

**Inspiring Housing
Community Land Trust**

Void and Relet Policy and Procedure



**June 2025
V1**

**Inspiring Housing Community Land Trust
Void and Relet Policy and Procedure
Policy
Date first adopted: xxx**

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
xx	None		

Policy Statement

The Void and Relet Policy and Procedure sets out Inspiring housing CLT commitment to how it will effectively manage empty homes within its stock to achieve value for money and make best use of its homes.

The purpose of this policy is to:

- Set out the principles and service standards of void management.
- Help to meet local housing need by maximising availability of social housing
- Achieve good housing management

The management of void properties requires close liaison with external bodies such as contractors, utility companies, nominating organisations, care agencies etc. It is therefore extremely important that good communications are established to ensure an efficient process in receiving, repairing and letting void properties. In recognition of this Inspiring Housing CLT is committed to ensuring that all vacant properties are let as quickly as possible in accordance with this policy.

Definitions

It is important at the outset of this policy to define a number of terms for clarity, as these are used throughout the policy. The main terms are as follows.

Voids	A void is a property owned by a landlord that has no tenant at a point in time.
Long term voids	These are properties that are likely to be void longer than normally would be expected these properties are low demand properties, this may be due to their location, size, form, standard etc.
Void period	The void period is the time, measured in calendar days, between the date of termination of a previous tenancy or the date the property was repossessed to the start date of a new tenancy.
Mutual exchanges, successions and other transfers are not to be reported as void properties	

Process

Void management includes the following activities:

- Tenancy termination notice
- Inspections
 - pre-termination visit & property inspection
 - termination inspection & vacation of property
- Work to void properties
 - Tenant required works & repairs
 - Inspiring Housing CLT required repairs
 - terminating tenant rechargeable repairs
- Accompanied Viewings
- Allocation & Occupancy
 - 3 months settling in visit

Key Principles and Service Standards

This policy aims to ensure that a property is properly managed when it becomes vacant, is brought up to Inspiring Housing CLT “lettable” standard (Appendix A) before a new tenant moves in, and that the rent loss is minimised within the whole process.

- Ensuring that outgoing tenants are aware of their responsibilities prior to leaving the property to keep repair costs to a minimum.
- Ensuring that tenants who are found to have wilfully damaged property/garden are recharged for repairs.
- Reducing rent loss by minimising the length of time during which properties are being repaired.
- Ensuring properties are available as quickly as possible for people in housing need
- Minimising any costs associated with tenant transfers.

Legal and Best Practice Framework

This Policy, and the way in which Inspiring Housing CLT void management service is delivered is underpinned by Tenancy Agreements which comply with the requirements of the following standards and legislation:

- The Housing Act 1985 revised 1996
- Approved Code of Practice and guidance
- Housing Health and Safety Rating System (England) Regulations 2005
- Environmental Protection Act 1990
- Building Safety Act 2022
- Smoke and Carbon Monoxide Regulations 2015 and Smoke and Carbon Monoxide Alarm (Amendments) Regulations 2022
- Homes (Fitness for Human Habitation) Act 2018
- Gas Safety (Installation and Use) Regulations 2018
- Electrical Safety, Quality and Continuity Regulations 2002/2665
- Control of Asbestos Regulations 2012
- Data Protection Act 2018 and GDPR

To respond to best practice, the policy also seeks to have strong reference to the existing Regulatory Framework for Social Housing in England, and relevant themes within the Social Housing Act 2023, by:

- Minimising the time that a property is empty between lettings – taking account of the circumstances of the new tenant.
- Meeting all applicable statutory requirements that provide for the health and safety of new occupants.
- Demonstrating an appropriate balance of planned and responsive repairs, and value for money.
- Ensuring that tenants' homes meet the standard set out in the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.

Void Management

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 Inspiring Housing CLT is notified of the death of a tenant and there is no successor to the tenancy.
- **Abandonment** - Where the Inspiring Housing CLT issues a legal notice to a tenant who has abandoned the property without notice.
- **Eviction** - Where Inspiring Housing CLT has a Decree from the court to recover a property from the tenant.
- **Internal Transfers** - Where the tenant is re-housed in another of Inspiring Housing CLT 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.

While these different types of termination may involve slightly different processes of void management, most of the elements and stages will be similar. The following section details these.

Void stages

In the process of letting a property from one tenant to another there are several stages that need to be accomplished.

Tenancy Termination

This is most usually the result of notice being given by the tenant, but can also be the result of death, abandonment or eviction.

