

Empty Properties



1. We are committed to managing our empty properties in a way that reduces the amount of lost rent and prevents nuisance to neighbours.
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
3. We will normally expect you to give the full 4 weeks notice as shown in your tenancy agreement, although this does not apply if you move to another Pennine home or on the death of a tenant. Relatives of deceased tenants will be advised that full rent is payable from the date of passing away.
4. We will contact you within five working days of giving Notice to terminate your tenancy to make an appointment to visit you at home. At the visit we will inspect your home and give you advice about your end of tenancy responsibilities. As a minimum, this will include any outstanding rent, Housing Benefit issues, leaving your home tidy, rechargeable repairs and how to return your keys.
5. We will carry out an inspection of your home within two working days of receiving your keys. We will contact you within five working days of the Inspection if we believe that there are repairs needed which are your responsibility and will be recharged for.
6. We will investigate reports of abandoned property within one working day of the information being received.
7. We will make sure that our empty property is kept safe and secure whilst empty.
8. We will prepare, publish and review with tenants a Lettable Standard. An empty home will meet this standard before a new tenant is invited to move in. As a minimum this will include a current gas safety certificate, safe electrical system, completion of major repairs, gardens free from rubbish and an explanation of decoration grants.
9. We will always tell you what minor repairs are to be carried out after you move in.
10. We will keep you informed about the progress of repairs that are to be carried out before you move in.
11. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.
12. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of

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service standards

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our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here ([1.21MB PDF Download](#)). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.

service standards