

Gloucester City Homes



Empty Homes Policy

In Partnership with



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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

GCHTV on the Looking Local Service on Sky, Virgin Media, Nintendo Wii and mobile phone.

Get our information in other formats

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
Approved	
<p>Important Notice: Printed paper copies of this procedure are <u>uncontrolled</u>. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	Dec 2004	First Draft			
2	01/05/05	Updated		JR	
3	15/09/06	Updated		JR	
4	10/04/07	Updated	10/04/07	AG / IH	AG
5	24/10/07	Updated and re-ordered	25/10/07	IH	
6	03/03/08	Various updates		AO/PA	
7	14/09/09	Minor amendments		RH	
8	07/01/10	Appendix 17 added		RH	
9	16/07/10	Lovell Respond Update	22/09/2010	IH	Services & Operations Committee
10	18/01/11	Reviewed and updated		IH	

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EMPTY HOMES POLICY

OVERALL AIM

We aim to:

- ensure that all empty homes are presented to new tenants at our current re-letting standard by carrying out all necessary safety checks and repairs; and
- re-let all our empty homes as quickly as possible in order to reduce the loss of rent and to provide homes for residents in need of alternative housing as quickly as possible.

In achieving this we recognise the need to target our resources in the following areas:

- Comply with current legislation and best practice.
- Ensuring the tenancy is correctly terminated
- Carrying our pre-termination inspections to encourage the outgoing tenant to achieving the Property Return Standard
- Give clear advice and direction on rechargeable costs
- Take photographs of the property's condition
- Collect keys on site and complete a formal handover when outgoing tenant leaves their home
- Offer a preview service for incoming tenants
- Complete 100% of lettings on site
- Ensure diverse and vulnerable new tenants receive appropriate advice and support
- Ensure all new tenants receive clear direction on the rights and responsibilities of GCH and our customers (supported by issuing the latest tenants handbook)
- Ensure all new tenants receive advice on any future improvements (supported by issuing the latest Home Improvements Newsletter and Guarantees of improvement work)
- Encouraging our customers to get involved in feedback on and management of GCH services
- Effectively monitor and manage our empty home budgets to achieve high quality repairs and customer satisfaction for an acceptable cost.
- Overall in partnership with Gloucester City Council and our Empty Home partners - deliver an excellent service.

RELEVANT LEGISLATION AND GUIDELINES

There is a vast amount of legislation on termination, empty home management and property lettings including:

1. The Landlord and Tenant Act 1985.
2. The Health and Safety at Work etc Act 1974.
3. The Gas Safety (installation and use) Regulations 1998
4. Management of Health and Safety at Work Regulations 1999.
5. The Construction (Design and Management) Regulations 2007

REFERENCES AND ABBREVIATIONS

GCC	Gloucester City Council
GCH	Gloucester City Homes
HoTS	Head of Tenancy Services
ASB	Anti Social Behaviour
SP	Supporting People
CSM	Community Scheme Manager
CST	Customer Services Team, GCH
CSO	Customer Services Officer, GCH
HO	Housing Officer
NTQ	Notice to Quit (Termination Notice)
UDC	User Defined Code (Orchard ArchHouse System)
TED	Tenancy End Date