

Asset maintenance

Managing vacant and void properties

Policy section: 2.2

Section name: Asset maintenance

Policy: 2.1.8

Document name	Managing vacant and void properties
Applicability	Mission Australia Housing
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1 Purpose

1.1 To set out the way in which Mission Australia Housing (MAH) will manage **vacant** and **void** properties within its portfolio.

2 Related policies

2.1 This policy should be read in conjunction with the:

2.1.1 [Ending Tenancies Policy](#), which details the responsibilities of MAH staff involved in ending tenancies.

3 Scope

3.1 This policy applies to Housing Managers, Maintenance and Compliance Officers, Asset Managers and Allocations Officers who all have a role in managing vacated properties.

4 Guiding principles

4.1 MAH uses industry recognised property standards to maintain a consistent property condition standard across all operating states. State-based standards are listed in section 7 of this policy.

4.2 MAH aims to minimise financial losses by reducing the length of time that properties remain void.

- 4.3 MAH addresses housing need by maximising the use of its property portfolio and avoiding long vacant periods.
- 4.4 MAH upholds accountability and transparency through its record keeping practices.
- 4.5 Tenants are given opportunities to appeal organisational decisions in order to ensure fair and transparent outcomes.

5 Policy

- 5.1 MAH takes a proactive approach to property inspections throughout a tenancy to minimise issues at the re-letting stage.
- 5.2 MAH aims to turn around vacant properties for re-letting within 14 days where possible. Where major works are required, this timeframe is adjusted up to 28 days. Further time extensions will require the approval of the Asset Manager.
- 5.3 The Assets, Housing Management and Allocations teams take a coordinated approach to managing vacated properties to ensure that properties are brought to standard and re-tenanted as efficiently as possible.
- 5.4 Keys are managed as per the [Key Management Policy](#) to ensure that vacant times are reduced, properties are kept secure, and properties are re-let as quickly as possible.
- 5.5 Housing Managers will notify the Asset Manager as soon as they are aware that a property is being vacated.
- 5.6 Housing Managers will conduct a pre-vacate inspection with the tenant present 7 days before the vacate date where possible. The Housing Manager and Maintenance and Asset Manager will then review the property notes and the asset plan to determine what work, if any, is required. The Asset Manager/ Maintenance and Compliance Officer will then arrange to inspect the property as soon as possible to the vacate date – generally within 48 hours of the vacate date.
- 5.7 Regional Managers and Team Leaders will monitor trends in vacated properties in case there are underlying neighbourhood issues which require attention (such as ASB).
- 5.8 **Hard-to-let properties**
 - 5.8.1 Where properties are hard to let, MAH may either:
 - Take a more flexible approach to allocations as per the [Allocations Policy](#); or
 - Undertake additional works to the property to bring it above the lettable standard.
 - Consider disposal of the property as per the [Asset Disposal Policy](#).

6 Definitions

Lettable standard means that components of the property are clean, undamaged and working, and that the property is ready for letting.

A **scope of works** is a list of repairs which need to be carried out on the property to make it tenable or bring it to the required standard.

A **vacant property** is tenable but uninhabited.

A **void property** is uninhabited and requires work in order to make it tenable.