In the case of notice being provided, this time will be used to

- Inspect the property due to be vacant.
- Advise the outgoing tenant of procedures at tenancy end (rent payments, services, keys etc).
- Encourage (and for certain items, require) the outgoing tenant to leave the property in a reasonable condition (removing their possessions, cleaning up, decoration).
- Obtain feedback from the outgoing tenant about reasons for leaving through the end of tenancy form.
- Start the process of finding a new tenant.

Tenancy Termination Notice

Tenants are required to give Inspiring Housing CLT notice as set out in their tenancy agreement of terminating their tenancy.

Inspiring Housing CLT requires this notice in writing, signed by the tenant (and the joint tenant where there is one).

As soon as the tenant advises Inspiring housing CLT of their wish to terminate their tenancy an end of tenancy request form (Procedure Appendix B) will be issued to the tenant(s). If the tenant phones to advise of their intention to terminate their tenancy, staff will complete the termination form(s) and issue to the tenant(s) for signing.

Upon receipt of the notice of tenancy termination, a termination confirmation letter (Procedure Appendix C) will be issued which states that a pre-termination visit & property inspection is required. For the most effective use of this pre-termination time staff should use the notice period to:

- Assess the property condition at pre-termination inspection.
- Agree with the tenant work to be done and repairs to be made to end the tenancy satisfactorily, allowing the tenant the opportunity to have the work completed to a professional standard before the end of tenancy.
- Informing the outgoing tenant of their end of tenancy responsibilities.
- Interview new applicants or arrange a transfer of tenancy.
- Attempt to arrange with the outgoing tenant viewing arrangements for possible incoming tenant (s).
- Advise housing benefit of expected termination date if applicable.

Pre-termination visit & property inspection

The purpose of the pre termination inspection is to ascertain the general condition of the property, advise the tenant what is required to end the tenancy satisfactorily and remind them of their rights and responsibilities at the end of tenancy.

This should be carried out within 2 working days of the notice of termination to allow adequate time for the process outlined below to take place. It can also allow Inspiring Housing CLT to check whether the tenant is willing to allow prospective tenants to view the property prior to their departure and enable arrangements to be made which can considerably reduce the void period.

At the pre-termination inspection the staff member should complete a Pre termination inspection form (Procedure Appendix D)

This visit should advise the outgoing Tenant(s) of procedures at tenancy end, including:

- Advise Tenant(s) of rent and rechargeable payments due to be made.
- Request that the Tenant provides details of their current utility companies.
- Remind the Tenant of the need to advise external agencies of their tenancy termination, e.g. utility companies, council tax, DWP etc.
- Remind the Tenant of their responsibility to leave the property in a reasonable condition (removing their possessions, cleaning up and decoration), specifically highlight that the tenant may be recharged if any clearance or cleaning work is required to ensure the property can be let.

- Advise the Tenant that if Inspiring Housing CLT is required to carry out reinstating or repair work, they may be recharged for the cost of work as set out in ***Inspiring Housing CLT Recharge Policy***. If the Tenant feels unable to do such reinstatement work, an agreement may be made for Inspiring Housing CLT to make the property good and recharge the tenant with payment due in advance of termination date.
- Discuss arrangements for access to carry out repair work, prior to termination, if possible.
- Establish if accompanied viewings can be progressed with perspective tenants in the pre-termination period.

Terminations Following the Death of the Tenant

Where the Tenant dies, the tenancy still needs to be terminated by the giving of 28 days written notice. Inspiring Housing CLT may, however, agree to accept a shorter notice period.

In the instances where the tenancy has been ended due to the death of the sole tenant the person who has been properly authorised to deal with the late tenant's estate is responsible for the removal of all goods from the property. Where there is no person properly authorised to deal with the deceased tenant's estate, then Inspiring Housing CLT will commence the formal legal process to end the tenancy by the service of a *Notice to Quit* on the Public Trustee. Once this Notice has expired, any goods remaining in the property will be disposed of following the procedure set out in Section 41 of the Local Government (Miscellaneous Provisions) Act 1982

The property will still be subject to a pre and post termination visit. If damage to the property has occurred owing to the wilful neglect of the deceased tenant or the carrying out of unauthorised alterations by the deceased tenant, then Inspiring Housing CLT may consider pursuing the estate for the costs of making good any damages caused by the deceased tenant during the tenancy.

Evictions and Abandonments

The outgoing tenant is responsible for removing all personal possessions from the property by the end of the written notice period. However, there may be some instances where the tenant fails to give notice (either because of eviction or abandonment) and belongings are left in the property or where notice has been given but belongings are still left within the property.

