



Company Registration Number 11307980

Void Policy

November 2025

Version	Date	Annual Review Date
1	7 November 2025	6 November 2026

Introduction

Quercus Housing are committed to ensuring consistently good quality homes and maximising rental income through the efficient and effective control of void properties.

A “Void” refers to all properties for which there is a current rent account, but for which no current tenancy exists, thereby incurring rent and service charge losses.

Voids management involves 3 key areas of work:

- Tenancy termination
- Identification and completion of any work to the home
- Letting and occupation

This Policy sets out Quercus Housing approach to void management for all properties:

- Reduce the length of time for which a property is void.
- Minimise the amount of rental income loss and costs incurred.
- Let the property in a clean and safe condition.
- Ensure communication with the Property Management Company is constant for an efficient and cost-effective void management process.
- Monitor and report void performance to the Board to highlight strengths, actions to improve our void process.

Tenancy Termination

All residents are required to give due notice when they intend to terminate their tenancy in line with their Tenancy Agreement conditions.

The standard notice period is 4 full rental weeks. The last day of the tenancy will be a Sunday. The resident must advise when they have vacated the property by noon on the Monday after the tenancy end date otherwise a further week’s rent will be charged.

Where keys are not returned the cost of any legal action and changing locks will be recharged to the outgoing resident.

Termination Inspections and Repairs

Where notice to terminate a tenancy is received an initial ‘pre termination’ inspection of the property will be carried out prior to the resident vacating by the Property Management Company.

The purpose of this inspection is to ascertain the general condition of the property and to advise the resident what works they are required to complete to end the tenancy satisfactorily. The meeting and discussions will cover customer obligations for related repairs, pre void paperwork and compliance checks to be completed and financial discussions such as the rent account prior to ending the tenancy.

Quercus Housing may recharge for any work required due to damage or neglect by the resident from any deposit held against the property or seek legal action against the tenant/s.

All statutory repairs will be actioned in addition to those tasks required to ensure that the property is at the Quercus Housing lettable standard. Property Managers will ensure that all repairs are carried out promptly to agreed timescales.

Where necessary, Quercus Housing will take the opportunity to carry out major repairs and/or major component replacement and planned maintenance works while a property is vacant.

Non-standard fixtures carried out by or left by previous customer will be removed and recharged to the outgoing resident.

Void Property Works

The void works will be completed to ensure that the property meets the Quercus Housing lettable standard (see Appendix 1) during the void period.

Letting and Occupation

Prior to the works being completed and the property being ready to let a Void form will be sent to the Sevenoaks District Council, Housing Options Solutions Manager with all the property details as table below and the date the property will be ready to let:

Address	Property Description	Date Void	Inventory Checkout	Works Instructed	Certificates Required	Date Available	Move in Date

The Housing Options and Solutions Manager will arrange for nominations to be identified, and following the completion of an Income and Expenditure assessment this will be sent through to the Quercus Housing Officer for consideration within 3 working days.

The Quercus Housing Officer will review the suitability and affordability of the property for the applicants received. Once these checks have been considered the Quercus Housing Officer will notify the Sevenoaks District Council Housing Options and Solutions Manager who has been accepted within 2 working days.

Following confirmation that all the void works have been completed from the Property Management Company the Quercus Housing Officer will arrange viewings with the applicant within 1 working day.

If the applicant accepts the Property Management Company will be notified and will complete the required tenancy paperwork and collect the rent deposit and first month's rent within 7 working days.

The tenancy paperwork includes the following documents:

- Tenancy Agreement – Assured Shorthold Tenancy
- Payment Schedule
- Standing Order Form
- Move in Letter
- How to Rent Guide
- How to Rent a Safe Home
- Right to Rent Guide
- EPC Certificate
- Deposit Registration Scheme– DPS
- Gas Safety – If applicable
- EICR - Electrical Installation Condition Report

Lettable Standard

The Quercus Housing minimum lettable standard ensures a property is safe, clean, and in a reasonable state of repair for a new tenant detailed below:

- All doors and windows opening and closing correctly.
- Door entry systems will be tested and fully operational.
- Property must be free from any form of damp or water penetration.
- All properties must be free from Category 1 Hazards under the Housing, Health and Safety Rating System (HHSRS).
- All Kitchens should be in a reasonable state of repair including a gas or electrical cooker supply.
- The bathroom suite should be free from defects with no cracks or chips and baths and basins should have a plug and chain unless a pop-up waste kit is already installed.
- All plumbing is working properly with all kitchen and bathroom taps; waste and overflows clean and free from defects.
- All properties should have a fully operational heating and hot water system.
- Carbon monoxide alarm to be fitted and located by boilers.
- Smoke detectors to be fitted to hall and landing ceilings.
- All electrical and gas services to the property should be checked for faults. We will certify that the services comply with all relevant industry standards and legislative and certification standards and a copy of the safety certificates for the tenant.
- All sockets and lighting including their fittings should be in a safe and reasonable condition.
- All existing ventilation and extraction units will be tested and fully operational.
- Repair or replace missing or unsafe flooring and floor treads on stairs.
- Clean kitchen units and worktops, wash down all paintwork, clean internal windows, clean and disinfect sinks, toilet, baths and wash basins.
- Sweep and clean all floors and clear away any rubbish including any in gardens, outbuildings and communal areas.