

Made Tech Voids

Service Definition

Supplier Name: Made Tech

Last updated: December 2025

Overview

Made Tech Voids provides a structured, end to end workflow that helps housing providers plan, manage and relet properties faster. The module supports voids inspectors with straightforward on site tools, automates work creation and scheduling, and gives teams full visibility of progress through a clear work in progress view.

By replacing manual processes with a coordinated digital flow, Voids Management improves operational consistency, reduces delays, and supports smarter prioritisation so providers can return homes to letting more quickly and efficiently.

The module can operate as a standalone service or as part of the wider Made Tech Housing platform

Intelligently prioritising your voids

You can reduce rent loss and re-let times by using Made Tech Voids. Our prioritisation algorithm identifies the most important voids to make fit for let so you can meet demand quicker, save money and increase efficiencies.

Service features

- Use of our unique void works prioritisation algorithm
- Manage your void properties with a comprehensive view of your backlog
- Order works on void properties to minimise re-let time
- Reorder void backlog to support your housing strategy
- Prioritise individual void properties to fulfil housing needs
- Track the progress of work on void properties

- See expected completion dates of void properties
- Re-prioritise your backlog on demand
- Estimate reduction in rent loss

Service benefits

- Reduce rent loss by decreasing void re-let times
- Reduce the size of your housing waiting list
- Reduce the size of your void backlog
- Prioritise properties that meet the needs of your organisation and your residents
- Help your voids team plan their work, even over large and unmanageable voids backlogs
- Prioritise properties and map dependencies automatically
- Break down the silos in your voids process, helping teams who interact directly with residents work more closely with voids teams
- Start your allocations process earlier with estimated completion dates
- Identify bottlenecks in your voids process

How it works

Prioritising voids

The heart of the Made Tech Voids service is the voids prioritisation algorithm. This can turn a backlog of hundreds of voids into an efficient schedule of work that gets properties back into the hands of residents as soon as possible. This will

reduce your lost rent, your re-let time and reduce the size of your housing waiting list.

You can run the Made Tech Voids prioritisation algorithm at a time that suits you and your voids process. For example, you may want this to be daily or weekly after you receive new void properties from tenants. Alternatively, you can also run the algorithm from the interface whenever required, for instance if new properties or operatives are added.

Understand your current voids

Made Tech Voids provides you with an overview of your voids backlog, surfacing important information for multiple teams across your entire housing organisation.

The comprehensive view of your backlog provides estimated completion dates for the remaining work on your void properties, allowing allocations and housing teams to plan for when a property is fit to let.

