



Title Void repairs policy

Applicable Company: Calico Homes

Author Director of Maintenance and Compliance

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1.0 Introduction

- 1.1 The Voids Repairs Policy sets out how Calico Homes will deliver a customer-focused void repairs service, ensuring homes are safe, clean, warm, dry and ready for new customers.
- 1.2 Calico Homes is committed to providing quality homes and delivering a cost-effective void repairs service that responds to customer needs and offers choice where appropriate. This approach has been shaped by customer insight and feedback on the lived experience of moving into a new home.
- 1.3 This policy outlines how void repairs are prioritised and delivered and provides a clear framework for consistent service standards, condition expectations and timescales.
- 1.4 This policy is delivered alongside the Calico Homes Lettable Standard, which defines the required condition and quality thresholds a property must meet before a tenancy starts. The Lettable Standard is mandatory and forms the baseline for sign-off and handover.

- 1.5 This policy applies to all Calico Homes properties requiring void works prior to re-let.

2.0 Context

- 2.1 This policy ensures that Calico Homes meets all relevant legal and regulatory requirements relating to the condition of homes at let.
- 2.2 Voids represent a key intervention point within the asset lifecycle. Decisions made at this stage influence compliance, energy efficiency, damp and mould prevention, customer experience and future repairs demand.
- 2.3 The condition of a property at let directly affects customer confidence, first impressions and tenancy sustainment.
- 2.4 This policy is supported by operational procedures, inspection regimes, quality assurance processes and performance reporting arrangements.
- 2.5 This policy is supported by operational procedures that set out the end-to-end void journey, including tenancy termination, key return, property handover, void inspection, completion of works, final sign-off and re-let arrangements.

3.0 Core Principles

The voids service is underpinned by the following principles:

- Customers should not be expected to move into a home with avoidable issues
- Homes must be safe, compliant and ready to live in at the start of a tenancy
- Information provided to customers must be clear, accurate and transparent
- Quality of work must be consistent and durable
- Decisions made at void stage should reduce future repairs, complaints and avoidable cost
- Customers should be supported to make informed choices about their home

4.0 Policy Aims and Objectives

4.1 The aims of the policy are to:

- Deliver a consistent, customer-focused void repairs service
- Ensure every customer moves into a home that is ready to live in from day one
- Set clear expectations around property condition, quality and timescales
- Ensure compliance with all legal and safety requirements
- Ensure all properties meet the Lettable Standard prior to sign-up
- Deliver value for money by addressing root causes and preventing future repairs
- Provide appropriate support for vulnerable customers to safely move in and settle
- Remove all Category 1 hazards and reduce Category 2 hazards prior to letting
- Maximise opportunities to improve energy performance at void

5.0 Customer Scrutiny, Oversight and Monitoring

- 5.1 Calico Homes values transparency, accountability and co-design. Customer insight has informed both this policy and the Lettable Standard, and customers will continue to be involved in reviewing performance.
- 5.2 Service performance information will be published to ensure visibility of how the voids service is performing.
- 5.3 Customers are encouraged to provide feedback on property condition, communication and whether expectations were met at move-in.
- 5.4 Customer feedback, complaints and scrutiny activity will be used to continuously improve the service.

6.0 Service Standards – What Customers Can Expect

- 6.1 Every home will be prepared to a standard that we would be satisfied to move into ourselves.
- 6.2 All void properties will be prepared in line with the Calico Homes Lettable Standard prior to re-let.

