



VOID MANAGEMENT POLICY 2025

1.0 OBJECTIVES

The objectives of our Void Management Policy are to:

- ✓ Comply with the Scottish Housing Regulator's Social Housing Charter Outcomes relating to Void Management;
- ✓ Implement best practice in void management as applicable to the Association's housing stock and relevant to our area of operations;
- ✓ Ensure the close co-operation between housing and property services that is required for effective void management;
- ✓ Minimise rent loss and average relet time for void properties, as determined by comparison with our year-on year performance and the performance of other, comparable, social landlords;
- ✓ Achieve high levels of tenant satisfaction with the condition of properties at the beginning of tenancy and with the void management process overall;
- ✓ Provide properties that are safe and attractive to applicants at the time of offer;
- ✓ Create sustainable tenancies;
- ✓ Assist in the achievement of objectives as set out in the Association's Corporate Management Plan and Departmental Service Plans;
- ✓ Minimise and control strategic and operational risks to which the Association is exposed;
- ✓ Set out a system of monitoring and performance management that enable management and the Board oversight without creating any unnecessary burden of administration.

2.0 DEFINITION OF A VOID PROPERTY

A void property may arise through:

- ✓ Termination of a tenancy as set out in the Scottish Secure (or Short Secure) tenancy agreement;
- ✓ Transfer of an Ochil View Housing Association tenant to another Ochil View Housing Association property;
- ✓ Abandonment;
- ✓ Death of a tenant with no successor;
- ✓ Eviction.

The Association requires 28 days' notice of a tenant's intention to terminate their tenancy. However, we will not receive notice from tenants where termination of tenancy arises through transfer, abandonment, eviction, or death.

We will make tenants aware of their responsibilities at the end of a tenancy in several ways, including;

- ✓ The Tenancy Agreement;
- ✓ The Tenant's Handbook;
- ✓ The termination of tenancy letter sent in response to notice being given.

3.0 COMPLIANCE WITH THE SCOTTISH HOUSING REGULATOR'S SOCIAL HOUSING CHARTER OUTCOMES IN RELATION TO VOID MANAGEMENT

We will comply with the Scottish Housing Regulator's Social Housing Charter Outcomes in relation to Void Management as follows:

- ✓ Social Housing Charter Outcome 4: Quality of Housing
Social landlords manage their businesses so that tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and meet the relevant Energy Efficiency and Zero Emission Heat Standard.

We will also comply with the following Charter Outcomes that will indirectly affect our performance in relation to Void Management, as follows:

- ✓ Social Housing Charter Outcome 1: Equalities
Social landlords perform all aspects of their housing services so that they support the right to adequate housing and every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- ✓ Social Housing Charter Outcome 2: Communication
Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- ✓ Social Housing Charter Outcome 5: Repairs, Maintenance and Improvements
Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- ✓ Social Housing Charter Outcome 6: Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.
- ✓ Social Housing Charter Outcome 13: Value For Money
Social landlords manage all aspects of their businesses so that tenants, owners, and other customers receive services that provide continually improving value for the rent and other charges they pay.

4.0 BEST PRACTICE IN VOID MANAGEMENT

The Association will:

- ✓ Meet our legal, regulatory and contractual obligations in relation to Void Management;
- ✓ Meet tenant's expectations of the condition of the property at relet;
- ✓ Efficiently complete all repairs necessary to bring the property to a lettable standard;
- ✓ Meet our commitments in terms of environmental sustainability;
- ✓ Keep prospective tenants informed throughout the Void Management Process;
- ✓ Minimise the length of time and rent loss while properties are void;
- ✓ Include measures to establish a sustainable tenancy during Void Management.

5.0 CO-OPERATION BETWEEN HOUSING AND PROPERTY SERVICES

The main responsibility for exchanging information on a day-to-day basis remains with Housing Services and Property Services staff, who must continually be aware of the need to inform colleagues of relevant matters in void management.

Housing Services will inform Property Services immediately that a notification of a termination of tenancy is received, or when a property is expected to become void for any other reason.

Properties will be secured only where expressly considered to be necessary to prevent vandalism or damage between tenancies.

