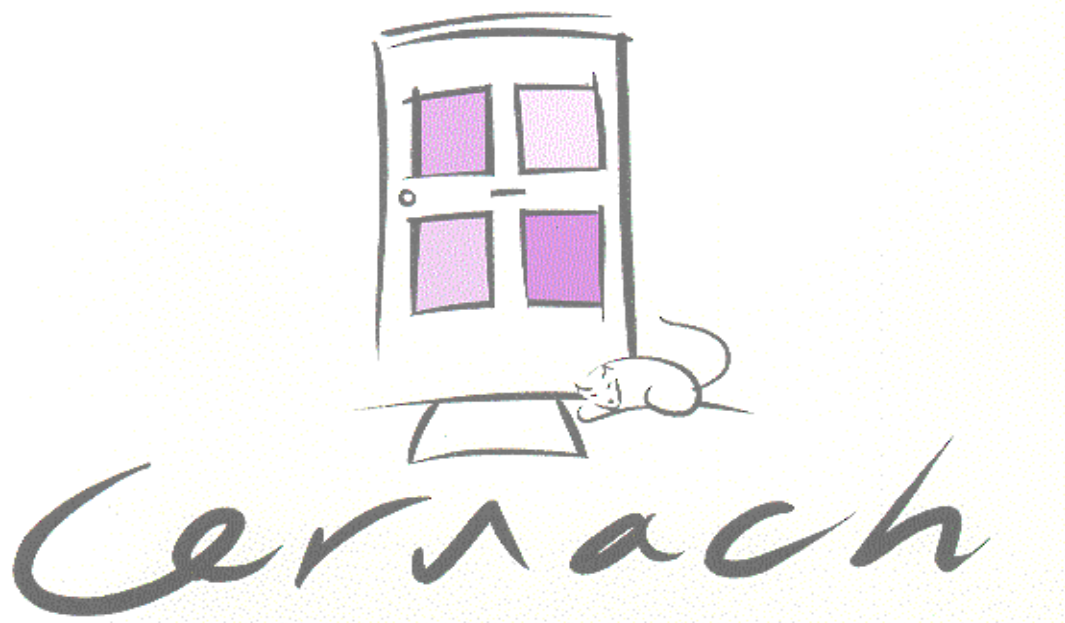


CERNACH HOUSING ASSOCIATION LIMITED



Void Management Policy

Date Approved by Operations Sub Committee	13 August 2026
Date Issued to Staff	13 August 2026
Due for Review:	13 August 2029

Cernach Housing Association

Voids Management Policy

1. Introduction

- 1.1 Voids are properties which are empty and without tenants to pay rent for them. The turnover of housing stock is an integral part of social housing provision that inevitably results in periods where properties are void (empty). It is essential that there is effective management of void properties to ensure that Cernach Housing Association is maximising its income by minimising rent lost due to properties being empty and helping to create a stable community. The Housing and Maintenance staff will ensure that all vacant properties are let as quickly as possible and in accordance with this policy.
- 1.2 The purpose of this policy is to outline how Cernach Housing Association will provide an efficient and customer driven void process. This is supported by a separate void management procedure which outlines the practical steps taken by the Association.
- 1.3 This policy aim is to ensure the Association minimises rent loss by re-letting void properties quickly and efficiently. Maximise opportunity to meet housing needs by allocating properties efficiently. To ensure accommodation offered is to the standard specified in the lettable standard and complies with health and safety. The policy reflects current good practice in void management by changing the emphasis from void inspection to pre-inspection and pre-allocations, to reduce void periods.
- 1.4 Void management activity covers a number of related activities. These include:
- tenancy termination
 - Pre termination and post property inspections
 - identifying rechargeable works and other tenant responsibilities
 - ordering and supervising repair work
 - offering tenancies and arranging viewings
 - creating tenancies, signing tenancy agreements and helping tenants sustain their new tenancy.
- 1.5 The Association has a statutory responsibility as a social landlord, under the Housing (Scotland) Act 2001, and recognises the link between providing an inclusive, efficient and cost-effective maintenance service and overall satisfaction, with the service provision of the organisation.
- 1.6 The policy will enable the Association to carry out its statutory responsibilities and meet our legal obligations as a social landlord. The

