

Voids Forum

25 March 2026, 10:00am – 11:30am, Online, Teams

Agenda

10:00 Welcome, introductions and housekeeping
Sîan Humphreys, Interim Director of Property, Bristol City Council and Forum Chair

10:05 Interactive Introductions

10:25 Improving voids performance – process mapping, identifying issues and streamlining workflow

By effectively managing void properties, we ensure that empty homes are returned to use more quickly, reducing financial loss and providing much-needed housing for communities.

In this session, we will explore void process mapping as a practical tool for improvement. We will track workflows to reveal gaps, inefficiencies, and areas for improvements. Through this guided workshop style session, we will identify issues that may be hindering your organisations' performance and how you might streamline processes for greater efficiencies.

Session led by:

Rhiannon Gibbs and Gurdeep Gahir, Owners and Directors, Ad Esse

11:05 Interactive Q&A and a discussion

- Where in our current voids process do we experience the most significant delays, and what typically causes them?
- What changes, big or small, would most effectively streamline the process?
- Has your organisation undertaken process mapping, how has it changed things?

Lessons learned: what worked, what didn't, and how to adapt

11:20 Wrap Up & Key Takeaways

11:30 Next Steps and close

Sîan Humphreys, Interim Director of Property, Bristol City Council and Forum Chair