

Agenda

Housing and Homelessness Panel (Panel of the Scrutiny Committee)

This meeting will be held on:

Date: **Thursday 4 November 2021**

Time: **6.00 pm**

Place: **Remote (Zoom)**

For further information please contact:

Tom Hudson, Scrutiny Officer

☎ 01865 252191

✉ DemocraticServices@oxford.gov.uk

Members of the public can attend to observe this meeting and.

- may register in advance to speak to the committee in accordance with the [committee's rules](#)
- may record all or part of the meeting in accordance with the Council's [protocol](#)

Information about speaking and recording is set out in the agenda and on the [website](#)

Please contact the Committee Services Officer to register to speak; to discuss recording the meeting; or with any other queries.

*View or subscribe to updates for agendas, reports and minutes at
mycouncil.oxford.gov.uk.*

All public papers are available from the calendar link to this meeting once published

Committee Membership

Councillors: Membership 6: Quorum 3: substitutes are not permitted.

Councillor Linda Smith (Chair)

Councillor Nadine Bely-Summers

Councillor Lizzy Diggins

Councillor Laurence Fouweather

Councillor Chris Jarvis

Councillor Elizabeth Wade

Apologies and notification of substitutes received before the publication are shown under *Apologies for absence* in the agenda. Those sent after publication will be reported at the meeting. Substitutes for the Chair and Vice-chair do not take on these roles.

Agenda

	Pages
1 Apologies Substitutes are not allowed.	
2 Declarations of interest	
3 Housing Panel Work Plan The Panel is asked to NOTE that the forthcoming meeting of the Housing and Homelessness Panel is in February, meaning the Forward Plan is liable to change. Aside from the requested report on the progress of activities in relation to the Social Housing White Paper it is not possible to put forward a reliable work plan.	
4 Notes of previous meeting The Panel is asked to AGREE the notes of the meeting held on 06 October 2021 as an accurate record, having raised any necessary amendments.	7 - 12
5 Landlord Services Performance Dashboard The requested dashboard of landlord services remains delayed as a consequence of the QL implementation and is not available for this meeting.	
6 Discretionary Housing Payment Policy Cabinet will, at its meeting on 10 November 2021, consider a report on Discretionary Housing Payment policy. The Panel is asked to consider the report and AGREE any recommendations it wishes to make to Cabinet arising from it. Councillor Shaista Aziz, Cabinet Member for Inclusive Communities, and James Pickering, Welfare Reform Manager will be available to present the report.	

****NB This report is to follow and will be issued as a supplement.****

7 Empty Homes

13 - 20

At its last meeting the Panel requested an introduction to the work of the Empty Homes Officer. Melanie Mutch, Empty Homes Officer, will present a report on her area of work. The Panel is asked to **AGREE** any recommendations it wishes to make to Cabinet arising from the report.

8 Dates of next meetings

Meetings of the Housing and Homelessness Panel are scheduled for:

02 February 2022

04 April 2022

Information for those attending

Recording and reporting on meetings held in public

Members of public and press can record, or report in other ways, the parts of the meeting open to the public. You are not required to indicate in advance but it helps if you notify the Committee Services Officer prior to the meeting so that they can inform the Chair and direct you to the best place to record.

The Council asks those recording the meeting:

- To follow the protocol which can be found on the Council's [website](#)
- Not to disturb or disrupt the meeting
- Not to edit the recording in a way that could lead to misinterpretation of the proceedings. This includes not editing an image or views expressed in a way that may ridicule or show a lack of respect towards those being recorded.
- To avoid recording members of the public present, even inadvertently, unless they are addressing the meeting.

Please be aware that you may be recorded during your speech and any follow-up. If you are attending please be aware that recording may take place and that you may be inadvertently included in these.

The Chair of the meeting has absolute discretion to suspend or terminate any activities that in his or her opinion are disruptive.

Councillors declaring interests

General duty

You must declare any disclosable pecuniary interests when the meeting reaches the item on the agenda headed "Declarations of Interest" or as soon as it becomes apparent to you.

What is a disclosable pecuniary interest?

Disclosable pecuniary interests relate to your* employment; sponsorship (ie payment for expenses incurred by you in carrying out your duties as a councillor or towards your election expenses); contracts; land in the Council's area; licenses for land in the Council's area; corporate tenancies; and securities. These declarations must be recorded in each councillor's Register of Interests which is publicly available on the Council's website.

