

Void Property Management – Definitions, KPIs and Performance Measures

1. Current figures week ending 28th June 2026



Headlines For June 29th 2026 -

Number of Open VOIDS – 29 (18 Minor, 4 Major, 3 Exceptional, 2 Disposal, 2 Awaiting inspection)

Open Voids with Housing – 12 (9 Minor, 1 Major, 1 Disposal, 1 Awaiting inspection)

Open VOIDS with Assets - 17 (9 Minor, 3 Major, 3 Exceptional, 1 Disposal, 1 Awaiting inspection)

Open VOIDS over KPI – 10 (9 Minor over 30-day K2K target, 1 Major over 45-day K2K target)

2. Summary

2 No type, (1 came in 26/06, being inspected 30/06, 1 to Fumigate prior to inspection)

12 properties currently with GenOne

8 Properties allocated or ready to rent

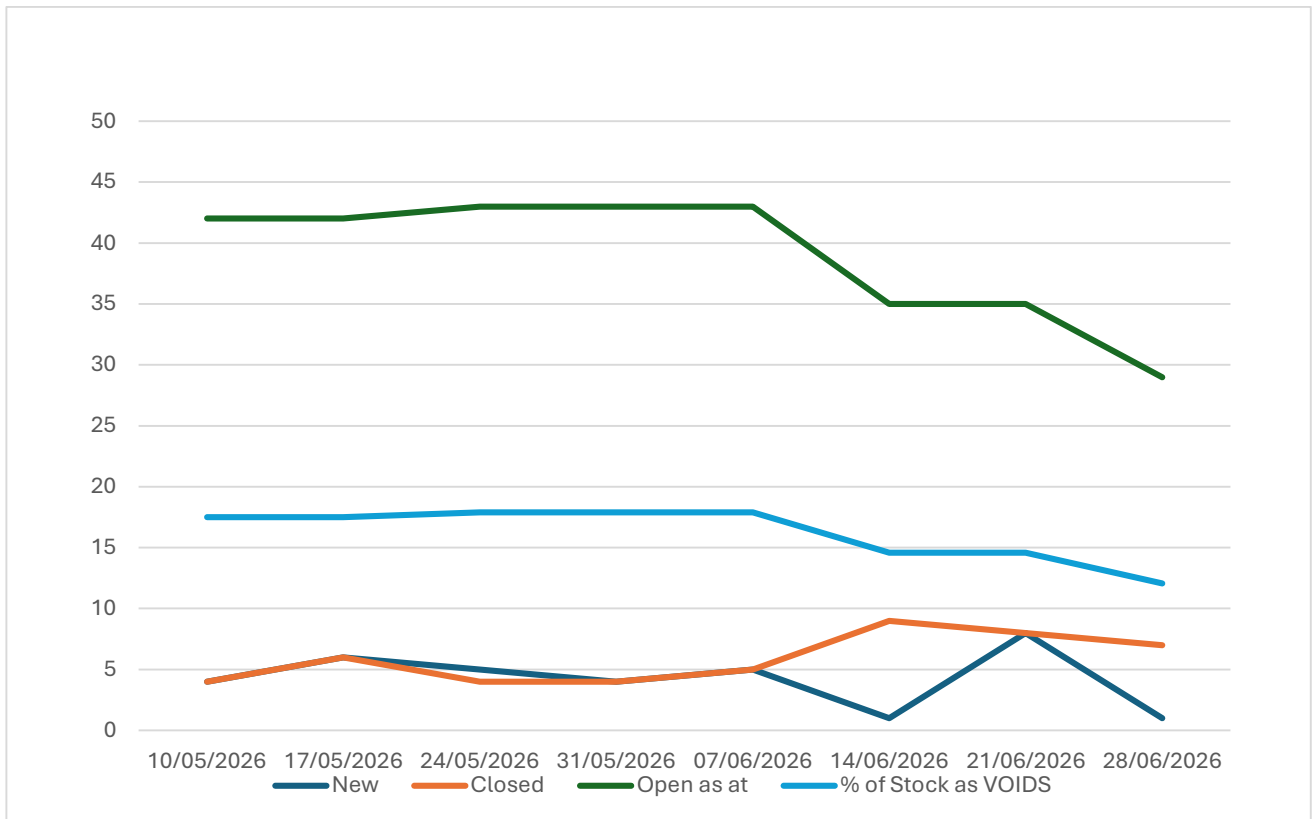
4 with A&P (2 awaiting freeholder works, 1 Roof Works)

2 Disposal (1 Housing, 1 A&P)

Expecting hand back of 4 properties this week.

There are regular meetings taking place with GenOne to discuss certain service areas where it is felt results are taking too long. This will be monitored on an ongoing basis.

