

Meeting: Housing Sub Committee

Date: 22nd November 2021

Title: Review of Empty Homes Standard

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Service: Housing

Wards affected: All

1. Purpose of Report

To provide Members with an update on the new Moving In Standard.

2. Introduction

Members have asked for Officers to provide an update that is focused on the process used to sign off quality check for empty properties.

Members have also requested Officers clarify the processes to be used if new tenants have concerns once they have moved into a property.

3. Details

Officers will provide a verbal update, allowing time for Question-and-Answer on progress following a review of the Moving In Standard early in the year. Officers will circulate a copy of the presentation following the update.

4. Background Information

On the 22nd March 2021 Officers provided an update to the Housing Sub Committee on the Empty Homes review, the impact that the Covid pandemic had on the service and discussed the next steps.

During the presentation Officers provided details on the two workshops conducted in February and March 2021, where both tenants and Elected Members conducted a thorough review of the Empty Homes Standard.

The review concluded that the quality of some of our empty properties needed improvement and the service was carrying out too many repairs for new tenants.

The Tenant and Members scrutiny group recommended that the Housing service: -

- Implement a new robust post inspection process
- Have a bigger focus on pre-termination inspections
- Improve the level of redecoration for new tenants
- Support tenants with rubbish / furniture disposal
- Improve the cleanliness of the communal areas

A further report was then presented to the Cabinet Member for Housing on the 5th March 2021, where additional funding was approved to specifically improve the decoration standard of empty homes.

Officers advised the Housing Sub Group that further progress had been made which included: -

- Re-drafting of the Moving In Standard to include common new tenant repairs
- New robust 100% Quality inspection by Team Leaders
- 20% sample Quality inspections by Repair Co-ordinators
- Recruitment of 4no new painters to join the team
- Commencement of a communal cleaning project review
- Commencement of exit surveys for tenants with a view to how we support them to remove their waste

5. Appendices

- Moving In Standard – Rev 2021