



Managing Void Properties with Barrhead Housing Association

Service Improvement Group

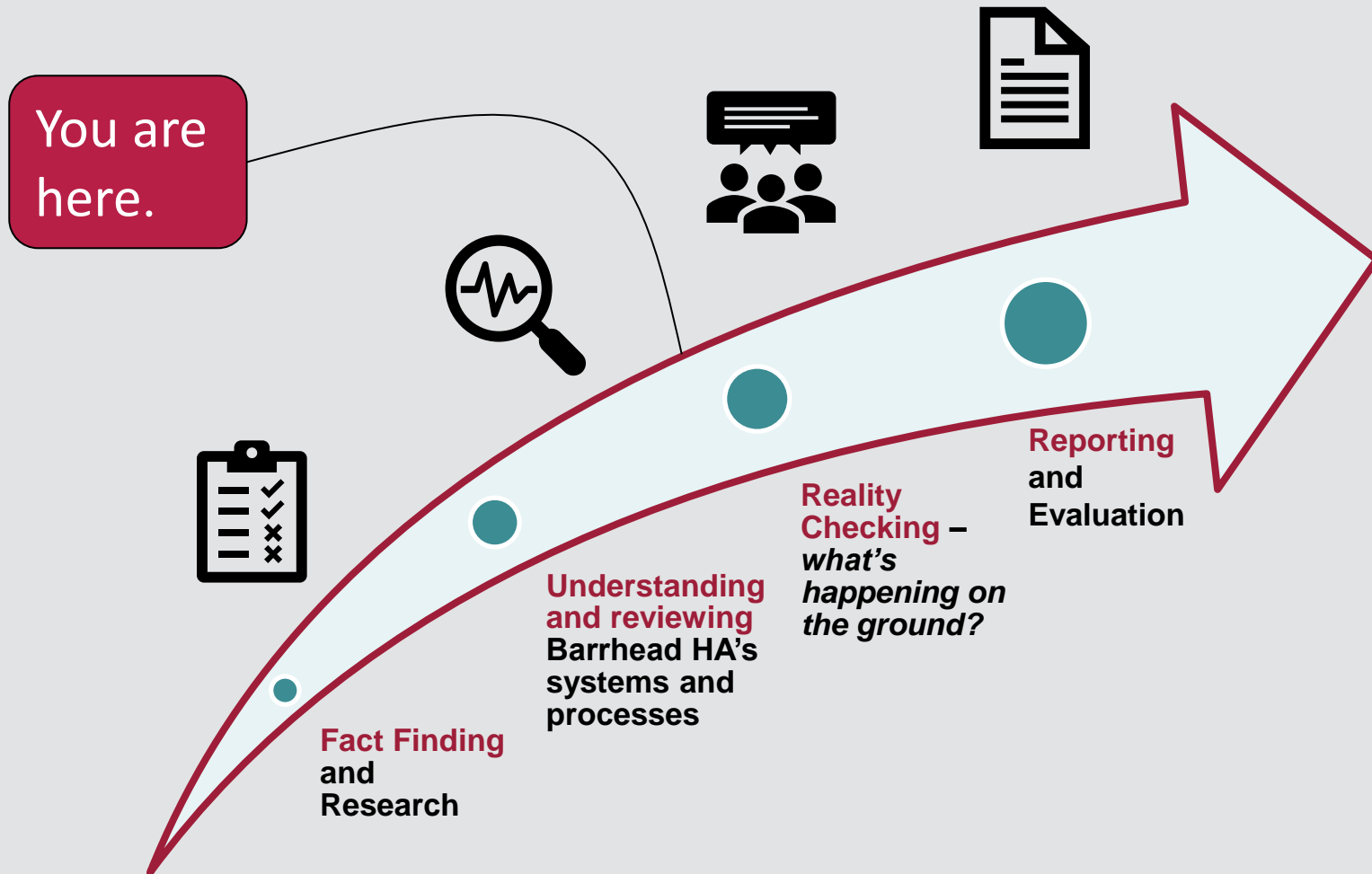
Monday 23rd October 2023

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TIS Development Manager

TIS

Voids Management Scrutiny Exercise: **Action Plan**



Session Plan

- Voids **Key Performance Indicators**: Asset Management
- The **journey of a void**: Asset Management
- **Desk Top Review**:
 - Letting standards
 - Tenants' responsibilities
 - Communications and correspondence





Key Performance Indicators

- Average voids expenditure per property
- Total voids expenditure
- Average abandonments cost/expenditure
- Total abandonments cost/expenditure
- Breakdown of reasons for refusal data
- Why has %age of rent due lost through properties being empty during the last year increased significantly?

The journey of a void with Barrhead



Barrhead's **Letting Standards**

- General cleanliness
- Garden areas
- Electrics
- Gas
- Energy Performance Certificates (EPCs)
- Smoke Alarm
- Water Supply
- Front Door
- Back/Patio Door
- Internal Pass Door
- Floors
- Skirtings and Facings
- Kitchen Units
- Medical Adaptations
- Bathroom Suite
- Shower Unit
- Decoration
- Attic Space, Sheds, cellars and Outbuildings
- Items Left



Tenancy Agreement

What does the **BHA Tenancy Agreement** say about tenants' responsibilities?



Tenants Handbook

What does the **BHA Tenant's Handbook** say about tenants' responsibilities?



Repairs Policy

What does the **BHA Repairs Policy** say about tenants' responsibilities?



BHA Website

What does the **BHA website** say about tenants' responsibilities?



Staff Engagement

How do staff communicate tenants' responsibilities to tenants?





Thank you

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