



Void Policy

Contents

1. Definitions	2
2. Introduction	3
3. Purpose of Policy	3
4. Aims	4
5. Legislative Requirements	4
6. Void work process	5
6.1 Minor works	5
Minor works include:	5
6.2 Major works	5
7. In-house Team	6
Void Contractors	6
Access to voids	6
Current Inspection Process	6
8. Policy Detail	6
8.1 Tenancy Termination	7
8.1.1 Pre-Termination Visits	7
8.1.2 Post-Termination Inspection	7
8.1.3 Terminations	7
8.1.4 Evictions and Abandonments	8
8.1.5 Recharges	8
8.2 Letting a Void Property	8
8.2.1 Selection of New Tenant(s)	9
8.2.2 Viewings and Offers	9
8.2.3 Creating New Tenancies	9
8.3 Works to Void Properties	10
8.3.1 Utilities and Services	10
8.3.2 Major Voids	11

8.3.3 Low Demand Properties	11
8.3.4 Adapted Properties.....	11
9.Financial Implications	11
10.Links to other policies	12
11. Setting Targets	12
The Council.....	12
12. Performance Management.....	12
13. Data Protection	12
14. Equality & Diversity.....	13
15. Monitoring and Review.....	13
16. Document History and Approval	13

[Title]			
Version	1	Approved by	Cabinet
Date last amended	Click here to enter a date.	Approval date	Click here to enter a date.
Lead officer	Click here to enter text.	Review date	Click here to enter a date.
Contact	Click here to enter text.	Effective date	Click here to enter a date.

1. Definitions

Throughout this policy document, some words or phrases used will be understood by some, but which are new to others and their meaning 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 - refer to changes to the property or equipment provided to assist a disabled person to live more independently.

Equality Statement – Sets out the council’s commitment to ensure everyone is treated the equally. Fair Wear and Tear – the law defines fair wear and tear as “reasonable use if 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 works – refers to the replacement of elements within the property once they have reached the end of its useful life. This work can be programmed based on information on component life cycles and installation dates.

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 – are standards laid down by the law which must be adhered to

Tenant Improvements – is the term used for works carried out on the property by the tenant (usually with permission from the Council)

Value for Money – is the overall value based on cost, efficiency, and effectiveness. Void / Void property – is the term used to describe a property that has no legal tenant and is generally empty.

Void management – is the process of bringing an untenanted property up to standard to enable a new tenant to move in.

Void - is a property for which there is a current rent account, but for which no current tenancy exists. In line with guidelines the “void period” is the period which commences the first day there is no rent debit and ends on the day before a new rent debit is raised.

2.Introduction

Voids are properties which are currently empty because a tenancy has ended, and a new tenancy has not yet started. Voids may arise due to formal termination of a tenancy, abandonment of a tenancy, the tenant transferring to another tenancy, eviction of the tenant or the tenant’s death.

As rent is not due on a void, it represents a loss and Eastleigh Borough Council’s Affordable Housing service (the Council) aims to keep this loss to a minimum whilst ensuring that a property is let to the right applicant as quickly as possible.

The Council aims to let every property to a household which is the best match for that property, and, letting every wheelchair accessible property to a household whose needs require this level of space and adaptation, generally households which include a wheelchair user. Although the Council seek to minimise rent loss, it also seeks to maximise the best match for the property when allocating it. This may mean that on occasion, it will hold a highly adapted property empty until it is allocated to an applicant best matched to the property.

3.Purpose of Policy

The purpose of this policy is to set out the Councils approach to dealing with void properties to ensure that the Council provides an efficient and customer focused service which:

- complies with regulatory and legislative requirements

- ensures value for money in repairing void properties and achieving the relet standard
- balances the need to minimise rent loss whilst letting empty properties to the right applicant in terms of our allocations policy, so ensuring best use of the property
- maximises customer satisfaction in relation to the standard of their new home
- is consistent with our Asset Management Strategy.

