



HONEYCOMB
GROUP

Giving customers a voice

VOID INSPECTORS

There's always room for improvement, and we're always looking for customers to help us. By volunteering as a VOID Inspector you can have your say on our services by helping us to ensure that our new homes meet the standards we have committed to.

What will you do?

This will involve you visiting our empty homes (VOID's) and checking the quality of the property to make sure it meets our agreed standards. If a property does not meet our standards, you'll take photos of the issues and make a list of recommendations to improve the property. Once all works have been completed you will be invited back to the property to inspect the final home before it is relet to the next customer.

What's in it for you?

We'll cover all travel costs and other out-of-pocket expenses. Also, to thank you for your support, each property inspection will enter you into our monthly customer voice prize draw to **win a £25 voucher**.



How much time will it take?

You will be able to choose how much time to commit to this role. We will contact our pool of VOID Inspectors when we are made aware that a property will become vacant, giving you as much notice as possible. Each property will require an initial inspection when the keys are handed back to us, depending on how much work is identified you may be asked to return for a second visit once all repair work is complete, each visit should take no more than 1 hour.

Who can volunteer?

Current or previous Staffs Housing customers, and Glow and Concrete Customers living in a Staffs Housing Property. We aim to make our involvement activities as inconclusive as possible, however, some properties may not be suitable for Inspectors with accessibility needs, we will ensure to provide full property accessibility details before you commit to an inspection.

Please note, we cannot allow prospective customers to volunteer as a VOID Inspectors as this may give them an unfair advantage over other people applying for homes with Staffs Housing.

What skills are needed?

- A good eye for detail.
- A good understanding of confidentiality.
- Commitment to equality, diversity and inclusion.

Want to get involved?

Please contact the Customer Voice Specialist on;

Email: Involve@honeycombgroup.org.uk

Call: 07970 944442