Once the notice period has expired and the tenant has left the property, Inspiring Housing CLT accepts no responsibility for any items left within the property or the land forming part of the tenancy. In such circumstances Inspiring Housing CLT reserves the right to issue a *formal Notice* in accordance with section 41 of the Local Government (Miscellaneous Provisions) Act 1982 advising there are personal belongings within the property and that upon expiry of the notice any belongings remaining will become the property of Inspiring Housing CLT

Works to Void Properties – Landlord

Inspiring Housing CLT will work to ensure that all properties are in a good condition prior to a new tenancy starting.

In some instances, works to the property may be undertaken after the Tenant has signed up, specifically where the works can be completed without significant disruption for the Tenant,

the works will not pose a significant health and safety risk to the Tenant or member of their household and the Tenant agrees to the works being undertaken on tenancy.

External works to the property will, in the main, be undertaken after the new tenancy has started.

Inspiring Housing CLT may also delay the completion of some works if the property is known to be included on a planned programme in the next 18 months.

If the Internal decorating of the property is considered to be in poor condition Tenants may be offered paint to carry out decoration work themselves. Inspiring Housing CLT policy is that all properties should be painted in a neutral colour either white or magnolia. In exceptional circumstances Inspiring Housing CLT may arrange for the property to be painted if a tenant moving into the property is elderly or vulnerable and/ or the property being in a particularly poor state of decoration.

Some adaptations may be completed before the tenancy commences, but these will be dependent on the individual needs and must be specified in an Occupational Therapist report.

Void inspection and Key handover

A date should be agreed with the Tenant at the pre termination visit for the key handover and void inspection. This visit will provide Inspiring Housing CLT with

- An opportunity to ensure all outstanding actions agreed at the pre termination visit have been completed
- Seek feed back from the Tenant to help Inspiring Housing CLT make improvements to processes
- Collect the keys for the property
- Take all meter readings
- Advise the Tenant of any outstanding payments due

The void and key hand over form should be completed Appendix E

Utilities and Services

All properties will be inspected and be issued with both electrical and gas safety certification ensuring that the property is compliant with the current gas and electrical regulations.

All properties will have a valid Energy Performance Certificate (EPC) in place prior to the letting

When a property has become void Inspiring Housing CLT will if gas is provided at the property cap the gas supply to reduce any health and safety risks. Wherever possible the supplies will also be transferred to a preferred supplier to reduce any delays in managing the void process.

During the health and safety checks the electric and gas meters at the property will be checked. Any evidence of tampering will be recorded. *Tampering with meters is a criminal offence and the council will provide tenancy details to utilities companies and the Police if there is evidence that a meter has been damaged.*

The gas supply if provided at the property will not be uncapped until the tenant confirms that they have moved into the property, to ensure that any risks of gas build up are minimised.

Inspiring Housing CLT aims to ensure that the gas is uncapped as soon as possible following the request of the customer. When the gas is uncapped the tenant will also be provided with the annual Gas Safety Certificate.

Inspiring Housing CLT will ensure the water supply/system within each property is maintained. Smoke and Carbon Monoxide alarms will be fully tested and installed where required

Major Voids

Where a void property requires major works, and therefore a high level of investment is needed to bring it up to an appropriate standard, then an options appraisal may be undertaken to assess whether the works should be completed, or if the property should be taken out of use.

Consideration will be given to:

- Level of rent loss if the property is not tenanted and the impact on revenue
- The level of demand for the property type and area
- The overall cost of the works required.

If the assessment finds that the works are financially viable, they will be completed. *For properties where the assessment finds that it is not financially viable to undertake the works and there is little demand for the property type and/or area the property may be disposed of – either through sale or demolition.*

Adapted Properties

Properties which are adapted when they become void will be let to a suitable Tenant, who requires the adaptations. Decisions to remove major adaptations from properties will be made based on all available information on the demand for the property, subject to approval from the Board.

Recharges

Inspiring Housing CLT will seek to recover from the outgoing Tenant any damages to the property arising because of wilful neglect on the part of the Tenant and/or any other damages to the property occurring because of any unauthorised alterations the property.

If the outgoing Tenant fails to complying with his/her tenancy obligations to vacate the property and leave it in a satisfactory condition with vacant possession and/or fails to returning all keys and fobs Inspiring Housing CLT will seek to recover from the outgoing Tenant, by way of compensatory damages, the cost of cleaning the property, and/or any costs in removing left items at the property and/or the cost of any replacement keys.

Inspiring Housing CLT will make every reasonable effort to contact the outgoing Tenant to inform them of any outstanding items for which they may be liable to offer the Tenant the opportunity to settle the matter and thereby avoiding the need for formal legal proceedings via the civil courts. The amount claimed by way of compensatory damages will be raised by way of a recharge notification to the outgoing Tenant. Any recharge notifications will be noted on the debtors' system and may affect any future application for re-housing if they are not cleared.