4.Aims

The Council aims to ensure that properties which become void are re-let as quickly and efficiently as possible, with due regard to the needs of outgoing and incoming tenants and the need to maintain its properties to the agreed lettings standard.

The Council will do this by:

1. Minimising void rental loss, void periods, and void repair costs through effective coordination of Housing Management and Maintenance operations to re-let properties within agreed target times.
2. Ensuring effective, efficient and accountable management of properties.
3. Enabling effective monitoring and reporting of void management and service delivery.
4. Ensuring that tenants are aware of their tenancy obligations in relation to ending the tenancy e.g. requirement to give 28 days' notice, to return all keys on time and to fully clear the property and leave it in a clean condition.
5. Ensuring that repairs to properties are undertaken to enable the Council to re-let to the **Lettings standard (see appendix 1)** and that where appropriate "rechargeable" repair costs are met by the outgoing tenant or pursued post termination.
6. Making effective use of void periods to carry out upgrading or major repairs as appropriate and to co-ordinate with the major repairs programme regarding decant requirements.
7. Preventing end of tenancy arrears wherever possible.
8. Ensuring incoming tenants are given all required information, documentation, and advice to allow them to move into the property promptly at the agreed commencement of tenancy date.
9. Achieving high levels of tenant satisfaction with the condition of properties at the beginning of the tenancy.

Commented [ES1]: Look into the 28 days notice why not monthly? JD

Commented [ES2R1]: If rent calculated monthly (usually MR) then could be said monthly but as rent calculated on a weekly basis (even of paid monthly) then 28 days notice - avoids the extra 3 days etc

5.Legislative Requirements

This Void Management Policy and the way in which services are delivered comply with the requirements of the following standards and legislation:

- Localism Act 2011.
- The Housing Act 1985.
- Local Government (Miscellaneous Provisions) Act 1982.
- Housing Act 1996 (Part 6).
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018.

- Approved Code of Practice and guidance.
- British Standard 7671 As Amended (Electrical Installations)
- Data Protection Act 2018 and GDPR.
- Equalities Act 2010.

This policy is also compliant with the Homes England and Regulator of Social Housing Framework – The Tenancy and Home Standard by specifically addressing the following requirements:

- 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.
 1. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.
- 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.

This policy has links with the Council’s **Tenancy Strategy, Repairs and Maintenance Policy**, Allocations and Lettings Policy. It should also be considered in conjunction with the Council’s other wider policies and policy framework. See section 10.

6. Void work process

The void process should contain as few tasks undertaken manually as possible. Key I/T infrastructure needs to be implemented.

Void works to be carried out by:

- The Council’s **in-house void** team if works are classified as “minor”.
- The Council’s **voids contractor** if works are classified as “major”

6.1 Minor works

Minor works include:

1. Day to day repairs including light fitting replacement,
2. Replacing broken door furniture,
3. Replacing internal doors,
4. Rehanging doors,
5. Minor electrical and plumbing activities,
6. Some decorations and matters of a similar small scale.

6.2 Major works

Major works include:

1. Replacement of elements of the property such as window, kitchen and/ or bathroom replacements,
2. New doors,
3. Rewiring.

7. In-house Team

The Councils Direct Services internal void team currently deliver minor void work. There are currently ??? operatives that undertake this type of work.

Void Contractors – major void works were awarded to ??? contractor.

Access to voids – Options:

1. Tenant to agree appointment time to handover keys at property with Housing officer. (This will be encouraged by the Council.)
2. Tenant to arrange time to hand keys in to office
3. A small key safe which will be installed at the property prior to the end of the tenancy, the outgoing tenant will be advised to place the keys in the safe. These will then be retrieved by housing staff either the same day, or the day after the tenant vacates the property, and the return of these keys to be recorded as received the same day ready for the necessary void inspection to complete the works schedule.

