

**Title:** Property Services and Housing Management - repairing and letting our properties.

**Information/Discussion Report:** Information item

**Recommendations:** The DMC is asked to note the report.

**Report Summary:** Void Improvement Programme.

## 1. Overview of our empty homes in Camden

- 1.1. Camden closely monitors our empty homes to prepare them to be allocated to those on our waiting lists. The numbers change daily and the number of void properties to be re-let at the time of writing this report is 454. These are broken down in the tables below.

Table A – As at 23 <sup>rd</sup> January 2025				
Location	Active voids to be relet			Held Properties
	Total	% Stock	Sheltered	Total
London Borough Camden	454	1.90%	62	148
Camden Town	81	0.34%	6	18
Gospel Oak	97	0.41%	31	26
Hampstead	124	0.52%	6	65
Holborn	77	0.32%	18	14
Kentish Town	75	0.31%	1	25

\*based on entire council stock of 23,870, not including leaseholders

Location	No.	Bedroom Numbers							
		0	1	2	3	4	5	6	7+
All	454	52	197	127	56	22	0	0	0
Camden Town	81	10	36	26	8	1	0	0	0
Gospel Oak	97	11	37	26	16	7	0	0	0
Hampstead	124	18	55	31	14	6	0	0	0
Holborn	77	9	35	29	4	0	0	0	0
Kentish Town	75	4	34	15	14	8	0	0	0

<b>Sheltered Properties</b>	
<b>Ward</b>	<b>Number</b>
Belsize	2
Bloomsbury	10
Gospel Oak	13
Hampstead Town	14
Haverstock	4
Holborn And Covent Garden	2
Kentish Town South	1
Kilburn	4
Kings Cross	4
Regents Park	1
St Pancras And Somers Town	5
West Hampstead	2
<b>Grand Total</b>	<b>62</b>

- 1.2. There are a further 149 properties which are empty and not in the letting process as they are being used for projects as detailed below.

<b>Reason for Property being held</b>	<b>Numbers</b>
Chalcots	41
Emergency Temporary Accommodation	12
Held for Conversion	9
Undergoing Options Appraisal	60
Legal Cases	10
Retrofit Programme	9
Site Offices	8
<b>Total</b>	<b>149</b>

## 2. Updates on the Surveying and Lettings Team

- 2.1. Additional surveyors and contractors are working on our empty homes to prepare them for letting. The number of properties becoming empty are being closely monitored to ensure they are surveyed and a works order raised as soon as possible.
- 2.2. On 6<sup>th</sup> January our new Lettings Team launched. Previously there were a number of teams each responsible for a stage of the lettings process. This included rehousing registrations, confirming eligibility and points awarded, advertising, shortlisting, verifying circumstances, making an offer, carrying out viewings, and signing a tenancy agreement and managing keys. In the new Lettings Team each officer manages a defined area and carries out each of these stages for an empty home. This has reduced the amount of time that a property is in the lettings process and allows us to monitor progress. The teams also manage the advertising process for our housing association partners.

- 2.3.** Now that we have our additional resources in place and works are being carried out we are advertising properties for lettings during the works period. This means that we can advise what works are being carried out during the viewing and share our lettable standard with prospective tenants to help them decide if it is the right home for them. As works are ongoing applicants can then use this time to prepare to move and they can sign the paperwork and collect they keys as soon as the property is ready
- 2.4.** The surveying and lettings teams are co-located in our Holmes Road depot. This facilitates cross team working and discussions regarding the works and viewings and allows the handover upon completion of the works so the sign up and collection of keys are promptly planned for. There are also more formal twice weekly meetings between the teams to monitor performance.
- 2.5.** We are continuing to carry out our 'new tenant survey' three months after the start of a tenancy to gather and learn from the feedback on the service and standard that we are providing so we can drive continuous improvement.

**REPORT ENDS**