primary aim of the void policy is to ensure that properties are allocated to meet acceptable standards and the Association makes the most effective use of housing resources to meet housing need. Other aims include minimising rental loss, minimising the impact of void repairs, setting challenging targets for each stage of the voids process, ensuring tenants are aware of their responsibilities with regard to the condition of the property at tenancy termination and contribute to sustainable tenancies and sustainable communities.

- 1.7 The terms of the Scottish Secure Tenancy (SST) and Short Scottish Secure Tenancy (SSST) Agreement that are specific to the implementation of the void management policy are found in section “Ending the Tenancy”. Cernach’s staff will ensure that these terms are explained to tenants during the sign up process where a tenant expresses their wish to move on or transfer they will be given clear guidelines on their termination responsibilities.

2. Policy Aims and Objectives

The aims of this policy are to:

- to ensure that properties allocated by the Association meet our set acceptable standards
- to ensure that rent loss through vacant housing is minimised
- to ensure that the Association makes the most effective use of the housing resources available to it, to meet housing need.
- to ensure new tenants are satisfied with their new home
- increase tenancy sustainment
- ensure SDM is fully utilised to record all actions taken with regards void management.

3. Legislative and Regulatory Framework

- 3.1 The management of voids is undertaken to ensure the association lets its properties in a condition which meets the legal obligations detailed within the:

- Equality Act 2010
- Housing (Scotland) Act 2001, 2010, 2014
- Management of Health & Safety at Work Regulations 1999
- The Gas Safety (Installation and Use) Regulations 1998 and The Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Electricity at Work Regulations 1989 • The Institution of Engineering and Technology (IET) Wiring Regulations 18th Edition, BS 7671
- The Consumer Protection Act 1987

- Construction, Design and Management (CDM) Regulations 2015
- Building Regulations and Building Standard (Scotland) Regulations 2004
- The Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations 2002
- Health and Safety at Work etc. Act 1974
- Data Protection Act 2018
- Freedom of Information (Scotland) Act 2002
- The Energy Performance of Buildings (Scotland) regulation 2008

3.2 This policy takes account of current good practice and to the Scottish Government Social Housing Charter outcomes:

- Charter Outcome 1: Equalities:

Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

- Outcome 4: Quality of Housing.

Social landlords manage their businesses so that “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.

- Outcome 11: Tenancy Sustainment.

Tenants get the information they need on how to access support options to help them remain in their home and can get suitable support including services provided directly by the landlord and by other organisations. The Association employs a Welfare Rights and Tenancy Sustainment Officer to support tenants with digital support, benefits and welfare checks.

- Outcome 13: Value for Money.

Tenants, owners, and other customers receive services that provide continually improving value for the rent and other service charges they pay”.

4. Forms of void termination

4.1 Properties become void through the following ways, and the treatment of the void property is affected by the form of termination:

- **Formal Termination** - Where the tenant gives 28 days written notice of their intention to leave the property.
- **Death of Tenant** - Where the Association is notified of the death of a tenant and there is no successor to the tenancy.
- **Abandonment** - Where the Association issues a legal notice to a tenant who has abandoned the property without notice.
- **Eviction** - Where the Association has a Decree from the court to recover a property from the tenant.
- **Internal Transfers** - Where the tenant is re-housed in another of the Association's properties.
- **Development Voids** - Where a new property is handed over to the RSL as complete but is not let to the tenant on the handover date.

5. Equality and Human Rights

- 5.1 The Association's Equality and Human Rights policy, which was approved by the Committee in April 2025, outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics¹. This includes ensuring that everyone has equal access to information and services, and, to this end, the Association will make available a copy of this document in a range of alternative formats including large print, translated into another language or by data transferred to voice.
- 5.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Human Rights policy for more information).
- 5.3 In line with section 6 of the Equality and Human Rights Policy, the Association carried out an Equality Impact Assessment on this policy, and no remedial

¹ The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, gender reassignment and sexual orientation.

action was identified as necessary. The full assessment is appended at the end of this policy.

