

Overview of Empty Homes

Housing, Planning and Development Scrutiny Panel
13 October 2026

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Purpose

To provide an overview of:

- what a void is
- different types of voids
- the teams involved
- how properties move from vacant to occupied
- why different processes exist



What is a standard void?

A void is a property, room or accommodation unit which is temporarily unoccupied between occupants.

Why do properties become void?

- Tenant moves to another property
- Tenant's death
- Move to residential care or sheltered housing
- Neighbourhood Moves Scheme (NMS)
- Eviction or tenancy enforcement action
- Tenant abandonment

Annual volume:

2025-2026: ~ 550 new voids

2026-2027: ~ 700 projected new voids reflecting additional BWF regen (right to return), CHAPs, new builds and acquisitions

Before



After



Haringey's voids portfolio



General Needs & Sheltered Housing	Permanent council housing
HCBS Properties	Homes managed by Haringey Community Benefit Society (HCBS), providing long term housing for homeless households
PSL Properties	Privately owned homes leased by the Council for temporary accommodation
Hostels	Self-contained accommodation units used for temporary housing
Lodges	Short-term family accommodation providing emergency housing
Long-Term Empty Homes	Properties requiring significant investment or intervention before they can be brought back into use
Estate Renewal and Regeneration Properties	Properties that are intentionally held vacant to support estate renewal, regeneration and major investment programmes

Who is involved

Customer Services

- Manages tenancy termination

Rent Accounts

- Establishes the void and a new tenancy at the end of voids process

Housing Repairs Service (HRS)

- Inspects properties
- Delivers compliance and repairs works
- Certifies properties as ready

Housing Delivery

- Delivers voids works for PSLs and HCBS through contractors

Asset Management

- Manages major investment works
- Oversees extensive voids

Lettings and allocations

- Advertises homes
- Matches applicants

Sign up and viewing

- Signs up new tenants

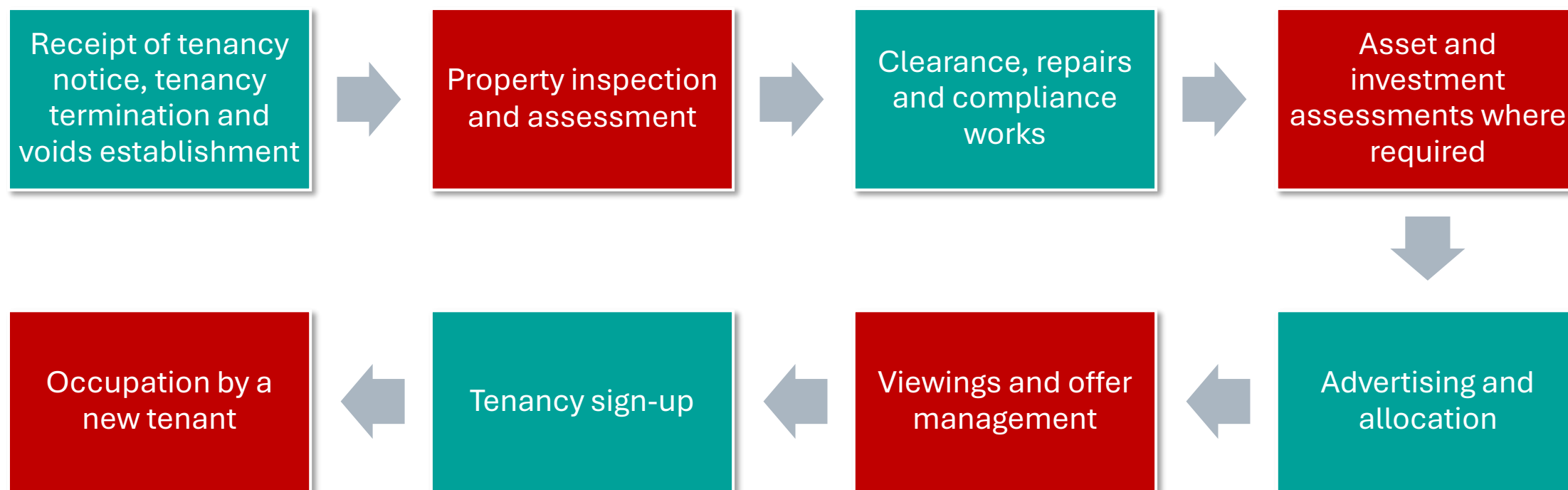
Temporary Accommodation and HCBS Teams

- Manage PSL, Hostels, HCBS and Lodges

Tenancy Management

- Manages squatters, unauthorised occupation and tenancy enforcement issues

Typical voids' process



Comparing the different void types

GN/SH	HCBS	PSL	Hostels	Lodges
Permanent council homes	Long-term housing for homeless households	Temporary accommodation	Temporary accommodation	Emergency accommodation
Council owned	HCBS landlord with Council nomination rights	Private landlord ownership	Council owned	Council owned
Secure/Introductory tenancy	Assured tenancy	Non-Secure Tenancy	Non-Secure Licence	Non-Secure Licence
Choice Based Letting process / Direct Offer	Direct offer	Direct offer	Direct offer	Direct offer
HRS and Asset Management led repairs	Housing Delivery / Asset Management led repairs	Housing Delivery led repairs and private landlords	HRS led repairs	Caretaker / HRS led repairs

Long-term empty homes

A proportion of properties require:

- major refurbishment
- structural works
- investment decisions
- asset management intervention



Estate Renewal and Regeneration Properties



What are they?

- Properties that are intentionally held vacant to support estate renewal and regeneration

Typical Reasons a Property May Be Held Empty

- Estate redevelopment
- Planned demolition
- Major refurbishment
- Decant activity for residents affected by regeneration works
- Future development and site assembly requirements

Governance and Oversight

Strategic Voids Improvement Group

Oversees:

- Performance
- Improvement activity
- Risks
- Data quality
- Cross-service coordination



Key Messages for Scrutiny Members



- Haringey manages several different categories of voids
- Different property types require different processes
- Multiple services contribute to outcomes
- Hand-offs between teams are critical
- Empty homes performance is influenced by property condition, operational processes, IT systems and data, and performance management

Thank you

Any questions?