Declaring an interest

Where any matter disclosed in your Register of Interests is being considered at a meeting, you must declare that you have an interest. You should also disclose the nature as well as the existence of the interest. If you have a disclosable pecuniary interest, after having declared it at the meeting you must not participate in discussion or voting on the item and must withdraw from the meeting whilst the matter is discussed.

Members' Code of Conduct and public perception

Even if you do not have a disclosable pecuniary interest in a matter, the Members' Code of Conduct says that a member "must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself" and that "you must not place yourself in situations where your honesty and integrity may be questioned". The matter of interests must be viewed within the context of the Code as a whole and regard should continue to be paid to the perception of the public.

*Disclosable pecuniary interests that must be declared are not only those of the member her or himself but also those member's spouse, civil partner or person they are living with as husband or wife or as if they were civil partners.

This page is intentionally left blank

Minutes of a meeting of the Housing and Homelessness Panel (Panel of the Scrutiny Committee) on Wednesday 6 October 2021

www.oxford.gov.uk



Committee members present:

Councillor Bely-Summers

Councillor Diggins

Councillor Fouweather

Councillor Jarvis

Councillor Linda Smith (Chair)

Officers present for all or part of the meeting:

Stephen Gabriel, Executive Director for Housing and Communities

Malcolm Peek, Property Services Manager

Bill Graves Landlord Services Manager

Simon Warde, Tenant Involvement Manager

Wendy Hind, Tenant Involvement Officer

John Mitchell, Committee Services Officer

Tom Hudson, Scrutiny Officer

Also present:

Tony Buchanan, Tenant Ambassador

Olga Siddon, Tenant Ambassador

Brenda Walton, Tenant Ambassador

8. Apologies

Councillor Wade tendered her apologies for the meeting, as did Head of Housing Stephen Clarke. There were no other apologies. This was **NOTED** by the Panel.

Newly appointed Executive Director of Housing and Communities, Stephen Gabriel, was introduced to and welcomed by the Panel.

9. Declarations of interest

None

10. Housing Panel Work Plan

The proposed work plan for the Panel's forthcoming meeting was **AGREED**.

11. Notes of previous meeting

The notes of the meeting held on 02 September 2021 were **AGREED** as an accurate record.

12. Landlord Services Performance Dashboard

Chair of the Panel, Councillor Linda Smith, updated Panel members regarding the housing performance dashboard. She was working with the Head of Housing to agree its measures, but owing to the issues relating to the implementation of the QL system the data to populate these measures was not currently available. This was **NOTED** by the Panel.

13. Housing and Carbon Reduction

Malcolm Peek, Property Services Manager, presented a Panel-requested report on Housing and the Low Carbon Agenda.

The Council had a target of ensuring 95% of its homes were rated no lower than a C on EPC ratings by 2030. Some government funding was being used to support this, with Local Authority Delivery and Social Housing Decarbonisation Funds being accessed as available. The bulk of the work was progressing, however, without government funding and a budget of £7m was available to 2030 to cover the work required to bring approximately 2500 Council-owned homes up to a C rating. Current focus was on procuring external expert advice on the works required, which would then be profiled into a programme. Surveys were anticipated to be completed by March 2022. Typical solutions would include lighting solutions, internal and external insulation, draft-proofing, solar and installation of heat pumps.

In response to the presentation the Panel raised a number of issues. One key issue discussed was that of engagement with residents, particularly for those who struggle with digital access. Given the potentially radical changes to some tenants' homes Housing Services were keen to run a full and accessible engagement programme, which had already been planned and budgeted. This would be in addition to the existing work of the Council's staff dedicated to advising tenants on possible measures to address fuel poverty. The issue of fuel poverty was an important consideration in the approach to housing retrofitting, with a focus on fabric first changes to raise energy efficiency without transferring from gas to electric heating, thereby avoiding the significant increases in fuel costs. Team members on the project were mindful of the complexity involved in ensuring different measures worked together and did not raise other issues such as damp. It was noted by the Panel that changes to properties could have a fundamental impact on the way that tenants live and enjoy their properties, as well as there being a wide variety of possible offerings around finishings, which it would want to see tenants involved with. Tenant involvement in the process would be critical, at both the level of individual homes and representative levels on wider issues. The level of consultation required and the complexity of the works meant it was very difficult to know at the current stage what proportion of the properties improved would be raised to EPC levels beyond a C grading.

