

Voids Policy, Standards and Process

Policy

3CHA believe our residents have the right a home that is safe, secure and warm and that all accommodation that is offered should be of a good standard. In addition, 3CHA aims to manage its stock efficiently, ensuring that there is no avoidable delay for incoming residents and that the association does not incur any unnecessary loss of rent.

3CHA and our partner agencies will work to minimise void turnaround time to deliver an efficient, value for money, consumer orientated service.

Standards

At the point of offer all properties should be in a good lettable standard with all equipment in good working order and the fabric of the building free from serious defect.

Before being relet all properties will be:

- Safe and secure
- Structurally sound and, where possible, energy efficient
- Weather tight, damp free and properly ventilated
- Clean and tidy and decorated to an acceptable standard

And will have:

- Functioning and effective heating systems
- Clean and well fitted kitchens and bathrooms
- Adequate floor coverings, furnishings, furniture and white goods
- Each bedroom will have a bed, bedside table and wardrobe
- Up to date and compliant utilities checks