

Void Procedure	
	Actions
Keys returned	All keys in office collected Resource closed Void Sequence started
Keys passed to Caretaker 24hours min	Caretaker to inspect and check all keys caretaker to pass keys to Estate Services and get receipt Email sent to Empty Homes, Rehousing, Estate Services
Lock Change	Estates to change locks
Handover to Rehousing	
Gas?	Gas Check requested Gas Check received
Authority to enter	rehousing team pass to Mears with Authority to enter
Void Works	Mears to inspect Estimate completion Date Inform Rehousing
Request for Nom	Rehousing Send a request for nomination
Works Completed	All works are done Nomination Requested Nomination sent
letting	Property Viewed Property Let

* At each stage all notes need to be added to the system by the office

Acquisitions
*All notes to be updated on the system
*Major works or more than 4 weeks Rent to be stopped to LL property deactivated on Ohms
If property then returns Set up as new property

Ohms Update		By who
Resource ceased ETV Keys received XA15		TAA TAA TAA TAA TAA
		Caretaker Caretaker TAA
X03		Rehousing Team
XA02		Rehousing Team
GSRE GSRV		Rehousing Rehousing
ATE		Rehousing team
		Rehousing
XA10 Nomination Requested Nom received		Rehousing TA TA
Property Viewed LET		TA TA
Create resouce		TA

er who is working on the task/ or has information regarding this.

	Deactivate	Acquisitions
	Create	Acquisitions