Letting a Void Property

Inspiring housing CLT aims to ensure that allocations are made giving full consideration of the customer needs, the property and any issues in the local area.

Selection of New Tenant(s)

To ensure that void rent loss is kept to a minimum, the process of selecting a new Tenant for a property will begin within 2 working days of when the notice is received from the outgoing Tenant, or Inspiring Housing CLT is made aware that the property will be available for re-letting.

Prospective Tenant(s) will be selected in accordance with the Inspiring Housing CLT Allocations and Lettings Policy.

Viewings and Offers

Once a suitable applicant has been identified they may be invited to attend a viewing at the property. A pre-tenancy check list should be completed (Procedure Appendix F) if the existing Tenant has agreed, and the staff member deem it appropriate, an accompanied viewing may be carried out during the 28-day notice period, whilst the existing Tenant is still resident.

Once the void works have been agreed and the prospective Tenant has accepted the property, a new tenancy start date will be agreed. In setting the completion date due regard will be taken of the amount of work required and any customer requirements.

Prospective Tenant(s) will be advised of the date and informed in advance if this date is unlikely to be achieved, for example if additional works are identified during completing the repairs.

Creating New Tenancies

As soon as all essential repairs are completed satisfactorily, the prospective Tenant(s) will be invited to sign the Tenancy Agreement.

The terms of the Tenancy Agreement will be explained to ensure that the Tenant(s) is fully aware of the Landlord and Tenant responsibilities, and the consequences if conditions are breached.

The new Tenant will also be provided with appropriate advice about:

- Paying their rent.
- Applying for benefits, if required.
- Setting up utilities.
- Reporting any repairs.
- Fire safety.

Tenants will advise of the three-month settling in period and that a visit will take place by an Inspiring Housing CLT staff member. During the visit the Tenant(s) will be given the opportunity to provide feedback relating to the void management and allocations process (procedure Appendix F).

Measuring Quality and Performance

Inspiring Housing CLT is committed to ensuring that its repairs and maintenance services are delivered to a high standard and provide high levels of customer satisfaction. To help it do this, it will monitor and manage performance through a range of methods

Inspiring Housing CLT will measure and evaluate performance against a range of appropriate and relevant performance indicators:

- audit the quality of repair works and investigate complaints in relation to the standard of works and will actively collect and analyse tenants' views on the repairs service provided
- Review the number of void properties and reason for the voids
- Average re-let time for a standard void
- Average re-let time for a non-standard void
- Amount of void loss
- Average void costs.

Performance information will be reported to the Board on an annual basis

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

GDPR

Inspiring Housing CLT will gather and use certain information about individuals in accordance with UK GDPR. Staff members have a responsibility to collect, handle and store personal information in accordance with relevant legislation.

Policy Review

The policy will be reviewed periodically to ensure it is consistent with changes in legislation and regulation. As standard, the policy will be reviewed at five yearly intervals.

Glossary / Definitions

Throughout this policy document, it is inevitable that words or phrases are used that are readily understood by some reader, but which are new to other readers and their meaning is not immediately apparent.

The meanings of some words/phrases used in this document are given below:

Decent Homes Standard	A standard set nationally which states that a Decent Home is one which meets all statutory requirements in relation to the Housing Health and Safety Rating System, is in a reasonable state of repair, has reasonably modern facilities and provides reasonable thermal comfort
Major Adaptations	Refers to changes to the property or equipment provided to assist a disabled person to live more independently.
Equality Statement	Sets out Inspiring Housing CLT commitment to ensure everyone is treated the equally.
Fair Wear and Tear	The law defines fair wear and tear as “reasonable use of the premises by the tenant and the ordinary operation of natural forces.” ‘Natural forces’ relates to time and normal daily activities.
Major Void	A major void is one which requires over £10,000 worth of work to be put right.
Planned Improvement Works	Include the replacement or renewal of building elements or components due to them reaching the end of their life, for example windows, kitchens, and bathrooms
Post-termination	Refers to the period immediately after the tenant has left the property
Pre-termination	Refers to the period after the tenants has given notice to leave but has not yet left the property.
Recharges	Is the cost of repairing or putting right damage or neglect to properties. The costs are charged to the tenant and reclaimed.
Sign-up	Is where the new tenant/s are asked to sign the tenancy agreement and given the keys to the property.
Statutory Standards	Standards laid down by the law which must be adhered to.
Tenant Improvements	The term used for works carried out on the property by the tenant (with permission from the council).
Value for Money	The overall value based on cost, efficiency, and effectiveness.
Void / Void Property	The term used to describe a property that has no legal tenant and is generally empty
Void Management	The process of bringing an untenanted property up to standard to enable a new tenant to move in.

