Tenant terminates tenancy

Notification Received / Not Received

Housing Officer completes termination visit / inspection

Property passed to the Voids Team

Voids Inspector schedules all work on Open Housing System

Property allocated to Voids Team Leader for work allocation

Property allocated to DLO/ Contractor

Works Completed Voids Team Leader completes post Inspection

Joint handover completed with Housing Allocations Officer & Voids Team Leader

Housing Property Officer allocated to completes introductory visit

Capital Works Inspector completes Tenant Induction visit

## **Housing Officer Team - Tenancy Terminations**

- Termination Notice (those received and those not)
- Property Inspection
- Recharges etc.
- Meter Readings Debt and Activations
- Pictures & Video etc. Evidence
- Handover to Housing Assets
- Offer of Allocation to proposed tenant

## Voids Team - Inspection/ Refurbishment & Investment Works/ Handover

• Notice from Housing Officer Team

Voids

Inspector

completes

Inspection

- Inspection of full property (internally and externally)
- Arrange internal clean and possible fumigation.
- Arrange Asbestos Survey and Asbestos Removal
- Arrange various other surveys (Kitchen Design/ DPC Survey).
- Schedule of works Standards
- Refurbishment & Investment Works DLO/Contractor
- Post Inspection
- Pictures (Evidence)
- Handover

## **Allocations Team - Joint Handover &** Allocation

- Joint Handover
- Pictures & Video etc. Advertisement (YouTube)

tenant

Allocation

## **Capital Works Team**

- Tenant Induction
- Asset Maintenance
- Guidance & Supporting Documentation /Advice
- Central Heating Controls & Ventilation
- Controlling Mould & Condensation in your home
- Loft Access and Storage
- Reporting of Repairs and Request for Service
- Tenant Improvement works -Permissions
- Recharges