

# ASTH410 - SQA Unit Code F7DK 04

## Reduce the number and impact of empty properties



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### Overview

This standard is about identifying and managing empty properties, including those involved in trying to reduce the impact of empty properties. Empty properties could include properties which are empty as part of a planned maintenance or sales strategy, but also those classed as 'voids'. A void is a property which does not have a tenant or leaseholder for a period of time between occupancies. This could be because the property does not meet the needs of customers.

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#### Performance criteria

*You must be able to:*

- P1 follow procedures to identify empty properties
- P2 monitor and report on performance related to the numbers of empty properties
- P3 manage the production of performance information, plans and reports in relation to empty properties
- P4 investigate and make proposals to increase the potential to let specific empty properties
- P5 minimise the time taken to complete repairs or adjustments to empty properties
- P6 minimise the impact of empty properties on the organisation
- P7 ensure that properties are brought to an agreed standard
- P8 minimise any adverse affects of empty properties on neighbouring properties and the wider community
- P9 manage procedures for dealing with 'hard to let' properties
- P10 follow organisational procedures and legislative requirements in relation to managing empty properties

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#### Knowledge and understanding

*You need to know and understand:*

- K1 reasons for securing empty properties
- K2 procedures which your organisation has in place for monitoring and reporting empty properties
- K3 organisational standards for repair and cleanliness
- K4 how to communicate effectively with customers and others
- K5 procedures for arranging inspections and repairs
- K6 risk assessment procedures
- K7 how to ensure the health, safety and security of yourself and others
- K8 lettings and allocation procedures
- K9 the correct actions to take in response to problems
- K10 relevant organisational policies and good practice standards
- K11 the responsibilities of all relevant parties with respect to the condition of property
- K12 how to record the actions taken
- K13 organisational performance targets for managing empty properties
- K14 the impact of voids on the organisation's performance
- K15 why the needs of the local community must be considered
- K16 legal duties and regulatory requirements
- K17 reasons why property must meet minimum standards
- K18 what expert advice is available and when this should be used

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**Originating organisation** Asset Skills

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Manager

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**Suite** Housing

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**Key words** Housing; identifying; managing; properties; reduce; impact; maintenance; sales; customers