

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 between occupancies. This could be because the property does not meet the requirements of customers.

Manage empty properties

Performance criteria

You must be able to:

1. collate and maintain information to provide operational, management and performance data on empty properties
2. monitor and report on reasons for empty properties to your line manager and relevant colleagues
3. manage empty properties in line with your organisational procedures
4. work with relevant colleagues and contractors to arrange for empty properties to be made secure and safe
5. work with relevant colleagues and contractors to take the required action in response to problems with accessing properties
6. arrange or provide accompanied viewings for customers to empty properties
7. arrange for inspections or repairs in accordance with organisational guidelines
8. identify and record problems with the condition of property
9. take the required action to confirm that problems are rectified
10. confirm that the property meets your organisational standards for properties

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Knowledge and understanding

You need to know and understand:

1. the reasons for securing empty properties
2. your organisational procedures for monitoring and reporting empty properties
3. your organisational procedures for arranging inspections and repairs
4. your organisational health, safety and security requirements
5. your organisational lettings and allocation procedures
6. how to record the actions taken to make empty properties secure and safe and to respond to problems with accessing properties
7. your organisation's performance targets for managing empty properties
8. the reasons why properties must meet minimum health and safety standards
9. the limits of your own responsibilities and the consequences of operating outside these limits

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Originating Organisation	Instructus
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Relevant Occupations	Assistant Portfolio Manager (without portfolio); Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Repairs Assistant; Revenue Officer/Assistant; Resident Involvement Assistant
Suite	Housing
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