Property Services will advise Housing Services immediately that repairs are completed in order that the sign-up interview can be completed, and the tenancy let.

The Void Management Policy will feature in the induction of all members of staff in Property and Housing Services. Changes to the policy will be briefed to all members of these departments, and to staff returning after maternity leave or long-term absence.

6.0 MINIMISATION OF RENT LOSS

We aim to minimise the period that properties are vacant between tenancies. Housing Services are primarily responsible for liaison with outgoing and incoming tenants. Property Services are responsible for liaison with contractors and the efficient completion of pre-tenancy repairs.

The primary responsibility for leading the tenant liaison process lies with the Housing Services Officer with responsibility for the development in which the void is located. The primary responsibility for leading the pre-tenancy repair process lies with the Property Services Officer (Inspections). Operational oversight of the voids management process lies with the Director of Housing Services and Director of Property Services.

We aim to allocate properties as soon as possible after notice of termination is received. Where an opportunity arises to commence the void management procedures before the termination of tenancy, for example where keys are returned early, we will make best use of this.

We require departing tenants to return keys to our office not later than 12:00pm on the date of termination of the tenancy. Late return (after 12:00pm) will result in a further day's rent charge. We will charge any new tenant rent from the date their tenancy begins. We will begin and end tenancies on any calendar day.

We aim to complete post-termination inspections of properties within one working day of the return of keys to the office. We aim to issue repairs instructions within one working day of the inspection of the property.

In addition to the above, we have set out targets for a range of key stages of the void management process, as set out in the Void Management and Inspection Process.

We will set demanding response times for our contractors who carry out void repairs and monitor their compliance with these. Our targets range through 1, 2, 5, 7 and 10 days for completion which is based on the level of work required within each void to bring it up to our Lettable Standard (e.g. 1 day for minimal work such as safety checks only, up to 10 days for significant repairs).

Where units are deemed hard to let following multiple refusals or anticipated difficulty in lettings, the Housing Services Officer will notify the Director of Housing Services and an appropriate letting strategy will be developed for properties affected.

The Director of Housing Services will report monthly on any properties removed from the letting stock for major repairs, special projects, and exercises. This will be reviewed with the Senior Management Team if satisfactory progress is not made towards returning these to the letting stock.

7.0 DEATH OF A TENANT

Arrangements for dealing with the death of a tenant where there is no successor is detailed in the Association's Death of a Tenant Procedure which can be found at Appendix 1 of this Policy.

8.0 MAJOR REPAIRS/VOID PERIOD EXCLUSIONS

The Social Housing Charter technical guidance for landlords advises that when calculating the time taken to re-let a void do not include periods where the property was empty due to:

- ✓ An insurance claim because of fire or flood damage;
- ✓ Awaiting or undergoing major repairs/structural work during which period it would be unsafe for it to be occupied;
- ✓ A Governing Body/Sub-Committee/Council decision that they are not to be let because they are to be transferred, reconfigured, or disposed of/demolished or are surplus to long-term requirements;
- ✓ The periods of time when major improvements/modernisation works are being undertaken so major that it cannot reasonably be occupied;
- ✓ A reasonable time taken to clear the house following a tenant's death; and
- ✓ Keys being held by the Police to assist with their investigation.

Ochil View consider the following work to be major repairs or improvements:

- ✓ Medical Adaptations carried out at void that would mean it would be unsafe for the new tenant to live in the property until the adaptation was carried out;
- ✓ Asbestos Removal;
- ✓ Dry Rot, Wet Rot and Wood Worm;
- ✓ Structural treatment for damp;
- ✓ Other major structural work which, would deem the property uninhabitable for the tenant to reside.

9.0 ACHIEVING TENANT SATISFACTION

We have set out a minimum "Lettable Standard" stating the condition in which properties will be brought prior to beginning a tenancy. The Lettable Standard includes all work that must be done to meet statutory requirements, and houses will always be safe, secure, wind and watertight prior to letting. We will ask the tenant to confirm that the property is at this lettable standard at let. This minimum standard may be exceeded where necessary to let the property but may not include all repairs, where the efficiencies of the letting process permit the property to be let with repairs to be completed when the property is occupied.

We will arrange for any unwanted waste left behind in a vacant property to be removed.

