

Lettable Standard

Element	Work
General	<p>Clearance - The property will be cleared of all furniture and belongings of the previous tenant.</p> <p>Floorcoverings – These will generally be removed but an assessment will be made of the condition/cleanliness of any carpets/vinyl, and these may be left in place by agreement with the incoming tenant.</p> <p>Loft Space – This will be cleared of any of the previous tenant’s belongings (if necessary).</p> <p>Keys – at least 2 sets of keys will be provided to each tenant for external doors (including fobs/keys for common doors in flatted accommodation.) At the discretion of the maintenance/housing officer, a lock change may be instructed if deemed necessary.</p> <p>Gas/Electric Meters – Meters readings will be taken and recorded with any debt in meter cleared (if meters have been capped, the appropriate safety checks will be carried out and meter will be uncapped).</p>
External Structure	<p>The property will be structurally sound, and a visual check will be carried out to ensure: -</p> <p>Roof – any missing/loose tiles will be reported and an internal check to ensure it is watertight.</p> <p>Guttering/Downpipes will be checked to ensure there are no blockages and they are watertight.</p> <p>Drains will be free from blockage and in good working order.</p>
Doors	<p><u>Front and Back</u></p> <p>Locks to be checked for easy opening and closing and adjusted where required.</p> <p>Doors should be checked to ensure they are wind and watertight. Repair/replace defective door furniture if required.</p>

Appendix 1

	<p>The provision of locks will be in line with the requirements of SHQS. Minimum 2 sets of keys to be provided for each lock.</p> <p><u>Internal Pass Doors</u></p> <p>Any non-standard doors to be removed/replaced.</p> <p>All internal pass doors to be intact and operating properly and any cracks or holes should be repaired or door replaced.</p> <p>All doors should have appropriate fire rating and be operational (e.g closers).</p> <p>Bathroom door should have a locking device.</p>
Windows	<p>All windows should be checked and serviced to ensure they are fully operational. Particular attention to be given to safety catches/safety restrictors.</p> <p>Renew any defective glazing (including cracked/misted units).</p> <p>Provide security glazing where required.</p> <p>Replace defective window furniture.</p> <p>Check and repair any defective trickle vents.</p> <p>Ensure window keys are provided (where applicable)</p>
Walls and Ceilings	<p>Damage to plaster/plasterboard will be made good by the Association (this excludes minor filling to cracks which can be made good by the tenant in the normal course of decoration)</p> <p>Remove polystyrene ceiling tiles and/or coving.</p>

Appendix 1

Adaptations	<p>Medical adaptations to be checked to ensure they are fully operational and meet the needs of the incoming tenant.</p> <p>Properties are allocated based on permanent adaptations. These will generally not be removed unless damaged.</p> <p>Wet floor areas that are damaged or excessively stained to be replaced.</p>
Floors and Stairs	<p>Floors/stairs will be checked and repaired if split or excessively squeaking. Any uneven floors will be made good.</p> <p>Handrails will be checked and repaired/replaced if defective.</p>
Gas	<p>A gas void safety check will be carried out and a copy of the certificate issued to the new tenant.</p> <p>Radiators will be checked to ensure these are securely attached to the walls and free from leakages.</p>
Electrics	<p>An electrical safety check will be carried out (a copy of the certificate retained in the house file). Any defective sockets, pendants etc will be replaced.</p> <p>Ensure the adequate supply of power points</p> <p>Any non-standard electrical fixtures or fittings will be removed and replaced with appropriate standard outlets.</p> <p>All extractor fans to be operational to assist with adequate ventilation in kitchen and bathroom.</p> <p>Low-Energy Bulbs will be fitted in all rooms.</p>
Plumbing	<p>Stop-Valves will be checked and repaired if defective.</p> <p>Faulty ball valves, taps, supply, and waste pipes will be repaired if necessary.</p> <p>Stop-cock will be accessible, and the tenant advised of its location.</p> <p>If necessary, the hot water cylinder jacket will be repaired/replaced.</p>

Appendix 1

	<p>If a void is empty for an extended period (more than 30 days) or in periods of extreme cold, the property will be drained down. Arrangements will be made for the supply to be reinstated by agreement with the new tenant.</p> <p>Similarly, we will follow appropriate guidance in preventing the risk of legionella in void properties.</p>
Bathroom	<p>Cracked or stained sanitary ware should be replaced.</p> <p>Loose sanitary fittings will be resecured.</p> <p>Toilet flush and overflow will be checked and repaired/replaced if faulty.</p> <p>Sealant will be replaced where required.</p> <p>Extractor fan should be cleaned/serviced to ensure it is operating effectively to provide ventilation and help prevent damp/mould.</p> <p>Appropriate bathing facilities will be available – bath and/or electric shower. (Electric showers will be tested as part of the void electric test).</p> <p>A new toilet seat will be fitted if required</p> <p>All surfaces will be washed down after all void works are completed.</p> <p>If the bathroom suite is due for renewal as part of our planned maintenance programme within the next 12 months, the incoming tenant should be made aware of the anticipated replacement date.</p>
Kitchen	<p>Provide adequate supply of kitchen units (to meet Scottish Housing Quality Standard [SHQS]) All units should be checked and hinges replaced/adjusted where necessary.</p> <p>Repair/renew defective kitchen units or doors</p> <p>Worktops should be sound, and silicone sealed at wall abutments. Seal should be intact and free from mould.</p>