6. Void Classification

Properties void at any one time can be broken into the following categories:

- a) Available for let – this means that the void property has had any re-let maintenance work completed and is available for occupation
- b) Under repair – although the tenant has vacated the property, the re-let maintenance work is still in progress.
- c) Held for decant – the void property is awaiting allocation as a decant flat.
- d) Under development – the void property has either been handed over to a main contractor as part of the development programme or held for demolition.

7. Targets and Performance Monitoring

- 7.1 Within Cernach Housing Association's Business Plan there is an annual target set for how long a property should remain Void. This target is set to minimise the loss of income due to voids.
- 7.2 All voids work, which includes minimal repairs and standard safety checks up to letting by Housing Management expected to be complete within target.
- 7.3 Any voids which requires major type works i.e. fire damage or rot works, should be discussed with the Senior Maintenance Officer and the chosen contractor to agree appropriate timescales prior to authorisation and commencement of work.
- 7.4 All necessary repairs will be completed irrespective of cost in order to bring the property to the lettable standard however, all void costs will be reviewed and approved in line with our financial policies and procedures.
- 7.5 On a quarterly basis a performance report will be taken to the Property & Development Operations Sub Committee meeting which will outlines the void management performance. This report will highlight the following:
 - e) Number of terminations (monthly and cumulative)
 - f) Number of re-lets (monthly and cumulative)
 - g) Void spend (monthly and cumulative)

- h) Void spend profiled against budgeted yearly spend
- i) Number of calendar days taken to let (monthly)
- j) Number of calendar days taken to let (cumulative)
- k) Monthly void loss
- l) Year to date void loss
- m) Number of settling in visits completed (monthly)

7.6 The Maintenance team and Housing Management team will hold weekly progress meetings to review the management of void properties, monitor progress, identify any barriers to reletting and agree actions to improve performance. The teams will work collaboratively to ensure effective communication, minimise void loss and maximise relet performance. The Maintenance team will provide weekly progress updates to ensure the void tracker is maintained and reflects the current status of each void property.

8. Notice of Termination of Tenancy

- 8.1 Under the terms of the Scottish Secure Tenancy Agreement the tenant must give a least 28 days' notice to the Association of their intention to terminate their tenancy and they are liable to pay rent for this period even if they move out before then.
- 8.2 pre-termination inspections are undertaken jointly by the Maintenance Officer and the Housing Officer for the area.
- 8.3 The Association uses a standard termination-of-tenancy proforma to support tenants in providing the required 28-day notice of their intention to end their tenancy. We will accept 4 weeks written notification from tenants to terminate their tenancy.
- 8.4 Legally if a tenant dies, the tenancy ends on the date of death therefore there is no 'notice period'. The Association will allow relatives or friends a two week 'rent free' period to allow them to clear the property and hand back the keys.
- 8.5 If the Association believes a property has been abandoned the Association will follow the requirements of the Housing (Scotland) Act 2001 before terminating the tenancy.
- 8.6 On receipt of the termination of tenancy notice, the Housing Officer will send written confirmation of the termination of tenancy, outlining rent due to the date of leaving and the tenant's responsibilities for the termination of tenancy. The letter will also confirm the pre-termination inspection date and the final inspection date which is the day that keys are due.

