

ASTH312

Manage empty properties



Overview

This standard is about monitoring and managing empty properties. Empty properties could include properties which are empty as part of a planned maintenance or sales strategy, but also those classed as “voids”. A void is a property which does not have a tenant or leaseholder for a period of time between occupancies. This could be because the property does not meet the needs of customers.

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Performance criteria

- You must be able to:*
- P1 keep accurate and up-to-date information to provide operational, management and performance data on empty properties
 - P2 monitor and report on reasons for empty properties
 - P3 take appropriate action to make empty properties secure and safe
 - P4 take appropriate action in response to problems with accessing properties
 - P5 arrange or provide accompanied viewings to empty properties
 - P6 arrange for inspections or repairs in accordance with organisational guidelines
 - P7 identify and record any problems with the condition of property
 - P8 take appropriate action to ensure that problems are rectified
 - P9 ensure that the property meets your organisational standards

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Knowledge and understanding

You need to know and understand:

- K1 reasons for securing empty properties
- K2 procedures which your organisation has in place for monitoring and reporting empty properties
- K3 procedures for arranging inspections and repairs
- K4 the timetable within which property must be available
- K5 how to ensure the health, safety and security of yourself or others
- K6 lettings and allocation procedures
- K7 relevant organisational policies and legislation
- K8 the responsibilities of all relevant parties with respect to the condition of property
- K9 how to record the actions taken
- K10 your organisation's performance targets for managing empty properties
- K11 why the needs of the local community must be considered
- K12 reasons why properties must meet minimum standards
- K13 the limits of your own responsibility for this work

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Developed by	Asset Skills
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Originating organisation	Asset Skills
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Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer
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Suite	Housing
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