

Difficult to let homes policy

1.0 Purpose of policy

- 1.1 The purpose of this policy is to clearly define when Karbon Homes will consider an empty home difficult to let. This will enable us to quickly identify the risks to the business in terms of performance reduced income, and reputational damage. Identifying an empty home that is difficult to let will enable Karbon to adopt multiple approaches to mitigate any risks to the business.

2.0 Objectives

- 2.1 We aim to achieve the efficient use of homes through:

- Minimising the number and impact of difficult to let homes.
- Understanding and recognising triggers that may signify the potential emergence of an empty home becoming difficult to let
- Putting in place timely and appropriate solutions to minimise the impact of difficult to let homes
- Creating sustainable neighbourhoods
- Working with strategic partners to minimise the impact of empty homes on our communities

- 2.2 The aims will be achieved through the following objectives:

- Regular monitoring and review of relevant performance indicators to ensure that difficult to let homes are quickly identified and action plans developed.
- Identification, analysis and exploration of factors causing difficult to let homes.

3.0 Policy detail

What is a Difficult to let home?

- 3.1 A home can be considered 'difficult to let' in the following circumstances:

- The empty home not been let following one advertising cycle via CBL. This means that there were no bids from customers or the shortlist of customers has been exhausted without the empty home being let.
- There is a particularly high rate of tenancy turnover of a particular property type in a particular area within the last 12 months.
- It has a red indicator on Karbon's sustainability matrix.

- Where a nomination agreement exists Karbon has asked the nominating authority for a second shortlist of nominees.

4.0 Managing difficult to let homes

- 4.1 We will be proactive and use performance data to identify emerging trends. This will enable Karbon to identify why an empty home or area has become difficult to let.
- 4.2 Where an empty home has been identified as difficult to let a partnership approach will be adopted, with colleagues in Karbon Property Services, Asset Management, Housing and Communications and Marketing where required working together to consider the options available to ensure the impact of the empty home on the business and our community as minimised. The Homes Team will lead on developing an action plan.
- 4.3 The action plan will identify various options available, options which include the re designation of property type, remodelling, additional investment in the area, intensive housing management and raising the profile of difficult to let homes through the implementation of effective marketing strategies. The action plan will identify resources required and timescales for implementation of the preferred option. Where re designation of property type, or remodelling or stock rationalisation are considered the most appropriate option a report will be submitted to DAMP with recommendations for decision.
- 4.4 Other options we may consider on a neighbourhood by neighbourhood basis are stock rationalisation such as refurbish and lease, repair and sell, and homesteading. These options would only be considered when other options have been tried without success, following a complete options appraisal and approval from Karbon Homes' Board.
- 4.5 This policy links to the Asset Management/Investment Strategy, Void Management Policy, Karbon's Lettings Policy and Karbon's Sustainability Matrix.
- 4.6 This policy will be supported by a difficult to let property procedure.

5.0 Monitoring and Review

- 5.1 Margaret Ferguson, Assistant Director of General Housing is responsible for delegating the operational implementation of this policy.
- 5.2 This policy will be reviewed at least every 3 years (or earlier if there are changes to legislation/regulation/good practice). Review will be coordinated by the Strategic Planning and Insight Team.

6.0 Equality and Diversity

- 6.1 This policy is implemented in line with the Group's Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.
- 6.2 This policy and associated documents are available in different languages and alternative formats where necessary.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the General Data Protection Regulation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which in association with the Data Protection Procedures must be followed throughout the operation of this policy.