



Void Management Policy - Quick Guide (V1.0).

What this policy is about

A quick guide to how empty homes (voids) are managed, the standards we apply before reletting, and what residents need to do when moving out or into a property.

Who it applies to

This policy applies to Portsmouth Homes tenants and covers all Portsmouth Homes rented properties, including houses, flats and sheltered schemes.

What is a void? (See policy: What is a void? p3)

A void is a property without a tenant, usually between one tenancy ending and another beginning.

Our void service (See policy: Our void service p3)

When a tenancy ends, we will:

- Carry out a pre-void visit and assess required works
- Explain responsibilities to the outgoing tenant
- Complete necessary works and prepare the property
- Agree a start date for the new tenancy

What are we responsible for (See policy: Our Void Responsibility p.3-4)

We will:

- Maintain the structure and key installations
- Complete required repairs
- Carry out all statutory and health and safety checks

In some cases, minor works may be completed after the new tenancy starts, once safety checks are complete.

Moving In Standard (See policy: Moving in standard p.4-8)

Before a new tenant moves in, we complete key checks and works, including:

- Gas and electrical safety checks
- Fire and carbon monoxide alarms
- Asbestos and legionella management
- Energy performance certification
- Doors, windows and security checks

We also complete general works to ensure the home is safe and ready to live in.

Certificate and Information (See policy: Information provided to incoming tenants p.8-9)

New tenants will be provided with:

- Gas safety and electrical certificates (where applicable)
- Energy performance information
- Safety information and guidance on living in your home.

Your responsibilities when moving out (See policy: Your void responsibility & moving out standard p 9-11)

When ending a tenancy, residents must:

- Give **four weeks' written notice** (may be reduced in some circumstances)
- Allow access for inspections
- Remove all belongings and rubbish
- Leave the property clean and in good condition
- Return all keys on time

Charges may apply for damage, clearance or unauthorised alterations.

Recharging (See policy: Recharging p 12)

If the property is not returned in the expected condition, or repairs are needed due to damage or neglect, residents may be recharged for the cost of putting this right.

Further information

This is a summary only. For full details about void standards, responsibilities and recharges, please refer to the Void Management Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

[Link- Void Management Policy](#)