9. Pre-Termination Inspections

- 9.1 A pre-termination inspection will be carried out on receipt of termination notice and within 3 days of receiving the notice (subject to tenant's availability). The Association is entitled as the landlord to gain access to the property to carry out an inspection. The initial visual inspection should determine if the property can be re-let immediately, in a few days or requires substantial remedial work. This subsequently will inform the void classification. The overriding aim is to achieve a quick let of an empty property.
- 9.2 This inspection is a check on the condition of the property and an opportunity to advise the outgoing tenant of their responsibilities in relation to terminating the tenancy, particularly regarding the standard of cleanliness the Association expects. Also to inform the tenant of rechargeable repairs. The tenant will be required to clear the property of all belongings. If clearing costs are incurred this should be charged back to the departing tenant. A forwarding address will be obtained from the terminating tenant.
- 9.3 Tenants are required to make good any damage to the property that is due to misuse or neglect, even if this is not visible, gardens areas should also be free from rubbish, fouling and left in a satisfactory condition as discussed at the pre-termination visit.
- 9.4 The Association may consider carrying out any required repair work in accordance with the principles set out in our rechargeable repair policy. The decision will be influenced by our aim to make best use of our housing stock. Rechargeable repairs require a minimum 50% of the total cost to be paid in advance of works being carried out.
- 9.5 Following the inspection, the tenant should be advised in writing of the work that requires to be done. We should also be provided, if possible, with indicative costs should these works not be carried out and recharged, as per our rechargeable repairs policy.
- 9.6 In recognition of the need to minimise re-let periods, the Association will undertake some repairs after allocation and the tenant has moved into the property. These will be agreed jointly by the Housing and Maintenance teams.
- 9.7 The following repairs are to be completed prior to re-let:
- a) All items essential to ensure the property is habitable in terms of wind and watertight, health, safety and security including standard gas and electrical safety checks.

- b) Repairs considered impractical to undertake in an occupied property
e.g. major re-plastering, timber treatment.
- c) Removal and replacement, where necessary, of substandard tenant alterations which are considered dangerous.
- d) Any repairs/ work related to cleanliness or damp and mould

9.8 All other items may be completed after the tenant occupation.

9.9 Keys must be returned to the Association at the Final Inspection or by 10am on the day of the termination otherwise the termination date will be changed to the following day.

9.10 In cases of a death and there is no succession, keys should be returned to the Association within 14 days of date of death.

10. Pre-Allocations

10.1 To minimise any void loss, the Association aims to pre-select an applicant for the void property as soon as possible, but within 3 days of the notice being received. The aim of this is to ensure efficient, effective and sustainable restylelets as soon as possible after the outgoing tenant terminates their tenancy.

10.2 We aim to visit all applicants prior to an offer of tenancy being made. Transfer applicants will be visited prior to an offer being made with the dual purpose of ensuring that the property is to an acceptable standard so as to allow the offer to be made. If required, we will advise the tenant of necessary work to be done to allow an offer to proceed.

11. Minimum Void Standard

11.1 The Association has adopted a minimum standard for void property to ensure properties are of an acceptable standard at letting stage (See Appendix 1). It provides clarity to new tenants on the standard they should expect to receive their new home and what will be done before they move in. It also is designed to ensure a consistent standard of re-lets for tenants. Tenants will be advised of our minimum re-let standard at the accompanied viewing.

11.2 Internal decoration is, in accordance with the Scottish Secure Tenancy Agreement, the responsibility of the tenant. Outgoing tenants are expected to

leave the property clean, tidy and in a reasonable decorative condition, while allowing for fair wear and tear. If the property is not left in a satisfactory condition, we would look to recharge the vacating tenant however, there are circumstances where this may not apply

- if a tenant dies
- abandons the property
- is evicted
- If they are elderly or otherwise vulnerable and are unable to bring it up to standard.

12. Void Inspection and Work Authorisation

12.1 A Void Inspection will be carried out by the Maintenance Officer and the Housing Officer or Housing Assistant on the day the keys are due in.

12.1.1 If keys are handed into the office, the void inspection should be carried out within one day of receiving the keys or access to the property to:

- a) ensure the property has been left clean and tidy
- b) make sure the property is safe and secure
- c) assess repairs in line with the re-let standard
- d) assess rechargeable repairs
- e) identify and assess the quality of any improvement and alterations carried out by our tenant and pay compensation, where applicable e.g. kitchen or bathroom replacements to satisfactory standard (with previous permission granted by CHA)
- f) take final meter readings and arrange for card meters to be reset or removed

12.1.2 The keys will then be passed to the Maintenance Team who will organise the required safety inspections (Gas and Electric) and void repair works.

