

Empty Homes Policy

1. Purpose

- 1.1 This policy outlines the approach of Connexus in managing void properties to minimise void loss and accelerate void turnaround. Effective void management is crucial for maximising rental income and meeting housing needs.

2. Scope

- 2.1 Scope: The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.
- 2.2 This policy applies to all properties managed by Connexus and compliments the Connexus Lettings Policy to deliver an effective voids and lettings service

3. Problem to Solve

- 3.1 The main objectives of this policy are to:
- **Deliver a cost-effective void service to minimise void time to maximise rental income:** Reduce the duration properties remain unoccupied to ensure they are quickly available for new tenants.
 - **Compliance:** Ensure all homes adhere to all relevant legislation and regulatory requirements prior to letting.
 - **Consistently deliver the Connexus Lettable Standard:** Ensure all properties are let in a good condition that are fit for human habitation meeting the lettable standard.
- 3.2 The definitions applied within this policy are:
- **Void Property:** A property that is currently unoccupied and not generating rental income.
 - **Void Period:** The time span between the end of one tenancy and the commencement of another.

4. Methods

4.1 The Empty Homes (Voids) Procedure has been developed which sets out the requirements that all colleagues are required to meet in delivering this policy. Overarching policy statements are noted below for each objective of this policy.

4.2 **Deliver a cost-effective void service, minimising void time to maximise rental income.**

- **Engage with the outgoing tenant:** Ensure that the obligations of the outgoing tenant are clearly explained, including cleanliness, removal of personal effects and addressing damage caused that could lead to recharge/s under the Connexus Rechargeable Repairs Policy.
- **Pre-Termination Inspections:** Conduct inspections as soon as a tenant gives notice to allow for early identification of repairs and enable effective planning.
- **Know our property:** Extract the data we hold to understand component lifecycle replacements and common repairs undertaken.
- **Planned approach to voids:** Implement a streamlined process for carrying out the void work, considering what repairs could be completed during the termination period and assessing the anticipated time it will take to deliver the works identified.
- **Use of technology:** Ensure that all data is captured and uploaded in the moment; enabling other teams to be aware of progress and maximise their ability to quickly let the property.

4.3 **Compliance:** We will ensure that all aspects of compliance are met prior to letting a property. Some of these checks are noted below:

- **Health and Safety Standards:** All properties are free from serious hazards and fit for human habitation from the start of a tenancy.
- **Gas Safety (Installation and Use) Regulations 1998:** Gas safety check completed (where applicable) and a copy of the gas safety certificate will be provided to the new tenants.
- **Electrical Safety Standards:** Electrical safety inspection completed, and all electrical installations are safe.
- **Fire Safety:** Fire risk assessments will be completed with any fire safety measures implemented where necessary.

4.4 Consistently deliver the Connexus Lettable Standard

- **Awareness of the Standard:** Provide comprehensive training and regular updates for all staff involved in the void management process, ensuring they understand the Connexus Lettable Standard and how to achieve it.

- **Complete post-void work inspections:** Assess the quality of work against the lettable standard and immediately address where the work completed is not up to standard.
- **Gather feedback:** Conduct surveys with new tenants to gather feedback on the condition of the property.
- **Continuous Improvement:** Use tenant feedback to identify areas for improvement and make necessary adjustments.

4.5 We will categorise our empty properties into one of four types, these being:

- **Routine Void** – a property that requires a relatively low level of work to bring it back up to the Connexus lettable standard.
- **Major Repairs Void** – a property that requires more significant work and/or the replacement of a core component (e.g. heating, bathroom, kitchen).
- **Major Asset Void** – a property that requires major investment to bring it back up to the Connexus lettable standard.
- **Disposal/Regeneration** – a property, that after consideration, requires too much investment to bring back up to the Connexus lettable standard and/or has been identified as being part of a regeneration approach (see regeneration strategy).

5. Measurement

5.1 To ensure that Connexus meets the requirements set out in this policy, we shall ensure that robust performance reporting and monitoring is adhered to.

Key Performance Indicators

5.2 The Property Director will set the targets for the following measures each year by the end of March. The performance year will run from April to March.

- Void works turnaround time (average in days)
- Void work cost (total cost and average cost per property)
- Customer satisfaction with condition of property (% satisfied)

5.3 Our approach to Empty Homes (Voids) also has a direct impact on the following measures. The setting of these targets are done in collaboration between the Customer Director and the Property Director within the same timeframes noted above.

- Overall re-let time (average in days)
- Rent loss due to void (total cost and average cost per property).

Monitoring

5.4 The KPI's will be monitored in line with the expectations below.

Who	Frequency
Operational Delivery Manager	Weekly
Head of Repairs	Monthly
Voids Business Focus Group	Monthly

5.2 Reporting

It will be the responsibility of the Head of Repairs to report performance against the KPI's, together with associated action plans to address areas of under performance. Progress against such should be reported in line with the expectations below.

Who	Frequency
Executive Leadership Team	Monthly
Customer Committee	Quarterly

5.3 Risk Management

We will identify and assess risks associated with void properties, including financial loss and compliance issues, developing and implementing strategies to mitigate identified risks.

6. Responsibilities

- 6.1 The Property Director holds overall responsibility for the delivery of the policy and its objectives.
- 6.2 The Head of Repairs is responsible to ensure that the policy and its objectives are clearly understood by the Repairs Team, managing resource across the team to support the successful delivery of the outcomes specified.
- 6.3 The Operational Services Manager is responsible to deliver against the KPIs and objectives set out within the policy.
- 6.4 Colleagues delivering the void works are responsible to ensure that they do so efficiently and effectively, always complying with health and safety requirements.

7. Document Control

Approved by ELT	22 January 2026
Approved by Committee/Board	N/A
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Policy developed by	Head of Repairs and Maintenance
Consultations	SMT, Voids and Lettings Steering Group
Associated documents	Empty Homes (Voids) Procedure

Version	Author	Date Published	Next Review	Comments
1.0	Head of Communities and Property Director	06 Feb 25	28 Feb 26	New Policy.
2.0	Head of Repairs and Maintenance and Property Director	01 Mar 26	28 Feb 28	Review of existing policy.