Where properties are let with repairs outstanding or with works of improvement imminent, we will advise the tenant of the nature of these works and the timetable for completion.

We will offer financial assistance towards the costs of basic decoration where the decorative condition of property requires it. We will redecorate a property to a basic standard (either in whole or in part, as required where):

- ✓ The property has strong or vibrant colours, (unless they are in good condition);
- ✓ The wallpaper is badly torn, partly stripped, or damaged, including graffiti;
- ✓ Murals of badges, crests etc. have been painted on the wall.

We will survey all new tenants on the satisfaction of the quality of their home within the first 6 weeks of their tenancy starting.

10.0 ELECTRICAL SAFETY IN VOID PROPERTY

As part of the Association's commitment to ensure that properties are safe at the point of let, we will ensure that properties are electrically safe, by taking the following measures:

- ✓ The Association will ensure that all electrical installations, fixtures, fittings, and any electrical equipment provided, is safe, in a reasonable state of repair and in proper working order at the start of the tenancy;
- ✓ A portable appliance test on all electrical appliances will be carried out by a competent person before a tenant moves in;

- ✓ The Association will ensure that service contractors carrying out Electrical Installation Condition Reports (EICR) are competent within the terms of the Regulations and are members of recognised professional bodies;
- ✓ The EICR will be carried out at the start of a new tenancy;
- ✓ The Association will retain a copy of the Electrical Installation Condition Report for six years. A copy of the most recent report will be issued to the tenant before a tenancy starts.

11.0 PORTABLE APPLIANCES

The Association will take reasonable steps to ensure that all electrical appliances provided as part of the tenancy agreement are safe by taking the following measures: -

- ✓ An appropriate portable appliance testing (PAT) regime will be implemented for any appliances owned by the Association;
- ✓ All portable appliances issued by the Association will have the CE Mark, the British Standard Kitemark or the 'BEAB Approved' mark;
- ✓ The Association will issue tenants with a copy of the manufacturer's instructions for all appliances provided;
- ✓ Should any faulty equipment be observed, the Association will repair or replace it before the beginning of a tenancy;
- ✓ Tenants will be issued with information on electrical safety via Tenant's Handbook, website and social media;
- ✓ Tenants will be advised to report any electrical faults immediately;
- ✓ Tenants will be informed of any electrical items which are prohibited within the Association's properties.

12.0 ENERGY EFFICIENCY

The Association will obtain an Energy Performance certificate at the let of a property (if one has not previously been obtained or is no longer valid). We will display the EPC within the property prior to letting the tenancy.

13.0 FIRE SAFETY

Fire represents a major risk to life, health, and property and to minimise the risk of a fire occurring or spreading:

- ✓ The Association will ensure that fire and smoke alarms are in proper working order at the start of each tenancy.
- ✓ The Association will ensure that all smoke alarms are installed in accordance with the recommendations contained in BS EN14604:2005 and heat alarms comply with BS 5446-2:2003.
- ✓ Specialised alarms will be given to tenants who have a disability, an impairment, or special needs (e.g., smoke alarms with a vibrating pad, flashing light etc.). These will be installed in addition to smoke alarms, heat alarms, or carbon monoxide detectors.
- ✓ Tenants will be advised to test alarms on a weekly basis.

14.0 CONTROL OF LEGIONELLA

It is recognised that all void properties have the potential to exhibit increased risk of Legionella due to the possibility of stagnant water remaining undisturbed within pipework for prolonged periods.

To mitigate the increased potential risk associated with voids, the contractor appointed to carry out repair and re-decoration works on all standard properties will carry out and record the following:

- ✓ Thoroughly flush all taps;
- ✓ Clean and disinfect, or replace, all shower heads;
- ✓ Inspect and report on water storage tank, where present.

15.0 INFORMATION TO TENANTS

The Association will issue to all new tenants at the commencement of their tenancy a Tenants Handbook containing essential and useful information about the Tenant's and Association's rights and responsibilities and the safe and secure occupation of the property.