Lettable Standard

Set out below are the minimum level of standards required to ensure all properties meet both Inspiring Housing CLT lettable requirements as well as meeting national Decent Homes Standards [Decent Homes Standard: review - GOV.UK](#)

Decoration

Properties should be in good decorative order throughout. Inspiring Housing CLT expect all properties to be returned in good decorative order including all holes filled in and all walls painted in a neutral tone (this is defined as white or magnolia)

The redecoration of the property is the Tenants responsibility, including filling small holes and cracks.

Cleaning

- The property will be clean and free from rubbish including the loft space
- Surfaces and cupboards will be cleaned.
- Kitchen and bathroom floors will be mopped.
- The sink, wash hand basin, bath/shower and toilet will be sanitised

Kitchen

- The sink-top and work surfaces will be in a clean and hygienic condition.
- All units will be secure, and doors and drawers will operate satisfactorily.
- The water supply will be working.
- The number of storage cupboards will depend on the size of kitchen. The storage space will consist of wall and floor units.
- Areas with a Splashback will be sealed and free from defects.
- There will be a safe and compliant cooker space with a suitable gas and electric point if both are available. It is the Tenants responsibility to arrange the connection of a cooker by a suitably qualified person.
- There will be a minimum of two double electrical sockets.
- Inspiring Housing CLT will provide space for a tall fridge and, washing machine with plumbing, taps and waste, the connection of your washing machine is the Tenants responsibility.
- The kitchen floor will have a washable clean floor covering free from broken and damaged tiles.
- If the property is a new build, Inspiring Housing CLT will make every effort to maintain the integrity of the “as built” components/parts for as long as reasonably practicable.

Doors, internal woodwork, windows, and glazing

- All fire doors will be checked to meet standards.
- All internal and external doors will operate correctly and be fit for purpose.
- The locks to all external doors will be changed.
- All glazing will be intact when the Tenant moves in and all windows that are designed to open will be in working order.

Ceilings and walls

- Visible plasterwork will be in a condition that can be decorated.
- Inspiring Housing CLT will remove any polystyrene tiles throughout the property.
- Removal of Wallpaper will be the Tenants responsibility, and care must be taken to avoid unnecessary damage to underlying plasterwork.
- Graffiti will be removed or decorated over internally and externally.

Floors and stairs

- With your agreement the previous Tenants' carpets, lino, ceramic tiles, laminated or wooden floor coverings that are in reasonably good condition will be left in the property. The ongoing maintenance and replacement of these items will become the new Tenants responsibility.
- Floors will be even and free from tripping hazards.
- The flooring in the kitchen and bathroom will have a clean and washable covering, broken and damaged tiles will be replaced.
- Timber floors will be secure and in an acceptable condition.
- Solid floors will have no major ongoing defects.
- Stairs will have safe and secure handrails and balustrades.

Bathroom and toilet

- All existing bathroom elements will be operational and free from leaks.
- All Splashback areas will be correctly sealed and free from defects and mould.
- All toilets will work properly, be securely fixed and have a new toilet seat fitted.
- If required a Decent Homes standard bathroom will be installed, if the property is a bungalow a wet room will be installed.

Heating and mains services

- If the property has a gas supply, the gas supply and any appliances will be tested in line with current gas safety regulations to make sure they are safe and in working order.
- New Tenants will be given a copy of the landlord's gas safety certificate and advise where the emergency control valve is when the tenancy agreement is signed.
- The mains water supply will be left working, the main stop tap (also called a stopcock) will be checked and left operational. The new Tenant will be advised where it is on the sign-up visit.
- The electrical supply will be checked in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure.
- Appropriate smoke alarms will be installed at the property.
- Legionella – All water services will be flushed in line with current regulations.
- There will be a working carbon monoxide (CO) detector in all required rooms in accordance with legislation and regulations.

Outside

- Access to front and rear property entrances will be clear of obstructions.
- Where possible boundaries will be clearly defined.
- Existing fencing and gates – will be in an acceptable standard and ongoing maintenance and replacement of these items would become the new Tenants responsibility.

Roofs, walls, gutters, and downpipes will be proper working condition.

- All rubbish will be removed from the front and back gardens, bin stores and any sheds.
- Sheds, greenhouses, and other similar garden structures unless they are in good condition will be removed. If any of these items are left, the ongoing maintenance and replacement of these items would become the new Tenants responsibility.
- Any electrical supply and fittings from garden sheds will be removed.
- Overgrown hedges, lawns, and trees will be maintained to an acceptable height. The ongoing maintenance and replacement of these items will become the new Tenants responsibility.

