

**VOID AND  
COUNCIL TAX  
MANAGEMENT  
SERVICES**



**MONARCH PARTNERSHIP**

*Utilities simplified*

# VOID PROPERTY MANAGEMENT



## MANAGING VOID PERIODS

A “void” is any property that is untenanted for a period of time. Most housing providers have a policy in place and set of procedures to manage void properties in order to ensure that loss of rental income, security and repair costs are kept to an absolute minimum.

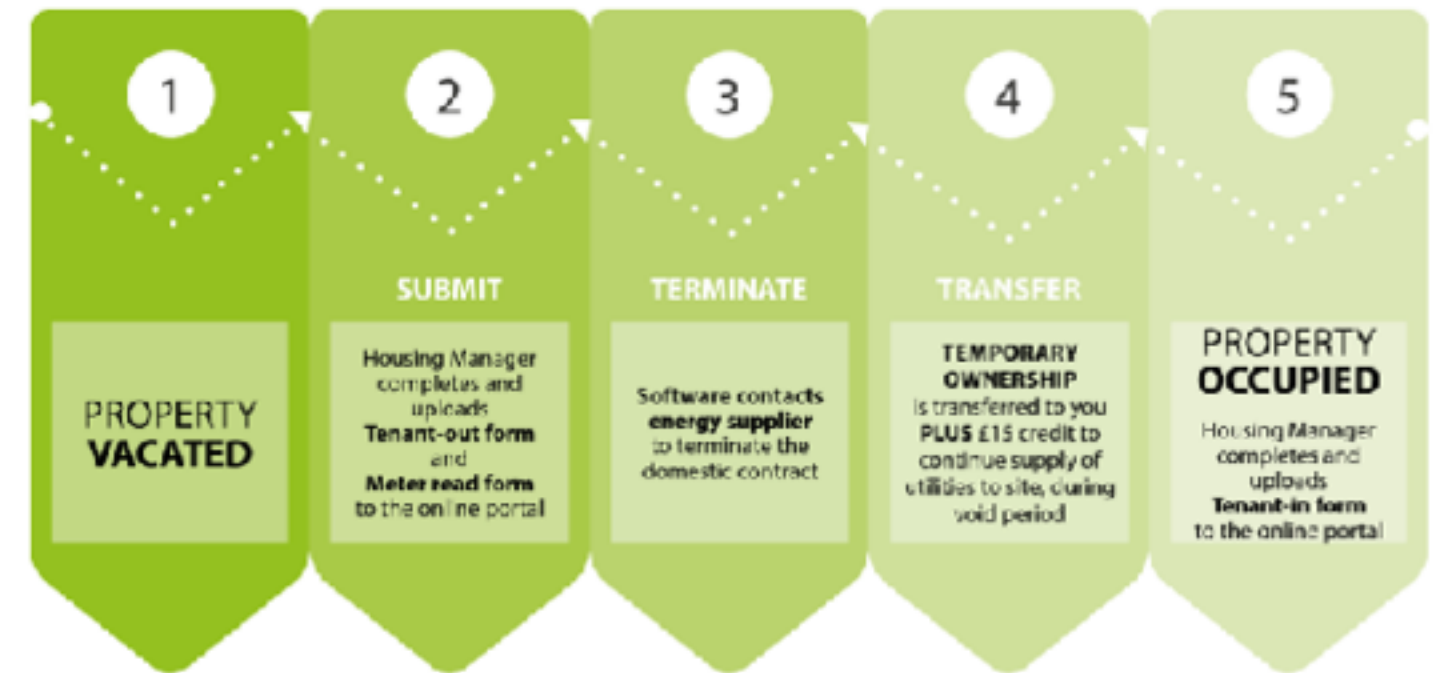
Empty properties lose rent but still accumulate council tax and standing charges. We make void management as efficient and easy as possible. Our cost-effective solutions not only improve your bottom line; they add real value for your tenants.

To ensure that loss of rental income, security and repair costs are kept to an absolute minimum, we partner with Scottish and Southern Energy (SSE) to provide an easy-to-use void property management service to our housing association and property management customers. Once a property is vacated, the property owners or housing managers upload the details of the property to the online portal in order to assist landlords. The sophisticated software then automatically contacts your energy supplier, arranges the termination of the domestic contract and transfers temporary ownership to you. In addition, you receive £15 credit to enable utility supply to the property whilst you carry out any necessary re-decorating or general repairs ahead of the new tenant taking possession.