The possibility of additional central government funding was explored by the Panel. It was hoped that there would indeed be further central government funding. However, such funding often came with tight criteria in terms of the works and timeframes involved. The Council would be proactive in looking for opportunities to access such funding but its specificity meant that external funding would not be the main determinant of

the Council's plans as it would be unlikely to meet the Council's own targets for energy efficiency.

Disruption for tenants during works was an issue of concern for the Panel. Much of the work, such as loft insulation and new windows could be done with residents in situ. Though before getting feedback on the works required it was difficult to say with certainty it was expected there would be very little decanting required to enable works to occur, and any such changes would be done in consultation with tenants.

It was **AGREED** to make the following recommendations to Cabinet:

- 1) That the Council works with the Tenant Involvement Team to ensure tenant engagement is sought and incorporated into the Council's work plans for improving the energy efficiency of its housing stock at the earliest stage. Areas of engagement to include both work with individual households and multi-household representatives for wider-ranging issues/
- 2) That the Council makes specific provision to support those with disabilities or mental health problems to engage in discussions about the most appropriate changes to their homes.

14. Social Housing White Paper

Bill Graves, Landlord Services Manager, introduced the Panel-requested update report on the implications of the central government's Social Housing White Paper.

The Grenfell tragedy had brought to the fore the importance of tenant safety in social housing. To that end, central government had put forward a white paper outlining seven rights of tenants in social housing. Although only a white paper, the clear advice of government was that social landlords should not wait before implementing the proposals. The rights identified were as detailed below:

- 1) To be safe in your home

The implementation of the changes required would have a number of consequences for the Council. Tenant engagement would need to be increased significantly, the provision of proscribed safety information would be necessary, a named person made personally accountable for health and safety would need to be selected. The additional requirements would have staffing implications, needing to be funded from the Housing Revenue Account. The process for making appointments to many of the necessary roles was already underway.

- 2) To know how your landlord is performing

The Council would be required to inform every tenant, at least once a year, on its performance.

Proscribed information would focus on compliance with multiple safety measures, the Decent Homes Standard, success in resolving complaints promptly and fairly, management and handling of anti-social behaviour and levels of tenant satisfaction over a number of key areas such as engagement, health and safety, overall condition, repairs handling, management of communal spaces, and the wider neighbourhood. Also included within performance reporting all social landlords

would be required to make available information on spending, and be subject to challenge by residents if spending was thought not to be in the right place.

The effects on the Council to comply with the requirements would include providing greater detail over spending, including more work with the tenant ambassadors to explain spending. The Council also wished to provide real-time data on its performance, meaning that costs would be incurred to support this. It was likely that the greater transparency over spending would lead to greater scrutiny over spending within and without the Housing Revenue Account.

3) To have complaints dealt with promptly and fairly

Changes to the Housing Ombudsman's code and other broader changes would have a number of impacts for the Council. These would include needing to adopt a two stage complaints process for housing complaints, with the Housing Ombudsman's definition of a complaint. Policies would need to be updated and made available online, including the vexatious complaints policy and reasonable adjustments policy. Two officers to investigate and manage housing complaints would need to be recruited and additional publicity amongst tenants on their right to complain and information on how to do this would be required.

4) To be treated with respect

Many of the changes in this aspect were external to the Council, with a more proactive regulator having greater freedom to make inspections and enforce significant fines and an expectation on providers in breach to self-refer to the regulator. A key foundation of the approach was that providers co-regulate with their tenants, stressing the ongoing importance of the Tenant Ambassadors.

5) To have your voice heard by your landlord

Under the proposals, social landlords would need to actively seek out best practice, including through training of staff and empowerment of tenants, of ways to improve engagement by tenants with their landlords. A key change for the Council would be the need to implement more individualised engagements, and more regular check-ups. It was possible for some residents to be living happily in their homes with no major life events or issues to prompt a visit. As such, it could be that the Council had not engaged with them for a long period. Regular face to face visits to check on the standard of the property and any unreported issues or concerns, and to gather information on protected characteristics and contact preferences would be a strong step in providing that deeper level of engagement. This would require greater resourcing than currently present.