3. Trends (Weekly)



Headlines (22/06/26-28/06/26):

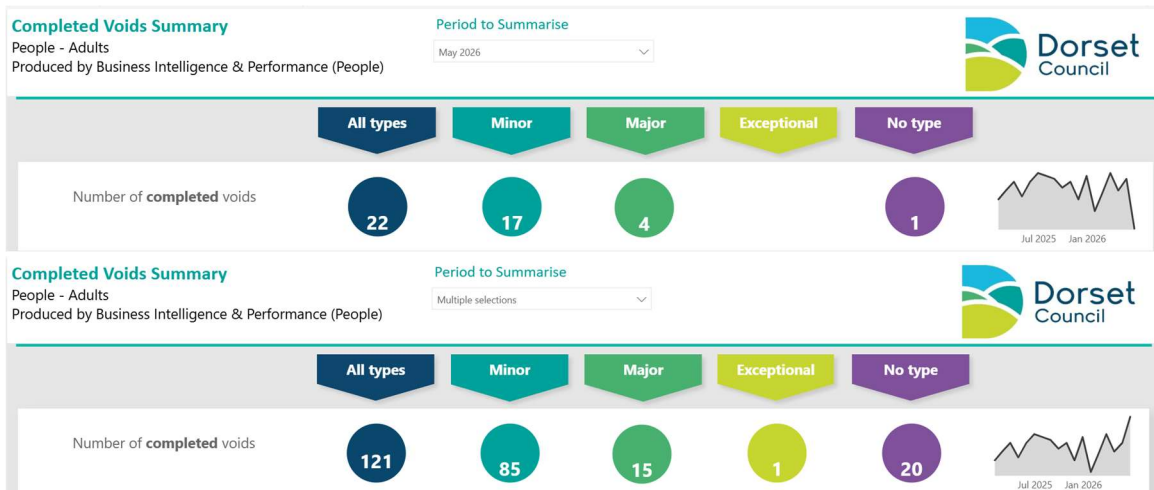
Completed VOIDS weekly – Total of 7 VOIDS completed over period

New VOIDS weekly – Total of 1 New VOIDS received over period

Percentage of total stock as VOID – Down to 12.1%

Total open VOIDS – Down to 29

4. Completed VOIDS – May 2026 & 2026 to Date



5. Introduction

This report provides a definition of void properties, explains the concept of key-to-key performance, and sets out the classifications and Key Performance Indicators (KPIs) used by Dorset Council in the management of temporary accommodation voids.

6. Definition of a Void Property

A *void* is defined as a property which is not occupied and for which no legal interest is still in place. Rent cannot legitimately be charged. This may occur when a previous tenant has vacated the property, or where the property is awaiting allocation to a new tenant.

For the purposes of this report, the focus is on empty residential properties used for Temporary Accommodation. Due to the nature of temporary placements, these properties are frequently vacated and require varying levels of work between each occupation. The Council aims to minimise the time properties remain empty in order to meet demand for temporary accommodation. To support this, performance is measured against defined key-to-key (K2K) targets.

7. Key-to-Key (K2K) Performance

Key-to-key void KPIs measure the total period a property is unoccupied. This period runs from the point at which keys are returned by the outgoing tenant, to the point at which keys are issued to the incoming tenant.

These KPIs provide a comprehensive measure of performance and include: Time taken to identify required works, Completion of repairs and remedial works, Completion of statutory compliance requirements and Allocation and placement of a new tenant/client.

8. Void Classifications

Void properties are categorised based on the scope, complexity and duration of works required.

Minor Voids

Minor voids refer to short-term void periods that require moderate or no repairs. These typically involve straightforward tasks that can be completed quickly to prepare the property for the next tenant or client.

Major Voids

Major voids involve more significant repairs or refurbishment works required to meet void standards. These usually include the replacement or upgrading of major components and require longer completion times than minor voids.

Exceptional Voids

Exceptional voids involve complex, high-cost, or high-risk works that are likely to exceed standard void timescales. These voids often have no fixed completion date due to the nature of the issues involved.

Examples of exceptional voids include: Decants due to loss of contract or end of lease, Major structural repairs, Serious safeguarding concerns, Police investigations or closure orders and Extensive reinvestment works linked to planned maintenance programmes, such as: Re-plastering, Replacement of ceilings and floors, Major internal redesigns

9. Key Performance Indicators (KPIs)

Dorset Council measures performance against the following targets:

Key-to-Key Targets

Repair Timeframes

Minor voids: 30 working days

Minor repairs: 20 working days

Major voids: 45 working days

Major repairs: 35 working days