12.2 The void inspections will be undertaken on Site Audit Pro and the void tracker to record the key inspection evidence and actions needed to support the void process, the information recorded will include:-

- Pre termination inspection information
- Keys handed in by tenant
- Passed to Maintenance Officer
- Void Inspection

- Existing photographs of property condition
- Dates & times of inspection
- Actions for void
- Meter details and readings
- Works order passed to Contractor
- Completion date
- Keys returned to Housing Management

12.3 The void inspection report also contains the following information:

- a) Work specification
- b) Gas safety inspection date
- c) Electrical safety inspection date
- d) Gas meter readings
- e) Electrical meter readings

12.4 On completion of void works, an inspection is undertaken by the Maintenance Officer and Housing Officer.

12.5 The address of the void, date keys due in, status of void, e.g. under repair or with housing management for allocation, potential accompanied viewing and sign-up dates should be updated on the internal Void tracker.

12.6 The Maintenance Officers are responsible for monitoring the progress of all works and ensuring Housing Management are updated on progress.

13. Voids requiring Major Repair Works

13.1 Any void which requires major works will be notified to the Operations Manager, or in their absence a member of the Management Team, prior to any void work being raised.

13.2 When major work voids are authorised by the Operations Manager or a member of the Management Team in their absence, this will be specifically monitored at the weekly joint team meeting. The Senior Maintenance Officer and Senior Housing Officer will be required to ensure that a full and detailed update is given.

13.3 All voids are post inspected by the Maintenance Team. No prospective tenant should sign up for a new tenancy unless the property has been checked and passed as lettable with copies of the gas and electric certificates.

14. Accompanied Viewings

- 14.1 Once an applicant has had a pre-allocation home visit and is at the stage where an informal offer can be made, an accompanied viewing should be immediately arranged. If the property is still occupied, the existing tenant should be contacted to arrange a suitable time for a viewing.
- 14.2 Where a property is offered with an existing medical adaptation in place, the prospective tenant will be made aware of this during the accompanied viewing and sign-up process. If the tenant accepts the property with the adaptation in place, they will be required to sign a “Responsibility of Goods” form confirming that they accept the property in its current adapted condition, that the adaptation meets their needs, and that they understand their responsibility to use it appropriately and report any repair or maintenance issues to the Association.
- 14.3 Where a property is offered with non-standard fixtures or fittings, including but not limited to flooring, blinds & curtains, white goods and furniture, the prospective tenant will be made aware of this during the accompanied viewing and sign-up process. If the tenant accepts the property with the non-standard fixtures or fittings, they will be required to sign a “Responsibility of Goods” form confirming that they accept the property in its current condition, that the property meets their needs, and that they understand their responsibility to use and maintain these fixtures or fittings from the sign up date and the association would not be responsible for or maintain these items.
- 14.4 As this is the initial contact with a prospective new tenant, it is vital that they receive quality information and advice. This is important so the prospective new tenant has the information needed to make an informed decision. They should be fully aware of their rights and responsibilities, in particular the importance of paying rent. This is a critical stage in developing a positive relationship between the Housing Officer and new tenant.

15. Decoration Allowance

- 15.1 In some circumstances, we will decorate a property by painting the walls in neutral colours. Alternatively, the association may provide decoration only vouchers for new tenants. The purpose of this is to ensure that void times are kept to a minimum and new tenant satisfaction is achieved. This allowance is intended to assist tenants in purchasing decorating materials and to help maintain the condition and appearance of the property and is not intended to cover them in full.

16. Sign-up of Tenancy Agreement

- 16.1 Once the date of entry has been established, the new tenant should visit the office to sign their tenancy agreement. Staff should use the checklist to ensure the new tenant has all the necessary advice, information and support to support them having a successful and sustainable tenancy. Once the tenancy is signed the Association will follow up this process with a letter to welcome the tenant to their new home.

