

Resident Engagement Panel

Lettings Standard Review (How we let our empty homes)

October 2025 – January 2026



Resident
Engagement
Panel

....Reviewed by tenants, for tenants!

1) The purpose of the review

The purpose of this review was to answer this question - Are we providing a good standard when we let our homes to residents?

Feedback prior to the review had included residents' concerns about the standard of finish on the homes that we let.

2) The aims of the review

- To understand our current standard when letting our homes.
- To understand if this is in line with other housing providers in the area.
- To understand resident satisfaction levels with the services provided.
- To look at how we explain our letting standard to customers.
- To make recommendations to Cornerstone for improvement where needed.

3) Who was involved with the review?

- Resident Engagement Panel members (volunteer residents).
- Staff from the Executive Team, Finance, Housing and Property Services.
- Board members present at REP meetings.

4) Information provided for the review

- Visits to empty properties prior to them being re-let.
- Examples of pre and post void completion reports.
- An example of a complaint about property condition on re-let.
- Feedback from residents in the new tenant questionnaire.
- Our minimum lettable standard policy was provided for scrutiny and review.
- Empty homes standards leaflets from other housing associations.

5) The REP findings and recommendations

In response to the question 'Are we providing a good standard when we let our home?' The answer was yes, but that at times we may not be consistent. We are not able to change the layout of older properties but a good presentation with fresh

decoration makes a big difference to customers. The panel agreed that the main priorities when moving to a new home are safe, clean and in a good state of repair.

The review found that our literature could provide more positive language. An example was the frequent use of the word 'adequate' when listing our standards.

The panel suggested the following recommendations:

1. Consider inviting REP and Board members to post void completion checks to give further scrutiny of the quality of homes we are letting and ensure consistency.
2. Consider how we present our empty homes standard literature that is given to residents, particularly in our language.
3. Add a shower as a requirement in our empty homes standard to reflect our green values and commitment to provide homes that are affordable for residents to use facilities.
4. Provide more clarity in the empty home standard about cleaning and decoration standards.
5. Ensure we are asking new residents to complete new tenant questionnaires so that we can monitor customer satisfaction of our newly let homes.
6. Consider providing flooring where this may assist with noise transference issues.
7. Bring a revised lettings standard document back to REP for consideration.