

Voids Forum

9 December 2026, 10:00am – 11:30am,

Online via Teams

Agenda

10:00 Welcome, introductions and housekeeping
Siân Humphreys, Head of Property Care, Community Housing and Forum Chair

10:05 Interactive Introductions

10:25 Lettable Standards: What's Changing Across the Sector?

Most housing providers regularly review their lettable standards to balance customer expectations, void turnaround times and cost pressures.

This discussion will explore current approaches across the sector, giving members the opportunity to share their standards, discuss recent changes, and exchange ideas on what works well in practice.

Please come prepared to share your current lettable standard, along with any recent changes you've made, and any lessons learned from the process.

Improving letting process

This session will explore how housing providers can use property marketing and applicant insight data to better understand demand, attract suitable applicants, reduce void periods, and improve letting outcomes. Using data from MovingSoon's social housing platform, Paul will share practical insights into what applicants are looking for and how providers can streamline the letting process.

For housing providers, this means faster lettings, more informed decision-making, and better use of housing stock. For tenants, it can lead to a smoother application process, shorter waiting times, and a better match between people and properties.

Paul Malone, Founder, MovingSoon

Including Q&A and a discussion

11:25 Wrap Up & Key Takeaways

11:30 Next Steps and close
Siân Humphreys, Head of Property Care, Community Housing and Forum Chair