



Portus
Supported Housing

Void Management Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
04/11/2025	04/11/2025	Jason Cox	Jason Cox	04/11/2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

This policy outlines Portus Supported Housing's (PSH) strategic approach to managing voids across its housing portfolio. Effective void management is essential to maintaining financial viability, ensuring regulatory compliance, and delivering high-quality housing services. This policy sets out guiding principles, roles and responsibilities, and oversight mechanisms to ensure voids are minimised, monitored, and resolved in a timely and accountable manner. Compliance will be tracked through monthly reporting, escalation protocols, and strategic oversight by the Executive Team and Board.

Void management is a vital function within PSH's housing operations, directly impacting financial sustainability, service delivery and tenant satisfaction. This policy has been developed to support the implementation of the *PSH Void Procedure 2025*, ensuring that all void related activities are carried out consistently, efficiently and with accountability.

The policy provides framework for managing voids across PSH's stock portfolio with a focus on minimising void periods, maintaining property standards and ensuring compliance with regulatory and contractual obligations. It also encourages PSH's commitment to collaborative working across departments and with external stakeholders.

This policy supports related internal and external policies which should be read in conjunction with this document.

2. Purpose / Aim

This policy sets out PSH's commitment to effective void management across its housing portfolio. It aims to minimise financial loss, ensure timely re-letting, maintain property standards, and uphold service quality for tenants, commissioners, and stakeholders.

3. Scope

This policy applies to all areas of PSH's housing operations where voids may occur.

It is intended for internal staff involved in housing management, maintenance, finance, and compliance, including housing officers, lettings administrators, regional and senior housing managers, and the Executive Team.

Contractors, agents, and external service providers – such as maintenance teams, surveyors, and support providers – are also expected to adhere to the standards and timelines outlined in this policy, with compliance embedded in service-level agreements and monitored through operational oversight.

The policy does not apply to non-residential assets such as garages, communal areas, or office spaces, nor to staff accommodation, unless the tenancy is held independently of employment.

4. Legal and Regulatory Framework

This void management policy, and the way in which services are delivered, complies with the requirements of the following legislation:

- *Landlord and Tenant Act 1985*



- *Housing Act 2004*

5. Related Policies and Documents

This policy is linked to the following documents, and they should be read in conjunction with it:

- *Void Management Procedure*
- *Asbestos Management Policy*
- *Damp and Other Hazards Policy*
- *Electrical Safety Policy*
- *Gas Safety Policy*

6. Policy Statement / Principles

Key principles

PSH is committed to managing voids in a way that protects financial sustainability, ensures timely re-letting, and maintains high standards of service delivery. This policy establishes the principles that guide how voids are identified, categorised, monitored, and resolved across the organisation.

Void management must support value for money by minimising rent loss and ensuring properties are returned to a lettable standard within agreed timeframes. All decisions relating to voids should be proportionate, cost-effective, and aligned with PSH's operational priorities.

Void management must comply with relevant legislation, regulatory standards, and contractual obligations. Staff and contractors are expected to act in accordance with this policy and ensure accurate documentation, timely communication, and appropriate escalation where required.

Effective void management relies on cross-departmental collaboration and clear communication with external stakeholders, including support providers, commissioners, and local authorities. Roles and responsibilities must be understood and upheld to ensure smooth transitions and prevent delays.

Void performance will be monitored through key performance indicators (KPIs), monthly reporting, and strategic oversight. Data accuracy, audit trails, and escalation protocols are essential to maintaining transparency and driving continuous improvement.

7. Roles and Responsibilities

Responsible officers

Responsibility for ensuring compliance with this policy lies with operational officers as outlined in the *PSH Void Procedure 2025*. This includes housing officers, housing and lettings administrators, regional housing managers, the Senior Housing Manager, and the Director of Customer/Housing. Each officer is accountable for fulfilling their role in line with the policy's principles and ensuring that voids are managed in accordance with PSH's standards and



regulatory obligations. Oversight will be maintained through regular reporting, internal audits, and performance reviews.

Training

All staff involved in void management must receive appropriate training to understand their responsibilities under this policy and the associated procedure. The Senior Housing Manager, in collaboration with the Director of Customer/Housing, will be responsible for identifying training needs and coordinating delivery. Training will be mandatory for new starters in relevant roles and refreshed periodically to reflect changes in legislation, systems, or internal processes.

Recruitment

Job descriptions for roles involved in void management will reflect the expectations set out in this policy. Candidates should demonstrate relevant experience in housing management, compliance, or property services. Where appropriate, roles may require a Disclosure and Barring Service (DBS) check, particularly where tenant interaction or safeguarding responsibilities are involved. Recruitment panels should ensure that applicants understand the importance of void management and can uphold PSH's standards from the outset.

8. Monitoring, Review and Compliance

Compliance with this policy will be monitored through the reporting structures outlined in the *PSH Void Procedure 2025*. Housing officers are responsible for updating void-related actions and communications in Plentific and SASSHA, and for escalating delays or issues to their Regional Housing Manager. Regional housing managers will review referral activity, SLA compliance, and commissioner engagement, and escalate unresolved voids to the Senior Housing Manager. The Senior Housing Manager will maintain the void escalation log and report unresolved or high-cost voids to the Director of Customer/Housing. Strategic decisions, including decommissioning or private letting, will be escalated to the Executive Team as required.

Void performance and policy compliance will be reviewed monthly by the Senior Housing Manager and Director of Customer/Housing, with input from the finance and revenue teams. These reviews will include KPI tracking, escalation logs, and thematic analysis of long-term or high-cost voids. A quarterly strategic oversight meeting will be held with the Executive Team to assess financial impact, regional trends, and risk mitigation. Compliance with this policy may also be reported to the Board as part of broader operational performance updates, particularly where voids present significant financial or reputational risk.

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

Commented [JC1]: Recommend this is linked to

