

Voids Club

14 October 2025

Online via Teams

Programme

09:30 Arrival / online access

09:35 Welcome and opening comments

Siân Humphreys, Club Chair

09:40 Lettable Standards and recent legislative changes

In this session, we'll discuss the Lettable Standards, focusing on what makes a property "ready to let." We'll explore how upcoming changes, including Awaab's Law and HHSRS amendments are reshaping expectations around damp, mould, and overall safety.

We'll discuss how in practice we can align property standards with new legal requirements and deliver safer and more compliant homes.

Eve Blezard, Policy lead – Asset Management, Building Safety and Culture, Chartered Institute of Housing

10:30 Refreshment break

10:40 Rethinking Voids & Allocations: Balancing Efficiency and Tenancy Sustainment

With the ever-increasing demand for social housing, providers continue to face pressure to reduce void times, optimise adapted stock, and support lasting tenancies.

In this workshop, led by Club Chair Siân Humphreys, we'll explore how allocation systems affect prioritisation, property matching, and tenancy outcomes. We'll dive into;

- The pros and cons of the Points-Based Systems,
- Banding System and Choice-Based Lettings,
- Direct Offers & Nominations and
- Transfers & Mutual Exchanges.

We'll also discuss evolving void classification, property advertising and sustainable placement strategies. Please come ready to share examples from your organisation.

Workshop session led by Siân Humphreys, Club Chair

11:30 Refreshment break

11:40 Optimising relet times through effective energy management

We will explore the common issues that arise during evictions, abandonments, and bereavements, highlighting how reliance on a single energy supplier can complicate the process of restoring power.

We will learn about the complexities of energy issues that can delay power restoration for 5–10 days, ultimately impacting turnaround times and increasing rent loss. We will discuss the importance of a comprehensive void energy management strategy that engages with multiple energy suppliers to streamline operations and expedite power restoration.

Additionally, we will explore solutions for simplifying administrative tasks, such as the efficient management of RTI codes for pre-payment keys, to enhance overall efficiency in managing void properties.

Alistair Carruthers, Enterprise Business Development Manager, Helpthemove

12:30 Club priorities – Group discussion

In our closing session, members will have the opportunity to discuss any successes or challenges you're experiencing in your organisations currently, as well as the chance to dig deeper into any of the topics covered in the morning.

Wrap up and closing comments

Siân Humphreys, Club Chair

13:00 Meeting close