Figure 1: Void Property Management service process

## VOID PROPERTY MANAGEMENT



Landlords can also use our portal to get a complete overview of all their Void Properties in management dashboard display:

- Details of all individual properties
- Summary views on the percentage of a portfolio that is void
- The average length of Void time

Our clients agree that this portal saves them administrative time and manpower overheads, as well as allowing property managers to better understand and prioritise turnaround of void properties.

Our bespoke Void Management service with SSE includes management of debt issues, credit-key meters, to name but a few. In short, it takes care of smooth utility transition for new tenants once they occupy a void property.

## BENEFITS

- No standing charges for up to 90 days
- £15 fuel allowance per meter
- Less administrative work needed to manage voids by using an online management service to track tenant-out and tenant-in stages
- Less people required to manage voids since SSE handle any objections to transfer/outstanding debt issues.
- You only have to deal with one energy supplier

SSE also handle pre-payment meters and can arrange for keys to be provided to clear any outstanding debt.

## COUNCIL TAX AUDIT AND VALIDATION

Our new Council Tax service, as part of our Void Property service, benefits housing associations in the following manner. When your property becomes void, we will contact the Council to:

- Arrange for the correct tax to be calculated for the void period only
- Process the council tax invoice and validate it
- Submit the corrected invoice to the client in an electronic format
- Apportion the appropriate discount for the relevant period dependent on council

These actions will enable you to make a correct and accurate payment. We can also process other urgent Council Tax bills and carry out the above procedures.

Figure 2: Council Tax Management service process

## COUNCIL TAX MANAGEMENT



### VALUE YOU GET

- ✓ Hassle free processing of bills for accuracy
- ✓ Each bill is correctly coded and validated
- ✓ Pay only the absolute minimum for council tax charges for the void period
- ✓ Management of debt issues
- ✓ Management of credit-key meters
- ✓ Prioritise turnaround of void properties
- ✓ Minimise unnecessary costs and charges

## VOID PROPERTY MANAGEMENT ONLINE TOOL

On our Void Property management online tool you can find the details of all individual properties your organisation manages. You will also see a summary view on the percentage of a portfolio that is void and the average length of void time.

Quick View - VOID

Urbica Ref	Building Name/Number	Food Name	Post Code	Tenant Out Status	Date Submitted	Tenant In Status	Date Submitted	Void D
286	14A	Unit 14A Dock Road	E11 6JA	W	07/08/2017	W	07/08/2017	29
385	18	North Post	CG2 8BQ	W	07/08/2017	W	07/08/2017	32
387	20	Old Main Road	CG2 8DA	W	07/08/2017	W	07/08/2017	40

USER RIGHTS

Complete User Name	Administrator	Manager	Basic Entry Operator	Disable	Update
MS -Helm Pkorman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Update"/>

CONTACT US HISTORY

Name	Telephone	Email	Queries	Date	User Name

➔ CREATE NEW ACCOUNT

Name \*

User Name \*

Email \*

Contact Telephone No \*

User Role \*

Position (job title) \*

Password \*

Confirm Password \*

Create User

NEW TENANT OUT - STEP 1 OF 4

- 1 General Information
- 2 Electric Meter Reading
- 3 Gas Meter Reading
- 4 Other Information

For the Person Completing Form:

Name:    Telephone No:

Position (job title):  Email:

Date of Entry:

Property Details

Lease Name/Number \*

Street \*

City/Town \*

County \*

Post Code \*

Outgoing Tenant Details

Name \*    Telephone No:

Email:

Departure Date \*

Anticipated date of Occupancy \*

VOID BILLING DETAILS

FLD \*

Office Name/Number \*

Position \*

Department \*

Street \*

City/Town \*

County \*

Post Code \*

Save

SSA Property Summary Report

Print Copy Filter Export CSV Refresh

10 1 entries

Search:

Unique Vendor *	House Number	Street	County	Post Code	Tenant Out Name	Telephone	Departure Date	Tenant In Name	Telephone	Arrival Date
375	16A	East India Dock Road	UK	E14 0JA	Mr Ravi Kumar		04/01/2017	Mr Sankar B		26/04/2017
380	16	North Road	UK	E9 2PD	Mr Kunal Kaur		04/01/2017	Mr Nishu Raj		15/04/2017
387	20	East Main Road	UK	E16 6DA	Mr Vinod Kumar		04/01/2017	Mr Vinod Kumar		12/04/2017

Showing 1 to 1 of 1 entries

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## **MONARCH PARTNERSHIP**

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