16.0 SUSTAINABLE TENANCIES

We aim to achieve sustainable tenancies, and in order to contribute to sustainable communities:

- ✓ We aim to minimise refusals of offers of a tenancy by providing full information about the type of property in our property adverts;
- ✓ All new tenants will be offered a Tenancy Sustainment interview, and fuel advice;
- ✓ We will carry out new tenancy visits; follow up visits and onward referrals to appropriate advice agencies where necessary;
- ✓ We will assist tenants who need it with Social Welfare Fund applications for basic furniture or through the Associations Furniture Project we will help those who do not fall within the criteria of the Social Welfare.

17.0 CORPORATE OBJECTIVES AND CONTROL OF RISKS

Efficient and effective Void Management is considered to contribute to the following Operational Risk Controls: -

- ✓ Gas servicing breach.
- ✓ Reactive maintenance service failure.
- ✓ Inaccurate property information.
- ✓ Increased number of void properties.
- ✓ H & S Legislation breach.
- ✓ Tenants failing to adhere to their tenancy agreement.
- ✓ Increasing rent arrears (not associated with Welfare Reform).

- ✓ Violence or injury to staff and/or tenants.

Efficient Void Management is considered to contribute to achievement of the following Association Strategic and Departmental Objectives.

- ✓ To invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible (*Strategic Objective 1*).
- ✓ To provide services so that every tenant and other customer has their individual needs recognised, and is treated fairly and with respect, with fair access to housing and housing services (*Customer Services 1*).
- ✓ To provide a range of quality housing management services to tenants and other customers to assist access to services aimed at sustaining and managing their tenancy to live independently in their homes (*Housing Services 1*).
- ✓ To provide a high-quality home to tenants so that (unless exempt) tenants' homes meet (and where applicable maintain) both the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESH) by the necessary deadlines (*Property Services 1*).
- ✓ To provide a high quality property maintenance service to tenants that meets tenant's aspirations and which maintains their homes in good condition with repairs and improvements carried out when required and giving reasonable choices about when work is done (*Property Services 2*).
- ✓ To contribute to the creation and maintenance of well-maintained neighbourhoods where tenants and other customers feel safe (*Property Services 4*).
- ✓ To provide value for money in our property maintenance services (*Property Services 5*).

18.0 MONITORING AND PERFORMANCE MANAGEMENT

The Association will set targets and maintain records, report to the Board of Management, our tenants and the Scottish Housing Regulator our performance in relation to the following Charter Indicators that are directly related to our performance in terms of Void Management:

- ✓ Indicator 7: Percentage of tenants satisfied with the quality of their home when moving in.
- ✓ Indicator 14: Percentage of tenancy offers refused during the year.
- ✓ Indicator 18: Percentage of rent due lost through properties being empty during the last year.
- ✓ Indicator 30: Average length of time taken to re-let properties in the last year.

The structure of reports may vary to enable current and relevant issues to be highlighted. Our targets will be set with reference to our current performance; the performance of other, comparable RSL's, and we aim for continuous improvement in this area or work.

19.0 GENERAL

This Policy requires to be read in conjunction with:

- ✓ Allocation Policy
- ✓ Customer Payment Policy

- ✓ Death of a Tenant Procedure
- ✓ Abandoned Property Policy
- ✓ Rent arrears Policy
- ✓ Repossession Policy
- ✓ Recharges Policy
- ✓ Reactive Maintenance Policy
- ✓ Lettable standard
- ✓ Gas Safety Policy & Procedures
- ✓ Landlords Safety Manual
- ✓ Death of a Tenant Procedure

20.0 **POLICY REVIEW**

This policy will be subject to review every 5 years. Procedures related to the implementation of this Policy will be amended as required.

Policy Review Process and Consultation

Reviewed by the Senior Management Team on	4 th April 2023
Considered by Customer Services Committee	13 th April 2023
APPROVED BY BOARD OF MANAGEMENT	27th April 2023
Policy Amendments Considered by Customer Services Committee	14th August 2025
AMENDED POLICY APPROVED BY BOARD OF MANAGEMENT	28th August 2025
Date of Next Review	April 2028

Death of a Tenant Procedure

1.0 Introduction & Aims

- 1.1 The purpose of this procedure is to clarify the Associations position and to guide staff in arrangements for dealing with situations that may arise in the administration of ending a tenancy following the death of a tenant.
- 1.2 The overall aims and key objectives of this procedure include:
 - Ensuring that the Association, always meets its legal obligations and operates in accordance with good practice guidelines.
 - To ensure that staff are clear in how to manage the situation, with regards to relatives or next of kin and in the case of no next of kin.
- 1.3 The Association aims to deal with cases of death in a sympathetic and professional manner. Whilst taking account of the bereaved family's loss, the Association must also ensure the most effective use of its stock and that rent loss is minimised.

