

Appendix A Relet Process

Voids Weekly Schedule		
Monday	Tuesday	Wednesday
-	Joint Void Surveys	Joint Final Interim Inspections
Post Voids for Properties handed back previous Friday	- Order EPCs for any new notices received. - Check Asbestos Status, upload where existing and order where not existing. - Raise VOs as required	- Input works schedules - Scan works schedules to Novus & Orchard - Scan Meter Details to AJR -Order any dec vouchers required from Business Support
- Prep Void Survey docs for this weeks' voids - Cancel EPCs/Asbestos surveys for properties where keys not received - Prep for Void Meeting	Joint Void Surveys	Joint Final Interim Inspections
Void Meeting	Send updated snapshot to Novus	- Resolve any meters in debt - If meters in credit and we have asbestos rpts, release gas and electric jobs. - If no asbestos, just release gas
- Interim inspections for recent voids - Void Meeting - Void Meeting - Complete and Issue Minutes		
- Book in keys following post void inspections and move to RTL - Complete additional works forms/Gifted Goods forms as necessary		
Thursday	Friday	
-	-	
Day to Day	Day to Day	
- Check Environtec portal for any recently completed reports and upload - Chase up any proeprties where we are waiting info from Improvements (Check Improvements plan or Improvement works underway status)	-	
-	Advise all properties from Wednesday Inspections which are now ready	
Day to Day	Day to Day	
Update returned Snapshot comments onto Orchard	-Advise Inspectors of post voids required for Monday & Prep forms	

Appendix A Relet Process

	Completed by When?			Orchard Status		By Who?	What to do to move things on
	Week	Day	Time	Code	Description	Owner	Action Needed
Notice Period	1	Mon	Noon	NOTIFY	Notice received	Allocations	Send Termination form to customer & check if valid EPC available, upload if yes
	1	Mon	PM	EPCORD	EPC Order Required	Voids Team	Order EPC report
	1	Mon	PM	ASBCHQ	Check Asbestos Status	Voids Team	Check if valid Asbestos Report available, upload if yes
	1	Mon	PM	ASBORD	Asbestos Order Required	Voids Team	Order Asbestos Report
	1	Mon	PM	PLACHK	Check Planned Works	Voids Team	
	1	Wed	PM	BOOKPI	Book Pre Inspection	Voids Team	Contact customer and arrange pre-void inspection
	2	Fri	AM	PIBKD	PreVoid Inspection Booked	Voids Team	Attend & complete Pre-Void Inspection
4	Mon	PM	PRECOM	Pre Void Insp. Complete	Voids Team	Upload Pre-void inspection & await keys	
Void Period	1	Mon	Noon	KEYREC	Keys Received	Allocations	Record keys in & terminate tenancy
	1	Weds	Noon	TERM	Terminated	Voids Team	Complete Repairs Schedule
	1	Weds	Noon	METERS	Meters Status Checks	Voids Team	Establish meter type and credit/debit status, send info to AJR
	1	Weds	Noon	METDEB	Meters in Debt	Voids Team	Load up meters until in credit
	1	Weds	Noon	INSCOM	Void Survey Complete	Voids Team	Arrange gas, electric checks - raise jobs for only these on Orchard
	1	Fri	PM	SAFUND	Safety Checks Underway	Voids Team	Upload certs as they become available
	AS PER MAJORS TIMELINE			REWUN	Rewire Underway	Improvements	Update on progress/completion of rewire
	AS PER MAJORS TIMELINE			HEAUN	Heating Upgrade Underwa	Improvements	Update on progress/completion of heating upgrade
	2	Mon	AM	SAFETY	Safety Checks Complete	Voids Team	Ensure all certs uploaded & raise jobs for remaining void works on Orchard
	2	Mon	AM	ADMIN	Orders With Admin	Voids Team	Establish if works require mgmnt sign off and issue if not
	4	Tues	Noon	REP	Undergoing Repairs	Novus	Complete required void works
	3	Weds	PM	INSFA	Interim Inspection Failed	Novus	Address highlighted snagging issues
	3	Weds	PM	INSOK	Interim Inspection OK	Novus	Continue with required void works
	4	Thurs	PM	REPCOM	Repairs Complete	Improvements	Check electric certification and upload
	5	Mon	PM	CERTOK	Certs OK	Voids Team	Complete Post Void Inspection
	AS PER BREACHED TIMELIN			CERTRE	Certs Retd to Contractor	Novus	Amend certificates as required
AS PER BREACHED TIMELIN			RETURN	Void Return to Contract	Novus	Address highlighted snagging issues	
AS PER BREACHED TIMELIN			SNAGG	Snags/Repairs	Novus	Address highlighted snagging issues	
AS PER BREACHED TIMELIN			SECPVI	Second Post Void Needed	Voids Team	Inspect snagging issues completed satisfactorily	
Sign Up Period	5	Tues	PM	RTL	Ready To Let	Tenancy Servic	Complete sign up appointment with customer
	5	Fri	PM	REDES	Property Redesignated	Business Supp.	Amend property information on Orchard
	5	Fri	PM	OCCUPY	Occupied	Business Supp.	Verify Tenancy on Orchard