17. New Tenant Visits

- 17.1 All new tenants should be visited by the Housing Officer within 6 weeks of their tenancy start date. This visit is to make sure the tenant has moved into the property and identify any support issues they may have.

18. Customer Satisfaction

- 18.1 The Association is committed to achieving high level of customer satisfaction and continuous improvement. To support this, an independent tenant satisfaction survey will be carried out every 3 years, which includes questions on void management. The Association will also gather feedback from new tenants during settling-in visits, monitor tenant and service user comments and complaints, and analyse refusals of offers to identify any trends or areas for improvement.

19. Complaints

- 19.1 The Association has a published Complaints policy & procedure, which can be used where there is dissatisfaction with this policy or the operation of this policy. Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's complaints policy, which is available at the Association's office and on the website www.cernachha.co.uk. As with all our service policies, the complaints policy can be made available in large print, translated or on tape. Tenants also have the right to complain to the Scottish Public Services Ombudsman.

20. Staff Training

- 20.1 Cernach recognises that it is extremely important that the resourcing and training of staff is adequate to meet all the needs of its tenants. The Association is committed to making training relating to effective void management available to staff. Training should be updated as appropriate. Staff will be encouraged to network with other RSLs in order to share best practice in dealing with void management.

21. Policy Review and Tenant Consultation

- 21.1 Although we will be carrying out tenant consultation, we no longer have a tenant participation group, nor do we target customers who are on a consultation register.
- 21.2 The Association will publish a summary of this policy in our newsletters and it will be made available on the Association website.
- 21.3 With delegated authority, the Operations Sub Committee will approve this policy every 3 years. This review will be brought forward if there is a need to respond to new legislation and/or policy guidance.

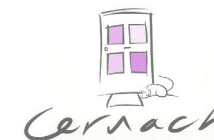
Appendix 1

Minimum Lettable Standard for Void Properties

Works	Minimum Standard
General Cleanliness	The house will be cleared of furniture, carpets and belongings/ rubbish from the previous tenant. Floors should be swept out and mopped and kitchen and bathrooms surfaces to be washed down. Lofts should be emptied. Any graffiti on walls/doors should be removed and/or painted over. Any gas or electric cookers shall be removed.
Garden Areas	Landscape Maintenance Contractor shall be instructed to clear the rubbish from gardens attached to the property and if necessary, carry out a first cut of the garden grass.
Electrics	All electrics must be checked and a certificate of inspection copied to house file. Obvious alterations to the electric system carried out by the existing tenant are to be removed, unless compliance certificate covers these. The smoke alarm(s) should be tested as part of the electric safety check.
Gas	All houses with gas central heating to have a full gas safety check undertaken and compliance certificate issued to new tenant, copy to gas safety file. The gas bayonet fitting should be capped. It is the in-coming tenants responsibility to arrange for un-capping and re-fitting of their cooker by a qualified gas fitter.
Water Supply	All accessible plumbing fittings should be checked within the kitchen and bathroom area including under the bath and kitchen sink. All outlets such as kitchen/ bathroom taps, outside taps and shower (if one in property) should be ran and flushed to ensure fresh water is drawn through the system.
Works	Minimum Standard
Windows	Service all windows to ensure they are fully operational and checked for safety. Window keys should be issued to tenants where applicable for locking windows.
Front Door	Locks changed and doors checked for security, draughts and water ingress.
Back Door	Locks changed and doors checked for security, draughts and water ingress.
Internal Pass Doors	All pass doors should be intact and operating properly, with appropriate handles. Glass doors or top lights above doors should be removed and replaced with plywood and timber beads (excluding Newbuild style properties) Bathroom doors should have the facility to lock. When replacing internal doors ensure that the Kitchen and service cupboard doors have a minimum fire rating of 30 minutes and fitted with the correct specification of ironmonger and intumescent strips to allow for sufficient compartmentation to be achieved.
Floors	All loose and missing floorboards to be re-secured/ replaced.
Skirtings and	Missing or badly damaged skirtings/facings to be replaced. If possible, to repair - should be re-secured and filled where