**Inspiring Housing
Community Land Trust**

Void and Relet Procedure



**June 2025
V1**

Introduction

This section of the document provides staff members with the approach Inspiring Housing CLT will use throughout the tenancy termination, void and relet process.

Set out below is the key areas of work required and the documents to be completed throughout the process.

Tenancy termination

There are three key areas of work when a Tenant gives notice to terminate their tenancy

- Notification of end of tenancy
- Pre-termination inspection
- Void inspection and key collection

	Action	Paperwork
Notification Of End of Tenancy	<p>On notification of termination of tenancy staff member will contact the outgoing tenant to arrange a pre-term inspection.</p> <p>Should the staff member be unable to contact the outgoing tenant, a letter should be sent with a date and time of the pre-term inspection</p>	<p>Termination Request Form completed</p> <p>Termination of Tenancy – Confirmation Letter sent</p>
Pre-termination Inspection	<p>Pre-term inspection should be carried out in accordance with this Void Management Policy.</p> <p>A pre-term inspection form should be completed at time of visit and form part of the void paperwork.</p> <p>Staff member should arrange in advance any works identified at the pre-term inspection for the termination date</p> <p>Any works the staff member feels could go over their delegated authority within the Finance Procedures & Regulations should be quoted for by the contractor before seeking approval from the nominated board member.</p>	<p>Pre-Termination Inspection Form and Checklist</p> <p>Refer to Lettable Standards and Tenant Recharge Policy</p>
Void Keys Received	<p>During the void inspection the staff member should identify both authorised and unauthorised alterations to the property.</p> <p>Any alteration being left in the property should be signed for.</p>	<p>Void Inspection Report & Key Handover Form</p>

	The staff member should take the utility meter readings and meter serial numbers (gas & electric) from the property and add the details to the British Gas Portal.	
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New Tenancy

There are three key areas as part of the relet process

	Action	Paperwork
Selection of New Tenant(s)	<p>the process of selecting a new Tenant for a property will begin within 2 working days of when the notice is received from the outgoing Tenant, or Inspiring Housing CLT is made aware that the property will be available for re-letting.</p> <p>Prospective Tenant(s) will be selected in accordance with the Inspiring Housing CLT Allocations and Lettings Policy.</p>	Follow allocations and letting procedure
Viewings and offers	<p>Once a suitable applicant has been identified they may be invited to attend a viewing at the property. If the existing Tenant has agreed, and the staff member deem it appropriate, an accompanied viewing may be carried out during the 28-day notice period, whilst the existing Tenant is still resident.</p> <p>Once the void works have been agreed and the prospective Tenant has accepted the property, a new tenancy start date will be agreed. In setting the completion date due regard will be taken of the amount of work required and any customer requirements.</p> <p>Prospective Tenant(s) will be advised of the date and informed in advance if this date is unlikely to be achieved, for example if additional works are identified during completing the repairs.</p>	Pre-Tenancy Checklist
Creating New Tenancies	As soon as all essential repairs are completed satisfactorily, the prospective Tenant(s) will be invited to sign the Tenancy Agreement.	<p>Tenancy Agreement</p> <p>New Tenancy Property Inspection Checklist</p>

	<p>The terms of the Tenancy Agreement will be explained to ensure that the Tenant(s) is fully aware of the Landlord and Tenant responsibilities, and the consequences if conditions are breached.</p> <p>Tenants will advise of the three-month settling in period and that a visit will take place by an Inspiring Housing CLT staff member. During the visit the Tenant(s) will be given the opportunity to provide feedback relating to the void management and allocations process by completing a New Tenancy Survey.</p>	<p>Tenancy Handbook</p> <p>3 month – Settling in visit checklist and survey</p>
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Appendix B



Inspiring Housing Community Land Trust
 Innovation Forum, Frederick Road, Salford, M66FP

Tel: 0161 743 3625

Email: inspiringhousing@inspiringcommunitiestogether.co.uk

Web: www.inspiringcommunitiestogether.co.uk

Termination Request Form Inspiring Housing CLT

Name of Tenant/s <i>Please provide details of both if a joint tenancy</i>	
Tenant two if applicable	
Address of property including post code	
Contact telephone number	
Contact E mail address	
Preferred Tenancy end date	
Forwarding address	
<i>I accept that I am responsible for ensuring the property is return in a good condition and that all outstanding payments have been made</i>	
Signature/s	
Signature	
Date	
Internal	
Date received	
Name	



Inspiring Housing Community Land Trust
Innovation Forum, Frederick Road, Salford, M66FP

Tel: 0161 743 3625

Email: inspiringhousing@inspiringcommunitiestogether.co.uk

Web: www.inspiringcommunitiestogether.co.uk

[Address]

[Date]

Dear [Tenant's Name]

Termination of Tenancy – Confirmation Letter

Thank you for your notice to end your tenancy at [Property Address], which we received on [Date Received].