Current Inspection Process - A void inspection is scheduled to be undertaken within 48 hours of the property becoming vacant. The inspector will discuss with tenant what work needs to be done and if any of this work is rechargeable. The void is assessed as major or minor works at the time of the initial void inspection and is based on the likely number of hours it would take to complete the work, and the scope and likely costs associated with the work required. This is however mainly a subjective decision taken by the void inspector at the time of the initial inspection. Should the void be classified as major, the void is passed across to another surveyor who will then arrange to undertake a further detailed inspection with the void contractor in attendance to conclude the final detailed costed work schedule. (See 8.1.2)

The current void work completion targets for minor repairs are based industry standard schedule of rates (SOR) completion targets, these set out targets for individual job items, and therefore, the overall target time is dependent on the longest completion target time set within the works raised. However, these targets are then often changed and extended due to problems with internal resource availability and this then impacts in a very negative way on performance.

Many of the properties in the Councils ownership will be occupied by those tenants facing challenging social and financial circumstances, so this policy will be adhered to, giving respect and flexibility to each individual circumstance.

8. Policy Detail

Commented [ES3]: JD Option but normal method, handover of keys onsite would be preferable or in office. Make sure TA has clear details on clearing property. SB

Commented [ES4]: do we change code, put in ta, change keys and locks? SB JD - agree change locks - barrels- front doors (SB and JD perhaps back doors have means of securing from inside.

Commented [ES5R4]: Later on in pol

Commented [ES6]: Consult tenant which option for them.

Commented [ES7]: Week or 2 before vacancy- go round and discuss with tenant what works needs to be done. And list what would be raised as rechargeable. Personable - help them gives time JD

Commented [ES8R7]: SB - may have to cover lots of people moving around - will it be resource able?

Commented [ES9]: 48 hours ok SB if placed trash does the loss of rent come into the £10,000 for major works? Potential loss of rental income to be added

8.1 Tenancy Termination

The requirement set out in the Tenancy Agreement is for 4 weeks (28 days) written notice to terminate a tenancy. Full details about ending a tenancy can be found in the Tenancy Agreement.

Tenants who are transferring to another social tenancy (either Council or another Registered Provider) may be permitted to give a reduced notice period. All decisions in this respect will be agreed with the Council in advance. Where the outgoing tenant has given notice and fails to leave the property after the end of the notice period legal action may be taken to remove them from the property. The Council will, wherever possible, inspect properties becoming vacant, both prior to and following the termination of a tenancy.

8.1.1 Pre-Termination Visits

Once written notice has been received, a pre-termination visit will be undertaken. This visit will determine the condition of the property and highlight any repairs that the tenant will be required to undertake before leaving the property. At this stage if the tenant has undertaken their own improvements, where permission has not been authorised, the inspecting officer will look for damage to the property. If the outgoing tenant is advised that they need to remove the improvement works they are liable for all costs associated with returning the property to the original state. If the tenant is transferring to another council property a pre-transfer visit will be carried out. If the works are not completed during this visit the Council may withdraw alternative offers of accommodation or they may be charged for the works to be undertaken on their behalf. Where improvement work has been carried out to the property the outgoing tenant may request compensation to cover part of the costs. Full details may be found in the Compensation Policy.

8.1.2 Post-Termination Inspection

A post-termination inspection will be undertaken on all void properties as soon as possible after the tenant leaves.

The purpose of this inspection will be to:

- Ensure the property is empty, and to remove any items that pose a risk to the health and safety of prospective tenant(s) or contractors.
- Determine whether prospective tenants can be allowed to view the property.
- Ensure the property is secure and change the front and back door locks.
- Identify any outstanding disrepair which may be the responsibility of the previous tenant.
- Arrange for electrical appliances and installations to be checked.
- Identify if the property requires a pre-clean or other works before the prospective tenants can view.
- Identify any major repairs.
- Identify works needed to comply with health and safety requirements.
- Identify necessary repairs which are required to enable a property to be relet as soon as possible.