2.0 Terminating the Tenancy

- 2.1 When the Association receives notification of the death of a tenant, if there is a qualified person(s) reference should be made to the Associations Succession Policy. Where no person qualifies to succeed then the tenancy is terminated at the date of death.
- 2.2 We understand that clearing the belongings of someone who has passed away can be a difficult and sensitive process, and that arranging a funeral takes time. Therefore, the Association will allow for a period of up to 21 days for the property to be cleared. While we allow up to 21 days, we will make every effort to support the next of kin in returning the keys sooner, if they are able to.

In cases where it is not possible for families to meet the 21 days then an extension can be granted by the Director of Housing Services however, a new timescale will be set and the reasons for doing so. This will only be granted when there is a reason out with the families control.

- 2.3 If the tenant is in receipt of Universal Credit or Housing Benefit the entitlement will normally also end at the date of death.
- 2.4 We will advise the next of kin, or representative dealing with the tenants' affairs, of the end of tenancy responsibilities and procedures.

- 2.5 If the 21-day period has passed and the keys have not been returned, and no alternative arrangement has been agreed, the Assistant Housing Services Officer will notify the Housing Services Officer. The Housing Services Officer will then visit the property to assess whether it has been cleared and attempt to contact the next of kin or designated contact.

If these efforts are unsuccessful, a formal letter will be issued requesting the return of the keys by a specified deadline. If there is still no response, arrangements will be made to change the locks.

- 2.6 If the next of kin is unwilling or unable to take responsibility for the estate, they should be advised to take legal advice. They should be informed that the King's Lords Treasurer's Remembrancer (KLTR) will be contacted, and any personal effects disposed of on the instructions received and no further reference will be made to the next of kin.

The KLTR address is:

KLTR Office
1F North Scottish Government building
Victoria Quay
Edinburgh
EH6 6QQ
Email: enquiries@kltr.gov.uk

3.0 When There Is No Next of Kin or Relative

- 3.1 If there is no next of kin the estate legally becomes ownership of the Government. In these cases, the Police should be contacted if not already involved. The Police will thereafter be responsible for contacting the agencies responsible for funeral arrangements and executing the estate.

- 3.2 The Housing Services Officer can also contact the National Ultimus Haeres Unit (NUHU) within the King's and Lord's Treasurer's and Remembrancer (KLTR) on 0300 020 4196 or 0141 420 8804 who will want to know details such as:

- Name & Address
- Date of death
- If tenant was in hospital; which one and how long
- If we are aware of any family etc.
- The property is secure and the whereabouts of the keys.

- 3.3 The Property will be searched by NUHU and this will be to:

- Locate a Will or evidence that such a document may exist elsewhere.
- Locate any evidence of the existence of living relatives or close friends.
- Make a full inventory of furniture and personal effects.
- Collect together all personal papers, especially bank or building society books, savings book, premium bonds etc.
- Collect any items that may be of value e.g., jewellery and money.

- 3.4 The NUHU will contact the Association to advise when we can clear the property after they have finished their search and determined that there is no next of kin or long-lost family. This can take weeks.
- 3.5 The Housing Services Officer or Property Services Officer (inspections) should complete a full inventory of each room and take digital photographs of any goods found in the property.
- 3.6 NUHU will liaise with the Crown Office and will write to the Association if there is an estate which we may want to claim against.
- 3.7 Local Authorities have a legal obligation to organise and pay for a funeral of a person who has no next of kin.

