

VOIDS MANAGEMENT POLICY 2020-2023

Report of the Director of Housing Services

1. SUMMARY

- 1.1 A recent internal audit of the management of empty homes, conducted by the Central Midlands Audit Partnership (CMAP), recommended that Derby Homes develops a documented and formally approved Voids Management Policy that supports the Derby City Housing Strategy and which focusses on making the best use of existing housing stock. This Voids Management Policy seeks to respond to this recommendation.

2. RECOMMENDATION

- 2.1 To approve the Voids Management Policy 2020-2023.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To comply with the CMAP recommendation to document and formally approve a Voids Management Policy.

4. MATTERS FOR CONSIDERATION

- 4.1 The Voids Management Policy, attached to this report as Appendix 1, sets out the Policy Purpose for management of empty homes (voids), to make best use of existing stock and to deliver Derby Homes' mission of high quality services for people, homes and communities.
- 4.2 The Voids Management Policy also sets out our statutory and regulatory responsibilities.
- 4.3 The Policy is underpinned by a number of existing detailed procedures covering void management including procedures for furnished tenancies, accompanied viewings and the movement of empty properties from tenancy termination through to re-let.
- 4.4 The Policy will be reviewed every 3 years.

5.0 CONSULTATION

- 5.1 The Customer Voice has been consulted on this policy and has provided valuable feedback. The feedback has been incorporated where possible and suggestions for improving the service have been forwarded to the Head of Repairs for further discussion.

Void performance reports form part of our level 2 suite of performance indicators

which are presented to the Operational Board. Any emerging trends will be highlighted for discussion.

6. FINANCE & BUSINESS PLAN

6.1 Effective Void Management is essential in achieving value for money.

7. LEGAL

7.1 The Voids Management Policy sets out our statutory and regulatory responsibilities.

8. POLICY REVIEW

8.1 This Policy will be reviewed every 3 years.

The areas listed below have no implications directly arising from this report:

Council
Equalities
Environmental
Personnel

If Board Members or others would like to discuss this report ahead of the meeting please contact:
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Background Information: None
Supporting Information: None

Managing Director	Maria Murphy	19/11/19
Director of Housing Services	Clare Mehrbani	31/10/19