Processing of an Empty Property Enquiry

```
┌─────────────────────────┐
│     Enquiry Received by  │
│   Private Sector Housing │
│        (PSH) Team        │
└─────────────────────────┘
             │
             ▼
┌───────────────────────────────────────────────────┐
│ Determine if known to PSH as an empty property or  │
│ from Council Tax if empty, person liable for        │
│ Council Tax and if Council Tax are seeking recovery │
│ of any council tax arrears                          │
└───────────────────────────────────────────────────┘
             │
             ▼
┌───────────────────────────────────────────────────┐
│ Visit to property by Private Sector Housing Officer │
└───────────────────────────────────────────────────┘
             │
             ▼
┌───────────────────────────────────────────────────┐
│           Update Empty Property Database            │
└───────────────────────────────────────────────────┘
             │
             ▼
┌───────────────────────────────┐   N   ┌──────────────────────────┐
│ Is the property effectively    │ ────▶ │ Private Sector Housing    │
│ secured against unauthorised    │       │ take appropriate action   │
│ entry?                          │       │ to make property secure.  │
└───────────────────────────────┘       └──────────────────────────┘
             │ Y
             ▼
┌───────────────────────────────┐   Y   ┌──────────────────────────┐
│ Does the property appear to be  │ ────▶ │    Refer to Building      │
│ in a dangerous condition?       │       │        Control            │
└───────────────────────────────┘       └──────────────────────────┘
             │ N
             ▼
┌───────────────────────────────┐   Y   ┌──────────────────────────┐
│ Is the condition of the garden  │ ────▶ │ Refer to Planning         │
│ and the property potentially    │       │ Enforcement               │
│ detrimental to the visual       │       └──────────────────────────┘
│ amenity of the area?            │
└───────────────────────────────┘
             │ N
             ▼
┌───────────────────────────────┐   Y   ┌──────────────────────────┐
│ Is the property the subject of  │ ────▶ │ Refer to ASB officer      │
│ anti-social behaviour?          │       │ and/or Waste Services if  │
└───────────────────────────────┘       │ rubbish being dumped      │
             │ N                          └──────────────────────────┘
             ▼
```

N

```
┌─────────────────────────┐                    ┌─────────────────────────┐
│   Is the property in poor │        Y          │      Refer to PSH        │
│   structural repair, which is │ ───────────────→ │   enforcement officer    │
│   potentially impacting on │                    │                          │
│          others?          │                    └─────────────────────────┘
└─────────────────────────┘
```

N

```
┌─────────────────────────┐
│  PSH officer to write to the │
│  person liable for council tax │
│  to offer advice and signpost │
│  to 'No Use Empty' initiative. │
└─────────────────────────┘
```

```
┌─────────────────────────┐
│   Lead department take    │
│  enforcement action where │
│  appropriate as identified in │
│  the enforcement tool kit in │
│         Annex 1B.         │
└─────────────────────────┘
```

```
┌─────────────────────────────────────┐
│   PSH to review progress of empty      │
│  property enquiry regularly and liaise with │
│      other services, for example with   │
│  Planning, Building Control, Legal and  │
│  Council Tax where necessary to co-     │
│            ordinate action             │
└─────────────────────────────────────┘
```

```
┌──────────────────────────────────────────┐
│  Update empty property database and determine if │     N
│   property is to be added to prioritised list to go │ ──────→
│     through complete process to return to use?    │
└──────────────────────────────────────────┘
```

Y

```
┌─────────────────────────┐
│    Empty Home brought     │     N
│      back into use?       │ ──────→
└─────────────────────────┘
```

Y

```
┌─────────────────────────┐
│     Advise Council Tax    │
└─────────────────────────┘
```

```
┌─────────────────────────┐
│     No Further Action     │
└─────────────────────────┘
```