8.1.3 Terminations

Following the death of the tenant, the Council will offer the next of kin for deceased tenants two rent free weeks to enable them to clear the property. The Council recognises the difficulty and emotions faced by individuals at these hard times and will treat each case on

its own merits. The rent free weeks run immediately after the date that the death was registered. If the property is not cleared during this time any additional week's rent will be charged to the estate. In the instances where the tenancy has been ended due to the death of the sole tenant the executor of the estate is responsible for the removal of all goods from the property. If there is no executor, the council will end the tenancy by service of a Notice to Quit on the Public Trustee. On expiry of this notice any goods remaining in the property that are not required will be disposed of. The property will still be subject to a pre and post termination visit. The estate may be charged for any repairs and clearance required to the property caused by neglect or wilful damage.

Commented [ES10]: Add some wording around the council recognises the difficult time etc sb

Commented [ES11]: More time may be necessary - ja - or in exceptional circumstances up to max of 4 weeks jd

8.1.4 Evictions and Abandonments

The outgoing tenant is responsible for removing all personal possessions from the property, but there could be instances where the tenant fails to give notice (either because of eviction or abandonment) and belongings are left in the property. The council does not take responsibility for any items left on its land. The Council will endeavour to ensure that tenant is fully aware of proceedings and responsibilities to avoid any property being removed by mistake.

Commented [ES12]: Ensuring that tenant is aware - best endeavour to ensure so property not removed. JA JD agree

The council will serve a Section 41 notice advising there are personal belongings in the property and upon expiry of the notice any belongings in the property will be treated as abandoned. For details relating to the storage and removal of personal belongings which have been left in a property due to an eviction or abandonment, are contained in the Tenancy and Estate Management Policy and the Section 41 procedure. The Council reserves the right to recharge the outgoing tenant for costs incurred as a result of storing or disposing of goods charged at the weekly rent for the property.

8.1.5 Recharges

The Council will recharge any outgoing tenant for the costs of making good or renewing any damage caused to the property (outside of normal wear and tear), undertaking repairs to poorly fitted tenant improvement works and for clearing any rubbish and/or belongings that have been left at the property. Recharges may also be applied for the cost of cleaning and/or de-infesting the property. Photographic evidence will be obtained before the void works are carried out to formally record and prove the need for the recharge.

The Council will make every reasonable effort to contact the previous tenant to inform them of any outstanding items for which they will be recharged and the means of payment. All recharges will be noted on the debtors system and may affect any future application for re-housing if they are not cleared. Further information on charges and recovery of rechargeable repairs are contained in the Rechargeable Repairs Policy.

8.2 Letting a Void Property

The Council aims to ensure that allocations are made giving full consideration of the customer needs, the property and any issues in the local area. In some instances, for example where the property is in poor condition, the Council may undertake repairs to the property prior to a prospective tenant being identified.

8.2.1 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 as soon as possible after notice is received from the outgoing tenant or the Council is made aware that the property will be available for re-letting. Prospective tenants will be selected in accordance with the council's Allocations Policy. If possible a viewing for a prospective tenant will be undertaken prior to the outgoing tenant leaving the property in order to minimise any delay in allocating the property.

8.2.2 Viewings and Offers

Once a suitable applicant has been identified they will be invited to attend a viewing at the property. The viewing is intended to ensure that the property is suitable for the applicant and identify any specific work the applicant requires to enable them to move into the property. Requests for additional works will be considered in line with the Council's Repairs and Maintenance Policy. Where the prospective tenant accepts the property, they may be given the choice to keep some items that have been left in the property by the former tenant. This may include fittings such as curtains and carpets. If the outgoing tenant has left gas or electric appliances in the property, the Council will not take responsibility for maintaining these and they will therefore be removed. These details will be included in the tenancy agreement, for incoming tenant to sign, showing agreement. If the outgoing tenant has made significant changes to the property which cannot be practically or economically maintained (for example loft conversions, garages and workshops) they will be removed, and the property returned to the original state. Internal decorating may be undertaken by the Council in exceptional circumstances. Exceptional circumstances may include a tenant moving into the property that is elderly or vulnerable and/ or the property being in a particularly poor state of decoration. This may be in the form of a voucher or contribution to tenant. This will be at the discretion of the Council and in agreement with tenant.

