

## **“VoidCare has made a big difference to our organisation” says Dumfries and Galloway Housing Partnership**

Dumfries and Galloway Housing Partnership (DGHP), manages around 10,300 properties across south-west Scotland and has been using Scottish Gas VoidCare since 2011.

VoidCare is a free service that helps housing providers manage their energy needs during the vacant period when a tenant moves out, and before a new tenant moves in. All customers are assigned a personal manager to look after their needs, making the transfer between tenants as smooth as possible.

A spokesperson for DGHP said: “VoidCare has made a big difference to our organisation. We can have many properties vacant at any one time, and managing their energy needs can be time consuming.

“Now, when a tenant moves out we contact the VoidCare team via the online portal to arrange meter resets, final bills, or to sort any issues with the gas or electricity.

“The VoidCare team are quick and engineers from Scottish Gas usually come out to us within a day, or within a week for isolator switches. Previously, in our experience, solving energy issues in a vacant property could take upwards of six weeks, but this service has really helped to reduce this time significantly.

“We cover a large geographical area and our vacant properties can often be miles apart from each other. What’s useful is that the Scottish Gas team always call 20 minutes ahead of their arrival which allows us to spend more time serving our tenants and less time waiting around for engineers at a property.”

David Ramsay, head of VoidCare at Scottish Gas said: “Our VoidCare service takes care of all the energy needs of a property from the day it becomes vacant. We check meters, clear outstanding meter debts, ensure the transfer of supply is managed from the day a new tenant moves in, and provide solutions for more complex issues like shipperless sites.

“Our online portal is designed to make logging any vacant properties easier and allows housing providers to check the progress on empty properties.

“We’re on hand to support housing providers, and give them and new tenants a stress-free move.”