6) To have a good quality home and neighbourhood to live in

A large focus of this area would be on the management of anti-social behaviour and making improvements to wider neighbourhoods. Another element would be on more health and wellbeing initiatives. For the Council, the main foci would be on engaging tenants in conversations about decarbonisation of homes, improving the quality of green space and estates generally.

7) To be supported to take your first step into ownership

Here, the Council would need to engage with a number of central government initiatives, such as a new shared ownership model, continued support for the Right to Buy, and providing support for leaseholders as well as tenants.

To date, Housing staff had undertaken a gap analysis of the work required and developed a high-level action plan with named officers for specific objectives. A lead officer for the delivery of this action plan was yet to be appointed, and the budget would need to be confirmed.

In response to the presentation the Panel raised questions around the Council's ability to influence other local social housing providers, and the importance of Selective Licensing to protect tenants in the private sector.

The Panel explored issues around the continuing duty to support Right to Buy. In particular, the question was raised whether there were ways to incentivise tenants to take on the Council's shared ownership properties instead of exercising the Right to Buy. The suggestion was thought to be potentially possible but required further investigation. Furthermore, it might not be necessary. The overall number of tenants exercising their Right to Buy was dropping anyway owing to the cost of housing in Oxford reaching such levels that even with the discount they were unaffordable for purchase. Shared ownership properties were proving exceedingly popular already and often provided a more financially sensible route into home ownership than Right to Buy. It was noted by officers that this should be marketed more extensively to current tenants.

Assurance was sought that Personal Evacuation Plans (PEEP) were in the process of being developed for all relevant tenants. All bar three households had a PEEP, with the three not doing so refusing to provide information. At present, PEEPS were reviewed every 18 months, but a resource request was being made in the Budget to bring that to once every 12.

The ability of the new QL system to deliver the information required for real-time updates was questioned. This was one of the strengths of the QL system, which when fully implemented would be able to provide exactly the sort of real time data needed across a variety of measures. Not all the performance reporting data would come via this system, but that which did would in no way be held back by it once fully implemented.

A suggestion was put forward by the Panel that potentially one area to focus on when increasing the frequency of visits by Tenancy Management Officers would be sheltered accommodation, with older people being more prone to loneliness and isolation. Some push back to the suggestion was put forward on the basis of the high proportion of council homes with an elderly person, approximately 40% having someone over 60, making a focus on sheltered schemes a partial solution to a bigger challenge. Targeting interventions using age as a guide to tackle loneliness would be something officers would seek to do.

The implications of greater transparency and scrutiny over HRA spending were discussed. Specifically, would existing monies from the HRA for items such as youth work need to be scaled back? Or conversely, would money to improve neighbourhoods mean more money could be spent from within the HRA? On balance there was a risk in this area, but if contributions were expected from the General Fund a number of projects of benefit to tenants and with tenant support might not be delivered.

More information was sought regarding the new requirement for allocations to take into consideration the impact on the local community. It was explained that mixed communities could be encouraged if there were negative impacts arising from having high numbers of one particular type of tenant, for instance high incidences of

exploitation of vulnerable people having their homes taken over by criminals for criminal activity.

15. Dates of next meetings

The Panel **NOTED** the dates of future meetings.

The meeting started at 6.00 pm and ended at 7.35 pm

Chair

Date: Thursday 4 November 2021

To: Housing and Homelessness Panel
Date: 4th November 2021
Report of: Head of Service, Regulatory Services and Community Safety
Title of Report: An overview of empty properties within Oxford City

Summary and recommendations	
Purpose of report:	To provide an overview of empty property within Oxford City, the scale of the problem, why it is a problem and the scope the Council has to deal with them.
Key decision:	No
Cabinet Member:	Cllr Alex Hollingsworth
Corporate Priority:	Deliver more, affordable housing
Policy Framework:	Housing and Homelessness Strategy 2018-21
Recommendation(s):	
1. Members note and comment on the overview	

Appendices	
Appendix 1	Empty dwelling figures 2016-21
Appendix 2	Flow chart of process
Appendix 3	Table 1 New Homes Bonus Received since 2011

Introduction and background

1. Empty properties, the subject of this overview are privately owned dwellings which have been unoccupied for over 6mths. Empty commercial sites are also monitored but are not necessarily covered by the same legislation used for empty dwellings. Under the Housing Act 2004 and associated legislation the government encourages councils to take action to bring empty dwellings back into use.
2. It has long been recognised that Oxford City has a severe housing shortage. The council currently has 2600 households on its housing register and local estate agents state they have waiting lists for properties for sale and to rent. With little potential to build within the city it makes sense to ensure all dwellings are occupied. This is currently endorsed by the Housing and Homeless Strategy 2018 – 21.
3. The classification of types of empty properties originates from Council Tax Regulation and numbers of empty dwellings are collated and reported via the

Council Tax database. For the month of October 2021 numbers for each classification are;

- Empty over 6mths to 2yrs, 262.
- Empty over 2yrs 114

Further broken down into number of years for council tax premium charge purposes.

- i. Premium 2 – 5yrs vacancy 87
 - ii. Premium (1) 5 – 10yrs 18
 - iii. Premium (2) 10yrs ≥ 9
- Exemption F awaiting probate. Empty in excess of 6mths 184.
 - Empty due to renovation work (over 6mths) 54
4. The number of empty properties in the City fluctuates to a degree and this is reflected in the table of empty dwelling figures covering a period of five years (Appendix 1). Reasons for this fluctuation can be, additional new builds, a change in the market in respect of selling or renting and most recently, the impact of COVID19 and subsequent lock downs.
 5. The majority of empty properties are likely to be brought back into use voluntarily or, following minimal contact with the Council. Every year the council sends a questionnaire to all empty property owners requiring information on, occupancy status, why the property is empty and intentions for the property. Reasons why empty properties are unoccupied are listed below and they are often quoted within the questionnaire responses the council receive.
 - The property is undergoing renovation.
 - The owner is finding it difficult to manage the property or lacks funds to maintain it.
 - Mental/Physical ill Health issues.
 - The owner has no motivation to sell or let the property.
 - The property has been repossessed.
 - A lengthy probate process.
 - The owner is being cared for elsewhere/is in hospital.
 - The property is classified as a second home.
 6. In 2018 the council commissioned an Empty Property Function Review on its empty homes service. The review looked at all elements of empty property work and stated *‘The Empty Homes performance of Oxford City Council when compared to all local authorities is very good, ranked 29th of 326 local authorities in England for the reducing in long term empty and 76th of out for 326 authorities for reduction of all empty homes.’*

What the Council can do and has done to tackle the issue of empty properties.

7. Empty properties are brought to the attention of the council by, councillors, members of the public, council officers, external services such as the police or

fire service, the council's empty homes Web Link and from monthly spreadsheets obtained from Council Tax data. A flow chart of the process used for all empty properties is detailed at Appendix 2. Properties are monitored, through contact with owners and the monthly update of figures and addresses obtained from Council Tax data.

8. The council's principal aim is to negotiate with owners to encourage an empty property to be brought back into use voluntarily. In addition to advice and support, the council has the facility to provide information on an Empty Home Loan which is administered through the Home Improvement Agency. The loan is offered by Flexible Home Improvement Loans Ltd. The council initiates contact with owners early on to prevent properties becoming empty for a prolonged period. Where an owner is reluctant or unable to engage with the council legislative tools can be utilised to bring long term empty properties back into use.

Working in partnership

9. Bringing empty properties back into use often requires understanding of and working partnership with, other council services and external agencies. These include;

Internal:

- Financial services including, Council Tax, Revenue and Investigations officers
- ODS, garden and house clearance and Pest control
- Community Response Team
- Safeguarding
- Building Control
- Planning
- Oxford Building Company
- Housing Needs
- Home improvement agency

External:

- Police
- Fire Service
- Occupational Health
- Oxfordshire County Council, Adult Social Services & Money Management.
- Deep clean companies

10. In 2011 a joint initiative was set up in response to a government incentive 'New Homes Bonus' (NHB) to reward authorities for additional housing provided through new builds and empty property being brought back into use. Officers involved included the Empty Property Officer, officers from Council Tax, Revenues and Investigations. The NHB initiative monitored progress on completion of new builds and long term empties being returned to use. This was

done by a yearly mail shot to all owners of empty dwellings, follow up visits to empty dwellings by investigations and data monitoring of New Builds. Figures were then reported to the Ministry of Housing, Communities and Local Government and in return a bonus paid to reporting authorities for additional housing achieved. Table 1. Appendix 3, provides the amounts recorded by Financial Services, of NHB OCC has received since the bonus' introduction in 2011.

11. We have been informed by Central Government that the format of the New Homes Bonus scheme will be changing with effect from 2022/23. The payments we are receiving in 2021/22 will be the last under the old scheme.
12. In 2019 the government through council tax legislation, permitted charging authorities to apply a premium charge on top of the usual council tax charge for individual dwellings empty for over 2 years. The intention being that it would be a further disincentive to owners to leave their properties empty. These properties are now classed as Premium properties. Since 2019 they have now been further broken down into 3 premium classes with additional charges; Premium (empty for 2-5yrs) incurring an additional 100% charge, Premium 1. (Empty 5-10yrs) incurring 200% charge and Premium 2 (empty over 10y) incurring a 300% additional charge.
13. Empty properties can be an asset in respect creating further housing through development of the building and amenity area or subdivision into flats, dependant on planning constraints. Those empty properties which are considered to have development potential or are of a size suitable for subdivision and conversion into flats, are referred to the council's housing company for consideration. A previously empty dwelling on Blackbird Leys was purchased by the council following negotiation with the deceased owner's family.

Properties causing a nuisance

14. The majority of empty properties reported to the Council are as a result of nuisance or them having been noticeably vacant for some time. The empty property officer receives around 50 complaints of this nature a year. The properties are noted on file, the owners contacted and onsite inspections carried out. In most instances the owners are requested informally, to carry out work to alleviate the nuisance and improve the property. Where informal routes to improve the property and bring it back into use have been exhausted, the council can undertake enforcement action using applicable legislation. Often the service of a notice, for example a Public Health Act notice, is enough to nudge/encourage an owner to improve, sell or bring a property back into use.

Legislation

- Housing Act 2004
- Building Act 1984
- Environmental Protection Act 1990
- Local Government Act 1976
- Public Health Act 1961

- Prevention of Damage by Pests Act 1949
- Town and Country Planning Act 1990
- Enforced Sale Procedure
- Empty Dwelling Management Order (EDMO)
- Compulsory Purchase Orders (CPO)

15. The council previously applied for 3 EDMO's, one of which was withdrawn following the property being placed on the market for sale. The two EDMO's confirmed were not implemented due to, one being placed on the market and subsequently sold and the other being rented out. All costs incurred, including work to bring the property back into use, can be recovered through rent and management fee once the EDMO is implemented.

16. In respect of CPO, the council, prior to commencing the application process, needs to be committed financially to the market value of a property (known as compensation), costs in officer time, legal support and a potential public inquiry. Public inquiries can cost up to £20000. Costs incurred are non-recoverable, except compensation value should the property subsequently be sold. In addition to financial commitment the council would need to demonstrate a clear intention for the reuse of the property or land.

17. In 2017 the council obtained confirmation of a CPO on a 4 bed ex local authority dwelling. The CPO was confirmed following written representation. The property is now owned by the council and is occupied by a family from the council's housing register.

Conclusion

18. With housing in the City in such short supply it makes good sense to ensure no dwelling is allowed to remain empty without good cause. As reported in the Empty Property Function Review, Oxford City Council has a good record for encouraging owners to bring their empty property back into use. However, whilst the council has a clear and proactive process in place, there still remains a necessity for financial commitment to ensure those long term empty dwellings (over 2yrs) are brought back into use.

Report author	Melanie Mutch
Job title	Empty Property Officer
Service area or department	Regulatory Services and Community Safety.
Telephone	01865 252280
e-mail	mmutch@oxford.gov.uk