We confirm that your tenancy will officially end on [Confirmed End Date], in accordance with the required notice period.

Please ensure the following before you vacate the property:

Keys: All keys, including any communal or window keys, must be returned as part of the void inspection visit which will be confirmed with you during the pre-termination inspection visit.

- **Condition:** The property should be left clean, tidy, and free from personal belongings and rubbish.
- **Repairs:** Any damage beyond fair wear and tear may be recharged to you.
- **Utilities:** Please inform your utility providers and take final meter readings.
- **Forwarding Address:** Kindly provide your new address for final correspondence and any refund of credit balances.

A pre-termination inspection has been scheduled for [Date and Time], during which we will assess the condition of the property and advise on any necessary actions.

If you have any questions or need assistance during this process, please contact [Name] on [Phone Number] or [Email Address].

We wish you all the best in your new home.

Yours sincerely

[Your Name]

[Job Title]

[Organisation Name]



Pre-Termination Inspection Form and Checklist

Tenant to be advised of letting standards and recharge policy

Tenant Details	
Tenant name/s	
Property Address	
Contact Telephone Number	
E mail Address	

Inspection Details

Date of inspection	
Name of person completing inspection	

Property Condition

Cleanliness	Good	Fair	Poor	Notes/actions required
Living Room				
Dining room				
Kitchen				
Utility room				
Bedroom one				
Bedroom two				
Bedroom three				
Bathroom				
Ensuite				
Downstairs WC				
Hallway				
Stairs				
Garden/outside area				
Other areas				
Recommendations				

Damage

Any damages identified should either be repaired by the tenant in line with lettable standards or a recharge made which should be paid before the tenancy is terminated

Damage	Identify any damage which the tenant could be liable for	Tenant made aware	
		Yes	No
Living Room			
Dining room			
Kitchen			
Utility room			
Bedroom one			
Bedroom two			
Bedroom three			
Bathroom			
Ensuite			
Downstairs WC			
Hallway			
Stairs			
Garden/outside area			
Other areas			
Notes			

Repairs – General wear and tear to be met by Landlord

Room	Identify any repairs required to ensure property meets lettable standards
Living Room	
Dining room	
Kitchen	
Utility room	
Bedroom one	
Bedroom two	
Bedroom three	
Bathroom	
Ensuite	
Downstairs WC	
Hallway	
Stairs	
Garden/outside area	
Other areas	
Notes	

Current utilities used

Utility	Serial number	Company
Gas		
Electric		
Water		
Other		
Notes including Condition of meters		

Tenant reminded

Areas to discuss	Notes
Advise Tenant(s) of rent and rechargeable payments due to be made	
Remind the Tenant of the need to advise external agencies of their tenancy termination, e.g. utility companies, council tax, DWP etc.	
Remind the Tenant of their responsibility to leave the property in a reasonable condition (removing their possessions, cleaning up and decoration), specifically highlight that the tenant may be recharged if any clearance or cleaning work is required to ensure the property can be let.	
Advise the Tenant that if Inspiring Housing CLT is required to carry out reinstating or repair work, they may be recharged for the cost of work If the Tenant feels unable to do such reinstatement work, an agreement may be made for Inspiring Housing CLT to make the property good and recharge the tenant with payment due in advance of termination date.	
Discuss arrangements for access to carry out repair work, prior to termination, if possible.	
Establish if accompanied viewings can be progressed with perspective tenants in the pre-termination period.	

Date and time of void and key hand over

Date	
Time	

Signatures

Tenant	
IHCLT staff member	
Date	



Void Inspection Report & Key Handover Form

Where there is credit on the rent account, this should be returned to the outgoing tenant following the void inspection, to take account of any rechargeable repairs that may be due.