Commented [ES13]: To be included in TA - to minimise void times - where suitable

Commented [ES14]: Discretion/contribution/voucher - which ever is easier for tenant - ask AS

Once the works have been agreed and the prospective tenant has accepted the property a completion date for the property to be returned will be agreed. In setting the completion date due regard will be taken of the amount of work required and any customer requirements. Prospective tenants 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 the completing of repairs.

8.2.3 Creating New Tenancies

As soon as all essential repairs are completed satisfactorily, the prospective tenant will be invited to sign the Tenancy Agreement, as in the above section. The terms of the tenancy agreement will be explained to ensure that the tenant(s) is fully aware of the terms and conditions and the consequences if these 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
- Solar panels (where applicable).

If the property has solar panels fitted, the prospective tenant will be obliged to sign a Tenancy Variation Agreement. **The Tenancy Variation Agreement** identifies the additional equipment on the property and allows the provider of the equipment, the right to access the loft from time to time to carry out repairs or maintenance. As regulation can change, any benefit to the tenant or responsibility of tenant will be discussed at sign up. At this stage the tenant will also be provided with the most recent copy of the Energy Performance Certificate for the property.

Commented [ES15]: How will solar panels work - or all sold on? Will the new tenant get documentation so new tenant gets benefits? JD

Commented [ES16R15]: SE to check

8.3 Works to Void Properties

All properties will meet the lettable standard, as shown **in Appendix 1**, in relation to health and safety prior to letting, including gas safety checks as required. Prior to any works being undertaken the Council will ensure that there is an up to date asbestos survey for the property.

The focus of works on voids will be to undertake works which are necessary to enable the customer to live in the property. This will ensure that the property meets the Decent Homes Standard and any specific needs for the customers. Tenants / prospective tenants will not be given access to the property for any reason once works have begun, due to health and safety reasons.

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. The Council may also delay the completion of some works if the property is known to be included on a planned programme in the future. In these cases the works will be highlighted as required and undertaken as part of the planned programme and completed once the property is occupied and the planned programme of works has commenced. Where a property requires an element of decoration, the Council will deliver a painting pack directly to the incoming tenant which enables the work to be completed by the tenant without a financial cost for materials to the tenant.

8.3.1 Utilities and Services

When a property has become void, when it is practical to do so, the Council will cap both the electric and gas supplies to reduce any health and safety risks. Wherever possible the supplies may also be transferred to a preferred supplier in order to reduce any delays in managing the void process. The electric supply will be uncapped as part of the final works to the property before the sign up is arranged. Incoming tenants will therefore have a working supply at the point of sign up – subject to appropriate levels of payment on the meter. The gas supply will not be uncapped until the tenant confirms they are moving into the property; this is to ensure that any risks of gas build up are minimised. Meter readings and photos will be taken to ensure smooth handover.

Commented [ES17]: Will this affect devices smart etc - boiler pilot light. Should we disconnect - take meter readings - photos. Leave heating on in winter etc JD

When the gas is uncapped the tenant will also be provided with the annual Gas Safety Certificate. 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.

8.3.2 Major Voids

If a void property requires major works, and therefore a high level of investment to be brought up to an appropriate standard, an options appraisal may be undertaken in order to assess if the works should be completed, or if the property should temporarily be taken out of use.

Consideration will be given to:

- Level of rent loss if the property is not tenanted and the impact on the Housing Revenue Account.
- 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 financial 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.

8.3.3 Low Demand Properties

The priority for the Council is to ensure that all homes are let as soon as possible to tenants who are able to sustain the tenancy.

While the Allocations Policy prioritises housing applicants who are in housing need, some housing stock in the borough is more difficult to let due to low levels of demand for the property type or area. A property will be considered to be low demand if there are not suitable applicants on the Housing Register for the property. Additional action(s) may be taken when a low demand property is identified in order to attract a suitable tenant.

