

A Quick Guide to: The Void Management Policy 2023



Introduction

The council, as a landlord, owns and manages a large amount of homes. When those homes become empty, the council will ensure that properties are let in a clean and safe condition. We have set of standards to work to called the 'Lettable standard'.



Ending your tenancy

When you want to end your tenancy, you will need to give the council 4 weeks' notice in writing.

When we can, the council will inspect your home before you leave and after the tenancy has ended.



Before you leave

When we receive your notice, we will visit the property to view its condition. We might ask you to carry out some repairs yourself and explain that you could be charged for any damage caused by you, or your visitors to the property.



After your tenancy has ended

We will inspect your home when you have left to make sure that it is empty, secure it with new locks, and record any repairs that need completing.

We will check the electrical appliances and make it safe.

Following the Death of a Tenant

When a tenant has died we still need 4 weeks written notice, by the next of kin (family). We may offer a shorter notice period and two weeks rent free, to enable the property to be emptied.



Evictions and Abandonments

When you leave your home, you will need to take all your items by the end of the notice period. If you are evicted, or have abandoned the property, the council can issue formal Notice, and any uncollected items within the property will be removed.



Recharges

If there is damage to your home, that has been caused by you or your visitors, you will have to pay for the repairs.

Recharges might happen if you have made any changes to the property without asking the council if this was ok, first.



Letting a Vacant Property

We will look at your needs, the type of property, or any issues in the local area. We will use the council's Allocation Policy to choose the right tenant.

Before you move in you can look at the property and can keep any window and floor coverings that may have been left by the previous tenant, if you want to.



What to expect from your new home

We will make sure that properties are let in a clean and safe condition as set out in our 'Lettable Standard'. For example, this means that we will check that the kitchen, bathroom and heating system are in good order and repair before letting the property.

We will make sure all the safety checks have been done such as gas, smoke and CO2 alarms, electrical checks and water supply.



New Tenancies

You will be asked to sign a Tenancy Agreement. The agreement will be explained. You will also get information about paying the rent, benefits, reporting repairs, what to do with Gas, Electric, water and other bills, as well as Fire Safety information.

Related Policies

You may also find it useful to have a look at these other related policies.

- Tenancy Agreement
- Tenancy Variation Agreement – Community Energy Scheme (Solar Panels)
- Tenancy and Estate Management Policy
- Allocations Policy
- Repairs and Maintenance Policy
- Major Adaptations Policy
- Rent Setting and Collection Policy
- Rechargeable Repairs Policy
- Tenant and Leaseholder Compensation Policy
- HRA Asset Compliance Strategy

Key Contacts



For comments or complaints about the Void service contact:



- Online form: <https://www.stoke.gov.uk>
- Post: Void Team, Stoke-on-Trent City Council, Floor 3, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH.