



Agenda item 6
Housing Advisory Board
5th May 2026

Update on Voids

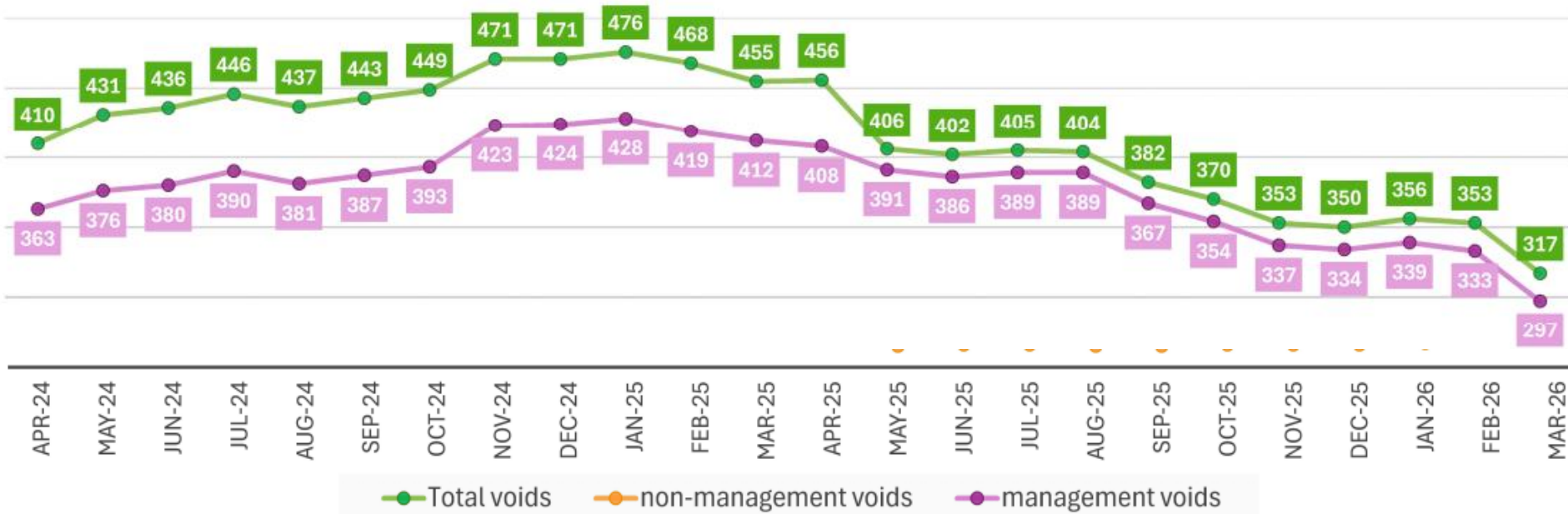
Overview

- Voids performance – 2025/26
- Report on impact of pre-termination visits
- Tenant Scrutiny Review report

Voids performance – 2025/26

- Number of voids on 31st March 2025: 455
- Number of voids on 31st March 2026: 317
- This is a reduction of around 30%

Void numbers breakdown



Breakdown

The 317 quoted above include 55 properties where void repairs have already been completed:

- 13 that are with allocations for sign up
- 8 that just need cleaning
- 8 that just need recommissioning
- 6 that need both cleaning and recommissioning
- 20 with decorators which will also need clean and recommission

Overall completions

During 2025/26, a total of 778 voids have been returned and let (a property is void until the new tenancy commences):

- 571 from voids team
- 168 from CLC (external contractor)
- 10 from responsive repairs
- 28 at Aston court
- 1 from assets team

Ongoing work

All teams are working together to reduce the number of voids to 2% of our stock (about 175 voids) over the next 2 years.

Actions include:

- Housing management supporting with pre-termination visits to identify property condition and repairs earlier
- Voids and repairs teams working side by side
- New IT system to help schedule work more efficiently
- Encourage transferring tenants to consider mutual exchange as an alternative
- Restructuring HPS management functions to keep the focus on voids performance