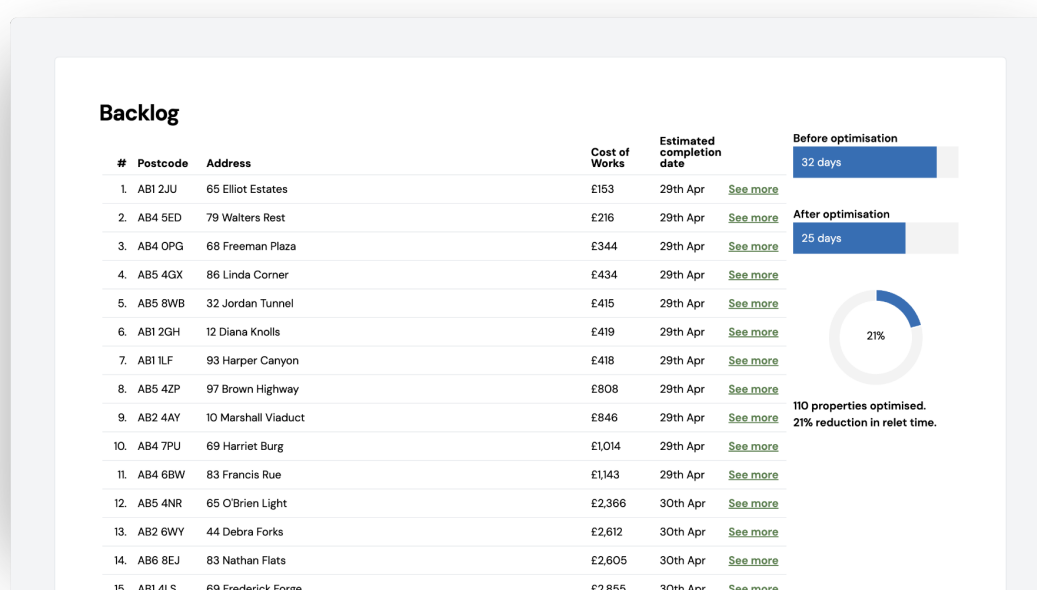
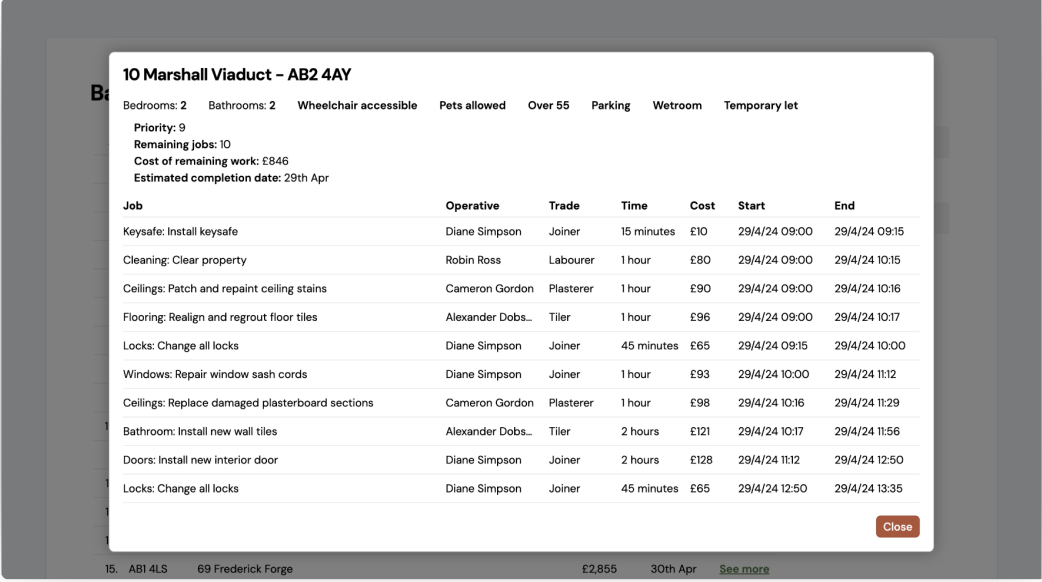


Figure 1: Backlog view provides estimated completion dates

The property view allows your voids team to get ahead of the work required for a void with the most efficient ordering of jobs and provides extra details about the property.



10 Marshall Viaduct - AB2 4AY

Bedrooms: 2 Bathrooms: 2 Wheelchair accessible Pets allowed Over 55 Parking Wetroom Temporary let

Priority: 9
Remaining jobs: 10
Cost of remaining work: £846
Estimated completion date: 29th Apr

Job	Operative	Trade	Time	Cost	Start	End
Keysafe: Install key safe	Diane Simpson	Joiner	15 minutes	£10	29/4/24 09:00	29/4/24 09:15
Cleaning: Clear property	Robin Ross	Labourer	1 hour	£80	29/4/24 09:00	29/4/24 10:15
Ceilings: Patch and repaint ceiling stains	Cameron Gordon	Plasterer	1 hour	£90	29/4/24 09:00	29/4/24 10:16
Flooring: Realign and regrout floor tiles	Alexander Dobs...	Tiler	1 hour	£96	29/4/24 09:00	29/4/24 10:17
Locks: Change all locks	Diane Simpson	Joiner	45 minutes	£65	29/4/24 09:15	29/4/24 10:00
Windows: Repair window sash cords	Diane Simpson	Joiner	1 hour	£93	29/4/24 10:00	29/4/24 11:12
Ceilings: Replace damaged plasterboard sections	Cameron Gordon	Plasterer	1 hour	£98	29/4/24 10:16	29/4/24 11:29
Bathroom: Install new wall tiles	Alexander Dobs...	Tiler	2 hours	£121	29/4/24 10:17	29/4/24 11:56
Doors: Install new interior door	Diane Simpson	Joiner	2 hours	£128	29/4/24 11:12	29/4/24 12:50
Locks: Change all locks	Diane Simpson	Joiner	45 minutes	£65	29/4/24 12:50	29/4/24 13:35

Close

15. AB1 4LS 69 Frederick Forge £2,855 30th Apr See more

Figure 2: Property view gives details and job details for a selected property

Responding to resident needs

Your policies and the needs of your residents are incredibly important to the voids process. The Demand feature allows you to respond to these needs by selecting void properties to get higher priority in the Made Tech Voids algorithm. This means they will be finished sooner.

For example, if you are looking to find a permanent home for a resident in temporary accommodation, you can create a Demand for the requirements of that resident.

Demand

Bedrooms
How many bedrooms do you need?

Bathrooms
How many bathrooms do you need?

☐ Wheelchair accessible
☐ Parking
☐ Over 55

☐ Wetroom
☐ Pets allowed
☐ Temporary let

Add

3 Bedroom
2 Bathroom
Wheelchair accessible
Matches: 8
Prioritised: 1

Delete

4 Bedroom
2 Bathroom
Matches: 33
Prioritised: 1

Delete

1 Bedroom
1 Bathroom
Wheelchair accessible
Wetroom
Matches: 1
Prioritised: 1

Delete

Figure 3: Add a new Demand to Made Tech Voids

From there, you can review the properties in your void backlog and pick the most suitable property. It also provides an indication of the complexity of the void.

You can also use this feature to fulfil general housing priorities, e.g. providing as many four bedroom homes as possible, by selecting multiple voids within the Demand.

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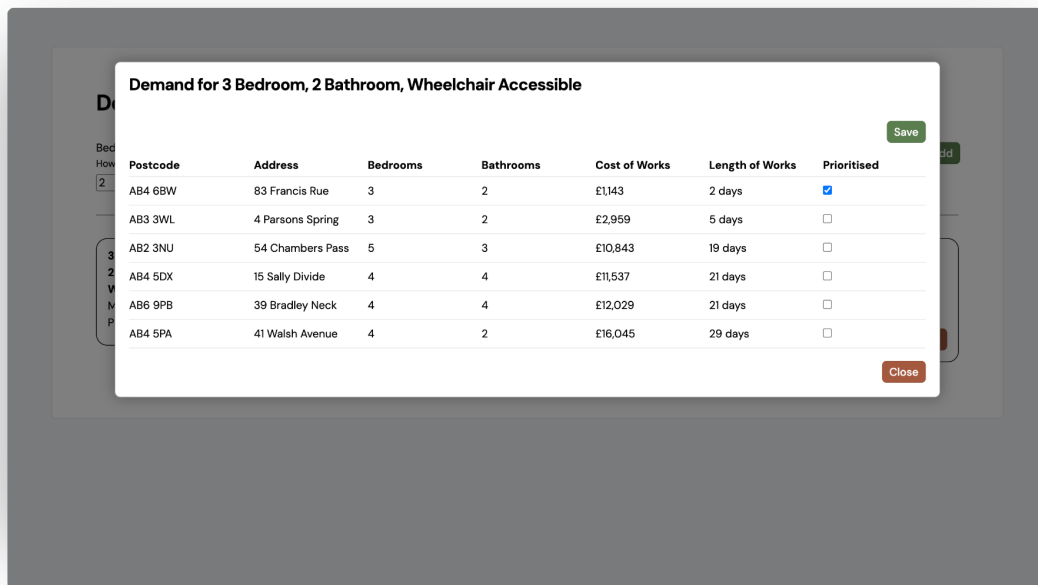


Figure 4: Choose a void property that is most suitable to meet a Demand

Your Demands are prioritised by the algorithm to ensure they're completed as soon as possible.