Appendix A Relet Process

Day	Number	Tasks to be done	Comments
Monday	-28	Record notice, check for valid EPC & Asbestos survey and order if not available. Check Improvements plans for any planned work	EPC/Asbestos to be ordered on Day -28 but to be completed on day 4 or 5
Tuesday	-27	Improvements Team to authorise if planned works to be completed during void period	If planned works identified, change Void Type to "Major Voids"
Wednesday	-26		
Thursday	-25	Arrange pre-void inspection with customers	Must be carried out if transfer inspection
Friday	-24		
Saturday	-23		
Sunday	-22		
Monday	-21		
Tuesday	-20		
Wednesday	-19		
Thursday	-18		
Friday	-17		
Saturday	-16		
Sunday	-15		
Monday	-14		
Tuesday	-13		
Wednesday	-12		
Thursday	-11		
Friday	-10		
Saturday	-9		
Sunday	-8		
Monday	-7	Attend pre-void inspection	Completed in final week so can potentially start ensuring meters in credit, we have keys/cards for them etc
Tuesday	-6		
Wednesday	-5		
Thursday	-4		
Friday	-3		
Saturday	-2		
Sunday	-1		
Monday	1	Terminate tenancies, book in keys, print void work schedules & obtain keysafe if applicable	
Tuesday	2	Complete Work Schedules and meter status checks	
Wednesday	3	Bring meters into credit and raise orders gas/electric checks for gas/electric checks on Orchard	
Thursday	4	Gas/Electric/Asbestos/EPC checks to be completed (could these be fixed appointments?)	
Friday	5	Gas/Electric/Asbestos/EPC checks to be completed (could these be fixed appointments?)	If unplanned improvement works (kitchen/bathroom/heating/rewire) identified at survey/EICR/gas decommission, change Void Type to "Major Voids"
Saturday	6		
Sunday	7		
Monday	8	Asbestos reports sent to Novus & all remaining void works uploaded to Orchard	
Tuesday	9	Novus complete repairs	
Wednesday	10		
Thursday	11		
Friday	12		
Saturday	13		
Sunday	14		
Monday	15		
Tuesday	16		
Wednesday	17		
Thursday	18		
Friday	19		
Saturday	20		
Sunday	21		
Monday	22		
Tuesday	23		
Wednesday	24	Check & Upload Elec Certs	
Thursday	25	Check & Upload Elec Certs	If faults in certs found or additional electrical works required highlight "target breached"
Friday	26	Post Void Inspections & Change Locks	If snagging works found and 2nd post void required, highlight "target breached"
Saturday	27		
Sunday	28		
Monday	29	Post Void Inspections & Change Locks	
Tuesday	30	Properties moved to Ready to Let	
Wednesday	31	Sign Up (but Tenancy Start date on Day 29)	
Thursday	32	Sign Up (but Tenancy Start date on Day 29)	
Friday	33	Tenancies loaded on Orchard	

Appendix A Relet Process