

T3 Residential Limited

Voids Management Policy

1 Introduction

- 1.1 T3 Residential Limited (“**T3 Residential**”) recognises the importance of good management of voids to ensure properties are available as soon as possible for those in housing need, to protect communities and minimise void loss.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Landlord and Tenant Act 1985;
 - Defective Premises Act 1972;
 - Environmental Protection Act 1990;
 - Gas Safety (Installation and Use) Regulations 1998;
 - Gas Safety (Installation and Use) (Amendment) Regulations 2018;
 - Homes (Fitness for Human Habitation) Act 2018;
 - Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025;
 - Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025;
 - Housing Act 2004 (Decent Homes Standard); and
 - Housing Health and Safety Rating System (“**HHSRS**”).

3 Scope and Objectives

- 3.1 This policy sets out T3 Residential’s approach to the management of vacant properties that have no current tenancy, known as a ‘void’.
- 3.2 This policy applies to discounted market rent homes, London Living Rent, and social rent properties.
- 3.3 The aim of this policy is to:
- Minimise the length of time that a property is void; and
 - Ensure that the property meets the required standards when it is relet
- 3.4 This policy does not apply to newbuild properties on first let as they will be required to meet the standards laid out in the building contract.
- 3.5 This policy does not apply to tenancy changes due to succession, assignment, joint to sole or sole to joint tenancy changes or mutual exchanges as these properties do not become vacant.

4 Inspection

- 4.1 We will aim to carry out a pre-termination inspection of the property when we are notified that it is due to become void due to a tenant sending in a notice to quit.
- 4.2 The inspection will be completed by the Neighbourhood team.
- 4.3 A pre-termination inspection cannot be completed where the termination is due to suspected abandonment, eviction or death of a tenant.
- 4.4 During the inspection, the outgoing tenant will be advised of any potential recharges for repairs

that are tenant responsibility, for example due to damage or neglect or they will be given the opportunity to rectify the repair before they leave.

- 4.5 The inspector will note any non-standard fixtures and fittings in the property due to work carried out by the tenant. A decision should be made on whether these will be left and responsibility accepted by T3 Residential on relet, whether to be left in situ and 'gifted' to the incoming tenant becoming their responsibility to maintain and replace, or whether they must be removed. The tenant leaving the property will be notified of the decision and in the case of removal, informed of any recharges for the work or given the opportunity to have the work carried out themselves and the property made good to the satisfaction of T3 Residential.
- 4.6 During the termination period, the outgoing tenant will be notified of any rent or other charges that are outstanding or will become due before the tenancy has ended. The tenant will be notified of the arrangements for returning the keys to T3 Residential.
- 4.7 Where a property is to become available due to circumstances other than a tenancy termination, for example eviction or abandonment, we will notify our vendor of the pending termination date when we are aware of it to enable them to manage and programme work in.

5 **Void period**

- 5.1 The Neighbourhood team are responsible for confirming when a property is void and confirming appropriate security for the property during the void period.
- 5.2 Keys will be issued to our vendor within 24 hours of the property becoming void.
- 5.3 The inspector will organise a lock change for all external door locks (except communal doors on apartments).
- 5.4 An inspection will be completed when the property is vacant to confirm the works to be undertaken.
- 5.5 Void repairs will be carried out by our vendor to our void standard.
- 5.6 The property will be classified as a minor or major void. A minor void is defined as a property where minimal works and all safety checks are required to bring the property up to the lettable standard.
- 5.7 For minor voids, our vendor will complete all void repairs and safety checks and remedial actions within a maximum of 8 working days.
- 5.8 A major void is defined as a property requiring substantial remedial works, such as the replacement of significant components—including kitchens, bathrooms, or windows—or where structural issues are present.
- 5.9 Where the inspector identifies that there are major works required, they will contact T3 Residential and confirm the works required, the costs and the timescale for completion of the work. We will then confirm the works, contact for further information or we may challenge the findings, costs or timescales.
- 5.10 Prior to letting all properties will:
- Be brought up to our void standard;
 - Have all required safety checks and remedial actions completed;
 - Be fit for human habitation;
 - Have all cases of damp and mould addressed during the void period and actions taken to tackle any underlying causes; and

- Have all HHSRS hazards addressed.

- 5.11 Where flooring has been left by the previous tenant and is in good condition, it should be left in the property and 'gifted' to the new tenant. Where the flooring is in poor condition, dirty, infested or is a laminate or wooden flooring in an apartment above ~~at~~ the ground floor It should be removed as part of the void process.
- 5.12 If the vacating tenant has left personal possessions in the property, our inspector should notify the Neighbourhood team who will liaise with the tenant or make a decision on whether to dispose or store the items. They will notify our vendor when the property has been cleared, or the items can be disposed of. The eight-day target time will begin from when the keys are returned to our vendor for works to commence.
- 5.13 When a property is ready to let, our vendor will confirm this to us and return the keys along with copies of the required safety certificates.
- 5.14 A minimum of 10% of void should be post inspected to ensure that they meet the required standards. This target will be increased as appropriate, if systemic issues are identified.
- 5.15 Where it is identified that a property does not meet the requirements, either during the post inspection or when the officer attends at the property to complete a viewing with the prospective tenant, the property will be rejected and returned to our vendor to address outstanding issues. Any penalties for failing to deliver voids to the required standard or exceeding permitted timescales, without agreement from us will be addressed in line with the contract.

6 **Health and Safety**

- 6.1 T3 Residential will ensure compliance with health and safety requirements in the management of voids.
- 6.2 We will ensure that a gas safety check is completed on a property when a new tenant moves in, where there is an individual gas supply.
- 6.3 All properties will have an electrical safety check completed whilst it is void and completed every five years.
- 6.4 All other safety checks and remedial works required will be completed including an asbestos survey or water system flushing, if appropriate.
- 6.5 Our vendor will provide all copies of completed safety checks certificates to us when the void is handed over.
- 6.6 When a new tenant has moved in they will contact to arrange to have the gas supply reconnected.

7 **Reporting**

- 7.1 Our vendor will provide a weekly report to us on current minor and major voids and the ready to let date for each.
- 7.2 Our vendor will notify us via email of any voids identified as major voids confirming the works required, cost and estimated timescale, within 24 hours of them becoming aware.
- 7.3 Our vendor will provide quarterly reports on voids completed including timescales under repair and average cost per void, each major void, cost and timescale to repair.
- 7.4 We will provide a report quarterly on any complaints received in relation to the void works

completed or compliance with the void standard.

- 7.5 We will report regularly internally to board/executive on:
- Number of voids;
 - Average cost per minor void;
 - Cost of major voids;
 - Void loss for the year to date;
 - Any vendor issues; and
 - Oversight of customer complaints received relating to void management e.g. delays, standards.

8 **Our Responsibilities**

- 8.1 We will maintain responsibility for any landlord repair obligations and will complete any repairs that are our responsibility and ensure that the property meets the required standards prior to being relet.

9 **Policy Review**

- 9.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.
- 9.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

10 **Background Documents**

- 10.1 This policy should be read in accordance with the following policy documents:
- Allocations and Lettings Policy;
 - Tenancy and Tenure Policy;
 - Tenancy Verification Policy;
 - Health and Safety Policy;
 - Repairs and Maintenance Policy; and
 - Asset Management Policy.

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