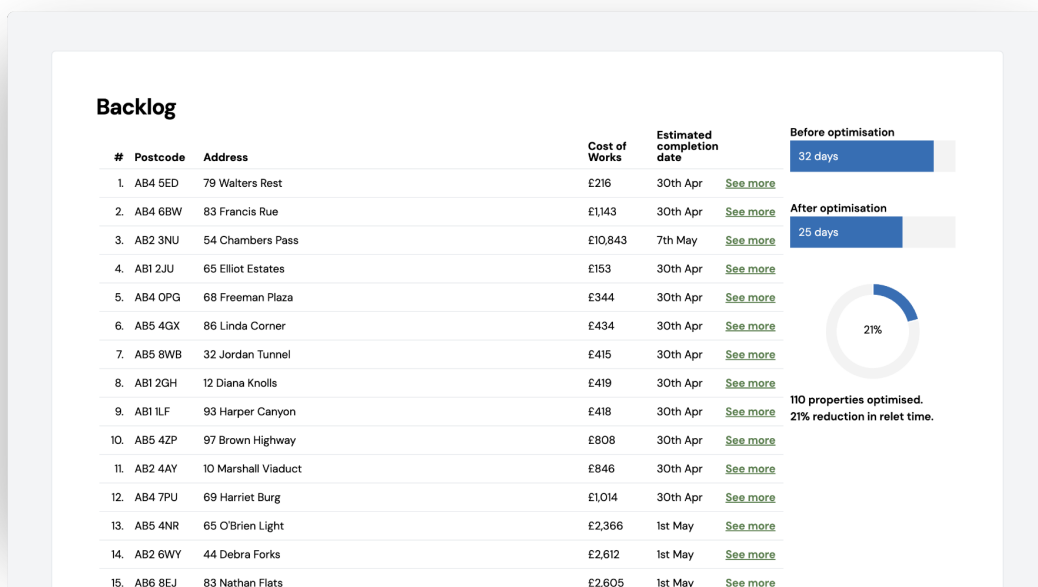


Figure 5: The properties that meet your Demand get higher priority in the Made Tech Voids algorithm

Service configuration

You can customise the following aspects of the service through configuration:

- **The prioritisation method:** Set this to suit your organisation's policies. Current prioritisation methods include: by fastest turnaround time (to reduce rent loss and average relet times) or by property feature (see below).
- **Searchable property features:** by default you can filter properties by number of bedrooms, number of bathrooms, wheelchair accessibility, wetroom availability, pets allowed, parking, properties for over-55s-only and temporary accommodation.
- **Scheduled work lock-in:** You can set the time frame for scheduled work to be locked in, so it won't change, even if the prioritisation order changes. This means you can make changes to the order without affecting your team's work order or routes.

Normally this is configured during onboarding after discussing your needs. We can make changes to these configurations at any time, at no additional cost.

Technical details

Our cloud architecture makes it easy to adopt our product as we do not require you to install any software on your own systems.

Cloud hosting

Made Tech's own multi-tenanted SaaS platform, designed specifically for the needs of Local Government runs on trusted public cloud infrastructure in the UK. This allows us to provide you with a reliable service that is always running the latest version of our service.

Business continuity and disaster recovery

Our infrastructure includes a comprehensive and robust set of monitoring and alerting systems designed to ensure that our 24/7 support engineers are notified

immediately of any emerging customer-impacting issues.

Made Tech Voids cloud-native architecture provides resilience in the event of an outage. All components of our service are deployed with redundancy across multiple availability zones. This allows us to tolerate outages of individual instances as well as whole data centres within our cloud provider, whilst maintaining the availability of our service.

In the rare event of a larger scale outage, we maintain backups of your configuration and data. This allows us to restore the service to a point in time up to 5 minutes in the past.

Security

Made Tech are committed to maintaining the highest standards of Information Security. Alongside our ISMS, we have policies in place to protect our systems and data and hold certifications such as ISO 27001 and Cyber Essentials Plus, reflecting this commitment. All staff receive regular training in Information Security.

Our approach to integrations

Made Tech Voids can work as a standalone product without integrations with other systems. We can also integrate with other systems such as your resource scheduler through our API layer.

Onboarding and offboarding

Once you're signed up, we'll arrange time to kick-off the onboarding, during which we'll cover:

- What successful implementation and use of Voids looks like for your organisation
- The implementation plan detailing timelines, activities and how regularly we will update you on progress

- The scheduling and housing management systems that require integrating with
- Setting up your SoR / trade codes
- Access to test systems and testing signoff

As a multi-tenanted cloud software product, Voids is quick and easy to adopt. Most implementations can be completed within three months, but we will proceed at your pace.

If you decide to leave us, we'll collaborate with you to identify your offboarding requirements, including, but not limited to, the transfer and destruction of any Customer Data in Made Tech Voids.

Support

After sales

We are committed to making Voids work for you and your residents. Once live you will be in Early Life Support for a 2-3 week period. During this time, we will provide dedicated technical support, weekly check-ins and enhanced system monitoring to ensure a smooth transition and optimal performance.

Business-as-usual

With our robust customer support and incident management we will address queries swiftly and catch emerging issues before they impact you.

Requests are addressed within the target response and resolution time based on their criticality, as per our standard SLAs.*

* Between 9am and 5:30pm, Monday to Friday, excluding public holidays.

Contact

To learn more about Made Tech Voids, contact us at software@madetech.com