- 6.3 Homes will be clean, safe, warm, dry, energy efficient and free from hazards at the start of a tenancy.
- 6.4 Properties will be free from Category 1 hazards and key risks at the point of letting.
- 6.5 Properties must be cleaned to a standard that is suitable for immediate occupation, including kitchens, bathrooms, floors, fixtures and fittings.
- 6.6 All homes will be safe, secure and provided with valid compliance certification prior to sign-up.
- 6.7 Customers will be provided with clear and accurate information about the condition of the property, including:
- overall condition of the home
 - any known issues
 - any agreed outstanding works
- 6.8 Customers will not be asked to move into properties:
- where issues have not been clearly disclosed
 - where the condition differs from what has been communicated
 - where known hazards or defects remain

7.0 Delivery and Standards

7.1 Inspections and Scope

All void properties will be subject to a formal, documented inspection prior to works commencing. The inspection will confirm the full scope of works required to meet the Calico Homes Lettable Standard and Cleanliness Procedure and will be retained as part of the void record.

7.2 Damp, Mould and Condensation

All properties will be assessed for damp, mould and condensation. Root causes must be identified and fully resolved prior to occupation. Treating symptoms without addressing the cause is not acceptable. This will be managed in line with Awaab's Law principles.

7.3 Safety Compliance

- All required gas, electrical, fire safety and other safety checks must be valid at the point of sign-up.
- Properties will not be let without appropriate certification.

7.4 Quality Assurance and Sign-Off

- All works must be completed to a consistent and durable standard. Temporary or patch repairs will not be accepted.
- All works delivered by internal teams and contractors must meet Calico Homes quality standards.

Quality assurance will include:

- Inspections at key stages
- Final sign-off prior to handover
- Rejection of works that do not meet required standards

A property will not be released for sign-up until:

- It has been confirmed as meeting the Lettable Standard in full
- A formally approved exception is in place

7.5 Exceptions and Early Move-In

Where a property does not fully meet the Lettable Standard at sign-up, this must be treated as a formal exception.

All exceptions must:

- Be risk assessed and formally approved
- Be clearly recorded
- Be discussed and agreed with the customer in advance

Any outstanding works must:

- Not impact safety, comfort or usability
- Be clearly explained to the customer
- Have an agreed completion timescale

Where appropriate, customers may be offered a choice between:

- Moving into a property that fully meets the Lettable Standard, or
- Moving in earlier where only minor, non-essential works remain

This ensures customers can make informed decisions while maintaining minimum safety and quality standards.

7.6 Energy and Asset Considerations

All void properties will be assessed for energy performance, with opportunities taken to improve efficiency in line with asset strategy and decarbonisation objectives.

Information gathered through void inspections will support future investment planning and asset management decisions.

8.0 Monitoring and Assurance

- 8.1 Delivery of this policy will be monitored through operational reporting to ensure compliance with standards, performance and quality expectations.
- 8.2 Board members will receive regular updates on performance and delivery.
- 8.3 Customer satisfaction following move-in will be treated as a key measure of success.
- 8.4 Customer feedback and complaints will be used to identify gaps and drive continuous improvement.

9.0 Regulatory and Legal Compliance

This policy aligns with relevant legislation including:

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- Decent Homes Standard
- Health and Safety at Work Act
- Equality Act 2010
- Awaab's Law

10.0 Links with Other Policies and Strategies

- Calico Homes Lettable Standard
- Calico Homes Lettable Standard
- Lettings and Allocations Policy
- Responsive Repairs Policy

- Asset Management Strategy
- Building Safety Strategy
- Fire Safety Policy
- Complaints Policy
- Gas and Electrical Safety Policies
- Asbestos Policy
- Health and Safety Framework
- Reasonable Adjustments Policy

Appendix 1

Customer Co Design Feedback

Customer Insight / Evidence	Old Policy Position	Change Made	New Policy Wording (Full)	Policy Ref
Clean, safe, ready home with no surprises	No clear definition of move-in standard	Introduced explicit move-in expectation	Every customer should move into a home that is safe, clean and ready to live in from day one.	6.3
Cleanliness is a key driver of satisfaction	No defined cleanliness standard	Added clear cleanliness requirement	Properties must be cleaned to a standard that is suitable for immediate occupation, including kitchens, bathrooms, floors, fixtures and fittings.	6.5
Expectation vs reality gap	No control over aligning expectation vs condition	Introduced requirement for accurate condition communication	Customers will be provided with clear and accurate information about the condition of the property, including overall condition, known issues and any agreed outstanding works.	6.7
Condition mismatch vs expectation	No protection against mismatch	Added explicit control	Customers will not be asked to move into properties where issues have not been clearly disclosed, where the condition differs from what has been communicated, or where known hazards or defects remain.	6.8

