

Voids Club 2023

Thursday, 5 October 2023

Online via Teams

Programme

09:30 Arrival / online access

09:35 Welcome and opening comments
Siân Humphreys, Club Manager

09:40 Strategic approaches to void management
Siân will give us insight into 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 Voids Club Manager

10:20 Housing allocations – Choice Based Lettings vs local lettings policy
In this session we will explore different approaches to housing allocations process including Choice Based Lettings, local lettings policy and any other alternatives. We will discuss the benefits and challenges that come with using either of those approaches.

Sarah Davis, Senior policy and practice officer, Chartered Institute of Housing (CIH)

11:00 Comfort break

11:15 Best practice group discussions session: What is your pre-termination inspection process?

12:15 Working with Void Energy services providers: TSM Void Energy Service
TSM Void Energy Service provides a free of charge void energy service to social landlords across the UK. They currently manage 1 million properties restoring power, removing historical debts and arranging meter replacements for void properties.

Based on case studies, we will explore the benefits of using this model, and what impact it may have on the organisations that use these Voids solutions.

Darren Ypey, Co-Founder – Director, TSM Void Energy Service

12:55 Wrap up and closing comments
Siân Humphreys, Club Manager