4.0 Sudden, Suspicious or Violent Death in The Home

- 4.1 The section deals with the situation where a death is suspicious or the result of violence. It may be that injuries take place in the home, but death does not occur until sometime later. The practice of the Police is to treat unexplained deaths as suspicious until confirmed otherwise. It may be that the death will be treated initially as suspicious but then confirmed otherwise and normal arrangements for reletting the property after death are followed from that point.
- 4.2 In most cases, the Association will be advised by the Police if a suspicious or violent death has occurred in one of our properties. Where staff believe a suspicious or violent death has occurred, for example during the investigation or recovery of an apparently abandoned property, the Police should be advised immediately.

Following the discovery of a suspicious or violent death the Police may designate the property to be a crime scene until investigations have been completed. During this time, we will be unable to enter the property, carry out repairs or make any arrangements to relet the property. The Housing Services Officer with responsibility for managing the property will maintain liaison with the Police and any successors or surviving family members.

- 4.3 If a property or any adjacent communal areas is designated a crime scene, it may result in other household members and neighbours not being able to return to their homes until these investigations are completed. Such persons may be able to obtain temporary accommodation with friends or relatives but in the event that they cannot or do not wish to, they should be assisted to make a homeless presentation to the Local Authority for temporary accommodation to which, they are entitled to under the Housing (Scotland) Act 1987. The Housing Services Officer for the area will assist them in making such a presentation and ensure that the Council staff are aware of the circumstances that have led to their homelessness.
- 4.4 If a member of the tenant's household or neighbours in adjacent properties in which the death took place do not wish to return to their former home when they are able to do so then, they may seek permanent rehousing. If this is the case the Association can consider offering a tenancy as an Exceptional Allocation as defined in section 15.0 Exceptional Circumstances of the Allocation Policy. The household member or neighbour may also be granted homeless priority from the Local Authority which, would give them a Gold Priority Pass on our allocation service These Homes.

If the property is to be advertised, to facilitate our choice based letting, the next of kin of the deceased former tenant should be advised in order to minimise any upset they may feel.

- 4.5 In the situation where there is not a successor to the property and there is no next of kin, the Association will be responsible for cleaning and clearing the property prior to relet. Section 3.0 of this procedure should be followed where there are belongings in the property to be cleared.

Where there is a next of kin, but they are not resident, then their views on cleaning and clearing the house should be respected, if they wish to do so or meet the costs of doing so, then this will be acceptable to the Association. If they wish the Association to do the cleaning and clearing, then no items should be disposed of without their consent. They should not be recharged for the costs of cleaning or disposal.

If there is a successor to the property, then their views on cleaning and clearing the house should be respected. If they wish to do so or meet the costs of doing so, then this will be acceptable to the Association. If they wish the Association to do the cleaning and clearing, then no items should be disposed of without their consent. They should not be recharged for the costs of cleaning or disposal.

Where the Association carried out and meets the costs of cleaning and clearing a property following a suspicious or violent death, the costs may be recoverable from our insurance, so appropriate records should be kept. Disposal of contaminated items should be carried out in accordance with guidance from the Local authority Environmental Services Department or Scottish Environmental Protection Agency.

The Association aims to relet all properties as quickly as possible, however there may be specific sensitivity in the letting of property following a violent death. Property Services staff should consider the need to achieve a higher than usual reletting standard to address this, for example, by instructing decoration rather than offering an allowance, or replacing items that have been contaminated rather than simply cleaning them.

- 4.6 While not directly affected, staff may need support because of tackling the issues arising from a sudden, violent or suspicious death. In addition to services that staff may be able to access through their GP, Counselling services are available through the employees counselling service.

5.0 Reporting

- 5.1 The tenancy will be terminated on the date of death however, there may be a period where the Police have the keys to the property and access cannot be permitted due to their investigations. The void period which arises during this time will be excluded from our calculations of average relet time and the costs of rent loss for internal reporting and the Annual Return on the Charter (ARC) reporting.

The Association may be able to recover the costs of any rent loss from our insurers so record should be kept of appropriate dates to support any claim.

6.0 Complaints Procedure

- 6.1 Any tenant or customer of the Association who feels aggrieved by their treatment under this procedure can ask for a copy of the Association's Complaints Handling Procedure, which is available on the Associations website or by contacting the office. Appeals and complaints will be processed in line with the Complaints Handling Procedure.

Approved