A combination of the following may be agreed and implemented:

- Additional internal works beyond the needs of the customer.
- Internal decoration.
- Improved security.
- Fencing and landscaping improvements.
- Support for tenants moving in.
- More affordable rent levels

8.3.4 Adapted Properties

Properties which are adapted when they become void will be considered in line with the Council's Major Adaptations Policy with the priority being on ensuring best use of the adaptations. In some instances, where a property has major adaptations, the Council may choose to leave the property void for a longer period until a suitable tenant, who requires the adaptations, can be identified. Decisions to remove major adaptations from properties will be made by an Occupational Therapist and service manager based on all available information on the demand for the property.

9. Financial Implications

Any repair work carried out in the property whilst vacated will be charged to the void budget. The management and monitoring of this budget will be controlled by the Finance Manager

Commented [ES18]: Temporarily? Reword ?

Commented [ES19]: Reduce rent amount? JD ask AS - could be responsible tenant but needs help

Commented [ES20]: Leave it to OT and decide

10. Links to other policies

The Void Management Policy has direct links to the following other policies and the content should be cross referenced with these documents.

- Allocations Policy.
- Repairs and Maintenance Policy.
- Debt Recovery Policy
- Abandonment Policy
- Asset Management Policy
- Health and Safety Policy

11. Setting Targets

The Council recognises the importance of working to specific timescales in dealing with voids as part of performance monitoring and ongoing review of operations.

The targets are as follows:

1. General Needs/Amenity: 15 days*
2. Supported Housing: 25 days*

*Calendar days. It is important to note that the above targets are the maximum timeframe, staff should always be working towards minimising the number of void days.

12. Performance Management

Operation of the Voids Policy will be reported to the Housing Board on a quarterly basis or as necessary. Interim reports to be circulated as required.

The following performance monitoring indicators will be collected:

- Average re-let times for all voids including breakdown into supported and general needs housing.
- Details of all long-term voids including “difficult to let” properties or voids with no applicants for re-housing
- Actual numbers of voids (terminated and re-let).
- Vacancies as a % of total stock.
- Cumulative rent loss through voids (£ and as a % of annual rent).
- Actions taken to reduce voids in difficult to let properties.
- Offer refusal rates and reasons
 - Benchmarking against peers.
- Number of void properties.

13. Data Protection

The Council are committed to protecting and respecting the privacy of personal data. As a registered Data Controller (Reg. no. Z7118863) it complies with the General Data Protection Regulations 2018 (GDPR).

Commented [ES21]: Ok quarterly, if there is more give room for more regular reporting. Perhaps send out interim report

More information on how the Council collects, uses and keeps your personal information, and how it protects privacy can be found in our [Record of Processing Activity](#) (ROPA).

The corporate privacy notice provides general information about the council's personal data processing activities overall. As the range of services the council provides is so varied, it has also produced individual [privacy notices for each service area](#), to explain specifically how data will be used within each service.

14. Equality & Diversity

10.1 Equality and diversity are of fundamental importance to services provided regardless of a person's protected characteristics under the Equality Act 2010 (age, disability, gender reassignment, marriage and civil partnership, religion pregnancy and maternity, race, belief, or sex). All must be treated with respect. The Council treats everyone it houses, serves, and employs, fairly, and encourages others to do the same.

10.2 The Council provides information that is clear, accessible, and in an appropriate format (such as translated into another language, or in large print [on request](#)). Where appropriate, Council Officers will assist residents, by, for example, helping to complete paperwork. These policies ensure residents are treated in a fair and efficient manner.

15. Monitoring and Review

11.1 This policy will be reviewed regularly, to incorporate legislative and regulatory amendments and changes, best practice developments, or to address any operational issues with the procedure. Input will be sought from our residents (via the [Residents Committee or similar](#)) prior to making any substantive changes. This is in line with our Corporate Values and is intended to ensure our policy continues to meet the needs and aspirations of our residents.

16. Document History and Approval

Identity and Version Control

This document is the final approved version and will be a controlled document with an individual assigned to version review/amendment.

Appendix

Lettable Standard when agreed

Commented [ES22]: These are for benchmarking info only

Commented [ES23]: Remove and add lettable standards