

Voids Club 2023

Thursday, 8 June 2023

Online via Teams

Programme

- 09:30 **Arrival / online access**
- 09:35 **Welcome and opening comments**
Siân Humphreys, Club Manager
- 09:40 **Decent homes standards review**
The Decent Homes Standard has played a key role in setting the minimum standards that social homes are required to meet since the early 2000s. In this opening session Mark will give us an update on the Decent Homes Standard review. He will consider the minimum requirements and legal obligations housing providers must deliver.

Mark Astbury, Partner, Ridge and Partners LLP
- 10:20 **Lettable standards and garden cultivation for voids**
Most housing providers ask their residents to keep their garden to a satisfactory standard as part of their tenancy agreement, but what do their outside spaces look like to start with?
In this session we'll explore the role of outdoor spaces in voids management, including fencing, patios, and tree cultivation. We'll also discuss how to best engage customers in the upkeep of outdoor spaces.

Andrew Mitchell, Voids Manager, Raven Housing Trust
- 11:00 **Comfort break**
- 11:15 **Best practice group discussions session**
- 12:15 **Strategic approaches to void management**
In this final session John will deliver a sector update on the latest figures in Voids performance and Siân will tell us about the challenges of balancing customer expectations against budgets, managing stock profiles and maximising rental incomes.

*Siân Humphreys, Interim Assistant Director Repairs and Maintenance, Golding Homes and Club Manager and
John Wickenden, Research Manager, Housemark*
- 12:55 **Wrap up and closing comments**
Siân Humphreys, Club Manager