

Empty Homes Management Policy
(Managing and Repairing Empty Homes)

Policy Owner

Chief Operating Officer

Accountable Lead

Director of Housing
Director of Property Maintenance



Policy Control	
Policy Level	Operational
Policy Reference	CS/HM (L&S)/018/2013
Link to Strategy	Trusted Customer Service and Quilty Homes
Version Control V1 – Jan 2013: Consolidated policies V2 – Feb 2016: Policy review V2a-July 2016:minor change to 4.5 V3 Sept 2019: reviewed & updated V3a Oct 2020: additions at 3.5 and 4.8 for disposal of goods V4 – March 2022 review and update V5- Complete review and update	- Effective from Aug 2025 to Aug 2028
Approved by	Chief Operating Officer November 2025
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Equality analysis	Completed June 2025
Next review date	July 2028

Policy Statement

As a customer focussed organisation, Curo will let all homes in a way, and in a condition, that meets the needs and expectations of new tenants. By making the most effective use of our housing stock we will maximise income, meet housing need and contribute to our wider objectives of providing great properties and places and of renowned customer service.

1. Scope and responsibilities

- 1.1 The policy sets out the objectives and principles for the re-letting of our homes. It deals with the re-letting process for existing homes (not the first letting of new homes) and it covers the period from the outgoing tenant giving notice to the new tenant moving in.
- 1.2 The purpose of the policy is to set out principles for the services we provide to incoming tenants, including the condition of the property for the incoming tenant; it does not determine how the incoming tenant is selected, this is detailed in our lettings policy.
- 1.3 The policy covers all tenures and all types of property which we let on periodic or fixed term tenancies.
- 1.4 Mutual Exchanges fall outside the scope of this policy, although many of the processes will apply to ensure that properties are safe and secure.

- 1.5 The Chief Operating Officer has overall responsibility for the policy and its related procedures.
- 1.6 The Director of Housing and Director of Property Maintenance are accountable to the Executive for the lettings service and have operational responsibility for ensuring adherence to the policy and associated procedures, and for achieving the targets and objectives set out in the policy.
- 1.7 Lettings Negotiators are accountable for the entire process involved in letting an individual property in compliance with the Empty Homes management process. Lettings Co-ordinators and Property Team Leaders are responsible for supporting Negotiators in doing this and in achieving required standards.

2. Definitions

- 2.1 An "Empty Home" is any property in management which is not let. A property is empty when a tenancy ends and ceases to be considered an empty home when a new tenancy starts. It may also be referred to as a "void".
- 2.2 Empty Homes includes both those we intend to re-let, and those we do not intend to re-let because they form part of disposal or redevelopment plans.
- 2.3 Detailed definitions of "abandoned" properties and of "major/minor void works" are contained in our Empty Homes management procedures.

3. Principles

- 3.1 An excellent Empty Home management service provides the new, incoming tenant with a property that meets their needs and expectations, is in good condition, clean and comfortable, and does so within a reasonable timescale of the tenancy being offered, in line with our customer commitment.
- 3.2 We ensure that our properties are let to those with a legal right to rent from us.
- 3.3 By completing the re-letting process efficiently and effectively, loss of income is kept to a minimum.
- 3.4 We consider our asset management and disposals strategies when a property becomes Empty to ensure that we continue to make best use of our housing stock.

3.5 We will dispose of goods that have been left at an empty property in the minimum possible time consistent with our statutory duties and in line with our Abandoned Goods Procedure.

4. Application

4.1 We have clear procedures which ensure that we receive the required notice period to end tenancies and can identify and act appropriately when properties are abandoned without notice.

4.2 We respond promptly to outgoing tenants and ensure that they are aware of the process of returning keys and the required condition of the property. We will usually not end a tenancy unless keys are returned and rent will remain payable until the tenancy ends.

4.3 Our Empty Homes management procedures set out clear objectives for colleagues and give them responsibility and flexibility to achieve the required outcomes in a way that is appropriate for each individual property.

4.4 Our procedures and practices deliver a seamless management process with colleagues in different teams working together to deliver the objectives of this policy.

4.5 We provide an excellent service to incoming tenants by:

- Minimising the time between making an offer and viewing the property
- Accompanied viewings
- Giving reasonable time for the prospective tenant to consider an offer and make a decision
- Making sure that the property is safe, healthy, affordable and warm before the tenant moves in
- Completing all required works and ensuring that the property is clean and in good repair before a tenant moves in
- Providing the new tenant with the information necessary to ensure that they understand their obligations as a tenant and how to access information about the services that we provide
- Carrying out appropriate checks before the tenancy starts so that we understand the needs of the tenant and can offer appropriate services and make appropriate decisions. This is covered in our Lettings Policy.

4.6 Our procedures ensure that –either ourselves or through partner local authorities or managing agents, the relevant checks on statutory entitlement to rent from us are carried out.

4.7 We set realistic targets for the completion of works and the letting process so that we can demonstrate that we are minimising void losses and making best use of our stock. We manage Empty Homes

works, through our own works team, and sub-contracting where necessary, to ensure that we meet those targets.

- 4.8 Our abandoned good procedure ensures that we comply with our legal requirements when goods are left behind by outgoing tenants, but that we do so in a way that minimises cost and disruption.
- 4.9 We set targets for, and monitor the costs of, works to Empty Homes so that we can identify trends, change our processes and demonstrate value for money in delivering the objectives of this policy.
- 4.10 A "letting standard" sets out the minimum standards of repair, decoration and provision of services which all properties should achieve before they are let. The standard is available in a user-friendly form for customers.
- 4.11 Guidance in our Empty Homes management and asset management procedures ensure that sound judgements are made before major works are carried out, achieving a balance between our planned works programme, the condition of the property and the convenience of tenants.
- 4.12 We monitor demand for our properties and where that is a concern we will consider alternative solutions to the Empty Homes management and lettings process and to the future use of the property.
- 4.13 We seek and evaluate feedback from our customers about their experience of the void management and letting process.
- 4.14 We recognise the impact that empty properties can have on communities and neighbourhoods. That impact will be a factor in decisions that we make about our strategic planning around empty home management and the letting of properties.

5 Associated Documents and Procedures

- 5.1 The following documents assist with the implementation of this policy:
 - Empty Homes management procedures
 - Asset Disposals Policy
 - Asbestos Management Plan
 - Health & Safety Policy
 - Letting standard
 - Market Rent standard
 - Letting Policy
 - Abandoned Goods procedure

6 Measuring success and reviewing delivery

6.1 The following indicators are monitored monthly:

- The satisfaction of new tenants with their home and the lettings process
- The time taken to re-let properties
- The number of keys returned against forecasted demand
- Number of empty homes
- Rent lost through homes remaining empty
- Average cost of repairs to empty homes

and these indicators are reported regularly to senior management and to the board. They are published on our website and in our annual performance report to tenants.

6.2 Customers influence the delivery processes associated with this policy through Voicebox, Customer Scrutiny, Customer Satisfaction feedback and engagement forums, through other engagement structures and through feedback on the service we provide.

7. Reasonable Adjustments

7.1 Colleagues are empowered to make reasonable adjustments based on individual customer needs ensuring equal access to services.

7.2 Colleagues are encouraged to assess each situation thoughtfully and make adjustments where appropriate, considering factors such as accessibility, medical or specific requirements.

7.3 These adjustments should be made in a way that meets statutory and regulatory requirements, maintains a high standard of service, and supports customers in a fair and respectful manner.