Appendix 1

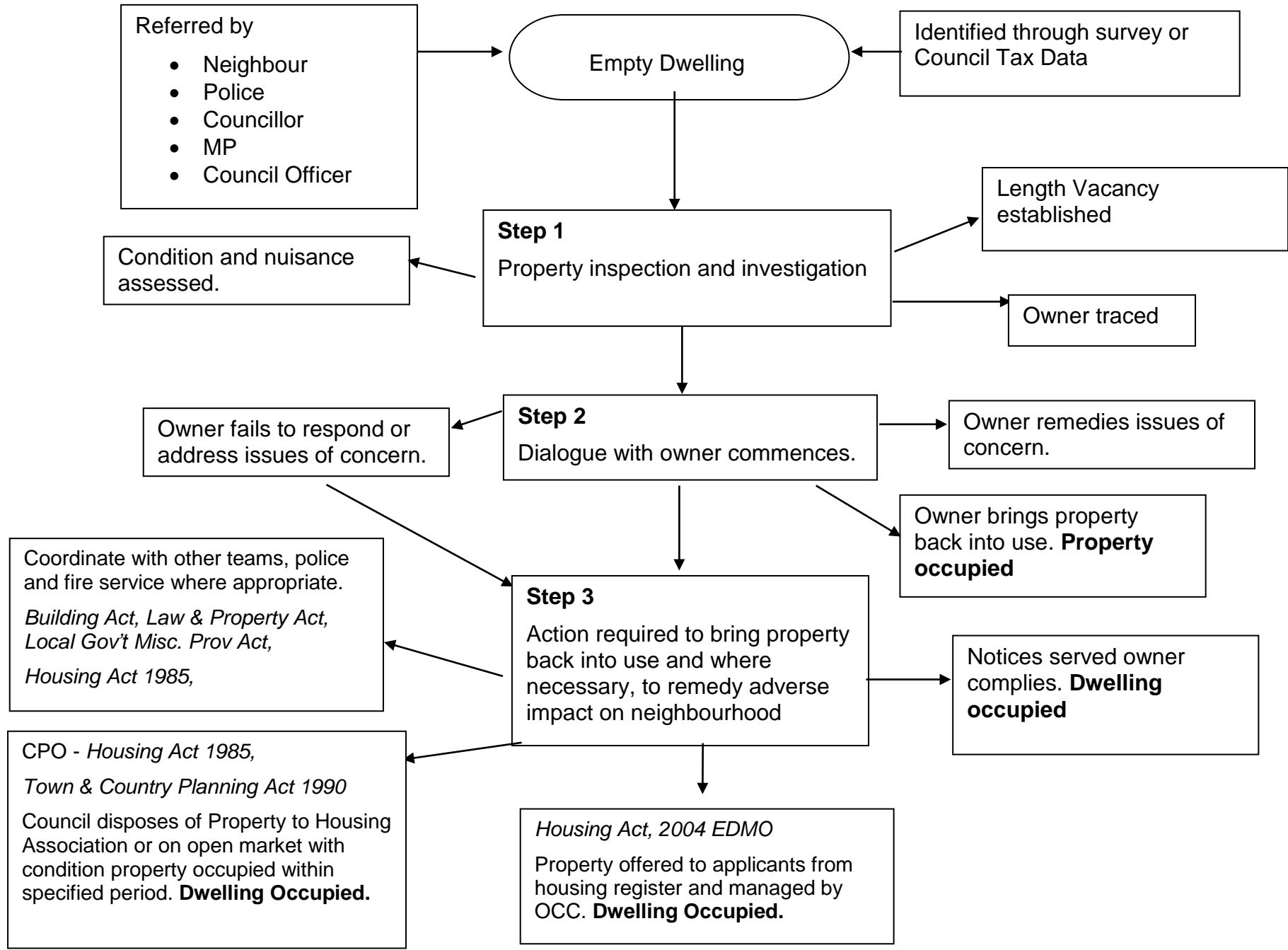
Numbers of empty domestic dwellings within Oxford City between 2016 to 2021

2016/17		2017/18		2018/19		2019/20		2020/21	
June 30th	591	June 30th	736	June 30th	590	June 30th	750	June 30th	860
Sept 30th	592	Sept 30th	670	Sept 30th	586	Sept 30th	929	Sept 30th	862
Dec 31st	612	Dec 31st	593	Dec 31st	631	Dec 31st	831		
March 31st	666	March 31st	611	March 31st	677	March 31st	710		

∞

Source: Council Tax data report ct6140d

Flow chart detailing processes used to bring an empty property back into use.



Appendix 3

Amount of New Homes Bonus received per year since 2011.

Year	Amount £
2011/12	472,960
2012/13	1,296,496
2013/14	1,684,617
2014/15	2,019,502
2015/16	2,434,359
2016/17	2,944,311
2017/18	1,981,082
2018/19	1,271,202
2019/20	962,206
2020/21	609,705
2021/22	538,126