

## Reduce the number and impact of empty properties

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### Overview

This standard is about identifying and managing empty properties, and reducing the number and impact of them. Empty properties 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.

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### Performance criteria

*You must be able to:*

1. follow your organisational procedures to identify empty properties
2. monitor and report on performance related to the numbers of empty properties to your line manager
3. manage the production of performance information, plans and reports in relation to empty properties
4. investigate and make proposals to your line manager to increase the potential to let empty properties
5. minimise the time taken to complete repairs or adjustments to empty properties
6. reduce the number and impact of empty properties on the organisation
7. confirm that properties are brought to the agreed organisational standard
8. minimise the adverse effects of your organisation's empty properties on neighbouring properties and the wider community
9. manage organisational procedures for dealing with 'hard to let' properties
10. follow relevant organisational procedures and legislative requirements in relation to managing empty 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 standards for the repair and cleanliness of empty properties
4. your organisational procedures for arranging inspections and repairs of empty properties
5. your organisational risk assessment procedures
6. how to confirm the health, safety and security of yourself and others
7. your organisational lettings and allocation procedures
8. the range of actions to take in response to problems regarding empty properties
9. the responsibilities of your organisation regarding the condition of property
10. how to record the actions taken electronically in accordance with your organisational requirements
11. your organisational performance targets for managing and reducing the number of empty properties
12. the importance of reducing the impact of empty properties on the wider community
13. the relevant legal and regulatory requirements
14. the reasons why the property must meet your organisation's standards
15. the expert advice available and when this should be used

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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTH410
<b>Relevant Occupations</b>	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Assistant; Assistant Portfolio Manager (without portfolio); Lettings Negotiator; Revenue Officer/Assistant; Repairs Assistant; Housing Officer; Housing Manager
<b>Suite</b>	Housing
<b>Keywords</b>	property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; identifying; managing; properties; reduce; impact; maintain