



Void Management

Academy's Void Management module manages the end-to-end void process, with facilities to monitor void properties, monitor the location of keys and calculate void rent loss. The system is fully integrated with Academy Housing.

The void control process will generally start as soon as notification of a prospective void is received. The Void Management module comprises the following:

- User-defined void sequences and stages
- Links to Academy Repairs, Academy Rents and Academy Allocations modules
- Automatic void rent loss calculation
- Integrated key location monitoring
- Void monitoring during notice period.

Key functions

Void sequences and events

Each stage of the void process is referred to as an event, with key events pre-defined within Academy Housing. Additional events may be specified and added to the list. To assist with monitoring, each event is associated with a target number of days to complete the stage.

A sequence contains any number of events. A ready-to-let date is automatically generated and is updated as events and sequences are completed. Void sequences and events are user-defined to monitor activities such as:

- Pre-termination inspection
- Keys received
- Void repair periods.

There is no requirement for events to run in sequence, they can run concurrently too; reflecting the real situation.

Links to core repairs and allocations

The Void module is fully linked to other Academy Housing modules, ensuring that all parts of the void process are co-ordinated in a controlled manner. For example, when a tenancy is terminated, a void property record is automatically created. Details may be sent to the Repairs module to enable works to be ordered as soon as practicable, and to the Rents module to cease current and establish void accounts.

Key functions

Management of back to back lettings

Staff can monitor whether individual properties are available to offer, to let or both.

Specified repairs, like electrical and gas safety checks, can be set with a marker so that the void property cannot be let until certain specified repairs are completed and the property is fit for letting.

With this degree of control available, staff can work towards back to back lettings to avoid rent loss. Academy Housing assists by preventing a letting taking place until it is safe to do so.

Reports

Standard void reports are available for recording the following activities:

- Void costs
- Event targets
- Key location
- Void slippage analysis.

Benefits

- Reduces void periods
- Increases details held in the void process
- Records a detailed void history
- Assists with the monitoring of keys
- Automatically calculates void loss
- Guides users through the void control process
- Effective, structured, monitoring and reporting
- Offers access to extensive details of the property.