	<p>Where worktops are damaged because of burning or water ingress, these should be replaced. However, minor chips/scores may be left.</p> <p>Repair/renew tiling and mastic if required.</p> <p>Repair/replace defective plugs/taps.</p> <p>Extractor fan should be cleaned/serviced to ensure it is operating effectively to provide ventilation and help prevent damp and mould.</p> <p>A suitable cooker connection point will be provided (the tenant will be responsible for the connection).</p> <p>All surfaces will be washed down after all void works are completed.</p> <p>If the kitchen is due for renewal as part of our planned maintenance programme within the next 12 months, the incoming tenant should be made aware of the anticipated replacement date.</p>
<p>Decoration</p>	<p>Skirting and Facings will be re-secured and filled where necessary (or replaced if missing or damaged).</p> <p>Attention will be given to evidence of damp/mould and this will be removed.</p> <p>Any offensive graffiti will be covered.</p> <p>All walls to be in good order with any large cracks/holes filled and prepared for redecoration (decoration packs or allowances may be offered at the discretion of the Association).</p> <p>Decoration is the responsibility of the tenant, but we understand that there will be some circumstances where the tenant is unable to undertake decoration themselves, even with the provision of a decoration allowance. In these cases, the Association will endeavour to help the tenant access local support services such as Care and Repair or other charitable assistance. In extreme cases, and to assist with tenancy sustainment, the Association has identified a limited budget to assist directly. This is at the discretion of the Housing Manager or Housing Services Director.</p>

Appendix 1

Cleanliness	<p>LHA commits to a minimum cleaning standard for void properties where: - Floors should be swept, and free from any debris</p> <p>All other fixtures, fittings, surfaces and walls should be washed down and free from dust from void works or dirt/grime.</p> <p>Windows should be cleaned if necessary.</p>
Garden/External Environment	<p>Gardens will be free from rubbish and a one-off grass cut carried out (should this be necessary).</p> <p>Sheds/outbuildings will be checked and removed. This also applies to decking and similar.</p> <p>Paths should be checked for broken/uneven slabs and any remedial action required to ensure these are safe should be instructed.</p> <p>Fencing/Boundary walls should be checked to ensure they are safe and in reasonable condition</p> <p>Bins will be emptied and free from any contamination.</p> <p>Drying facilities should be available and checked for damage (rotary drier/clothes poles). If damaged, these will be repaired/replaced.</p>
Other	<p>EPC – A valid Energy Performance Certificate (EPC) will be provided to the new tenant. Where there is no current certificate, an inspection will be carried out whilst the property is void and the certificate displayed in the property.</p> <p>Smoke, Heat and Carbon Monoxide (CO) Alarms will be checked and fully operational. Batteries will be replaced (where applicable). Smoke alarms will be to appropriate grade LD2 standard to ensure compliance with regulations.</p> <p>If any evidence of vermin or insect infestation, this will be treated</p> <p>If there is a communal arial, ensure adequate connection points are available.</p> <p>Any common door-entry system in place will be tested and handset checked for damage and replaced if necessary.</p>

Equality Impact Assessment

Lanarkshire Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Void Property Management Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Craig Russell		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	Sections 1-3 of the policy document outlines this information		
2. Who is intended to benefit from the policy / proposal? (<i>e.g. applicants, tenants, staff, contractors</i>)	<p>This policy will assist staff by outlining how our void properties are to be managed from point of termination up to and including the settling-in visit with the new tenant.</p> <p>In addition, the updated Lettable standard (appendix 1) is explicit in terms of works to be instructed at void. This will assist staff instructing repairs (and our contractors in carrying these out). It will also assist staff responsible for carrying out viewings for prospective tenants</p>		

Equality Impact Assessment

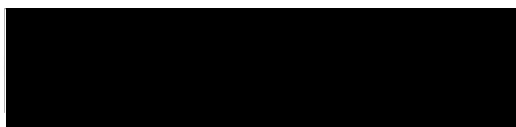
	<p>The policy also benefits applicants (prospective tenants) by setting a clear and minimum lettable standard below which the Association should not fall. This will assist in managing customer expectations and in being able to highlight where the Association has fallen short of the standard (with a means for rectifying)</p>
<p>3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)</p>	<p>The outcomes of this policy for customers will be the provision of a new property repaired to a high standard and without un-necessary delay.</p> <p>It will also allows the new tenant to be assured that the property meets the appropriate legislative/safety standards and provides information in relation to energy efficiency (EPC) and, where appropriate, upcoming planned maintenance.</p>

<p>4. Which protected characteristics could be affected by the proposal? (tick all that apply)</p> <p> <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Marriage & Civil Partnership <input type="checkbox"/> Pregnancy/Maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or Belief <input type="checkbox"/> Sex <input type="checkbox"/> Gender Reassignment <input type="checkbox"/> Sexual Orientation </p>		
<p>5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.</p>		
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>	<p>Positive impact(s)</p>	<p>Negative impact(s)</p>
	<p>The general policy is that the new tenant is responsible for decorating the property (out with some limited exceptions e.g offensive décor).</p>	

Equality Impact Assessment

	<p>However, the Association recognise that there is potential for some tenants through age or disability, are unable to carry this out themselves.</p> <p>The updated 'Lettable Standard' in this policy allows for discretion by the Housing Manager/Director to consider offering support (supported by a corresponding budget)</p>	
<p>7. What actions are required to address the impacts arising from this assessment? <i>(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i></p>	<p>We will monitor need/uptake of this support (this will include measuring of satisfaction at Settling in Visits and when analysing tenancy sustainment)</p>	

Signed:



Housing Services Director

Date the Equality Impact Assessment was completed: 19/05/23

Please attach the completed document as an appendix to your policy / proposal report