Unfinished works at move-in	No clear exception process	Introduced formal exception approach	Where a property does not fully meet the Lettable Standard at sign-up, this must be treated as a formal exception. All exceptions must be risk assessed, approved, recorded and agreed with the customer in advance.	7.7
Frustration with ongoing repairs	No link to preventing follow-on works	Introduced full scope inspection approach	All void properties will be subject to a formal, documented inspection prior to works commencing. The inspection will confirm the full scope of works required to meet the Calico Homes Lettable Standard and Cleanliness Procedure and will be retained as part of the void record.	7.1
Poor workmanship	No defined workmanship standard	Introduced quality requirement	All works must be completed to a consistent and durable standard. Temporary or patch repairs will not be accepted.	7.4
Inconsistent contractor quality	No QA or rejection control	Introduced QA and enforcement	All works delivered by internal teams and contractors must meet Calico Homes quality standards. Quality assurance includes inspections at key stages, final sign-off and rejection of works that do not meet required standards.	7.4
Confidence in inspections and sign-off	Weak sign-off assurance	Strengthened sign-off controls	A property will not be released for sign-up until it has been confirmed as meeting the Lettable Standard in full, or a formally approved exception is in place.	7.4
Damp & mould concerns	Basic inspection approach	Strengthened root cause requirement	All properties will be assessed for damp, mould and condensation, with root causes identified and fully resolved prior to occupation. Treating symptoms without addressing the cause is not acceptable.	7.2

Safety compliance assurance	Implied rather than explicit	Strengthened compliance requirement	All required gas, electrical, fire safety and other safety checks must be valid at the point of sign-up. Properties will not be let without appropriate certification.	7.3
Speed vs completion preference	No recognition of customer choice	Introduced choice model	Customers may be offered a choice between moving into a property that fully meets the Lettable Standard, or moving in earlier where only minor, non-essential works remain.	7.7
Need for informed choice	No control around early move-in conditions	Introduced conditions for outstanding works	Any outstanding works must not impact safety, comfort or usability, must be clearly explained to the customer and have an agreed completion timescale.	7.7
Vulnerable customers impacted	Basic statement only	Strengthened support approach	Calico Homes recognises that some customers may require additional support when moving into a home, including additional time, clearer communication and consideration of individual needs.	4.1
Service shaped by customer experience	Not clearly evidenced	Embedded co-design approach	This approach has been shaped by customer insight and feedback on the lived experience of moving into a new home.	1.1
Customer insight embedded in governance	Limited reference	Strengthened co-design governance	Customer insight has informed this policy and the Lettable Standard, and customers will continue to be involved in reviewing service performance.	5.1
Define move-in experience clearly	Compliance-led wording	Shift to experience-led standard	Homes will be clean, safe, warm, dry, energy efficient and free from hazards at the start of a tenancy.	6.3

Appendix 2

Lettable standard (snippet from full document)

Property Standard

All properties must be free from non-standard, obsolete or unsuitable components, with all fixtures and fittings replaced with approved standard items unless deemed safe and appropriate to remain, with any exceptions agreed and approved by the Voids Repairs Supervisor. Where components are approaching the end of their lifecycle (within approximately 5 years), replacement at void should be considered to prevent short-term failure and repeat visits. Properties will not be handed over with known defects that are likely to result in responsive repairs within the first 90 days, unless agreed as part of a customer choice arrangement.