Property Details

Property Address	
Tenancy Start Date	
Void Inspection Date	
Staff member Name	
Tenant(s) Name(s)	

Pre-Termination Inspection Findings

Summary of actions from the pre-termination visit:

Notes:

Condition of Key Areas

Area	Condition (Good/Fair/Poor)	Notes/Repairs Needed
Living Room		
Dining room		
Kitchen		
Utility room		
Bedroom one		
Bedroom two		
Bedroom three		
Bathroom		

Ensuite		
Downstairs WC		
Hallway		
Stairs		
Garden/outside area		
Other areas		

Meter Readings

Electricity Meter Reading	
Gas Meter Reading	
Water Meter Reading	
Other Meter Reading	

Keys Handed Over

Key Type	Quantity	Notes
Front Door		
Back Door		
Window Keys		
Other		

Forwarding address

New Address	
Telephone number	
E mail	

Tenancy termination feedback

Reason for Leaving

Please specify your reason for leaving the property

Satisfaction Ratings

Please rate the following aspects of your tenancy:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Condition of property					
Responsiveness to repairs					
Communication with Inspiring Housing CLT					
Value of rent paid					
Overall satisfaction					
Notes:					

Suggestions for improvement

Notes:

Signatures

Tenant	
IHCLT staff member	
Date	



Pre-Tenancy Visit Checklist

Property Details

Property Address				
Property Type				
Number of Bedrooms				
Void Dates	Void start date		Void end date	

Perspective Tenant details

Name	
Single/joint tenancy	
Contact telephone Number	
Contact E mail Address	
Preferred method of communication	

Initial checks completed

	Yes	No	Notes
Photo ID seen			
Proof of current address provided			
Evidence of income/benefits provided			
Financial assessment completed			
Does the tenant have any support needs? If yes, please specify and note any referrals made			

Property Condition

General condition of property		
	Yes	No
Any outstanding repairs		
Smoke Alarms present and working		
Carbon Monoxide Alarm present		
Gas Safety Certificate Available		
Electric Safety Certificate Available		
Notes:		

Prospective Tenant still interested in property: Yes No

Internal

	Yes	No	Notes
Property suitable to relet			
Property meets prospective Tenants needs			
Prospective Tenant meets pre letting eligibly checks			
Prospective Tenant interested in property			
Invite Prospective Tenant to informal chat with current Tenants			
Prospective Tenant not suitable Please explain why			



New Tenancy Property Inspection Checklist

Property Details

Property Address	
Tenancy Start Date	
Staff member Name	
Tenant(s) Name(s)	

Pre-Tenancy visit

Summary of actions from the pre-tenancy visit:

Notes:

Condition of Key Areas

Area	Condition (Good/Fair/Poor)	Notes/Repairs Needed
Living Room		
Dining room		
Kitchen		
Utility room		
Bedroom one		
Bedroom two		
Bedroom three		
Bathroom		
Ensuite		
Downstairs WC		
Hallway		
Stairs		
Garden/outside area		
Other areas		

Meter Readings

Electricity Meter Reading	
Gas Meter Reading	
Water Meter Reading	
Other Meter Reading	

Keys Handed Over

Key Type	Quantity	Notes
Front Door		
Back Door		
Window Keys		
Other		

Items left by previous Tenant

I/we confirm that I/we am prepared to take responsibility for the items listed below which were left by the previous Tenant.

I/we understand that I/we will be responsible for all future maintenance and will not expect Inspiring Housing CLT to carry out any repairs

If not prepared to take responsibility item/s will be removed as part of routine repairs

Item	Tenant Agreement Yes/No	

Signatures

Tenant	
IHCLT staff member	
Date	



3-Month Settling in Checklist

Property and Tenant Details

Tenant(s) Name:	
Property Address:	
Tenancy Start Date:	
Inspection Date:	
IHCLT staff Name:	

Cleanliness and Maintenance

Area	Condition
Overall Cleanliness:	
Any Maintenance Issues Identified:	
Urgent Repairs Required:	

Rent Account

Rent account paid up in full	Yes		No	
Rent Arrears issues				
Any issues with Benefit claims if applicable				
Notes any financial issues				

Tenancy management

Concerns raised by other tenants	
Concerns raised by Tenant	
Any Anti-social behaviour issues	
Notes/Actions	

Condition of Key Areas

Area	Condition (Good/Fair/Poor)	Notes / Repairs Needed
Kitchen		
Bathroom(s)		
Living Room		
Bedroom(s)		
Hallways/Stairs		
Exterior/Garden		

Move-in experience

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied were you with the overall move-in process?					
Was the property clean and ready when you moved in?	Yes			No	
Did you receive all necessary keys and instructions?	Yes			No	

Communication

Area	Excellent	Good	Fair	Poor
How would you rate the communication from IHCLT before and during your move-in?				
Were your questions or concerns addressed promptly?	Yes		No	
Did you receive a welcome pack or tenant handbook?	Yes		No	
Was the information provided clear and helpful?	Yes		No	

Overall Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with your new home?					
Any additional comments or suggestions?					

Signatures

Tenant	
IHCLT staff member	
Date	