facings	necessary.
Kitchen Units	All kitchen units to be thoroughly checked and hinges and handles replaced/adjusted where necessary. Damaged drawers and doors should be replaced, where possible. Chipped and damaged worktops should be replaced where appropriate.
Medical Adaptations	All medical adaptations should be inspected to ensure that they are fully operational.
Bathroom Suite	Bathroom suite should be checked for chips/cracks. The location of the chips or cracks will determine whether replacement/repair is necessary. Any blemishes should be recorded on house file at start of tenancy.
Shower Unit	Any electric shower, which has NOT been approved or fitted by the Association, should be removed. Tiles on shower wall should be removed and wall re-plastered as necessary. Where shower has been installed by the Association, this should be checked as part of the electrical safety check and shower screen checked/replaced as necessary. Where shower has been installed by a tenant as an authorised alteration and it would appear to be in good condition and have a notional lifespan remaining in excess of three years this should be checked as part of the electrical safety check and the shower screen checked/replaced as necessary.
Decoration	The Association is generally not responsible for the condition/level of decoration in a property. However, where the condition of the decoration is deemed to be so bad as to affect the likelihood of anyone accepting the property, then a member of the Management Team should inspect and authorise any decoration required.
Damp/Mould	A full inspection will be carried out by maintenance officer to determine any damp, mould or condensation issues. Follow up works will be carried out to rectify any of these issues prior to tenant sign up date.
Ventilation	An inspection on all current ventilation systems will be carried out and repair/replacements carried out as required
Void Clean	Following completion of the works inc. snagging a basic clean should be undertaken - all surfaces should be cleaned and wiped down including but not limited to walls, ceilings (where applicable) wipe down worktops and kitchen/ storage cupboard inside and out, doors, skirtings, windowsills. Mop bathroom and kitchen floors if suitable flooring in place to do so.
Asbestos (ACM's)	A Refurbishment and demolition survey will be undertaken to all void properties which have not previously had a full asbestos survey before refurbishment works commence. Any Asbestos containing materials (ACM's) identified by the survey will be removed by our asbestos framework contractor/s prior to tenant sign up date.

Cernach Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Void Management Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Fraser Irving		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The aim of this policy is to ensure the Association is letting properties to an acceptable standard and minimising void loss. In doing this the Association should make effective use of housing resources to meet housing need, increase tenancy sustainment and ensure tenants are satisfied with their new home.		
2. Who is intended to benefit from the policy / proposal? (e.g. <i>applicants, tenants, staff, contractors</i>)	Applicants, Tenants and Sharing Owners		
3. What outcomes are wanted from this policy / proposal ? (e.g. <i>the benefits to customers</i>)	Minimise void loss and positively engage with applicants, tenants, and sharing owners		

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- ☐ Age
 ☒ Disability
 ☐ Marriage & Civil Partnership
 ☐ Pregnancy/ Maternity
☒ Race
 ☐ Religion or Belief
 ☐ Gender
 ☐ Gender Reassignment
 ☐ Sexual Orientation

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.

While policy actions such as rent charges, arrear actions and recovery apply equally, there are some impacts upon groups which apply generally when communicating with our tenants and residents.

	Positive impact(s)	Negative impact(s)
6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4		People of any race, but different nationalities may disproportionately be affected by any communication or language barriers which would affect the style of void management actions. Disabled people could be disproportionately affected by any visual communication needs such as visual impairment. Disabled people also may have mental health conditions which could limit their ability to manage correspondence in the same way as abled people.
7. What actions are required to address the impacts arising from this assessment? (<i>This might include;</i>	All staff have been trained in equalities and communication styles required for different groups. Due regard will be given for all arrear cases where	

<i>collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i>	language or disability could be a factor in managing accounts and the policy reflects this.
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Signed: F Irving
(Job title): Senior Maintenance Officer

Date the Equality Impact Assessment was completed: August 2026

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