Decoration Properties will be prepared for decoration as required, with existing finishes retained where they meet the required standard and redecoration targeted to key areas such as hall stairs and landing, kitchens and bathrooms; however, where the existing condition does not meet the required standard, full redecoration will be completed using a neutral finish, with a minimum of two coats applied and no patch painting or wallpaper.

Damp and Mould Properties must be free from visible damp and mould, with root causes identified and permanently resolved, and effective ventilation in place and working to prevent recurrence and support a healthy living environment. All cases must include identification of root cause, including ventilation performance, building defects and other contributing factors. Ventilation systems must be assessed for adequacy, not just operation, and upgraded where required. Treatment of symptoms alone is not acceptable without resolving the underlying cause.

Roof and External Fabric Roofs and external fabric must be fully weather-tight, with no leaks or missing tiles, and with gutters, downpipes and brickwork maintained in a sound and serviceable condition.

Windows, Doors and Ventilation All windows and doors must be fully operational, secure and free from defects, with no broken glazing and all ventilation systems working effectively; all door ironmongery, including handles, hinges, locks and closers, must be present, functional and compliant, with any non-standard components replaced with approved standard fitting.

Heating and Hot Water Heating systems must be fully operational, providing reliable heating and hot water, with a carbon monoxide alarm installed where required, and all radiators securely fixed, free from damage and fully functional.

Electrical Safety Properties must have valid Electrical Installation Condition Report with all C1 and C2 defects resolved prior to handover. All fittings will be secure and safe for use. None standard light fittings and switches must be replaced with standard components.

Kitchen Kitchens must be fully functional, with secure units, worktops free from damage or deep scratches, operational sinks and taps, appropriate non-slip flooring, and all non-standard components replaced with approved standard fittings unless deemed safe and appropriate to remain, with any exceptions agreed and approved by the Voids repairs Supervisor. Where a kitchen is

assessed as being beyond its lifespan or beyond economical repair, approval must be obtained from the Asset Team prior to works commencing. Where replacement is required, the customer will be offered a choice of kitchen and vinyl flooring prior to installation from a standardised selection

Bathroom Bathrooms must be fully functional, with all sanitaryware in good working order, suitable non-slip flooring and effective ventilation in place, and all non-standard components replaced with approved standard fittings, unless deemed safe and appropriate to remain, with any exceptions agreed and approved by the Voids repairs Supervisor.

Flooring All flooring must be appropriately managed, including removal where required, ensuring subfloors are safe and level, with non-slip flooring provided in bathroom and kitchen.

External Areas External areas must be fully cleared, safe, and accessible, with all fencing, paths, and surfaces in good condition. Trees and hedges must be appropriately maintained prior to handover, with ongoing hedge maintenance becoming the customer's responsibility; requests for tree works will be assessed on a case-by-case basis to ensure health and safety risks are effectively managed. All hazards identified under the Housing Health and Safety Rating System (HHSRS), including risks associated with slips, trips, and falls, must be fully remediated prior to tenancy commencement.

Safety Equipment All required safety equipment must be installed and operational, including smoke alarms, a heat detector in the kitchen and carbon monoxide alarms where applicable, using approved standard equipment.

Asbestos A valid asbestos survey must be in place, with no disturbance to identified asbestos-containing materials. Where no asbestos survey is present for the property a full refurbishment and demolition survey will be undertaken.

Water Hygiene

Water systems must be flushed and safe to use prior to customer hand over, with any dead legs removed in line with water hygiene requirements and shower hose and head replaced in bathroom. Long term voids must be flushed on a regular basis in line with legionella requirements.

Retrofit and Energy Standard All void properties will be assessed against current EPC data. Where a property falls below EPC C, improvement measures will be completed at void where reasonably practicable to improve energy performance. Measures may include insulation upgrades, ventilation improvements, heating controls or basic fabric improvements. Where EPC C cannot reasonably be achieved at void, a defined pathway must be recorded within the asset investment programme.